

# Report on Consultation Findings of: **Rosemount Library: The Next Chapter**



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Submitted to

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This report

***Rosemount Library: The Next Chapter (2016)***

is available electronically at:

[www.kitchissippiward.ca](http://www.kitchissippiward.ca)

City of Ottawa Councillor Jeff Leiper

and

[www.readrosemount.ca](http://www.readrosemount.ca)

READ: Rosemount Expansion and Development Group

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## Executive Summary

Rosemount Library: The Next Chapter consultation was brought about by a call for community consultation and the open-minded support of Councillor Jeff Leiper. This initiative sought to hear from library users on what they believe to be pressing needs and creative ways in which these needs can be provided for. Through the use of participatory processes, this in-depth consultation was able to identify a range of ideas among library users and how participants prioritize these ideas. Through ambitious outreach, professional design and facilitation, and the active involvement of library users, this consultation was able to articulate what members of the community want to see in the future of Rosemount Library. Input was gathered through in-person sessions, an online questionnaire, and an afternoon at the Parkdale Food Centre.

Participants were asked what they believe to be the current strengths and assets of the Rosemount Library. Responses included the helpful and considerate staff, the current location, proximity to other community organizations, the historical significance of the building, programming, how it serves as an access point to other libraries, the social buzz, the ambient warmth and light, and how it provided resources for communities in need such as low-income residents.

To develop a discussion on how Rosemount Library could be made even better, participant input was invited with regard to three possible scenarios: 1) solely a renovation, 2) expansion of the current building, and 3) moving to a new location. Participants were invited to contribute their ideas on these scenarios with consideration of the 1 million dollars in capital funding budgeted for Rosemount Library and the remainder of the 100 thousand dollars in expansion feasibility funding.

Discussing improvements attainable solely through a renovation, ideas were frequently contributed concerning better configuration of both floors, providing for more accessible browsing between tight shelves, allowing for group study space, individual work space, and providing more comfortable reading space for users of all ages. The utilization of modern technology was called for in replacing many of the desktop computers and providing plug-ins for laptops users may bring with them. Increasing natural light, increasing parking for bikes and strollers, and ensuring environmentally sustainable operations were other suggestions put forward.

By using Activity-Based Collaborative Discussion, the **renovation priorities** among participants were identified as space/multi-use space, maintaining historical significance, consolidating the children's area, a more accessible entrance/lobby, outlets for laptops, and more programming through collaborating with other community organizations in the area.

With the consistent interest in more space, more multi-use space, and more ideas that require space, an expansion of the current building was also called for. Ideas that require considerable construction included rooftop access, the front entrance being made more welcoming, making the washrooms larger, building an upper floor extension to the south, and replacing the 1930s west-side addition with a three story structure. A mezzanine, serviced by an expanded elevator, was also consistently suggested as a way to increase reading and work space. **Expansion research priorities** were identified as replacing the 1930s west-side addition with a three story structure, research on an upper level expansion to the south, reconfiguring the lower floor, and research on making the entrance larger. Participants also prioritized environmental sustainability and the historical significance of the current building.

The ideas and priorities of in-person participants were by and large reflected in the questionnaire responses. There was a notable divide within both participant groups on the subject of physical collections. On one hand, many participants expressed comfort with decreasing on-hand collections and engaging with e-books and holds. On the other hand, there were also many participants who would want to see collections of books and audio-books expanded and emphasized that a virtue of having more collections on hand is the ability to discover new materials when browsing.

Given the consistent prioritization of heritage and community connection, the option of moving to a new location was welcomed only on certain conditions. **Priorities for a new location** can be quickly glanced at on page 16. The most consistent priorities were that the move be close to the current location, close to frequent transit, and a minimum of 10 thousand square feet.

The **option of a levy** was also discussed and received a virtually unanimous rejection among in-person participants based on how no other library redevelopment in Ottawa is known to have been funded this way and the disproportionate impacts this would have on low-income homes. Questionnaire respondents were more open to the idea of a levy but were not necessarily informed of what this levy would entail and who it would apply to. However, an interesting observation made by the Councillor's office after gathering responses at the Parkdale Food Centre points out how those with less are actually more likely to be supportive of a levy. This is perhaps an indication of how those who rely on the services and resources offered by the Rosemount Library are more willing to contribute personal support.

This report is intended to elaborate on the structure and findings of this consultation. Special recognition is due to the Rosemount Library Expansion and Development Group (READ) for their active role in calling for and supporting this consultation.



## Introduction

Built in 1918 as one of the final contribution by Andrew Carnegie to Canadian libraries, and continuing to serve as an active community hub for the west-end of Ottawa, Rosemount Library has an abundance of both historical and contemporary significance. Occasional expansions and renovations are also part of this legacy with an addition being made to the west side of the building in 1932 and renovation taking place in 1982 that added an elevator and current washroom facilities. Featuring 6,089 sq ft of space, and with Ottawa's second highest circulation per square foot ratio, it is evident to many users of the library that a significant renovation or an expansion is necessary in order to accommodate modern needs in a growing community. Recognizing both the significance of the library and the need for renewal, community associations and Councillor Jeff Leiper have collaborated to give the users of this library a say in how the next chapter of the Rosemount Library should develop.

Rosemount Library grapples with constraints of space as well as those associated with the limited capital expenditure that is budgeted for library renewal in each budget. Ottawa Public Library (OPL) staff have acknowledged the need for renewal and expansion of the Rosemount Library in several ways. Rosemount Library has been a redevelopment priority of the OPL since 2012. Stimulus funding from federal grants has been recently sought to supplement the 1 million dollars earmarked for a renovation of the existing space. Also, 100 thousand dollars was budgeted as part of the 2014 capital budget to finance expansion feasibility research. Considering this recognition and the official budgeting of \$1 million dollars in capital funding in the upcoming municipal budget, this consultation is meant to be a useful way to provide community-driven direction and locally-identified needs to guide the use of this investment.

The Rosemount (Library) Expansion and Development (READ) group has played a leading role in ensuring this consultation takes place. By drawing attention to the issues that exist in Rosemount Library as well as the desire within the community for improved functionality and accessibility, READ has helped to organize the community voice in the discussion on how the next chapter of Rosemount Library should unfold. In calling for a consultation, READ collaborated with Councillor Leiper to support increased community involvement in the redevelopment of public infrastructure. READ is only one example of how Rosemount Library is more than just the building it is currently in, as the support and leisure the library offers creates a community that spans far beyond its walls. The gathering of concerned Rosemount Library users supported an exchange of views between READ, the general public, with information from the Councillor's office and the OPL staff. With this information participants expressed how they felt Rosemount Library can grow as it approaches its centennial anniversary in 2018.

# Goals

The underlying goal of this in-depth consultation was to gain a better understanding of what users desire from their Rosemount Library with regard to several possible scenarios. In order to accomplish this general goal, this process was guided by the specific goals of supporting deliberation on the following key uncertainties:

- ◆ what the community values most about the Rosemount Library, including its current strengths and assets to be maintained;
- ◆ the community's vision for Rosemount Library moving forward, including what changes are necessary to achieve this vision and how participants prioritize these changes;
- ◆ if changing the location is an acceptable way to overcome space constraints;
- ◆ if a temporary levy is an acceptable way to overcome funding constraints;
- ◆ any other creative ideas participants may have to achieve the community's vision for Rosemount Library moving forward.

Each of these goals was reached with the support of participants who made time to discuss their ideas on how Rosemount Library could be made even better and how various constraints could be overcome. The following sections will outline how the overall process was designed to reach these goals and then elaborate on what discussion took place.



# Methodology

The Rosemount Library: The Next Chapter consultation used participatory processes in order to attain the previously stated goals in a manner that was open, characterized by dialogue, and fun. "Open" implies that the consultation is designed with consideration of the different constraints to participation and how to overcome them. "Dialogical" implies that participants are engaged in a conversation with other participants as well as with the OPL by receiving answers to questions and feedback on ideas put forward. "Fun" is a relatively straightforward priority - creating an enjoyable session flow and renewed energy around civic engagement. The consultation process and the content of each session was designed by an outside party under contract with Councillor Leiper's office. The following explanation outlines how participants were invited to take part, the structure of each session, and the approach that was used to analyze participant contributions.

## **Outreach**

For any consultation to be truly effective, people need to attend. Given the existing communication networks created by the Councillor's office and READ, promotion was primarily conducted by these parties. With website posts, promotional tweets, and through word-of-mouth, the Councillor's office ensured that all those interested were able to learn about the consultation process taking place. READ put forward a proactive effort including posterage, sending press releases and being interviewed by local media, making announcements to their membership, and contacting over 50 community organizations and churches to encourage them to spread the word. To get the invite to parents, 13 local schools and 9 parent councils were contacted as well.

Snacks, coffee, tea, and other refreshments were offered at each session to make participation more palatable, especially for the mid-day sessions that cut through regular lunch hours. A dedication to eliminating barriers to participation was evident in the decision of Councillor Leiper to arrange childcare during each session. The sessions were run in English with translated materials and personal translation from volunteers.

The overall process was divided into two phases (also referred to as "rounds") with two sessions per phase. Participants were invited to attend one session per phase. In both phases, sessions took place 11:30AM to 2:00PM on Saturdays (March 19th and April 16th) and 6:30PM to 9:00PM on Tuesdays (March 21st, and April 19th). In order to reach those who were not able to attend the in-person sessions, READ and Councillor Leiper advertised a questionnaire. There was also targeted outreach conducted at the

Parkdale Food Centre in order to get input from less advantaged and users of the library who may not have felt comfortable attending the in-person sessions.

### **Structure of the Process**

The structure of each phase was based on the three defining values of open, dialogical, and fun. The facilitator, an outside party under contract with Councillor Leiper's office, opened each session with a general orientation of the space and a short discussion on the goals of both the current session and the overall consultation process. The facilitator did minimal speaking aside from instructions for each activity in order to focus the time and attention available on the input of the participants. Sessions were composed of both room-wide and table specific discussions. Participants were invited to sit in groups of approximately 8 at the table of their choice. A table-kit was arranged for each table that contained information sheets, floor plans, and activity sheets to be used to organize and record table specific discussion. During room-wide discussions, each table shared their discussion recorded in their activity-sheets in order to reveal common ground and divergent ideas with other tables. Ideas contributed in the room-wide discussion were recorded on a central board. There was also a consistent effort to gain a deeper understanding of how ideas stood in terms of priority to participants on both a group and individual level, as will be discussed further below in *Analysis*.

In Phase 1, participants were invited to discuss what strengths, and assets they currently love about Rosemount Library. Proceeding from this, participants were then asked what improvements they felt were necessary in order to make Rosemount Library even better. The information sheets imparted information on a brief history of Rosemount, how Rosemount Library relates to other libraries in Ottawa, and what ideas on improvements have been suggested so far in a 2013 consultation and in the application for Canada 150 Community Infrastructure Plan. An activity sheet was used to record ideas on improvements and how participants prioritize these ideas as a table. As the final activity of the Phase 1 sessions, participants were invited to express their personal priority by engaging in dotmocracy, using a sticker to indicate their top priority among the ideas recorded on the central board.

The month between the two phases was intended to provide a window of time for OPL staff to respond to the ideas put forward by participants. The OPL staff were very diligent in responding to ideas conveyed to them by the facilitator in a brief outlining a preliminary analysis of Phase 1. This response helped to build a dialogue between participants and the OPL staff and the OPL Board.

In Phase 2, the table-kit contained a new information sheet that featured responses from OPL, which helped to inform participants of where OPL was in agreement with ideas put forward as well as where there may be issues with ideas put forward. The Phase 2 information sheet also included images and bullet-points featured

in the recent expansion Feasibility Study conducted by Architecture49, which is pointed to as the authoritative study on the possible expansions of the current structure of Rosemount Library by the OPL. With this information, participants were able to withdraw or further specify their ideas as well as identify gaps in research they are interested in seeing filled. The Phase 2 table-kit also included improved to-scale floor plans provided by OPL upon request, and two activity sheets that again helped participants to organize and record their discussions. The Phase 2 discussion was more focused on improvements sought through expansion or relocation and the corresponding priorities participants associated with these choices. As the final activity of the Phase 2 sessions, participants were invited to engage in a dotmocracy, using 2 sets of 3 stickers to indicate ranked priorities of renovation interests and expansion feasibility research.

For those who could not attend the in-person sessions, a participating-at-a-distance questionnaire (*as shown in Appendix A*) was made available through [KitichissippiWard.ca](http://KitichissippiWard.ca) and [READRosemount.ca](http://READRosemount.ca), and through targeted, volunteer-supported outreach. The same questionnaire was used consistently throughout the consultation process and those participating through this avenue were not necessarily provided with an information sheet or engaged in discussion with other participants. Those taking the questionnaire were also not provided with responses from OPL or an explanation of certain terms, such as "levy", as featured in the in-person sessions. These differences can explain some divergence in the clarity and direction of these responses in comparison to the in-person sessions. The identities of questionnaire respondents were not known to the analyst and there was no attempt to prevent in-person participants from participating through the questionnaire aside from asking the questionnaire respondent to specify this with the opening question. Therefore, questionnaire findings are analyzed and presented separately from those emerging from the in-person sessions. This question helped to elucidate that three of the sixty-three questionnaire respondents had participated through both the questionnaire and in-person session. The predominant reason for not participating in-person was having other commitments. Other reasons included not knowing about the provision of child-care, not hearing about the process soon enough, being out of town, and not feeling confident about the worthwhile nature of in-person sessions.

## **Analysis**

To best retain the contributions of participants, activity sheets doubled as recording devices. This method allows for a simple analysis of common ideas and divergent interests. A central board was also created in order to record ideas put forward in room-wide discussions directly in-front of participants in order to ensure accuracy and any additions or specification necessary to capture the intention of participants. These recordings were consolidated in preliminary analysis and utilized for the purposes of in-depth analysis with regard to three distinct scenarios: solely a renovation within the current location; a renovation and expansion of the current

structure and; moving to a new location. The approach helped to record the consultation findings in a way that participants identify directly with.

The ideas put forward were then reviewed and the following ten themes (T1-10) became evident and associated with the indicated colour.

Theme #	Theme Name	Theme Colour
T1	Staffing and Opening Hours	Orange
T2	Space, work	Magenta
T3	Technology	Dark Green
T4	Expansion	Yellow
T5	Programming	Cyan
T6	Sounds, light, and environment	Purple
T7	Welcoming, accessible, construction	Blue
T8	Parking (cars, bikes, strollers)	Brown
T9	Resources, storage, circulation	Pink
T10	Heritage, community	Green

These themes helped to roughly track the range of interests that were initially brought forward in Phase 1 and how this range was narrowed through deliberation and new information provided in Phase 2.

In order to gain insight into how participants would arrange the many ideas put forward in terms of priority, a consistent effort was made to encourage participants to indicate how they prioritize the ideas being discussed. In Phase 1, participants prioritized the ideas being recorded on the activity sheet as a group. Prioritizing as a group is difficult as different senses of what should be a priority exist between participants in the group. In order to get a less mitigated expression of each participant's sense of priority, each session ended with a dotmocracy activity. Using this indication of prioritization, the priority grids shown below were used to demonstrate specific ideas participants are supportive of and, furthermore, what general priorities exist among participants. The Phase 1 Priority Grid was completed by table groups and the Phase 2 Priority Grid was completed using an individual ranked priority dotmocracy. This change was made due to the evident difficulty in determining priorities as a group and the relative clarity of voting on an individual basis. Interest themes and the priority grid were used in conjunction in order to convey predominant interests and leading ideas.

### Round 1 Priority Grid

Priority Rank	Table 1	Table 2	Table 3	Table 4	Table 5
1st					
2nd					
3rd					

## Round 2 Priority Grid

# of Dots	Priorities		
	First Priority Dot	Second Priority Dot	Third Priority Dot
1st most			
2nd most			
3rd most			

The questionnaire responses were analyzed by developing categories of interest and noting the frequency at which certain ideas were mentioned in order to identify predominant interests. Individual participant prioritization of their ideas was then coded to identify the general priorities of the questionnaire respondents. The questionnaire also allowed for the opportunity to include quotes from in-text contributions.

# Findings

The following section will outline the findings based on each goal of the consultation with a concluding section to follow.

## **What Participants Love About Rosemount Library**

The preliminary findings of Phase 1 are displayed in *Appendix B*. Participants expressed that the current strengths and assets that they enjoyed most about Rosemount Library included the helpful and considerate staff, the current location, proximity to other community organizations, the historical significance of the building, the educational services and recreational programs offered, how it serves as an access point to other libraries, the social buzz, the ambient warmth and light, and how it provided resources for communities in need such as low-income residents. These strengths and assets were mentioned at both sessions. Other assets mentioned at only one session included how it is accessible to seniors, computer and internet access, holds and books on hand, and the peaceful nature of the space.

Questionnaire respondents were also invited to state what they love about Rosemount Library. By far, the current location within the neighbourhood and the supportive staff were the most frequently mentioned strength. The significance of Rosemount Library in terms of local architecture and history and its role as hub for community life was also emphasized. Some examples of how questionnaire respondents expressed their admiration for Rosemount Library are:

***"You walk up the stair at Rosemount and it seems as if someone is there to greet you" - Respondent #3***

***"The staff are one of its biggest assets. They are approachable, well informed and always willing to connect with patrons." - Respondent #8***

***"I like the smallness of the library and its history. Beyond the physical space, I love that the library is a safe and well used haven for the children of the neighbourhood, the seniors and young parents. The library helped me not to go crazy when my son was born thanks to the weekly baby program. The staff is helpful and makes you feel welcome. This is a 'community library and makes me feel part of the community." -***

**Respondent #32**

## **Renovation Interests**

Proceeding to discuss improvements that participants felt were necessary to make Rosemount Library even better, both straightforward and forward-thinking ideas were contributed. The need for more space was emphasized through both the desire for more flexible and multi-use space, as well as more designated space for specific purposes such as quiet study or more children's programs. Ideas were frequently contributed concerning how the space could be reconfigured to consolidate the children's programs and collections on one floor, provide for more accessible browsing between tight shelves, allow for group study space, individual work space, and more comfortable reading space. A consistent push for the utilization of modern technology was expressed through suggestions to replace many of the desktop computers and provide plug-ins for laptops users may bring with them. Removing most of the desktop computers would make more desk space available and provide options of borrowing laptops or smaller computers (such as an iPad) would ensure that computer and internet access are still available. Participants also consistently called for increasing the warmth and light that is already enjoyed by uncovering windows and featuring for more comfortable chairs. Parking for bicycles and strollers and making drop-off more accessible were also suggested.

There was also a consistent push for OPL to learn from staff of Rosemount Library about what their needs are and for the staff to be included in the redevelopment of the library. Participants also encouraged OPL to consider using eco-friendly materials and techniques while undertaking the redevelopment. With an inclination towards sustainability and ecological thinking, participants also called for the use of solar panels to reduce operating costs and to use Rosemount Library as an exemplar for other public facilities. Participants also expressed a desire for a community garden to be featured in a redeveloped Rosemount Library. More opening hours were also suggested.

In terms of improvements that called for considerable construction, participants suggested rooftop access should be considered and ways that the front entrance could be made more welcoming and accessible should be researched. The size of washrooms was pointed to as an accessibility issue and taking away the drop ceiling was suggested as a way to expose the original ceiling and improve the feel of the space. It was also suggested that the circulation desk could be relocated or



reconfigured to allow for a more spacious upper floor. A mezzanine, similar to the Festival House, was consistently suggested as a way to increase reading space.

A divide was evident between the desire for more books/audio books on hand and the desire to reduce collections in order to free up space. Some participants emphasized that a virtue of having more collections on hand is the ability to discover new materials when browsing. Proposals for quiet space, bookable space, more programming, and a digital creation and editing space were also inherently in contest given the limited space of the current structure.

A list of ideas using the interest themes can be found in *Appendix B*. Using the priority grid to gain a comprehension of which ideas receive the most support from the table groups, the findings on page 46. were determined. Two quick points can be learned from this themed priority grid. First, ideas concerning **more space for individual work, more space through expansion and construction, and the importance of heritage and community** were consistently ranked as top priorities among separate table groups. Ideas concerning the other themes such as technology, accessibility, environmental sustainability, respect for staff, more programming, and sound light and environment were also present within top three priorities. Second, the themes of parking for cars, bikes, and strollers, and resources storage and circulation were not significantly indicated as being a priority.

Using a dotmocracy activity, on an individual basis, participants indicated that **more space, better configuration, the location, table space for desk work, and eco-friendly construction and features** were the most frequently indicated priorities.

These priorities were conveyed to the OPL in a brief of the Phase 1 preliminary findings. This brief allowed OPL to respond to these ideas and create a dialogue with process participants. These responses were featured in the Phase 2 information sheets included in the table kits in order to inform participants of OPL's current position.

The preliminary findings of Phase 2 are displayed in *Appendix C*. In Phase 2, these predominant ideas were displayed at the front of the room to confirm that the list was accurate. Participants added to this list to create the list found on page 51, which is meant to reflect the range of ideas that were contributed to define an ideal renovation.

Using a dotmocracy activity with three different dots to indicate priority 1-3, these ideas were prioritized by participants. The resulting priority grids following expresses that **more space/multi-use space** and **maintaining historical significance** are, once again, top priorities among participants. **Consolidating the children's area, a more accessible entrance/lobby, outlets for laptops, and more programming through collaborating with other community organizations in the area** are also priorities among participants.

# of Dots	Priorities Session 1 of Phase 2		
	First Priority Dot	Second Priority Dot	Third Priority Dot
1st most	More Space/Multi-Use Space	More Space/Multi-Use Space	Separate Quiet Space
2 most	Plug-ins for Laptops	Maintain Heritage	More Space/Multi-Use Space
3 most	More Programming/Connect to other locations	Consolidate Children's' Area	Maintain Heritage

# of Dots	Priorities Session 2 of Phase 2		
	First Priority Dot	Second Priority Dot	Third Priority Dot
1st most	More Space/Multi-Use Space	Leverage Community Connections	More Space/Multi-use space
2 most	Make more accessible entrance/lobby	Maintain Heritage	Maintain Heritage
3 most	Maintain Heritage	Consolidate Children's' Area	Front Street Accessibility and Drop-off

In discussion in the Phase 2 table groups, participants continued to express an interest in more modern tech (such as iPads, Chrome Books, and laptops). A clarification was made that not all computers should be replaced with modern tech. Maintaining a desktop computer would provide for users who are not as familiar with computers. This desktop computer could be placed in a different location than the current desktop computers to make room for more desk space on the upper level.

There was also continued discussion on how more natural light or artificial light that mimics natural light is needed. Making shelves more accessible, establishing a Teen Zone, and an increased amount of individual work space were also continued interests being discussed by participants.

Participants consistently viewed the lower level as an underutilized space that could be better configured for more programming or study/work. Specifically, participants pushed for rearranging how books are stored and sorted, creating larger, gender neutral washrooms, and reconfiguring the space for more occupants. On this subject, some participants fondly recalled how the holds were once on the lower floor.

There was also continued support for respecting staff as stakeholders and consulting staff on what they need from a renovation. At the same time, participants also supported quick check-out using self-service and questioned why such a large portion of the lower floor is staff space. A divergence continued to exist between



participants who pushed for larger collections and those who supported increased use of ebooks and online orders.

Questionnaire respondents were invited to state how they feel Rosemount Library could be made even better. There was a notable support for increasing the size of the children's area, increasing the availability of computers, more designated quiet space, more bookable and group meeting space, and more space for each of these ideas through better configuration or expansion. There was a marked interest in increasing programming with an emphasis on children's programs.

Respondents articulated their improvements ideas by pointing to personal experience. Some examples of how these contributions are:

***"[A]fter visiting other community libraries I do sometimes wish ours was a place I could do more without feeling like I'm bothering those reading or working quietly. I'm fine without adding heaps of technology (such as iPads for kids etc) as I prefer a focus on books." - Respondent #4***

***"Some children and adults may not have access to good/fast internet at home and should not be deprived of all the learning potential in the e-world. Greatly increase the number of active stations, perhaps by using cheaper tablets, instead of full-blown computers. People can save what they want on cheap memory sticks, and not on the computer's memory. Continue to have a way that people can e-mail free of charge within the system." - Respondent #6***

***"A coat rack when we come in the winter so we can browse the shelves without dying of heat. Better children's program space, as a senior I could not take my grandchild to the toddler groups because the seating was impossible for older people." - Respondent #9***

***"This facility needs more space. It is maddening to have the children's non-fiction interfiled with the regular collection--this is the least browsable collection I have ever used. I am forced to use the Main branch downtown, because this facility is so cramped and the collection so small and inaccessible. I hate to see adults and teens trying to use the public access computers with no peace around them. People need quiet space to work and for leisure. Toddlers need friendly space to hear stories and to squeal at the pictures in the books. That simply can't be the same space." - Respondent #30***

***"Except for the staff - EVERYTHING." - Respondent #42***

A significant distinction that emerged from the questionnaire responses was an interest in larger collections. Many respondents stated that they would like more variety and larger collections of "real books" and resources. Though a push for increased use of digital collections and ebooks was present in questionnaire responses as well, there was a much more pronounced interest among questionnaire respondents in expanding collections and shelf-space. The collections specifically stated were fiction for all ages, information on the local area and history of the library, and CDs and DVDs. Another distinction between in-person and questionnaire participants was the increased likelihood of the latter to see the current size of the Rosemount Building as an asset.

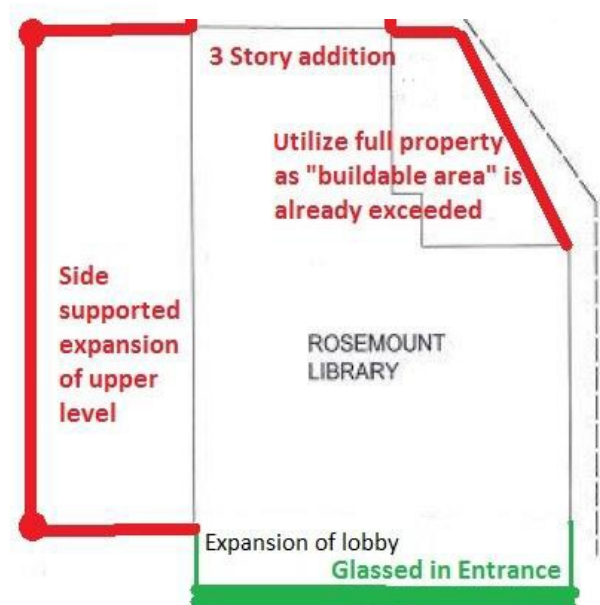
Questionnaire respondents were also asked to prioritize their suggestions. After coding these priorities it was found that once again **more space** was the leading priority. **Resources, storage, and circulation (as stated in the paragraph above), computers and internet access, heritage and community, and expansion of the current building** were also leading priorities among questionnaire respondents. Interests in more programming, sound light and environment, welcoming and accessible design, and respect for fantastic staff were also frequently among the top three priorities of questionnaire respondents. Parking needs were infrequently included among priorities.

### Expansion Interests and Research Goals

Considering the confirmed priorities of more space/multi-purpose space and maintaining the historical significance of the current building, it seems clear an expansion of the current structure would receive public support. With many of the ideas involving designated work space, bookable space, and more programming and services, the existing structure would be hard pressed to provide for these ideas. Therefore, many of the participants contributed ideas on how the current building could be expanded. With a desire to fully utilize the remaining expansion feasibility research funds, participants discussed expansions they believe would be useful and the research this would require.

Participants were provided with images and bullet points from the expansion feasibility study submitted by Architecture49 in November of 2015. This helped to inform their expectations while also inviting them to specify gaps they felt existed in the research done so far.

Figure 1 - Expanded Exterior Sketch



After compiling a list of feasibility research interests, as shown on page 55, participants were invited to prioritize these interests. The resulting priority grids below, expresses that: **technical studies on replacing the 1930s west-side addition with a three story structure, research on the best and most flexible use of the current interior, research on an upper level expansion to the south, and research on making the entrance larger** were ways participants felt the remaining feasibility expansion funds could be best invested. Participants noted that there was much to learn from other Carnegie expansions, specifically mentioning the Fergus Public Library.

Participants specified that while a cantilever structure had been researched by Architecture49, an **expansion to the south side of the building** supported by stilts, poles, or columns was not. A **mezzanine** similar to the Festival House that could provide for increased reading space was also suggested. A mezzanine would require research of supports, materials, and expansion of the current elevator to provide access for all users. As mentioned in the prior section, participants showed an emphasized interest in **reconfiguring the lower floor** and making washrooms gender-neutral, and more accessible. Research on how the redevelopment and operation of Rosemount Library can have the most **sustainable environmental impact** was also a priority.

# of Dots	Priorities for research from Phase 2 session 2		
	First Priority Dot	Second Priority Dot	Third Priority Dot
1st most	Best and most flexible use of interior	Expansion to South	Staff Perspective
2 most	Remove 1930s addition and replace with 3 floors	Staff perspective	Bigger Entrance
3 most	Research on future growth of specific demographics and overall population	Other Carnegie Libraries	Environmental Impact

# of Dots	Priorities for research from Phase 2 session 2		
	First Priority Dot	Second Priority Dot	Third Priority Dot
1st most	Long-term strategic plan for Rosemount Library	Cantilever and Side-Supported Structure	Technical studies removal of back addition and replace with 3 stories
2 <sup>nd</sup> most	Technical studies removal of back addition and replace with 3 stories	Technical studies removal of back addition and replace with 3 stories	Heritage Focus
3 <sup>rd</sup> most	Networked Programming	Consultant on optimal use of space	Consultant on optimal use of space

Participants also encouraged the OPL to conduct research on the long-term strategic plan for Rosemount Library, how programming may be expanded by collaborating with other locations, and to involve the staff in the research being conducted.

Using the floor plans available, participants further specified possible expansion they believe would revitalize Rosemount Library and increase its capacity to provide for the many renovation ideas put forward.

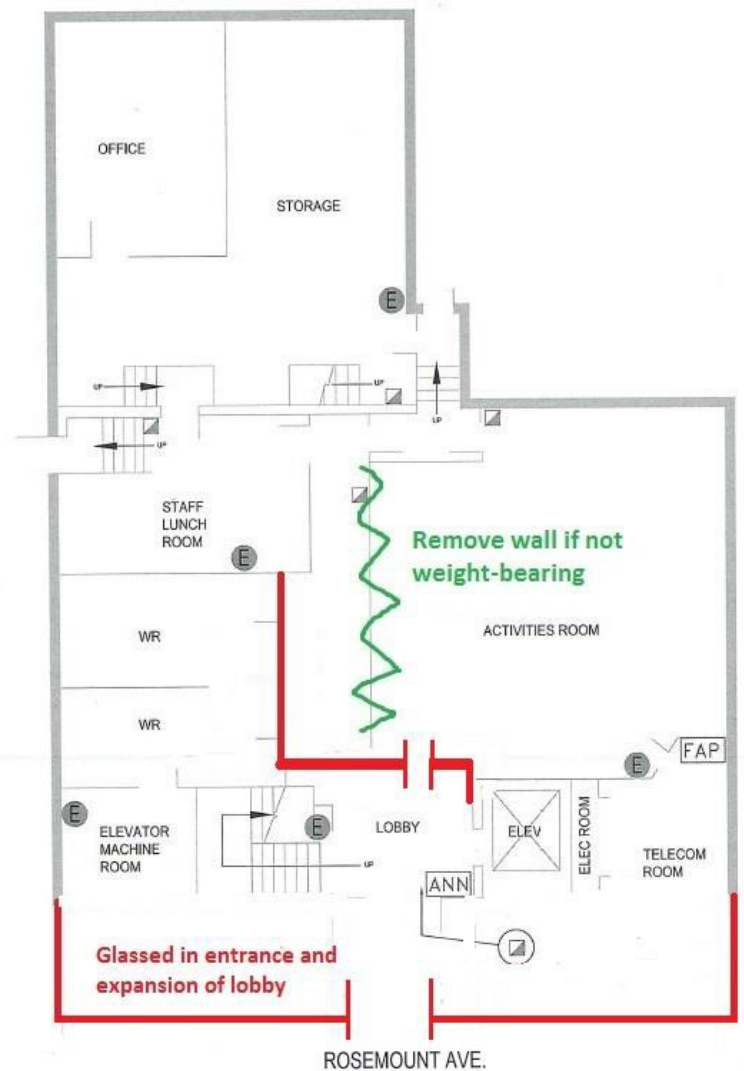


Figure 2 - Expanded Lower Floor Sketch

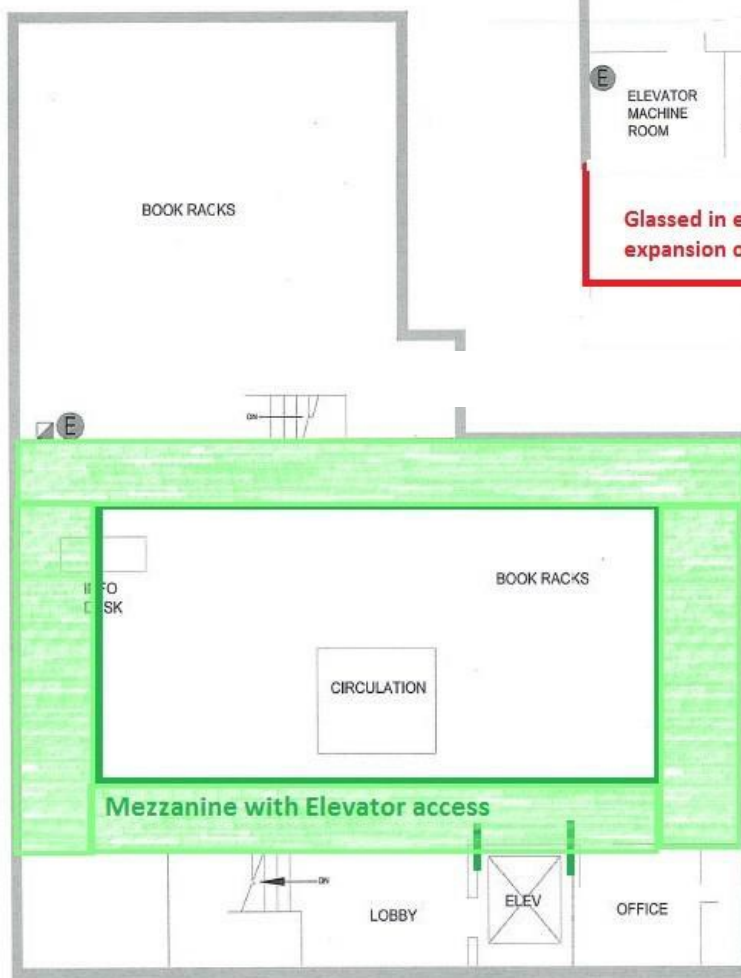


Figure 3 - Expanded Upper Floor Sketch

Participants expressed an interest in continued consultation on possible developments. In terms of presentation, participants requested that proposals be framed in terms of value for money such as a dollar per square foot of expansion and also a cost per square foot for the expanded building as a whole. There was also a lot of interest in using existing resources, such as demographic research and the information used for planning the 1980s renovation to present a more informative picture of what is needed and what is possible at Rosemount Library.

As shown in the full list of research interests on page 54, participants expressed a continued interest in the use of solar power to offset operating costs and provide an example of how public infrastructure is being powered in a sustainable fashion. Participants also pushed for OPL to consider research already done on growth within the catchment area with specific focus on demographics and growth of communities in need, such as low-income families and less-formally educated residents. Also, the possibility of inviting students in architecture and engineering to contribute to the design of an expanded Rosemount Library received a lot of excited support.

Participants encouraged OPL to enter into this research with a "Can Do" attitude. This point does not necessarily imply that the OPL approaches research in a negative fashion regularly but that studies on expansions of Rosemount Library specifically have been viewed by participants to focus more on limitations than opportunities. Throughout the entire consultation, participants contemplated how the next chapter of Rosemount Library can best tie in with the next chapter of Ottawa by improving its current programs and services, and ensuring its relevance for future generations. Participants felt compelled to seize the opportunity of discussing the future of Rosemount Library to consider what libraries will be in the future. Many participants expressed hope that a similar thought process is at place in OPL and that focus on Rosemount Library would not be mitigated by the upcoming development of the Main Branch.

Expansion suggestions made by the questionnaire respondents focused on **making washrooms more accessible, reconfiguring the lower level, and making the entrance more accessible and attractive**. Questionnaire respondents were not necessarily engaged in a discussion on research interests as the same questionnaire was used across phases. Therefore, research interests and specific expansions were not commonly stated by questionnaire respondents. However, a general interest in an expansion of the current building was stated numerously. There was occasional interest in the possibility of **a floor above the upper level**.

### **Priorities for a New Location**

As a response to Phase 1 input, OPL staff were very helpful in outlining their position on the current options available. OPL staff stated that moving to a new location would extend the timeline considerably and would require a sound financial justification.

The OPL staff also stated that the basic description that constitutes a viable new location is an 8-10,000 square feet, single-story facility, with reasonable operating costs. As part of the Phase 2 discussion, participants put together their description of an ideal new location on the central board. This description is:

- ◆ 10,000 sq ft minimum, with 15,000 sq ft as the goal
- ◆ reasonable operating costs
- ◆ close to the current location and central to the catchment area
- ◆ close to high foot traffic area
- ◆ close to frequent transit lines
- ◆ close to demographics in need
- ◆ close to schools
- ◆ walkable and bikeable access
- ◆ potential quiet space
- ◆ natural lighting
- ◆ eco-friendly considerations
- ◆ not a space leased with condominium
- ◆ parking
- ◆ north of the Queensway
- ◆ a building that features 21st century architecture of provides for modern needs
- ◆ a "lego library"/modular and adaptable
- ◆ near Wellington
- ◆ between Parkdale and Fairmont
- ◆ in Hintonburg

This general list of priority characteristics was not prioritized due the two other dot-mocracy activities taking place in the same session. The points in this list should be included in the consideration of moving to a new location.

As a way to expedite the search for an alternative location, participants also suggested possible new locations that could be collaborated with, these included:

- ◆ Saint Matthias Church
- ◆ Ottawa West Community Support
- ◆ Somerset West Community Health Centre
- ◆ Taggart 3 Building
- ◆ Dowd Jewellery Supply and Beading
- ◆ Build on Hintonburg Community Centre

A clear interest in the significance of the current location was expressed by the questionnaire respondents. A majority of participants were expressly against moving to



a new location or made their support conditional on it being a new location nearby to the current one. Respondents who were in favour of a move made expressed interest in an expanded and revitalized space, more programming and materials, a designated space for children and teens, a single-floor facility and a decreased cost in comparison to the operation and expansion of the current location.

### **The Levy Question**

A discussion on a levy as a way to overcome cost constraints took place. The levy was described as a temporary tax on the catchment area amounting to \$25 a year, which would add an additional \$1 million to the resources available to finance a renovation, expansion, or relocation of the Rosemount Library. This option was opposed by virtually all participants as they felt it would unfairly impact lower income homes and also because no other library redevelopment has been financed through a levy. While a single participant offered support for the levy if it were to help overcome financial constraints, there was a predominant disapproval of the levy and a push for more government investment in valuable public infrastructure.

Some questionnaire respondents stated succinctly:

***"I would want to see robust plans for a modern expansion or new development that will meet the needs of the community. Only once I have seen plans would I consider a levy to be a worthwhile direction to head towards." - Respondent #19***

***"A levy would be acceptable if: proposed redevelopment increased access for more people (i.e. elderly); if utility and operational costs are significantly decreased by proposed efficiencies; if there is a solid and transparent financial plan in place." - Respondent #33***

Questionnaire respondents were not necessarily provided with the same information on what a levy is or would entail for Rosemount catchment area. With many respondents stating that they require more information, there were also many that gave their approval of what they believed this would entail. While there was much more openness to a levy, compared to the in-person sessions, there was a notable sensitivity among the questionnaire responses to the impact even a small levy would have on low-income homes. However, an interesting observation made by the Councillor's office after gathering responses at the Parkdale Food Centre points out how those with less are actually more likely to be supportive of a levy. This is perhaps an indication of how those who rely on the services and resources offered by the Rosemount Library are more willing to contribute personal support.

# Conclusion

The parties engaged in this in-depth consultation set out on a straight-forward but nonetheless ambitious goal. With the support of Councillor Leiper and the consultation design provided by hired consultant and facilitator, READ members and other users of the library acted to have their say in how the next chapter of Rosemount Library can unfold. To increase accessibility of participation, contributions were gathered through both in-person consultation and a questionnaire. In the process, the current strengths of Rosemount Library, ways Rosemount Library could be made even better, and participants' view on different ideas of overcoming constraints of space and funds were identified.

Recognizing the many current strengths and assets that they enjoy about Rosemount Library, participants proceeded to discuss ways it could be made even better. In terms of renovation of the current space, in-person participants consistently expressed that more space/multi-use space, space for individual work, the importance of heritage and community, better configuration, consolidating the children's area, a more accessible entrance/lobby, and outlets for laptops are priorities. Participants expressed an interest in utilizing the space available on the lower level through better organization and configuration. Questionnaire participants expressed support for these priorities as well. There was a notable divide between those interested in increasing collections and resources on-hand and those who were comfortable with holds and online resources within both groups of participants.

Participants also expressed a consistent interest in more of the great programming that Rosemount Library already offers. One of the most resourceful and commonly suggested ideas was that of networked programming. This method of providing services and education programs would leverage connections with other community organizations to overcome constraints of limited space within the building of Rosemount Library. By offering programming using different locations, more programs would be able to take place and Rosemount Library could continue to demonstrate its relevance in the surrounding community.

In terms of physical expansion, participants expressed a consistent interest in the expansion feasibility research being used to inform library users about the possibility of replacing the 1930s west-side addition with a three story structure, a mezzanine on the upper floor interior, making the entrance larger, an expansion of the south side of the building supported by stilts, and significantly reconfiguring the lower floor. Also, researching how the redevelopment and operation of Rosemount Library can have the



most sustainable environmental impact was expressed as a priority. Questionnaire responses also supported these interests with an increased focus on making the washrooms more accessible, making the entrance more accessible and attractive, and the possibility of a floor above the upper level. Participants noted that there was much to learn from other Carnegie expansions, specifically mentioning the Fergus Public Library.

The search that is being conducted for a new space received support from many, but not all, participants. Those who were open to the idea of moving to a new location predominantly supported the idea with the condition that it will be moved to a location nearby. Participants expressed that if the constraints of space cannot affordably be overcome at the current location, moving may be necessary but that this move should not come at the cost of the current assets of frequent transit lines and proximity to other community organizations and schools. The idea of a levy was not welcomed by in-person participants but received some support from questionnaire respondents. What is clear is that, aside from a basic description of how the levy would be drawn, participants require an explanation of how the funds raised would be spent and how the impact on low-income homes would be mitigated in order to give full support.

Throughout this process the staff of OPL have been very helpful in informing participants of what they believe to be the factors that constrain the options of Rosemount Library. Using this information, participants used their own knowledge and imaginations to produce the vision conveyed in this report. Having foresight, the OPL may choose to use this vision to justify an increased amount of funding for Rosemount Library redevelopment in the upcoming budget. Also, the full utilization of the existing expansion feasibility research fund will be useful to further inform residents on what opportunities surround the expansion of Rosemount Library, and to explore options that are of interest to users. The character of Rosemount Avenue and the surrounding neighbourhood is changing which could potentially overshadow the history and use of such valuable local assets. The next chapter of Rosemount Library is already being written and this ongoing process requires decisions to be made. With a balance of financial support, creativity, and collaborative design, the Rosemount Library can be made even better, in order to enrich the local community and define how historical libraries can grow along with the modern city.

## **Appendix A - "Participating-at-a-distance" Questionnaire**

Councillor Jeff Leiper and Rosemount Expansion and Development Group (READ) are collaborating to get a better idea of how users of Rosemount Library would like the library to be improved. This in-depth consultation will feature in-person deliberation sessions on March 19<sup>th</sup> and 22<sup>nd</sup> and then again on April 16<sup>th</sup> and 19<sup>th</sup>. See the READ webpage or Councillor Leiper's Blog for updates.

If you are unable to participate in these in-persons, please participate in this questionnaire to contribute your thoughts and vision on how the Next Chapter of Rosemount Library could unfold. There is approximately \$1 million pledged to capital improvement of the library. Capital improvements are limited to the purchase of new equipment or renovations to the physical space, and are not eligible for investment in programs, operations, or ongoing expenses.

### **Questions:**

1. First, why did you choose or why were you not able to attend the in-person sessions?
2. What do you feel are the most important characteristics of any given library for it to offer value?
3. What do you feel makes Rosemount library a great library?
4. What can be improved or changed about Rosemount library in your opinion?
5. Out of these improvements which 3 do you feel are most important and why?
6. Tell a short story about your experience at Rosemount, what moments stand out for you?
7. Under what condition, if any, would you be open to a change of location for the library?
8. There is currently approximately \$1 million in municipal funding budgeted for expansion and development. Ottawa Public Library Services has indicated that the developments they see as necessary will cost around \$2 million. If federal infrastructure funding is not allocated to this the expansion and development of Rosemount Library, a temporary levy is another way that this other million can be attained. What is your position on the drawing of temporary levy for these purposes?

## Appendix B - Phase 1 Preliminary Findings

### Preliminary Findings - Round 1- Rosemount Library: The Next Chapter

#### Current Strengths and Assets

#### Session 1 (S1)

Idea	Comment
Staff	<ul style="list-style-type: none"> <li>◆ Go above and beyond</li> <li>◆ Social</li> <li>◆ Inclusive of disadvantaged users</li> </ul>
Geographic Location	
Warmth and Light	
Programs	
Heritage	<ul style="list-style-type: none"> <li>◆ Keep Carnegie building somehow</li> <li>◆ Respecter le style</li> <li>◆ les caractéristiques du bâtiment</li> <li>◆ Honour the heritage - marry the old with the new</li> </ul>
Peaceful	
Proximity to other resources	<ul style="list-style-type: none"> <li>◆ il est une source libre pour tout le monde et il est une responsabilité ville</li> </ul>
Resource for Communities in need	<ul style="list-style-type: none"> <li>◆ Computers</li> <li>◆ After school</li> </ul>
Educational Services	
Delivery of materials from other libraries	
Accessible for seniors	
ESL Courses	
Holds books on-hand	

## Session 2 (S2)

Idea	Comment
Staff	
Location	<ul style="list-style-type: none"> <li>♦ inter-neighbourhood</li> <li>♦ near communities in need</li> </ul>
Natural Lighting	
Programs	
Historical Value of Building	
Ambient Buzz	
Computer Access and public WiFi	
Wide range of demographics served	
Access point to other branches	<ul style="list-style-type: none"> <li>♦ especially important for low-income users without cars</li> </ul>
Community Hub	

## Ideas on how Rosemount could be made even better

## Session 1 (S1)

Idea Category	Examples
Larger Children's Area	<ul style="list-style-type: none"> <li>♦ more children's space</li> <li>♦ keep kids space open to the main space - not on another floor</li> <li>♦ better teen zone - they could be better served</li> <li>♦ teen space</li> </ul>
More Space	<ul style="list-style-type: none"> <li>♦ better use of lower level space for programming</li> <li>♦ stairs too narrow (inside) difficult to access</li> <li>♦ more space underlies almost everything</li> <li>♦ plus d'espace pour les activités</li> <li>♦ better traffic flow - perhaps reduce size of circulation desk</li> <li>♦ more book space</li> </ul>

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	<ul style="list-style-type: none"> <li>◆ efficient use of space (rolling shelves)</li> <li>◆ rearrange space available</li> <li>◆ smaller collection</li> <li>◆ reduce shelf space for books and add other programmes</li> <li>◆ need another Book sorting area outside meeting room</li> <li>◆ lower-able book shelves to allow for children access and noise protection</li> <li>◆ more space, more efficient use - multipurpose rooms with dividers and noise control</li> <li>◆ multi-purpose spaces</li> </ul>
Quiet room	
More programming space	<ul style="list-style-type: none"> <li>◆ increased programming and programming space</li> <li>◆ more programming space</li> <li>◆ keep up and enhance community/social development work (eg sales etc)</li> <li>◆ separate space for homework club</li> <li>◆ children's author visits</li> <li>◆ computer training lab</li> </ul>
Varying meeting size rooms	<ul style="list-style-type: none"> <li>◆ room for community to book</li> <li>◆ community meeting rooms w/ presentation equipment</li> <li>◆ group study rooms</li> </ul>
Space for computers	<ul style="list-style-type: none"> <li>◆ more computers (mobile) - maybe less desktop computers and more tables</li> <li>◆ more space for computers &amp; research (segregated space)</li> <li>◆ technologies</li> </ul>
Table space for desk work	<ul style="list-style-type: none"> <li>◆ more study space</li> <li>◆ individual work spaces especially for laptops</li> </ul>
More comfy chairs	<ul style="list-style-type: none"> <li>◆ inviting &amp; comfy chairs</li> </ul>
More space away from construction	<ul style="list-style-type: none"> <li>◆ respond to new intensification - space to accommodate new neighbourhood</li> </ul>
More light & warmth	<ul style="list-style-type: none"> <li>◆ keep the cozy feel</li> <li>◆ windows and plants</li> <li>◆ lots of light especially from south now that Tamarack condos on north side</li> <li>◆ unblock the blocked windows</li> <li>◆ if stay in current building, open up original ceilings and make space feel warmer and lighter</li> <li>◆ better natural lighting</li> </ul>

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Eco-Friendly	<ul style="list-style-type: none"> <li>♣ construire avec des matériaux non toxiques et organiques</li> <li>♣ panneaux solaires pour la bibliothèque afin de réduire le coût total de l'électricité et de la climatisation</li> <li>♣ make the library more eco-friendly</li> <li>♣ un jardin sur le toit de la bibliothèque</li> <li>♣ un jardin extérieur pour les enfants - need to be colourful, work with school</li> <li>♣ cultiver les choses dans le jardin</li> </ul>
Expansion	<ul style="list-style-type: none"> <li>♣ open to other location if very close by</li> <li>♣ un lien physique avec le centre de santé</li> <li>♣ demander à méléze pour un peu d'espace au premier étage de la copropriété</li> </ul>
Keep Staff Contact	<ul style="list-style-type: none"> <li>♣ not all e-check out, especially for disadvantaged youth and users in community</li> <li>♣ librarians kept available</li> <li>♣ make facilities useful to librarians</li> </ul>
Circulation	<ul style="list-style-type: none"> <li>♣ keep strong collections or add more</li> <li>♣ magazines more inviting display and more magazines</li> </ul>
Community Outreach	<ul style="list-style-type: none"> <li>♣ coordinate/Cooperate with other community services - efc and fishtale</li> <li>♣ branch out to other resources</li> <li>♣ leverage ties to community as part of hub</li> </ul>
Keep library open during renovation	
Mezzanine eg Festival House (Westboro United), Library of Parliament	
Parking	<ul style="list-style-type: none"> <li>♣ better bicycle parking</li> <li>♣ improve parking options</li> <li>♣ stroller parking</li> <li>♣ poussette stationnement</li> </ul>

**Session 2 – (S2)**

Idea Category	Examples
Individual outlets for laptops/workspace	<ul style="list-style-type: none"> <li>♣ movable stations</li> <li>♣ Individual working rooms</li> <li>♣ desk space hotspots,</li> <li>♣ private study space</li> <li>♣ individual work stations with power outlets and access to public WiFi</li> </ul>
Dedicated Programming Space	<ul style="list-style-type: none"> <li>♣ space for tutors/teachers who currently use general space</li> <li>♣ recording studio</li> <li>♣ audio/visual facilities</li> </ul>
More space for public access computers	<ul style="list-style-type: none"> <li>♣ separate computers for children</li> <li>♣ more access to computers</li> </ul>
Flexible Space	<ul style="list-style-type: none"> <li>♣ storage of books off-site</li> <li>♣ more flexible work space can be activity space or study space within flexible furniture</li> <li>♣ more space</li> <li>♣ more space</li> </ul>
Quiet Space	<ul style="list-style-type: none"> <li>♣ quiet space</li> <li>♣ quiet space away from busy areas</li> </ul>
More community collaboration	<ul style="list-style-type: none"> <li>♣ centralized Community Bulletin Board</li> </ul>
Less crowded/unreachable shelving	<ul style="list-style-type: none"> <li>♣ movable Shelves</li> <li>♣ better access to shelving for people who cant reach high or low</li> <li>♣ better display of magazines</li> </ul>
Less crowded entrance room	<ul style="list-style-type: none"> <li>♣ revitalize the entrance</li> <li>♣ more accessibility (bigger foyer)</li> <li>♣ entrance way doesn't work</li> <li>♣ accessibility of the building for wheelchairs and strollers</li> </ul>
More Seating	<ul style="list-style-type: none"> <li>♣ different kinds of chairs</li> <li>♣ more table top chairs available</li> </ul>
Better Configuration on both floors	<ul style="list-style-type: none"> <li>♣ reconfigure space and shelving</li> <li>♣ kids away from stairs and front desk</li> <li>♣ reconfigure the main floor</li> </ul>
Easier Washroom Access	<ul style="list-style-type: none"> <li>♣ washroom should be on main floor</li> <li>♣ shouldn't have to ask for a key</li> </ul>
Eco-Friendly	<ul style="list-style-type: none"> <li>♣ restore the community garden</li> <li>♣ ecological considerations when renovating (heating, air conditioning should be sustainable)</li> </ul>

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	<ul style="list-style-type: none"> <li>◆ drinking fountains - good for cyclists and reduces bottled water waste</li> </ul>
Parking	<ul style="list-style-type: none"> <li>◆ install bike rack on the street both sides</li> <li>◆ better space for stroller parking</li> <li>◆ parking spot for drop-off zone for those with accessibility issues</li> <li>◆ strollers and bike rack</li> </ul>
Ease of Access	<ul style="list-style-type: none"> <li>◆ have all facilities on one level</li> <li>◆ love being able to pick up my "on hold" book quickly, do self-checkout and leave</li> <li>◆ book drop - boxes are conveniently located and open all the time and I can drop off books easily</li> <li>◆ more books and selection of books and audio books</li> <li>◆ Friday morning open</li> <li>◆ reconfigure hours to be open more days but same amount of hours</li> </ul>
Expansion	<ul style="list-style-type: none"> <li>◆ add another story</li> <li>◆ explore expansion up and out</li> <li>◆ if it has to be relocated - must be close to where it is now</li> <li>◆ another hub - Library in the short west-end</li> <li>◆ partnerships with other lending groups such as the Ottawa room library</li> <li>◆ explore walkway/catwalk with SWCHC and perhaps rent space</li> <li>◆ change buildings with Ottawa Community West Support</li> </ul>
More Programming	<ul style="list-style-type: none"> <li>◆ backpacks full of pre-selected books for kids - this program is used elsewhere</li> </ul>
More Natural Lighting	<ul style="list-style-type: none"> <li>◆ bring back covered windows</li> <li>◆ expand daylight if possible</li> <li>◆ increase natural light</li> </ul>
Better Space for Staff	<ul style="list-style-type: none"> <li>◆ staff space cupboards, space savers</li> </ul>



## Priority Grid Discussions

The ideas about how Rosemount Library could be made even better can generally be organized around the following themes:

**T1** Staff and Opening Hours   **T** Space, work   **T3** Technology   **T4** Expansion

**T5** Programming   **T6** Sounds, Light, and Environment   **T7** Welcoming, Accessible, Construction

**T8** Parking   **T9** Resources, Storage, Circulation   **T10** Heritage & Community

### T1 - Staffing and Opening Hours

When discussing staff and opening hours, participants made suggestions like:

- ♦ Change opening hours so that number of hours is not increased
- ♦ Enhance staff roles to work with people and maintain sense of community
- ♦ Keep staff
- ♦ Keep staff locations central
- ♦ Better space for staff (librarian space)
- ♦ Being closed on Friday and Sunday morning doesn't work well for those who work during the week
- ♦ More open hours
- ♦ Open Friday all day 10-8

There was a pronounced appreciation for the importance of staff at both sessions. Participants realized that costs were a constraint to this improvement and suggested some jobs be staffed through a volunteering program or that hours simply be rearranged so that total open hours do not change.

### T2 - Space, work

When discussing space and work, participants made suggestions like:

- ♦ Fully utilize existing space
- ♦ Multi-purpose spaces
- ♦ Better seating to sit and work

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- ◆ Create Teen Space through consultation with teen design team
- ◆ Re-think use of back room
- ◆ Bookable space would be useful for afterschool programs
- ◆ Children space currently good because it's not secluded and accessible BUT too close to door (kids running off)
- ◆ Need quiet space
- ◆ Comfortable chairs with laptop tray
- ◆ Larger kids area - quiet rooms useful to counterbalance this
- ◆ Upgrade wiring and outlets and increased floor space, study carrels, adjustable for laptop use
- ◆ Library could be expanded and made more functional in the existing location by reconfiguring the space, expanding on the property and perhaps expanding upwards.
- ◆ Reconfigure lower floor and make better use of space
- ◆ Reconfigure the main floor - use feasibility money
- ◆ Do some pilot test with moveable shelving
- ◆ Move children services and books downstairs
- ◆ More flexible shelving for different abilities
- ◆ Flexible furnishings (eg chairs, desks, modular)
- ◆ Rebuild the 1930s section of library
- ◆ Rearrange lower level
- ◆ Rearrange circulation area on upper level to save space
- ◆ Optimize shelving
- ◆ Build upwards?
- ◆ Creative architects
- ◆ Use whole building for programming
- ◆ Partnerships may be efficient - multi-purpose is key, expand stacks on 2 levels and move meeting space
- ◆ Move location or build addition to current site
- ◆ Satellite locations are not ideal as they would require more staff and is separate from central resources
- ◆ Remove some computer workstations and replace with tables and bookable laptops
- ◆ Movable bookshelves
- ◆ Separate room for quiet and meetings
- ◆ More space for programming and meetings
- ◆ Design with a heritage architect and in-consultation with other libraries to see what works.

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The leading suggestions on how to overcome space constraints are to design flexible multi-use space, build a mezzanine, collaborate with other community services in the area to share space, or move to a larger location.

### T3 - Technology

When discussing technology and computer use, participants made suggestions such as:

- ◆ More computers - possibly use backroom
- ◆ Use tablets that can be booked out with ID
- ◆ Plan for future technology needs and options
- ◆ Put the computers in the basement rather than main floor
- ◆ See library as an information centre
- ◆ Reconfigure circulation desk because there is more technology for checkout
- ◆ Individual quiet work stations with power & WiFi - space is not as important if you can use or reserve everything online - pick up spot - online reserves
- ◆ Ret rid of desktop computers to free up desk space and utilize mobile tech in order to create multi-purpose desk space
- ◆ Remove some computer workstations and replace with tables

Many suggestions encouraged the relocation of current desktop computers, more utilization and planning for current and future mobile tech, and more places to plug-in personal laptops.

### T4 - Expansion

When discussing expansion as a means to overcome space constraints, suggestions included a creative range of ideas such as:

- ◆ Connect to other locations for programming (condos, community partners)
- ◆ Section 37 for condos
- ◆ City finding synergies among city funded services
- ◆ Other related community organizations like food centres, seniors centres, health centres, and schools.

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- ◆ Investigate other sites such as: closed churches or Ottawa West Community Support
- ◆ Negotiate for space at Tamarack
- ◆ Establish an Annex in a nearby building eg. for program space or hold and pick-up
- ◆ Another floor on the roof
- ◆ South - a walkway/connector over the parking to Somerset West Community Health Centre
- ◆ South - obtain space from Tamarack as a donation to the community
- ◆ West - if Tamarack builds behind the library - have space set aside for the library (1,000 sq ft)
- ◆ Physical location - using other community space (Somerset West) - gets over footprint issue with main branch
- ◆ Move location to larger building (Ottawa West Community Support)
- ◆ Maximize the property - go up; expand back and front
- ◆ Add a mezzanine like Festival House (Westboro United)
- ◆ Mezzanine Loft - desks and tables only so books don't need to be carried up
- ◆ Explore all options to purchase space next door
- ◆ Optimal sites: St Mathias Church - long-term lease, Tamarack's new build behind Bethany Centre, remove addition (1930) and build higher
- ◆ Do not move over and take over Ottawa West Community Support space
- ◆ More programming could be enabled by renting other space, use the Hintonburg Community Centre, Somerset Community Health Centre, Field House Laroche, Tom Brown Arena
- ◆ Programs can be offered in nearby places like Hintonburg Community Centre West End Senior Centre, Community Health Centre
- ◆ Move within one-block distance - give the feasibility study to a group that is community-minded, creative, and is working towards to the betterment to the community - work with the limitations rather than impose them
- ◆ Feasibility study should say what can be done in the short term and long term and not focus solely on what cannot be accomplished. Look to work suggestions put forth and look beyond.
- ◆ Invest in long term, vibrant and high density. Change in demographics, such as young families with children who will be teens in 10 years.
- ◆ \$1 million is enough to make short-run improvements not merely cosmetic improvements

### T5 - Programming

When discussing programming, participants' suggestions included:

- ◆ Children's programs
- ◆ Community garden

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- ◆ March break activities
- ◆ French story time
- ◆ Over full for baby/toddler time
- ◆ Bookable space would be useful for after school activities - 15 people - use at educational rates (affordable)
- ◆ More programming could be enabled by renting other space, use the Hintonburg Community Centre, Somerset Community Health Centre, Field House Laroche, Tom Brown Arena
- ◆ Programs can be offered in nearby plays like Hintonburg Community Centre West End Senior Centre, Community Health Centre
- ◆ Use whole building for programming
- ◆ More programming and more space or multi-purpose space for programming

### T6 - Sound, light, environment

Participants often discussed the warmth and light they associate with Rosemount Library. Ideas on how to maintain and increase this feeling included:

- ◆ More windows
- ◆ Walk-way to SCHC in glass bring more lights
- ◆ Atrium in the front
- ◆ Noise barrier shelves moved
- ◆ Open design - kids area open, circulation desk is accessible
- ◆ More light to the south and west are important especially with the condo
- ◆ Separate quiet rooms
- ◆ Natural light - unboard the windows
- ◆ Better lobby
- ◆ Combine buzz with areas of peaceful ambience
- ◆ Keep the cozy feel
- ◆ Quiet study space
- ◆ Larger kids area - quiet rooms useful to counterbalance this
- ◆ Better natural light - unblocking windows in the back
- ◆ Improve lighting including more natural light - uncover back windows
- ◆ Improve lighting near reading areas

## T 7 - Welcoming, accessibility, construction

When discussing accessibility issues and ideas that require some considerable construction or re-construction, suggestions included:

- ◆ Focus on environmental concerns, use the feasibility money to do research
- ◆ Use recycled materials
- ◆ Solar panels to cut operation costs
- ◆ Roof top garden
- ◆ Energy efficiency
- ◆ More accessible entrance - front stairs, bring library out to the street
- ◆ Mezzanine Loft similar to Festival House (Westboro United) - books and tables only so books don't need to be carried up
- ◆ More accessible washroom in terms of space
- ◆ Should not have to ask permission to access washroom
- ◆ Improvements to outside access - better snow clearing, redo entrance
- ◆ Rooftop garden
- ◆ Front entrance accessibility, welcoming atmosphere
- ◆ Front street accessibility drop off zone for mobility challenged children
- ◆ Physical accessibility for wheelchairs, strollers - shelving accessible
- ◆ Take away drop ceiling
- ◆ Reconfigure circulation desk

## T8 - Parking

When the matter of parking arose, suggestions included:

- ◆ Bike and stroller parking, car access
- ◆ Add bike and stroller parking
- ◆ Other car parking location nearby (school? condos?)
- ◆ Stroller and bike parking
- ◆ Bike racks and stroller parking - lots of space on both sides of street

## T 9 - Resources, Storage, Circulation

When participants discussed what they expect from resources and collections, suggestions included:

- ◆ Move book storage off-site
- ◆ Consider fewer books kept in stacks to make space
- ◆ More hold pick-up/drop-off site
- ◆ More resource space (eg. magazines & board books)
- ◆ Better racks
- ◆ Storage space off site
- ◆ Ship seasonal book to offsite storage
- ◆ More selection and types of resources - internet key lendable to help access to internet

While many participants viewed more efficient and resourceful storage as a way to increase space, there was a divide between participants wanting to maintain and expand current on-site holdings and participants looking to minimize on-site holdings.

## T 10 - Heritage & Community

Participants discussed the importance of the current geographic location, as well as the significance of the current building. Suggestions included:

- ◆ Might need to move, stay close by
- ◆ Creative adaptation to link to neighbouring buildings
- ◆ Carnegie Library should be preserved - access what aspects of Carnegie library should be preserved eg. wooden shelves, Carnegie room in the new facility
- ◆ Preserve heritage feel and ambience with architect

Clearly there is concern for the last remaining Carnegie library in Ottawa and oldest OPL branch operating out of the original building. There is also an openness to moving to overcome space constraints on the condition that it is not too far away from the current location.

## Priorities

### S1 Table Priorities

In the Priority Grid activity, participants were asked to indicate how their ideas on how Rosemount Library could be made even better could be ordered in terms of priority to them as a group. A couple tables found this difficult or included multiple ideas within one priority. The inclusion of multiple ideas were included under one level of priority are reflected in the grid below, priorities for groups that did not complete the activity were assumed based on the order they were written.

#### **S1P**

- Priority 1: Physical location - using other community space (Somerset West)
- Priority 2: Space - individual workspace, seating, tables, study space within the library
- Priority 3: More Accessible Entrance - front stairs, bring library out to street
- Priority 4: More space - group meeting space, programming space
- Priority 5: Open design - kids area open - circular circulation desk is accessible
- Priority 6: Bigger windows
- Priority 7: Mezzanine - open, similar to Festival House, Westboro United

#### **S1G**

- Priority 1: Make more efficient use of space; connect to other locations for programming
- Priority 2: Preserve heritage feel and ambience
- Priority 3: Leveraging staff expertise enhance staff roles to work with people, maintain sense of community
- Priority 4: More efficient use for computers (mobile tech)
- Priority 5: Improvements to outside access (entrance way, bike and stroller parking, car access)
- Priority 6: Improve lighting, including more natural light.



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### S10

Priority 1: More space for programming (eg: children's, afterschool); more workspace

Priority 2: More community outreach space (eg: Salus, shelters, food bank clients)

Priority 3: Separate room (quiet, meeting)

Priority 4: More comfortable reading space

Priority 5: More resource space (eg: magazines & board books)

Priority 6: Combine "buzz" with areas of peaceful ambience

Priority 7: Better outdoor space: bikes, strollers, garden

### S1B

Priority 1: New Space

Priority 2: More open hours; better use of current space

Priority 3: Noise barriers - shelves moved

Priority 4: Tamarack

Priority 5: Offsite storage for book storage; use whole building for programming

Priority 6: More computers

Priority 7: Circulation desk and info desk combined

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### **S1Y**

Priority 1: Fully utilize existing space; ship seasonal books to offsite storage; add mezzanine like Festival House (Westboro United)

Priority 2: Multi-purpose space; better seating to sit and work

Priority 3: Better natural light eg. unblocking windows in the back

Priority 4: Investigate other sites

### **S1P2**

Priority 1: More space at same location

Priority 2: Construction ecologic durable

Priority 3: More computers, plan for future technology

Priority 4: More light

Priority 5: Reconfigure bottom floor

Priority 6: Parking for carriages and bikes

### S1 Table Priority Grid

Taking the top three of each table priority list and putting them into a grid we can identify ideas that are common priorities among all participants. Though priorities may not align similarly for each table, an idea or suggestion that can be found within the top three of most tables can be confidently identified as a broad priority.

Priority	Table S1P	Table S1G	Table S1O	Table S1B	Table S1Y	Table S1P2
<b>1</b>	Physical location – using other community space (SomersetWest)	Make more efficient use of space; connect to other locations for programming	Space for programming (eg.: children’s afterschool) more workspace	New space	Fully utilize existing space; ship seasonal books to offsite storage; add mezzanine like Festival House (Westboro United)	More space at same location
<b>2</b>	Space - individual workspace, seating, tables, study space within the library	Preserve heritage feel and ambience	More community outreach space (eg: Salus, shelter, food bank clients)	More open hours; better use of current space	Multi-purpose space; better seating to sit and work	Construction ecologic durable
<b>3</b>	More Accessible Entrance - front stairs, bring library out to street	Leveraging staff expertise enhance staff roles to work with people, maintain sense of community	Separate room (quiet, meeting)	Noise barrier - shelves moved	Better natural light eg. unblocking windows in the back	More computers, plan for future technology

S1 Table Priorities Coded

By applying the theme colours defined previously to the Priority Grid, which priorities are being focused on becomes more visible.

Priority	Table S1P	Table S1G	Table S1O	Table S1B	Table S1Y	Table S1P2
1	Physical location – Using other community space (Somerset West) T4	Make more efficient use of space T2; connect to other locations for programming T4	Space for programming T5 (eg. children's afterschool); more workspace T2	New space T4	Fully utilize existing space T2; ship seasonal books to offsite storage T9; add mezzanine like Festival House (Westboro United) T4	More space at same location T2
2	Space: individual work space, seating, study space within the library T2	Preserve heritage feel and ambience T 10	More community outreach space (e.g. Salus, shelters, food bank clients) T 10	More open hours T1; Better use of current space T2	Multipurpose space; better seating to sit and work T2	Construction ecologic durable T 7
3	More accessible entrance, front stairs; bring library out to street T 7	Leveraging staff expertise; enhance staff roles to work with people; maintain sense of community T1	Separate room (quiet, meeting) T2	Noise barrier - shelves moved T5	Better natural light e.g. unblocking windows in the back T6	More computers; plan for future technology T3

**Priorities S2**

**S2 Table Priorities**

In the Priority Grid activity, participants were asked to indicate how their ideas on how Rosemount Library could be made even better could be ordered in terms of priority to them as a group. A couple tables found this difficult or included multiple ideas within one priority. The inclusion of multiple ideas were included under one level of priority are reflected in the grid below, priorities for groups that did not complete the activity were assumed based on the order they were written.

**S2P**

- Priority 1: Tables and chairs for places to work at
- Priority x: More reading space so people aren't sitting on the floor
- Priority x: Natural light
- Priority x: More space
- Priority x: More technology (more space for tech) see library as an information centre
- Priority x: Space to do homework
- Priority x: Mezzanine/ quiet area
- Priority x: Storage area offsite
- Priority x: Take away drop ceiling
- Priority x: Better space for staff (librarian space)
- Priority x: Reconfigure circulation desk because there is more technology checkout

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### S2P2

- Priority 1: Space increase, walkway over garage ramp, keep current site; would move within one block if it meant more books and space for programming
- Priority 2: Space for studies, quiet space with WiFi; floor entrance accessibility welcoming atmosphere
- Priority 2: Front street accessibility drop off zone for mobility challenged children
- Priority 2: Add to front similar to museum of nature original wall becomes interior wall
- Priority 2: Stroller parking
- Priority 3: Feasibility study should say what can be done in the short term and long term not focus on solely what cannot be accomplished
- Priority 4: Reconfigure lower floor, make better use of space

### S2G

- Priority 1: Location: accessible, convenient to Hintonburg, Wellington etc, walkable, transit, close to schools, not necessarily this building on their address but close by
- Priority 2: Individual quiet work stations with power WiFi; Carnegie library be preserved
- Priority 3: Physical accessibility for wheelchairs, tables - shelving accessible

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### **S2G2**

- Priority 1: More space
- Priority 2: Reconfigure of main floor
- Priority 3: Better lobby
- Priority 4: More programming
- Priority 5: More accessible washroom
- Priority 6: Working stations
- Priority 7: Space on floor
- Priority 8: More selection or types of resources
- Priority 9: Bike racks and stroller parking lot

### **S2B**

- Priority 1: Maintain community hub feel - not too large
- Priority 2: Longer opening hours eg. Hazeldon open Sundays in winter
- Priority 3: Reconfigure space especially children's area
- Priority 3: More programming and more space for programming
- Priority 3: Teen space

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Priority 4: Work stations

Priority 4: More flexible shelving for different abilities

Priority 4: Flexible furnishing eg chairs, desks, modular

### S2 Table Priorities Grid

Taking the top three of each table priority list and putting them into a grid we can identify ideas that are common priorities among all participants. Though priorities may not align similarly for each table, an idea or suggestion that can be found within the top three of most tables can be confidently identified as a broad priority.

Priority	Table S2P	Table S2P2	Table S2B	Table S2G	Table S2G2
1	Tables and chairs for places to work at	Space increase, walkway over garage ramp, keep current site; would move within one block if it meant more books and space for programming	Maintain community hub feel - not too large	Location: accessible, convenient to Hintonburg, Wellington etc, walkable, transit, close to schools, not necessarily this building on their address but close by	More space
2	Natural light	Space for studies, quiet space with WiFi; floor entrance accessibility welcoming atmosphere	Longer opening hours eg. Hazeldean open Sundays in winter	Individual quiet work stations with power WiFi; Carnegie library be preserved	Reconfigure main floor
3	More technology (more space for tech) see library as an information centre	Front street accessibility drop off zone for mobility challenged children	Reconfigure space especially children's area	Physical accessibility for wheelchairs, tables; shelving accessible	Better lobby



## 2 S Group Priorities Coded

By applying the theme colours defined previously to the Priority Grid, which priorities are being focused on becomes more visible.

Priority	Table S2P	Table S2P2	Table S2B	Table S2G	Table S2G2
1	tables and chairs for places to work at T2	Space increase, walkway over garage ramp, keep current site T4; would move within one block if it meant more books and space for programming T10	Maintain community hub feel - not too large T10	location: accessible, convenient to Hintonburg, Wellington etc, walkable, transit, close to schools, not necessarily this building on their address but close by T10	More space T2
2	Natural Light T6	Space for studies, quiet space with WiFi; floor entrance with accessible, welcoming atmosphere T7	Longer opening hours eg. Hazeldean open Sundays in winter T10	Individual power work stations with power WiFi T2; Carnegie library be preserved T10	Reconfigure main floor T2
3	More technology; (more space for tech); see library as an information centre T3	Front street accessible; drop off zone for mobility challenged children T7	Reconfigure space, especially children's area T2	Physical accessibility for wheelchairs, tables; shelving accessible T7	Better lobby T6 T2 T7

### S1 and S2 Table Priority Grid

The following table features the top three priorities for all tables in Round 1 using the Priority Grid.

This shows that ideas on Expansion; Space, Work and; Heritage and Community are general top priorities. It also indicates that ideas on Staff and Hours of Operation; Sound, Light, Environment and; Welcoming, Accessibility, Construction are included in second and third level prioritization. And finally, Technology is included within third level prioritization.

This inversely indicates that despite being talked about, Programming, Parking, and Resources, Storage and Circulation are not included within top level priorities.

The general concern for Space, Work; Heritage and Community; and Welcoming, Accessible, Construction is corroborated by individual prioritization conducted through an exit poll.

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Priority	S1P	S1G	S1O	S1B	S1Y	S1P2	S2P	S2P2	S2B	S2G	S2G2
1	Physical location - using other community space (Somerset West)	Make more efficient use of space; connect to other locations for programming	Space for programming (eg: children's, afterschool); more workspace	New Space	Fully utilize existing space; ship seasonal books to offsite storage; add mezzanine like Festival House	More space at same location	Tables and chairs for places to work at	Space increase, walkway over garage ramp, keep current site; would move within one block if it meant more books and space for programming	Maintain community hub feel - not too large	Location: accessible, convenient to Hintonburg, Wellington etc, walkable, transit, close to schools, not necessarily this building but close by	More space
2	Space - individual workspace, seating, tables, study space within the library	Preserve heritage feel and ambience	More community outreach space (eg: Salus, shelter, food bank clients)	More open hours; better use of current space	Multi-purpose space; better seating to sit and work	Construction ecologic durable	Natural light	Space for studies, quiet space with Wifi; floor entrance accessibility welcoming atmosphere	Longer opening hours eg. Hazeldean open Sundays in winter	Individual quiet work stations with power WiFi; Carnegie library be preserved	Reconfigure main floor
3	More Accessible Entrance - front stairs, bring library out to street	Leveraging staff expertise enhance staff roles to work with people, maintain sense of community	Separate room (quiet, meeting)	Noise barrier - shelves moved	Better natural light eg. unblocking windows in the back	More computers, plan for future technology	More technology (more space for tech) see library as an information centre	Front street accessibility drop off zone for mobility challenged children	Reconfigure space especially children's area	Physical accessibility for wheelchairs, stables - shelving accessible	Better lobby

S1 and S2 Table Priority Grid Coded

By applying the theme colours defined previously to the Priority Grid, which priorities are being focused on becomes more visible.

Priority	S1P	S1G	S1O	S1B	S1Y	S1P2	S2P	S2P2	S2B	S2G	S2G2
1	Physical location – using other community space (Somerset West ) T4	Make more efficient use of space T2; Connect to other T4 locations for programming T5	Space for programming T5 (eg. children's afterschool); More workspace T2	New Space T4	Fully utilize existing space T2; ship seasonal books to offsite storage T9; Add mezzanine like Festival House T4	More space at same location T2	Tables and chairs for places to work at T2	Space increase, walkway over garage ramp, keep current site T4; Would move within one block of it meant more space for programming T10	Maintain community hub feel; not too large T 10	Location accessible, convenient to Hintonburg-Wellington etc, Walkable, transit, close to schools, not necessarily this building address but close by T 10	More space T 2
2	Space-individual workspace, seating, tables, study space within the library T 2	Preserve heritage feel and ambience T 10	More community outreach space (eg. Salus, shelters, food bank clients) T 10	More open hours T1; Better use of current space T2	Multi-purpose space; better seating to sit and work T 2	Construction ecologic durable T 7	Natural Light T 6	Space for studies, quiet space with Wifi T2; Floor entrance accessibility, welcoming atmosphere T 7	Longer opening hours eg. Hazeldean open Sundays in winter T 1	Individual quiet work stations with power Wifi T 2; Carnegie library be preserved T10	Recon-figure main floor T2

Priority	S1P	S1G	S1O	S1B	S1Y	S1P2	S2P	S2P2	S2B	S2G	S2G2
3	More accessible entrance;- front stairs; Bring library out to street T 7	Leveraging staff expertise; Enhance staff roles to work with people; maintain sense of community T 1	Separate room (quiet, meeting) T2	Noise barrier, shelves moved T 6	Better natural light eg. unblocking windows in the back T 6	More computers, plan for future technology T 3	More technology (more space for tech); see library as an information centre T3	Front street accessibility; drop off zone for mobility challenged children T 7	Reconfigure space especially children's area T2	Physical accessibility for wheelchairs, tables; shelving accessible T 7	Better lobby T6 T 2 T 7

## Appendix C - Phase 2 Preliminary Findings

The list below displays the predominant ideas emerging from Round 1, which were reflected on and added to Round 2 in April

### Session 1 (S1)

Ideas	
Warmth and Light	Leverage Community Connections
Make more accessible entrance	More Programming/Connect to other locations
Plug-ins for Laptops	More space/Multi-use space
Individual workstations	Consolidated Children's Area
Use mobile tech and replace desktop computers	Respect for Awesome Staff
More comfortable chairs	Teen Zone
Open more hours	More than cosmetic
Front Street Accessibility and Drop-off	Heritage Status
Maintain Heritage	Increased Collections
More Bike and Stroller Parking	Audio Visual Editing Space
Separate Quiet Space	

The following priority key indicates how the participants ranked their first, second, and third priorities from the list above. This method of indicating priorities is used in pages below as well. An idea that is found in each column can be assumed to be a general priority of the participating group.

Number of Stickers	Priorities		
	First Priority	Second Priority	Third Priority
1 <sup>st</sup> most	More Space/Multi-Use Space	More Space/Multi-Use Space	Separate Quiet Space
2 <sup>nd</sup> most	Plug-ins for Laptops	Maintain Heritage	More Space/Multi-Use Space
3 <sup>rd</sup> most	More Programming/Connect to other locations	Consolidate Children's' Area	Maintain Heritage

## Session 2 (S2)

Ideas	
Respect for Awesome Staff	Mezzanine
Warmth and Light	Open more hours
Make more accessible entrance/lobby	Front Street Accessibility and Drop-off
Plug-ins for Laptops	Maintain Heritage
Individual workstations	More Bike and Stroller Parking
Use mobile tech and replace some desktop computers	Separate Quiet Space
More comfortable chairs	Leverage Community Connections
Teen Zone	More Programming/Connect to other locations
Holds Downstairs	More space/Multi-use space
Water Fountain	Consolidated Children's Area

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Number of Stickers	Priorities		
	First Priority	Second Priority	Third Priority
1 <sup>st</sup> most	More Space/Multi-Use Space	Leverage Community	More Space/Multi-use space
2 <sup>nd</sup> most	Make more accessible entrance/lobby	Maintain heritage	Maintain Heritage
3 <sup>rd</sup> most	Maintain heritage	Consolidate children's area	Front street accessibility and drop-off

The following priority key indicates how the participants ranked their first, second, and third priorities from the list above.



## Responses to Question: What is included in the ideal renovation of Rosemount Library

This section outlines ideas for renovations of the current space put forward by participants.

### S1 - Tables A-D

<b>S1A</b>
Serious Reconfigure of the first floor
Examine storage area, instead of using activities room to sort books
Redesign of front area
<b>S1B</b>
Children's programming space that is more separate
Ask staff what they need
use existing space more efficiently
Teen zone and space for seniors to meet for activities
All space must be functional
Better staff office and work space
<b>S1C</b>
Loanable laptop to replace desktop
Move all public work space to basement with staff and move books and reading space upstairs
Open basement and make more useable space, take down wall that makes the hall
Why is the building 20% staff space?
<b>S1D</b>
Flexible space - reconfigure circulation and information space
More power outlets

**S2 Tables A-F**

<b>S2A</b>	<b>S2D</b>
Same location, but new building	Revamping and reconfiguring the basement
Interior Mezzanine or second level with an open centre for light, could be used for storage or office space. Question of access could be a problem	Improve Washrooms
<b>S2B</b>	Library circulation to reorganize existing floor space
Size not a priority - needs freshening up. Lots of support for "as is". Small size may be ok with close main branch	<b>S2E</b>
Use digital publications and holds	Maintain the physical collection - introduction to new authors
Beautiful building - appreciate unique design	More space for children's readings
Honour Carnegie Library	Multi-use space for community groups
Big circulation desk no longer necessary due to electronic check-out and return	Teamwork space
Accessibility for older people	Desks and reading space
Front step design is crowded and icy	Special room for teen video
Need a slot to be able to return books 24/7 from outside	<b>S2F</b>
Children's space important for after school program	Accessible children's bookshelves
More comfortable space to read to kids	Plug-in for laptops
Current shelving is too tight and too high	Reducing space for circulation desk and computer area
Strong preference for e-books where available	Circulation desk at the entrance at the ground level
<b>S2C</b>	Holds on ground level
Workspace with power outlets	Accessible washrooms
maintain heritage textures	More space to access books
Expand children's area and floor reading area - with children's Collection	
Programme area should be more flexible	
Artificial light that mimics natural light	

## Responses to Question: What expansions of the current building could make Rosemount Library even better?

This section outlines ideas that participants had on useful expansions.

### S1 Tables A-D

S1A	S1D
Convert washrooms into accessible single stall facilities	Additional 2000 sq ft
Expansion over Tamarack parking garage	A second floor
Remove back addition for more space and look at renovations done at Fergus Carnegie Library	What is the cost-benefit analysis of solar panels
Research alternative physical use instead of a community garden - eg. stroller and bike parking	S1C
Research installation of solar panels and a rooftop community Garden	Bathroom system needs more space, get rid of buzzer system
S1B	Bring out the front of the stairs entry along front of library so remove stairs and elevator etc. From main part of building
Add to the rear	3rd story or mezzanine with elevator
Fill in NW corner	Overpass to Somerset Community Building on south-side over driveway
Addition over driveway	Putting computers or in another building
	Putting children library in another site or look into leasing site close by Dowdy
	Look at other solutions with a positive mind frame
	More stroller and bike parking
	Entrance pop out to stairs to make more room

**S2 Tables A-F**

<b>S2A</b>	<b>S2E</b>
	Water fountain availability and accessibility
<b>S2B</b>	Better accessible washrooms, two large unisex washrooms
Ask librarian preference about set-up	Realign front access for better accessibility for bikes and strollers
Renovate washroom - buzzer is inconvenient and an accessibility issue for older people	Revamp basement to better use the space
Downstairs space for training (ex. Computer classes and how to use e-books, etc.)	<b>S2F</b>
<b>S2C</b>	Expand over the parking garage
Replace 1930s extension with 2 story extension	Expand facing Rosemount Ave on one floor
Build over Tamarack parking lot	
Stacks moved underground	
<b>S2D</b>	
Get rid of back addition and go up 3 stories like Fergus Carnegie Library	
For a cantilever off the south side over parking ramp	
Revamp front entrance	

## Expansion Feasibility Research Interests

This section outlines the research ideas gathered on the central board of group discussion.

**S1**

Research Interests	
Remove addition, replace with 3 floors	Sustainability - environmental, user, financial
Research on future growth of specific demographics and overall population	Expansion to South
Potential for income generation during closed hours	Architecture and Engineering student involvement
Expansion into jewelry store nearby	Value for money- costing per sq foot
Best and most flexible use of interior	Third floor expansion
Proposed improvements with existing funds	Staff perspective
Possible collaboration with developments	Other Carnegie Libraries
Environmental impact	Continued community engagement
Review 1980s	Bigger Entrance

This priority indicates how participants indicated their first, second, and third priority of the above list.

Number of Stickers	Priorities		
	First Priority	Second Priority	Third Priority
1 <sup>st</sup> most	Best and most flexible use of interior	Expansion to South	Staff Perspective
2 <sup>nd</sup> most	Remove 1930s addition and replace with 3 floors	Staff perspective	Bigger Entrance
3 <sup>rd</sup> most	Research on future growth of specific demographics and overall population	Other Carnegie Libraries	Environmental Impact

S2

Research Interests	
Technical studies removal of back addition and replace with 3 stories	Research into the capacity of building footings
Cantilever and side supported structure	Architecture students involvements
Reconfigure basement	Heritage focus
Washrooms	Solar Power
Front entrance	Possibility of digging down
Consultant on optimal use of space	Models for libraries of the future
Mezzanine	Demographic growth
What CAN be done	Long-term strategic plan for Rosemount Library
Multi-use furniture	Other possible locations
Accessibility improvements	Expansion of Hintonburg Community Centre
Implications for staff	Increased use of digital technology and virtual libraries
Networked programming	Cost implications of each option per sq ft
3 optimal floor plans for public consultation	

This priority key indicates how participants indicated their first, second, and third priority of the above list.

Number of Stickers	Priorities		
	First Priority	Second Priority	Third Priority
1st most	Long-term strategic plan for Rosemount Library	Cantilever and Side-Supported Structure	Technical studies removal of back addition and d replace with 3 stories
2 <sup>nd</sup> most	Technical studies removal of back addition and d replace with 3 stories	Technical studies removal of back addition and d replace with 3 stories	Heritage focus
3 <sup>rd</sup> most	Networked programming	Consultant on optimal use of space	Consultant on optimal use of space

## Priorities to be considered if a new location were to be selected

This section outlines the priorities participants believe should be considered in the selection of a new location.

S1	
10,000 sq ft or stay	Potential Quiet Spaces
Reasonable Operating costs	Parking
Close to current location , within 500m, or on Wellington West	North of highway (417)
Near high foot/bike traffic area	21st century architecture and needs
Near demographics in need	Natural lighting
Near frequent transit	Not leased condo space

S2	
12-15 sq ft	Near Wellington
Reasonable operating costs	Not too South
Central to catchment area	Between Parkdale-Fairmont
Close to frequent transit	In Hintonburg
Walkability	High foot traffic
Eco-considerations for type of building	Parking
Lego Library - modular and adaptable	Close to schools

**Appendix D - Sample of Priority Grid Activity**

**Priority Proposal Grid**

<b>What would make Rosemount Library even better?</b>	<b>Roadblocks/Challenges?</b>	<b>Your suggestion on solutions? What is needed to attain this improvement?</b>	<b>Level of Priority #</b>

Notes or Comments?

\*\*\*\*\*