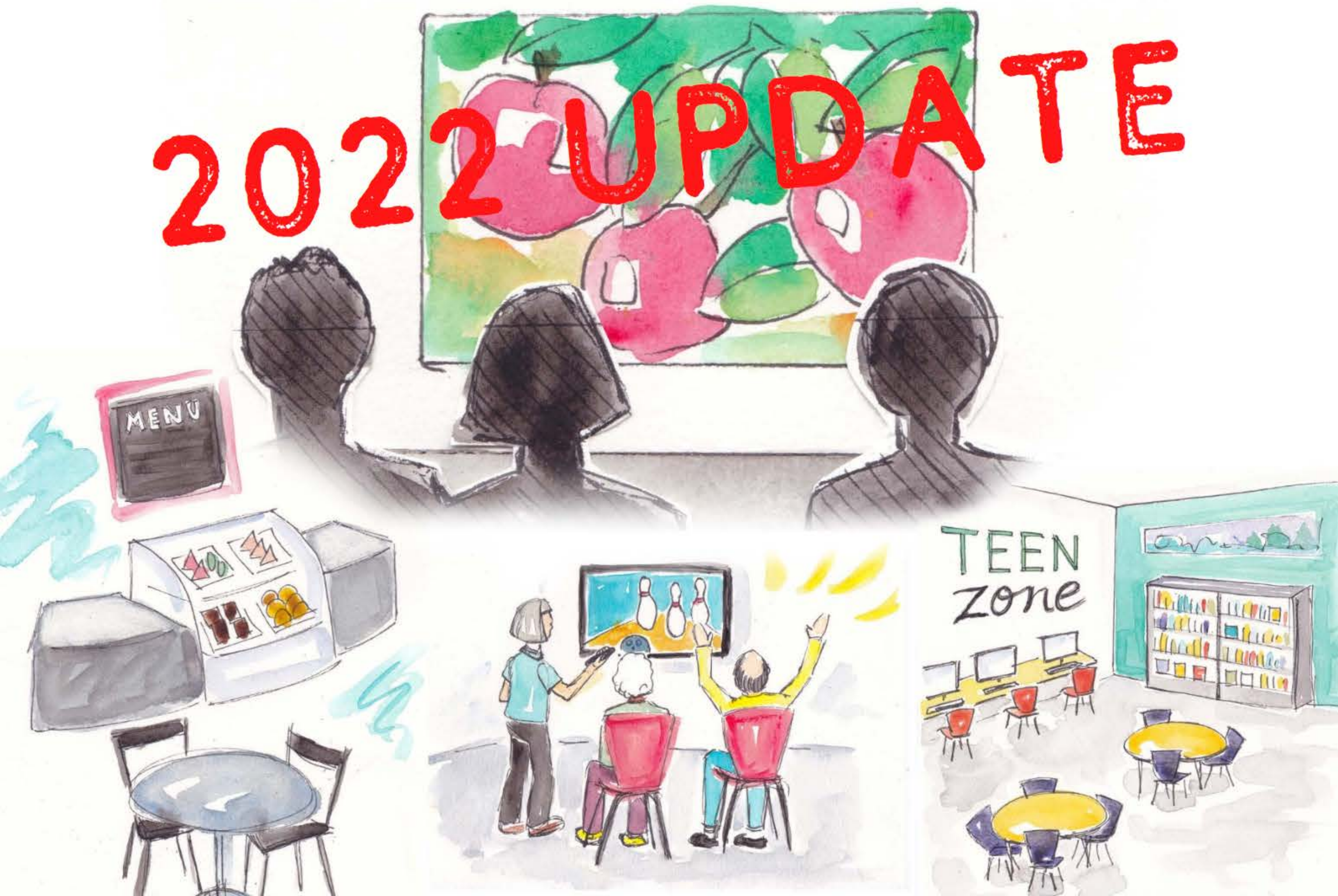




Gap Analysis and Building Program: A Review of 21st Century GLAMs and BMPL Needs

2022 UPDATE



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Purpose of the Document

This document was developed primarily as a primer for the 2018-2022 BMPL Board as a way of explaining what a 21st Century GLAM should include and those gaps identified to attaining these standards in our current facilities. In 2022, the outgoing Board requested this document be updated in preparation for the 2022-2026 Board.

In essence, the document is a Needs Assessment to achieving the Strategic Plan. Consultation with the community and staff occurring in 2017, 2018, and again in 2021, 2022 identified and supported several features included in this report. Additionally, best practices across award winning public libraries, museums and galleries, and GLAM standards were utilized in determining the definitions, assessment of BMPL and gaps/need.

This document has been published via the BMPL website for review by community members who would be interested in having a growing understanding of concepts BMPL should be moving towards.

This document is a compendium to other work completed to date. Research, such as the Consultation Reports, Feasibility Study, Strategic Plan 2018-2022, Strategic Plan 2022-2026, and earlier Needs Assessments (2000-2010) each informed this document. Each of these other reports should be considered a clearinghouse of information, as further reports, investigations, and consultation occurs pertaining to the expansion plans for BMPL.

Community Profile

Community Demographics

As the second fastest growing community in Canada (Census Canada, 2021), we have not kept up with the building out of infrastructure, especially in the East End of Town. Our community consists of more than 15,000 full and part-time residents, and has demographics which are diverse in terms of age, income and interests. Additionally, the Town

welcomes over 2.5 million visitors per year, and has a significant seasonal migrant agricultural worker population as well.

In contrast to the general Ontario population, which is aging, TBM has a growing family-age population clustered in the eastern area near Craigeleith.

The 2016 Census identified that 14% of the population was age 19 and younger. The largest portion of our current demographic are those 50+ at 62%. As the Town moves towards diversified housing the projections state that youth will grow as young families continue to increase. As we identified in 2018, and realized during the pandemic, with more than half of the ratepayers being part-time, there is an opportunity for a major shift for the community from seasonal to full-time.

History of BMPL

BMPL was established with the opening of the L.E. Shore in Dec. 1995. The Shore Foundation provides a contribution of \$1.5 million, a sizable donation intended to create a union library between Clarksburg (former Township of Collingwood) and the Town of Thornbury. Following amalgamation and creation of The Town of The Blue Mountains in 1998, the Town retained the property “for library purposes for as long as a library shall reside in the space”. In 2015-17 the Town purchased 177 Bruce St and removed the house in preparation for LES expansion. In 2016 the BMPL Board acquired the Craigeleith Heritage Depot community museum, added a book deposit station within the museum as a pilot study, and increased hours to six days a week.

Comparator Usage

BMPL, like the Town, serves the current 15,000+ residents and 2.5 million visitors annually; however, Ministry annual statistics only used full-time residents. Since we collectively serve our entire population, BMPL and TBM have now begun using the resident population as a whole when conducting our analysis for service and infrastructure.

Table: Comparators

Library	Population	Card Holders		Holdings		Circulation		PC Uses		Wi-Fi Uses		Program Attendance		Visits	
Blue Mountains	6,805	4,505	66%	28,194	4.14	43,979	6.46	1,530	.23	3,519	.52	41,318	6.07	48,348	7.1
2018	7,025	4,479	63%	29,719	4.23	96,327	13.71	16,000	2.28	123,200	17.54	28,333	4.03	541,944	77.15
Brock Township	11,642	2,176	19%	44,395	3.81	30,980	2.66	1,785	.15	459	.04	1,562	.13	22,797	2.0
2018	11,642	2,866	25%	42,122	3.62	37,595	3.23	8,200	.70	4,750	.41	2,766	.24	22,672	1.95
Bruce County	61,119	24,306	40%	155,441	2.54	312,030	5.11	8,160	.13	28,662	.47	25,195	.41	133,059	2.18
2018	61,119	28,319	46%	71,454	1.17	430,064	15.22	18,750	.31	83,750	1.37	29,514	.48	146,172	2.39
Clearview Township	28,010	2,713	10%	78,994	2.82	42,566	1.52	1,275	.05	8,415	.3	1,780	.06	21,471	.77
2018	14,151	2,955	20%	36,908	2.61	379,050	26.80	8,250	.58	12,750	.9	10,130	.72	21,320	1.51
Collingwood	23,815	7,638	32%	56,269	2.36	176,712	7.42	20,451	.86	1,020	.04	28,502	1.2	68,187	2.86
2018	23,209	9,877	43%	51,536	2.22	253,569	10.93	29,250	1.26	25,650	1.11	11,064	.48	83,876	3.61
East Gwillimbury	23,991	7,607	32%	54,509	2.27	58,635	2.44	1,581	.07	95,421	4.0	6,544	.27	40,698	1.7
2018	23,209	6,998	30%	42,164	1.82	129,242	5.57	8,800	.38	32,450	1.4	12,825	.55	169,208	7.29
Essa Township	32,058	3,362	11%	41,652	1.3	77,910	2.43	2,142	.07	510	.02	6,818	.21	70,992	2.21
2018	21,083	4,470	21%	33,653	1.60	165,272	2.84	7,250	.34	8,750	.42	10,825	.51	38,272	1.82
Grey Highlands	9,804	3,194	33%	40,617	4.14	17,390	1.77	204	.02	5,712	.58	1,338	.14	1,326	.14
2018	7,927	3,322	42%	31,785	4.01	52,635	6.64	10,600	1.34	9,000	1.14	4,315	.54	8,528	1.08
Innisfill	40,784	23,606	58%	77,831	1.91	101,659	2.49	3,060	.08	63,393	1.55	11,568	.28	38,250	.94
2018	36,566	25,391	69%	53,251	1.56	260,941	7.14	33,650	.92	130,200	3.56	40,223	1.01	330,616	9.04
Meaford	10,991	5,239	48%	30,983	2.82	81,495	7.4	3,621	0.33	4,182	.38	6,380	.58	65,637	5.97
2018	36,566	25,391	69%	53,251	1.56	260,941	7.14	33,650	.92	130,200	3.56	40,223	1.01	330,616	9.04
Midland	49,459	6,750	13%	39,391	.8	80,558	1.63	0	0	765	.02	8,404	.17	42,687	.86
2018	24,681	16,876	68%	26,481	1.07	551,879	22.36	11,950	.48	19,400	.79	5,913	.24	16,900	.68
North Grenville	16,451	6,361	38%	41,179	2.5	44,810	2.72	4,743	.29	13,923	.85	2,103	.13	39,270	2.39
2018	16,451	5,610	34%	35,841	2.18	99,560	6.05	43,650	5.7	72,500	4.41	9,447	.57	111,904	6.80
Owen Sound	34,585	7,474	21%	100,067	2.89	127,649	3.69	3,927	.11	29,733	.86	3,363	.1	88,995	2.57
2018	16,451	5,610	34%	35,841	2.18	99,560	6.05	43,650	5.7	72,500	4.41	9,447	.57	111,904	6.80

Ramara Township	9,488	1,717	18%	19,142	2.0	29,730	3.13	306	.03	0	0	3,063	.32	13,056	1.38
2018	16,451	5,610	34%	35,841	2.18	99,560	6.05	43,650	5.7	72,500	4.41	9,447	.57	111,904	6.80
Springwater Township	30,846	7,836	25%	42,061	1.36	82,803	2.68	918	.03	1,122	.04	12,657	.41	35,139	1.14
2018	19,060	5,806	30%	33,848	1.78	94,751	4.97	7,450	.40	9,350	.50	7,708	.40	205,816	10.80
Wasaga Beach	20,675	5,554	26%	32,126	1.55	48,618	2.35	2,244	.11	10,404	.5	5,851	.28	37,536	1.82
2018	20,675	10,462	51%	19,482	.94	109,739	5.31	4,950	.24	6,500	.31	468	.02	51,350	2.48

The above data was taken from the 2021 and 2018 Annual Statistics of Public Libraries. BMPL, and all library's statistics continue to be skewed in 2021 due to the ongoing pandemic and the focus on virtual programs and lending collections.

The chart includes the comparators of like size libraries, our neighbours, as well as those with a service model we are working to meet and or exceed. Bold/Italicized statistics are those which are equal or larger than BMPL's ratios. When considering the ratio, BMPL is producing well above our competitors. The statistics included in this chart are a selection of comparables. The Ministry of Tourism Culture & Sport (MTSC) provides comprehensive comparables for all 227 public libraries across the province annually.

Neighbouring Community Use

BMPL has reciprocal borrowing privileges with Meaford and Grey Highlands. While we have no way of knowing how many of the BMPL's members access other libraries, we have 382 non-resident reciprocal borrowers actively using our services.

Tourism & Visitor Use

As a holiday and weekend destination, The Town of The Blue Mountains sees over 2.5 million visits annually. These tourists and visitors are regularly using BMPL for Wi-Fi, washrooms, gallery visits, museum visits, workshops/series, and short-term memberships. Be it a temporary card in order to access materials for the week vacation, or a family visit to The Gallery at L.E. Shore or Museum tour, we realize that BMPL has a role to play in supporting one of our community's great economies—tourism.

21st Century GLAM Services

What is 21st Century Service Provision

Libraries of today include a wide variety of services. Children's Services are dynamic and include interactive spaces, learning zones, parenting spaces, and program needs. Teen Services are also dynamic and are split between the Tween and Teens. These include play, study and college prep. Technology users are looking for solitary spaces, small group spaces, large group spaces, and technology meeting spaces. Seniors require social spaces. Our spaces need to be welcoming, interactive, and above all, able to meet the needs we know today and those which will arise tomorrow.

GLAM

The Blue Mountains Public Library, the Craighleith Heritage Depot, and The Gallery, with our collective archival holdings, make our system a GLAM-Gallery, Library, Archive and Museum. GLAMs are becoming more popular across municipalities as Libraries, their CEOs and Boards become collectively responsible for the culture portfolio in their

communities. We believe this pairing of the gallery and museum with our library makes us a more valuable public asset. Of note is that BMPL has been a model and leader among Library Boards who are looking to establish themselves as GLAMS. BMPL is an ongoing resource to consultants in this area.

Change in Library Usage in Rural Settings

Rural libraries have become synonymous with internet over the past decade. Connectivity is a particularly important service to many residents due to reliability and cost concerns of current networks throughout much of our geography. The library provides internet access to all our users, including a significant number of visitors and seasonal workers who are essential to the economic prosperity of our agriculture and tourism industries.

Senior populations, who may have lesser technical experience and fixed incomes, are a key service group of BMPL where we strive to alleviate social isolation and improve life experiences. Additionally, rural libraries are often a hub for social connection, cultural access and genealogical research. As such the types of spaces in a building are centered around connecting with others in various ways.

Square Footage based on Population

Increased Population Projections

The MTCS lists only the permanent residents in their statistics; however, TBM and BMPL use the larger resident population of 15,000+. This alone is more than a 50% increase in population served. Looking at future growth, the 2019-2028 Development Charges Study identified a ten-year population projection for TBM as a 2,819 population increase with an additional 6,615 population increase in new dwelling construction. This prepandemic projection is a potential total increase of 9,434 new residents by 2028 due to new build. Additionally, as more community members choose to flip their seasonal residence to full-time residence, due to the pandemic and post-pandemic lifestyle changes, this population jump is expected to be even higher.

Current Sq Ft Usage (GLAM breakdown)

According to the AMPLO/ARUPLO guidelines, a minimum sq ft measurement for library services is .7sq ft. BMPL has identified a 1sq ft per resident minimum as the Town does not provide any other service on a minimum basis. In part this is due to the expectations of the community and since TBM serves the additional visitorship annually, as well as a number of seasonal workers. As such, the 1sq ft per ratepayer/population for library services is identified as 15,000+ sq ft in current needs and 25,000 sq ft required by 2028. ARUPLO is updating these guidelines based on the space realities post-pandemic. The result is that BMPL facilities will be even further below standards.

While BMPL is a GLAM, it is important to identify multi-use spaces from non-library spaces. For example, CHD at 1,600 sq ft only includes 110 sq ft for library. The LES, including the large gallery, is 10,500 sq ft with approximately 7,800 sq ft of library. At the current population, this means the library should be 15,026 sq ft, with an additional 10,000 sq ft in the ten-year projections (at the current Guideline rates). While LES cannot be doubled in size, it can be expanded to provide the additional services required for a 21st century library and bring the service on par with contemporary needs, expectations and guidelines. Planning for a future branch in the east end is imperative to meet the needs of projected growth across the Town.

Meeting the Strategic Plans

Strategic Plan Goals & Objectives Specific to Facilities

The Strategic Plan 2022-2026 was passed on April 21, 2022 after a 14 month community consultation period. This document includes 3 pillars and 11 goals. Of those, *Community Hubs* squarely focuses on the Building Program and the use of our spaces. Objectives which are impacted by facilities are included in this Building Program.

Community Hubs

Foster Social Cohesion—is a key function of a Hub.

Develop Multi-Use Spaces—is the keystone of the building program. In addition to expansion and new build discussions however, this goal also looks at how we use our spaces.

Develop Technologically Connected Spaces—is also addressed in this document as each space identified has a focus of improved technology which is included seamlessly into the function of BMPL facilities.

Empowering Services

Provide diverse GLAM services, collections and programs—are partially dependent on the facilities. As we work to achieve 21st century expectations of GLAMs, we must build the facilities to support the service and programs.

Support 21st century literacy through resources, opportunities and coaching—These include the traditional “3Rs” as well as media, technology, financial, and cultural awareness and are dependent on both the training of our staff and the technology we have onsite for our community. This is limited by the storage space for technology, electrical needs of new technology, and the technological improvements our community requires.

Organizational Excellence

Provide inclusive and engaging communications with and to the community—is a need identified within this document as the signage of both LES and CHD must be addressed. CHD is missing both library and museum on the signage and continues to have a TBM sign and not one representative of BMPL. Likewise, LES sign is dated and has no ability to promote programs electronically. Also, of concern from a tourism perspective, is the lack of directional signs for the library as well as signage that there is an award-winning gallery on the premises.

Building Program

The projected building project has incorporated several design features in order to meet 21st century library services, GLAM Standards and population projections.

Library as Hub

The L.E. Shore and Craigeith Heritage Depot are both current hubs for the Town. In GLAM services, a Hub is a place where people visit for different reasons, yet find what they each are individually looking for in the diversity of the facility. A common example of a Hub would be a library/arena. A parent can drop off one child at practice and attend programs in the library with another child. LES has a strong configuration for this - already providing seniors programs, children's programs, and community series, we will focus to see how we can improve upon this in the east end with expanded services. CHD is a Hub combining library, museum, and trails, but is currently limited on its ability to offer congregation zones and different experiences across the venue.

At this time the Town has been in early discussions with the Board on the need for an East End Hub on one of the current TBM properties. This proposed hub would include a 3rd BMPL location and would become the primary library service in Craigeith, allowing the Craigeith Heritage Depot to return to a single focus of museum/archives.

Security & Safety

Description. Typical security measures for a Gallery, Library, Archive and Museum would include RFID keyless entry which allows the administrator to immediately delete access or expand access as needed. Visual surveillance allows for a small quantity of staff to properly observe the space, contents and users. Further, when something goes wrong in a building, the surveillance can be used to investigate, and if needed, litigate. Panels, including security systems and fire panels are also standards in facilities. Finally, as public buildings have become soft targets, a room for staff to shelter in place is the most basic way to protect the BMPL human assets.

Current Gaps & Needs. BMPL has had limited improvements since the 2018 document was released. Continued gaps include: Video Surveillance is the primary tool for safe library spaces and is used as means to monitor large

facilities. RFID for book security and for entry locks are another key function which the facilities do not have. The result is some materials exit the building without knowledge and locks are regularly needing to be rekeyed to protect against lost keys. One of the most concerning gaps are the lack of lockdown spaces. With an open concept building such as LES, there are limited places to shelter in place, should the need arise.

Space Needs. Having spaces such as offices or storage rooms which have locks and doors would improve the safety without adding a space. RFID for security would include a technical room, which would double for the server room. RFID for book security is typically a small amount of space needed at entries. These can be done in modern formats without the unattractive turn style. Visual Surveillance does not require additional space but does require technology to be installed.

Accessibility



Description. The Accessibilities for Ontarians with Disabilities Act (AODA) as well as the Ontario Public Library Guidelines have clear expectations for accessibility and library access. The primary limitation of the Act is that facilities are grandfathered based on the legislation of the date of construction unless no work is completed. In other words, while both of our buildings have current difficulties as each were constructed well before the 2005 Act and 2016 updated building code implementation of the Act, there is no legal obligation to make our facilities functionally accessible. BMPL must ignore the grandfathering status and consider our community's population, meeting these needs in our current facilities.

Current Gaps & Needs. Undersized washroom doors, textured floors, and multi-leveled spaces such as the Story Tower and Courtyard entries are each barriers to accessing services. Additionally, the primary points of contact for services at both

locations is the service desk, neither of which meet AODA criteria for a Help Desk. The OPLG also identifies minimum and maximum heights of shelves in both children’s and adults’ collections and BMPL does not meet these current guidelines with many of our materials on the shelves placed too low or too high for those with accessibility needs. There are also no seating configurations within the facilities which allow for accessible services. This includes public PCs, seating, or tables. Additionally, all washrooms are deficient in accessible/hands free functions, and those with accessible doors are not properly sized for scooters or wheelchairs, rendering them dysfunctional in their intended purpose.

Staff need to also be considered in accessibility. Since the 2018 report BMPL added visual alarms to both facilities. Unchanged is ergonomics at both facilities continue to be poor with shared workspaces not properly configured and standing desks not properly sized. Additionally, CHD’s main basement storage means staff must manually carry materials up the stairs. While an elevator in an expanded facility is required, immediate needs could be met with the installation of a dumbwaiter. Additionally, a prep station on the main floor would limit the need to carry materials down to the main storage areas prior to inspection, limiting concerns.

Space Needs. While no additional space is required for accessibility, all the spaces need to be freshened to meet the AODA requirements. Washrooms could be reconfigured for a single multi-stall gender neutral washroom. A CHD dumbwaiter could be considered.

Story Tower Upgrade (AODA)

Description. The Story Tower at LES is a key feature of the building and one which community members commented should not be “touched”.

Current Gaps & Needs. While we believe the public is correct in wishing to protect the space, the sunken room does not meet AODA and limits strollers and those with mobility needs from use.

Space Needs. This room should have the floor raised in order to be brought level with the main floor space. Additionally, the benches would need to be removed and reinstalled at the new floor height. A stroller parking, just adjacent to this space would improve the traffic flow within the space as many parents leave strollers in the main entry, just outside this room. TBM agreed to make this change in 2021 and staff will advocate for this work to be completed in 2023.

Courtyard Upgrade (AODA)

Current Gaps & Needs. The courtyard is not accessible with a step from the parking lot and step from the building. In both cases, these steps are not at a height meeting Code for a step. Additionally, in both cases, the step into the courtyard as well as the courtyard itself is not accessible and does not meet AODA. Ramping entries and doing some lawn work to level the area, as well as bringing tables and seating to the space will allow for the public to access this space over three seasons.



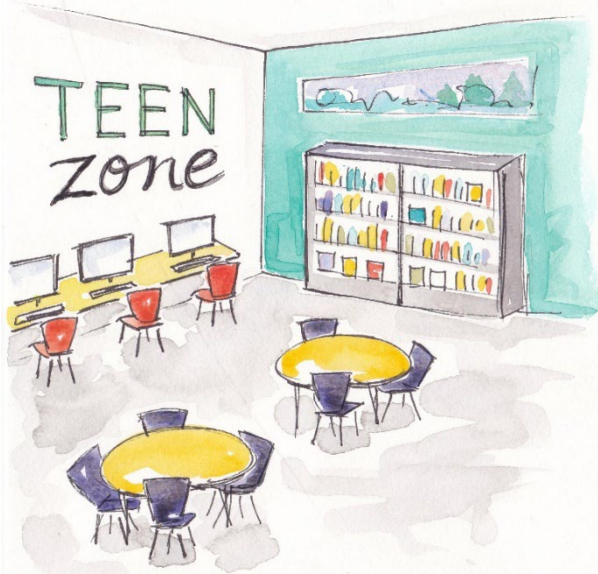
Space Needs. No additional space is needed for this project. By meeting AODA more people could access the Courtyard. Additional furniture and play features would make the courtyard more functional as an outdoor programming space and reading garden. Architects recommended extending the brick wall to a right angle, thus giving more space, but staff believed this could make the entry feel closed off and more institutional.

Specific Features & Services

Teen Zone

Description. Teen Spaces in Canadian libraries are a significant venue. Libraries have become leaders in providing comfortable seating, places to gather, socialize, study, and find a welcoming environment for teen identity exploration. Additionally, the connection to the recreational reading materials, electronic resources, Wi-Fi, and technology, makes teen spaces both a draw and community asset.

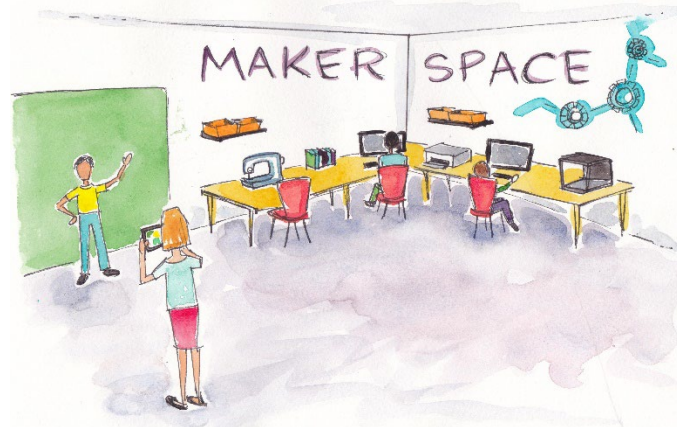
Current Gaps & Needs. BMPL does not have current Teen Spaces within our facilities. The Young Adult collections are in a back corner of the main space with no seating or tables available. Our teens must co-mingle either with children or adult, both of which are not inviting for the teen user. Programs must be held in the Boardroom, again which is not an inviting space for teen users. As TBM worked towards the Teen Friendly Designation for the municipality, BMPL was a key player in services. Points we missed on this designation could be directly remedied by improved spaces for teen services and programs.



Space Needs. Physical space includes a contained room with a variety of seating and tables. This space should be able to be reconfigured depending on the needs and use of the teens on a regular basis. Technology services, television for video use, and other projection needs should be involved. Like all technological spaces, this space would be wired for electrical outlets needed for chargers and devices.

Maker Space

Description. Maker Spaces are flexible spaces which can change from year to year as new technologies are introduced. Public Library spaces are an opportunity for community to test technologies, as well as to complete many one-off activities. Common tasks completed in the public library spaces are music making, transferring video or images to digital forms, 3D printing, green screen photo/movie making, coding, robot building, jewelry making, sewing machines and sergers, etc.



Current Gaps & Needs. BMPL does not have a Maker Space. BMPL had to retire the 3D Printer due to age. There is no precedent in purchasing a new model as there is no space available to use this item. The many technologies held by BMPL must be kept in storage due to lack of Marker Space, which limits access by the community.

Space Needs. A room, approximately 400sq ft or larger is needed for a Maker Space. To meet the types of technology for a public library space, proper circuits would be required, as well as additional heat loops to remove heat from the space. Some 3D printers recommend ventilation units, but these are a similar quality to an oven hood, and not excessive. The space would be most productive with counters and tables around the outside walls, leaving the centre for temporary activities. Additionally, one wall should be designed as a green screen. A common maker activity is music making; therefore, the room should have some level of sound barrier to assist in noise reduction. This is also required for 3D printers, sewing machines, and much of the other equipment.

Updated Children's Space

Description. The 21st century library is a place to connect, explore, and create. Types of activities are puzzle stations, Lego centres, central sitting areas free from the books (or their aisles). Early learning computer stations with educational games are regularly in libraries, giving children a place to learn through play. Additionally, parents require spaces within or adjacent to these spaces where they can sit and watch their children. While shelves need to hold the many materials this age group requires, to have the shelves aligned in linear feet of rows is counterproductive to an exploring mindset. Additionally, successful libraries have children's areas for toddler/immerring readers, young children, and tweens.



Current Gaps & Needs. The LES children's section has great windows, which are regularly used by children, but this is the only seating available for this group. Additionally, there is no play areas, leading children to sit and play in the aisles, causing potential hazards and risk. Parents have no choice but to leave their children to gather their own materials, sit and relax, or work on computers.

Space Needs. The space is present to accommodate the best practices identified in the description. Children's computers should be set up for early literacy uses. Shelves have been reconfigured to the best options for the space, but still lack spaces for children to play and explore. Social areas should be created for Lego, group puzzles, or other activities. Each of these would shift the current collections, meaning some of the adult and Teen materials may need to be relocated in other areas of the building, including in expansion zones.

Various Sized Gathering Areas

Description. As a community hub, and the most popular space in the community for residents to congregate, the public library needs to be flexible, but have a variety of separate places to interact. Quite spaces, private spaces, small group spaces, large meeting room, technology small rooms, and the community living room.

Current Gaps & Needs. LES has limited spaces to congregate and CHD has nearly no space in the museum. The Boardroom and the seating at the fireplace are primary gathering spaces, but do not fit well as flexible spaces. These spaces also have limited electrical outlets, causing health and safety issues as patron's power cords are left across walkways.

Space Needs. Small space that can seat four people with some sound barriers are required for technology meetings, small group meetings, and study groups. Large programming spaces are required where groups can participate in workshops and activities. Senior seating areas and computer bars are also required. Mid-sized spaces that can accommodate between 15 and 20 in a workshop are required. A Boardroom which can seat the growing governance bodies, with staff and guests are also required. Children's programming spaces are described in their own section, but it is important to have places nearby for parents and caregivers to be able to work.

Programming Rooms (Size, computer)

Description. BMPL offers programs for all ages. Some are craft or art based, while others are computer workshops or speaker series. Therefore, spaces must be flexible to meet a variety of formats. Importantly, the population is large enough to demand more than one program at a time, which means there must be more than one potential multipurpose space in any given facility.



Current Gaps & Needs. Neither facility of BMPL has a programming room. As a result, the staff work in many spaces which are not appropriate for programming—a boardroom, not decorated for children and teens programs; The Gallery, where the potential of damaging thousand-dollar art work is always a possibility; the Story Tower, which is not accessible and is disruptive to the main building; and the museum research room, which is not accessible and limited to 6 people.

Space Needs. Both facilities require programming space appropriate to the types of programs they do or should be doing. LES should have two distinct spaces, one which can hold 25 in a craft type program for increased children’s programming and after school programs. This space would be fully technology connected for when additional meeting spaces are required. Additionally, a smaller program room be one appropriate for 15. LES should also have one formal meeting room which would double as the Boardroom. This space needs to seat no less than 17 board members and staff with space for up to 10 members of the community to observe. CHD, likewise, requires at least one room for programming and should be similarly sized for 25 plus activity set up. While each of the spaces should have video surveillance as discussed in *Security & Safety*, the study/meeting rooms are important to have video access as proctoring of exams requires staff to be able to watch the student during the entire exam. Additional space requirements for these rooms would be the storage of tables and chairs.

Tech Specific Meeting Spaces

Description. Technology meeting spaces are a key function of public libraries. The Gold Collar worker (pseudo retired) use these spaces to continue business dealings, as do those without technology in their homes. Those living away from families often use these spaces for communicating with family via internet. As we found during the pandemic, these spaces are a new modern reality. Technology spaces may be small meeting areas, drop in areas, and large programming spaces.

Current Gaps & Needs. Through grants, minor improvements have occurred at LES, however the electrical limitations of the building have stymied any comprehensive remodeling. There are no spaces such as this in either facility. When community members need to have business meetings or zoom meetings they are forced to do so in the open areas of the building, lacking in privacy. Students who are taking exams on site are forced to do so in the staff areas or boardroom, which is a hardship on them when spaces are not quiet and appropriate for exams monitoring. Additionally, the one-on-one technology training sessions with community members, often seniors, do not have the quiet or private setting for learn at their own pace when training must occur at the front desk or in public areas. The Gallery does not have technology for programs and must have temporary items taped to the floor for safety. CHD has no technology in their research room, making it difficult hold meetings.

Space Needs. All spaces in the building should be technologically connected (The Gallery, the boardroom, the research room, program rooms, etc). Additionally, three to four small meeting spaces approximately 12x12 should be available which are fully connected for community members to utilize for small group or private rentals.

Service Ontario Kiosks

Description. Service Ontario sites are closing across our region and more of the materials are being added to online resources. Ontarians are expected to access these resources online, often submitting their documents in this manner. To support these changes, Service Ontario entered into partnerships with public libraries across Ontario to act as secondary sites, providing free access to Service Ontario websites and, when in a grant partnership, free printing of forms. While there is a site in Meaford, kiosks are a norm in municipalities without their own offices.

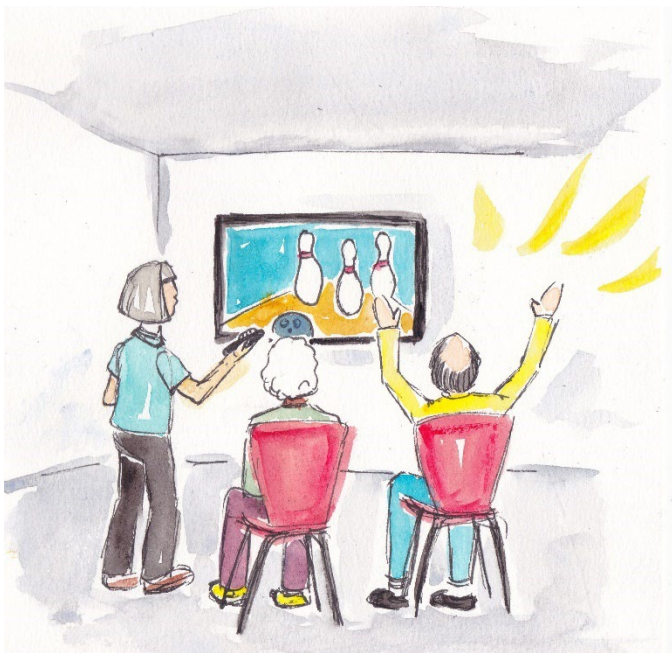
Current Gaps & Needs. While Municipalities have been adding kiosks, BMPL staff regularly assist

residents with accessing Service Ontario website and can provide supports, and we are open evening and weekends.

Space Needs. For a kiosk to be established at one or more BMPL facilities, electrical, internet, and a minimum square footage would be needed for the kiosk, traffic flow and a privacy zone (area around the kiosk to minimize on-looking).

Gaming & VR

Description. Gaming stations are not only for children. BMPL uses Virtual Reality (VR) for local history experiences. Gaming stations are also social connection features where seniors can participate in bowling tournaments, safely and without overly physical exertion. Yoga lessons for moms and tots are also popular gaming events.



Current Gaps & Needs. BMPL does not currently have any gaming station features. Formal programs would need space for people to sit or lay on the floor in groups, as well as providing safe traffic patterns around any program. Televisions or projection walls are required. Pertaining to VR, both facilities have added small stations for both VR gaming and VR Reel History films, but these are tucked into corners and are disruptive to regular service.

Space Needs. A multi-purpose room would be suitable for gaming stations but would also need to be aesthetically pleasing and not a vacant room or hallway. Mounted televisions should have space for groups to be active together, without spacing them so far apart that the community feel is lost. Gaming stations could also be split between Teens, Children’s and other areas where adult users could participate. VR stations do not need significant space, but the location should be available in areas that won’t disrupt the other users.

Grab-n-Go Municipal Corner

Description. BMPL has offered to have a Grab-n-Go Municipal Corner where community can review TBM by-laws and find other Council materials. This space should have a monitor where the TBM advertisements can be broadcast.

Current Gaps & Needs. While each of the needs identified in the description have been discussed with the Town and there is interest via the Shared Resources schedule of the MOU, none have been completed at this time.

Space Needs. A corner with approximately 2 shelves and 1 medium television mounted on the wall is required to achieve this. This space has already been identified and the Town was interested in adding this space in 2020. Electrical and a computer port is required.

Outdoor Spaces

Description. LES has an extensive amount of grassed area which can be used as outdoor spaces comfortably in three seasons. These spaces can include paver stones or textured poured concrete patio areas with natural grasses or shrubs which offer the appearance of contained spaces. Play centers such as chess board tables and stroller parking are standards for outdoor library spaces. Additionally, amphitheatres, sculpture parks, reading gardens, and other formalized external programming spaces are standards in GLAMS.



Current Gaps & Needs. Tables/seating which meet AODA are required for any outside areas. These are needed for general seating, programs, as well as for wi-fi after hours use by the seasonal workers. Each of the features can be introduced at LES. CHD should also have seating adjacent to the trail meeting both park and trail AODA requirements. At both sites there is little shade available. Seating with umbrellas or a pergola will provide a more comfortable use of space. CHD, as a potential gathering space, could also have a gas fired fire pit which would become a gathering space along the trail and for the museum.



Space Needs. No additional space is required to meet these gaps; however, the current lawns would need to be reconfigured and landscaped to produce productive external spaces which are also striking. A small gathering story circle was installed in 2022 on the front lawn of LES and has been very popular for programs and for those looking to sit and Wi-Fi. These minor changes are cost effective and bring a greater sense of community spaces.

Museum Quality Space

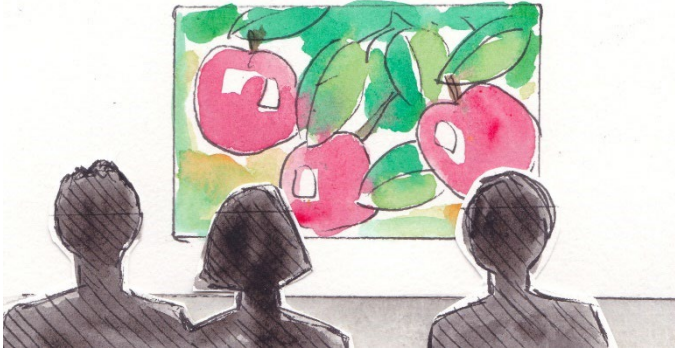
Description. A Community Museum of our size has limited chance for collecting all possible relevant content. Storage, cost of purchase, and time to catalogue—each are factors in collection development. When a community museum has a flexible museum quality space (light, temperature, humidity, etc), this smaller museum can take on traveling and loaned exhibits such as those available from the ROM and AGO. The caliber of a museum is increased by the types and variety of exhibits they provide to the community.

Current Gaps & Needs. Currently, CHD does not have any environmental controls, nor does it have the space to have a traveling exhibition. CHD does not also have the storage space for the custom transport materials. This could be stored in an expansion at LES or in a storage facility. While residents would have free access to the museum, guests and visitors paying for access to the museum would bring a new revenue source to support the community asset. The visitors are also drawn to traveling exhibits which bring a grander experience for the visit. Similarly, schools and other tour groups will look for a museum that has a wider variety of exhibits (and café addressed later in this document). While CHD is continually adjusting their featured exhibits, having access to traveling exhibits would increase the interest in CHD by those in a larger ranging region.

Space Needs. While the CHD existing building does not meet environmental museum standards BMPL was not planning to rectify this, as the proposed addition could include this need. However, following 2018 and 2019 decisions by Council that CHD would not be the new hub for Craighleith, this is a needed addition to this Gap Analysis. No additional space is needed to meet standards, yet all HVAC equipment must be replaced. Without a significant enhancement to the storage, CHD cannot participate in traveling exhibits as we must have an addition with a room of at least 400 sq ft without windows would be the minimum size to accept traveling exhibits. Any additions would be designed to meet contemporary standards.

Museum Gallery Wall

Description. A gallery wall within a museum is a blank wall or framed TV where images from the collection can be displayed via projection. This is a cost-effective way to display archival materials in a dynamic way, while saving the cost of printing.



Current Gaps & Needs. Currently, CHD does not have the space to display these types of materials, nor can it show the Reel History films on a loop anywhere in the facility.

Space Needs. A room, wall or hallway would be sufficient for this need. Multiple areas throughout the building would also be a dynamic way to bring collections into areas of a building which could not house permanent exhibits. Whether at CHD or a new East End Hub, this is a key feature to be considered as it would passively bring our collections to the community and peek

The Gallery

Description. The Gallery at LE Shore is an award-winning facility, constructed in 1995. As an early adopter of GLAMs and the passivity of art appreciation, The Gallery at LE Shore provides 11 exhibits a year where community and visitors alike can attend the Gallery for formal programs or experience the art in passing when visiting the library and its other non-art programs.

Current Gaps & Needs. While this gallery was award winning in the day, it has experienced nearly 25 years of shows and hangings. The walls are in need of repair. The wall fabric cover is dated and in need

of replacement. The walls behind the fabric are damaged from 27 years of monthly hangings. The lighting is dated, providing more heat than is safe for artwork, while not provided uniform light. Additionally, these lights, being old, use more electricity than newer LED lighting. When events are occurring in this space, there is no technology hardwired in the space, so cords must be taped-down and equipment must be hauled in and out of the room.

Space Needs. While additional room would be worthwhile for this space, the primary issues with the current space are that the room is in need of freshening, including new technology, new walls, hanging anchors and lights. Sound should be improved for Wi-Fi connections to hearing aids. A proper servery for events, including that for bar service would allow the increased revenues for events. Due to the barrel roof and vaulted ceiling, the heat rises to the ceilings. By adding ceiling fans to this space, the library would experience heating/cooling savings. Also imperative to the use of this space is storage for chairs and tables, something which is not available in the current space and discussed later in this document. Through a grant, The Gallery has seen some technology and sound improvements, but there is still more to accomplish.

Licensed Occasional Bar

Description. Most galleries have a small bar set up for various events and openings. Public libraries are moving towards the inclusion of serving areas, with larger libraries adding full scale bar service for book clubs, events, and book readings/openings.

Current Gaps & Needs. The Gallery has a distinct need for a bar for the various events and openings. The Gallery at L.E. Shore's bar limits what can be easily served without chilling and storage areas.

Space Needs. A bar for LES requires an accessible bar (height and width) while having the space required for proper wine and bar glasses. Refrigeration is also a need, with 2 locking

professional units required to store mixers, beer, and cider. Recent improvements to storage and dishwashing have moved us closer to achieving this standard. Additionally, cabinets to properly store and lock materials are required in order to protect against theft/use by others and to meet standards for storing bar contents. In each of these cases, electrical updates are needed to provide these new technologies.

Café

Description. A café can take on many forms, from a self-serve counter for coffee/tea; to a kiosk with drinks and snacks in partnership with a local bakery; to a more formal, staffed café.

Current Gaps & Needs. CHD has a small self-serve coffee counter, but LES has no current service. Adding a café was a top priority identified in the 2018 consultation sessions. Additionally, when Events for Life sets up a temporary café, feedback is positive and brings additional requests for ongoing café services.



Space Needs. Both LES and CHD could use an expanded café space. LES could do with a kiosk, while CHD, with an overall expansion, could use a larger option such as a space like available at Grey Roots. An open refrigerator for small sandwiches and cold drinks, hot drinks such as coffee/tea and possible a soup station would be appropriate for days when tours are booked.

Gift Shop

Description. Tourism venues use gift shops as a revenue source. The county museum, Grey Roots, offers inventory options including local books, candy, local history content (fossils, trains, etc) post cards, ornaments, VR headsets, stuffed animals, etc. They also are paired with the café offering bottled drinks, pre-packages sandwiches, soup, coffee/ tea.

Current Gaps & Needs. CHD has one small shelf with as wide a variety as can be fit. This space is not ideal and aesthetic display is limited.

Space Needs. This space could be paired with a café and be tripled in size and be a destination for the public to visit and leave revenue in the museum. While no gift shop is needed at LES, a small area for inventory sales could be built into a new circulation desk. This could include a cabinet display of local books and other inventory available at LES. LES, as the main branch also has regular book sales. A book sale area should be built into the space in order to better promote opportunities for sales over recycling.

Parking

Description. Parking must meet AODA according to size and capacity of facility, but should also be aesthetically pleasing, safe for children, families, and seniors to cross, and have a set up for potential programs from time to time.

Current Gaps & Needs. LES requires additional parking, including better AODA set up and seniors/family parking. CHD requires paving as well as proper turning/backup distances, and bus access. In order to determine actual required parking, assessments of the buildings must occur, including capacity. Also, of need at LES is the combining of the current two lots which the parking lots sits on into one lot. The third lot of 177 Bruce St should be considered in this merged property as well.

Space Needs. LES requires additional parking and may wish to consider adding temporary angled parking at the Napier lawn area which is part of the

road allowance. While CHD could use additional space, this is not available, and will actually be lessened as further public work needs expand on Hwy 26 and Lakeshore Rd.

Staff Spaces and Storage

General Storages

Description. Libraries have significant storage needs. From seasonal and duplicate books, to seasonal program supplies, to office supplies to records; when not properly designed, these spaces become catch-all dumping grounds instead of organized areas. [Museum storage is described elsewhere in this document].

Current Gaps & Needs. At BMPL, LES is the primary location for storage, but this room is the size of an office, shares the recycling and garbage storage for the facility, the primary access to the roof, is non-ventilated and the locked storage for janitorial as well. The result is a dumping area which has been lovingly named “The Dungeon” by staff. From week to week, supplies are moved around the dungeon due to limited space. Programming supplies are adjacent to cleaning supplies, which are adjacent to the seven-year and permanent storage of official records. The large garbage dumpsters and recycling bins also share this space, and often must encroach into the storage areas of the programming and book storage. The result is rodents finding both food resources from the garbage, as well as nesting materials in the permanent records.

Space Needs. LES would be the primary central storage for the system with central stores, book storage, and permanent records management all occurring in one location. CHD would also need a storage area for their own smaller storage needs (equipment, extra chairs, etc). Storage should be split into table/chairs, materials and program, garbage, janitorial, records management, and technological storage. LES is currently sourcing a 40ft exterior storage container for improved storage. This is not ideal, is not aesthetically pleasing, but is the only option to continue to grow.

Janitorial Room

Description. Janitorial spaces are understood to be workplaces, storage, WHMIS-Health and Safety regulated spaces, and key to a healthy and safe workplace. Airflow, water drainage, and locked storage of chemicals are part of providing appropriate facilities. Storage, such as paper products (toilet paper, paper towels, Kleenex, etc) also should have a home location in this larger janitorial space. Additionally, janitorial equipment can be stored in these spaces, making the workflow more functional. These include items such as floor buffers, “Zamboni” floor cleaners, scissor lifts, etc.

Current Gaps & Needs. The current janitors closet at LES is approximately 16 sq ft and includes the water heater and janitors sink. There is no location for proper storage of chemicals, so these are held on the same shelf as programming materials and toilet paper. Due to the limited size, wet mops dry against the wall, causing mildew and mold build up as they drip dry against dry wall in the non-ventilated closet. The CHD space, while not confined by walls, is just as small and tucked in a corner with the sump pump of the basement. Again, there is no proper storage of chemicals or wet materials. While mildew and mold may be an issue to drywall at LES, the same storage methods at CHD introduce mildew and mold into the collections, stored in the same location.

Space Needs. LES, with a building currently 10,500 sq ft and a proposed addition of 4,000 sq ft plus basement, requires a full janitors office which can properly store in locked equipment, materials, and chemicals. Additionally, items such as floor buffers and polishers, scissor lifts and the like are not available in the current building due to the lack of storage. Instead of a small janitor’s closet which also holds the water heater and electrical panel, a proper janitors sink is required to store and dry wet materials without mildew and mold build up. With proximity to Town Hall, shared resources may be stored in this space as well.

Gallery & Program Storage

Description. Storage for a multi-purpose room which can hold 115 people would typically include

chairs for capacity plus additional for other room use at the same time; tables for capacity; and equipment for presentations. A gallery may also include other temporary seating such as comfortable high back chairs, sofas or café tables. When the space is being used by programmers, these furnishings would also need to be stored.

Current Gaps & Needs. The Gallery is the primary programming space for LES, yet we have limited options for the types of programs which occur in this space due to the available equipment, seating, and tables. These limitations are completely due to space limitations.

Space Needs. The current situation of storing tables and chairs in the fire suppression room is hazardous as we often block the sprinkler systems. Moving all storage to a new room would rectify this issue. A room could be approximately 200 sq ft or a closet system could be created which has chairs and tables hidden behind wall systems. This storage requires room to stack chairs on dollies at a lower height than the current dollies, which staff have difficulties reaching when full. Similarly, dollies holding tables vertically instead of stacked upon each other would meet ergonomic standards. This would double the number of dollies for the same amount of chairs and tables.

Staff Lounge & Kitchenette

Description. While the need for a staff breakroom may seem a small need, compared to the major spaces required in the BMPL facilities, this is key to achieving a respectful workspace. When staff do not have spaces in which to properly take breaks, productivity and customer service is impacted. The 13 Factors of Workplace Mental Health identify the need for staff to take proper lunch and breaks away from their desks as a being a positive influence on burnout and improves mental health.

Current Gaps & Needs. Neither facility has staff break areas designated. CHD has a kitchenet in the basement-adjacent to sump pump and other mechanical needs of the building. The LES

kitchenette triples as the volunteer workspace and tech storage. This space is always in use and to prepare any lunches or to take a break in the room means staff must do so standing, displace others using the workspace, or be silent. None of these make for a healthy breakroom.

Space Needs. This space should not be connected to the work space so that staff will have true breaks away from their duties and pending jobs. The space should be close to the main areas, so that Work Alone situations do not occur. A kitchenette (full-size refrigerator, microwave, coffee/tea service, dishwasher) should be present. Seating, both comfortable and kitchen style, as well as lockers or closet appropriate for personal belongings should be a part of this space. This space could be used by staff for small project meetings and should sit at least 5 comfortably.

Staff Workroom

Description. Staff workrooms are large processing spaces where staff can spread projects out and work safely. Both the museum and library have these needs. Proper workrooms should include all necessary materials stored in the site and have large enough spaces for the proper handling of materials. These should not be duplicated with staff lounges as it deters from staff taking appropriate and legally mandated breaks; as well as bringing food and other potential hazards into what should be a clean and secure space for handling artifacts and books. These spaces are high functioning and demanding space. Much like the saying, “a place for everything, and everything in its place” is more than a catchphrase, but a necessity. Wall mounted book jacketing materials above a worktable maximizes space and provides ergonomic workstations. Incoming shelves where materials can be received, moved to processing, on to cataloguing, and then out to re-shelving again make for organized stations which have a natural flow. Staff who are working in this space must also have dynamic workspaces as these desks are utilized by shift workers.

Current Gaps & Needs. Currently, there are no staff workrooms available in either building. The result is work which requires larger spaces are done in the boardroom/research room, displacing users; at staff desks, providing ergonomic hazards; or in the staff kitchenet, stealing from staff break opportunities. Beyond ergonomics, the slip, trip and fall hazards are high as there are regularly items at desks, active boxes stacked on the floor, and there are often numerous book carts impeding workspaces and walkways.

Space Needs. The workroom should be large enough to house the various in-progress tasks of the library including book jacketing station, processing, cataloguing, repairs, central stores, donations, and new deliveries. This space should have a large table accessible from all sides at a height appropriate for standing. Stool seats should also be available for staff who wish to work seated. Adequate shelves in the room for tracking the stations of the book throughout the intake process should be available with proper signage to ensure clarity of tasks. Adequate storage in this site will allow for all materials to be onsite for intake, as well as other tasks such as laminating, slicing, large load staplers, etc. Book Cart and caddy parking (for shared work spaces) need to be planned into the space. If volunteers are not planned to work in this space, additional volunteer workspaces will be necessary including a workstation and phone.

Archival Workroom / Museum Workroom

Description. A workroom is an important space in a well-organized museum. Typically, this space is adjacent to a staff entry to allow for materials to be brought directly and securely into a processing area. It is important that this space is not the same storage area as the collection so that any contaminants such as mold, infestation, mildew, or toxins, can be mitigated. Water, refrigeration, materials storage and cleaning products should all be on site. While not required, it is recommended that this space also have its own ventilation system, again to mitigate contaminants entering the common areas or collection storage.

Current Gaps & Needs. CHD does not have a workroom. Instead they have carved out a small area in the basement of the building. This space is also shared as a staff room, lunch room, janitors' closet, and primary storage. The Curator's office was plumbed to be used for this purpose but was never completed.

Space Needs. The Curator's Office is fully prepared to become this space with plumbing in place. Cabinets and other equipment would still be required, as would a new home for the curator.

Archival Storage

Description. Archival Storage in a community museum must store both artifacts and paper. This in itself are two different needs for environmental conditions. Additionally, storage should be flexible and include mobile high index units which can be slid open and closed to maximize space. Map cases and other flat storage is important. While storage may be in a basement, environmental controls such as light, temperature and humidity are important. Fire suppression is also key to safe storage.

Current Gaps & Needs. CHD has no environmental infrastructure beyond typical household HVAC. Currently the basement of CHD is used for storage. This space has been renovated for maximized space. It is cool and dry and is the best which can be done in the current setting. Additionally, the main storage is not accessible for staff, meaning they must carry large, bulky boxes up a flight of stairs, or request maintenance to assist.

Space Needs. The current space is functional for large artifacts and would continue to be used for these types of storage and artifact case storage. A new room, in the basement of an expanded space, would be a proper storage of the new shelving purchased in 2020. New monitoring systems have been put into place, but they simply notify staff when environmental systems are not proper or if mold or other dangers are high. A system to then remove or mitigate these factors, and even stop them from occurring, is still required.

East End Project

BMPL will continue discussions with the 2022-2026 Council pertaining to an East End hub including a new Library branch. This will become a third site of BMPL adding the new facility to the LES and CHD locations. While the previous gaps addressed what is missing in our current facilities, it should be noted that a new facility should include all of the features described: AODA, ample technology, flexible spaces, appropriate collections at accessible heights which are modular and able to be relocated within the building. General collections would be duplicated, but specialty spaces such as the Maker Space, Teen Zone, and meeting rooms could be added to this building or the LES building. If the LES and CHD storage situations have not be rectified by the planning of this building, a significant storage area should be planned to accommodate the entire BMPL GLAM needs. A public collection area of 6,000 sq ft would be needed at a minimum, with additional programming, meeting, and specialty spaces which could be in the Library proper or in shared spaces. Storage would need to be on site, but the larger storage area does not need to be in the library proper, if the multi-use facility can offer indoor storage for BMPL is an alternate area of the proposed facility.

For More Information

For more information on facility and service needs, contact the CEO at LibraryCEO@TheBlueMountains.ca.

The primary form of communication by BMPL is electronic via the e-newsletter and BLOGS. The Library Board publishes a monthly blog entitled Key Messages which identify updates. All members of the community, and those who wish to follow this project, are encouraged to subscribe to the e-newsletter and Key Message Update.

Artist Acknowledgement

Many thanks to Allison Brown, a former Museum Technician with the CHD, who provided the artwork throughout this document. We hope it assisted in providing the vision of the facilities, features, and services we hope to provide to our community in the very near future.

This version was updated October 2022 from the original 2018 version.

