

The Mindful Library: Developing Placemaking in Contemporary Libraries

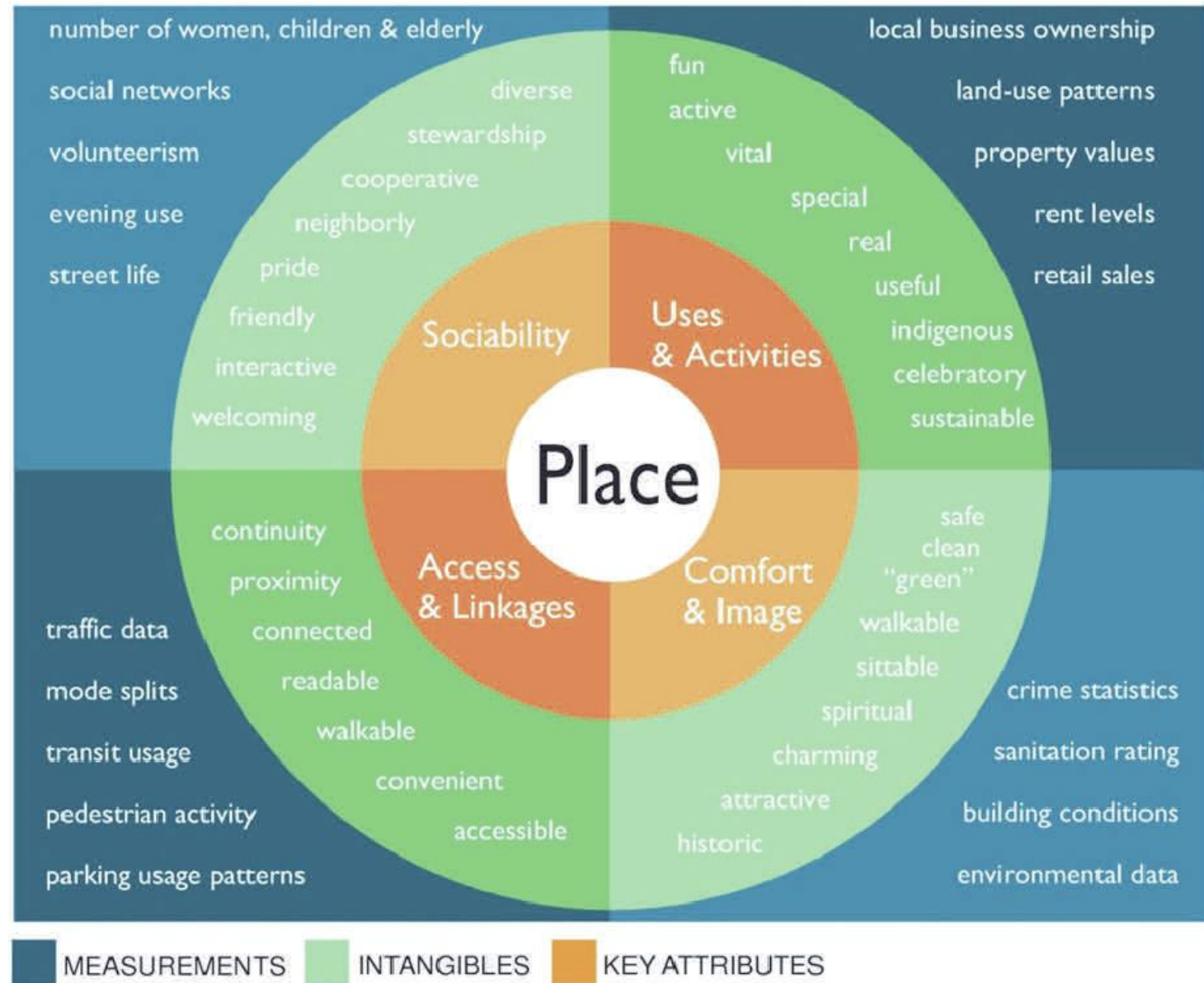
Stephen Abram, Lighthouse Consulting Inc.
(with help from Janna Levitt, LGA)



ALS Public Libraries SA
Conference 2017
Are we there yet?
Public Libraries in the 21st Century

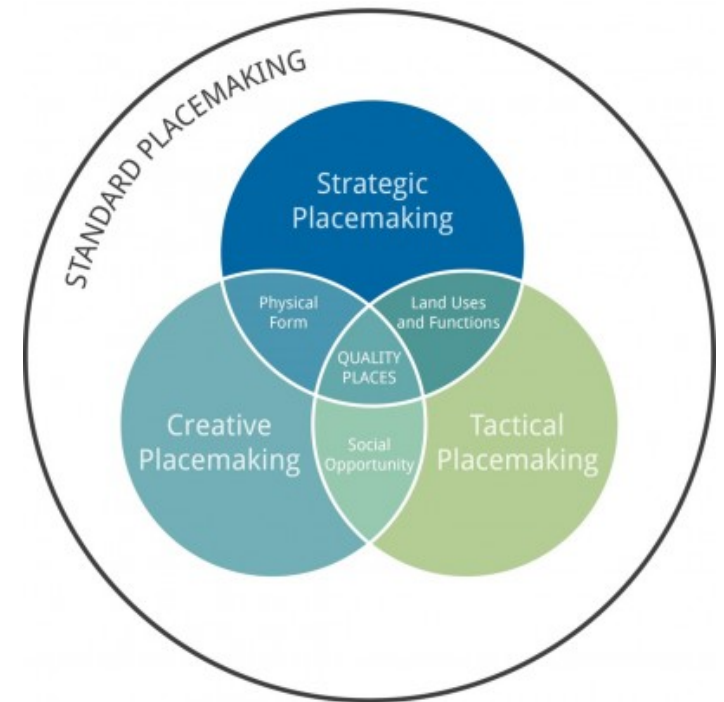
Placemaking

- Project for Public Spaces
- What is Placemaking?
- **WHAT IF WE BUILT OUR COMMUNITIES AROUND PLACES?**
- <https://www.pps.org/reference/what-is-placemaking/>
- **Project for Public Spaces**
- www.pps.org
- T (212) 620-5660



11 Principles of Placemaking

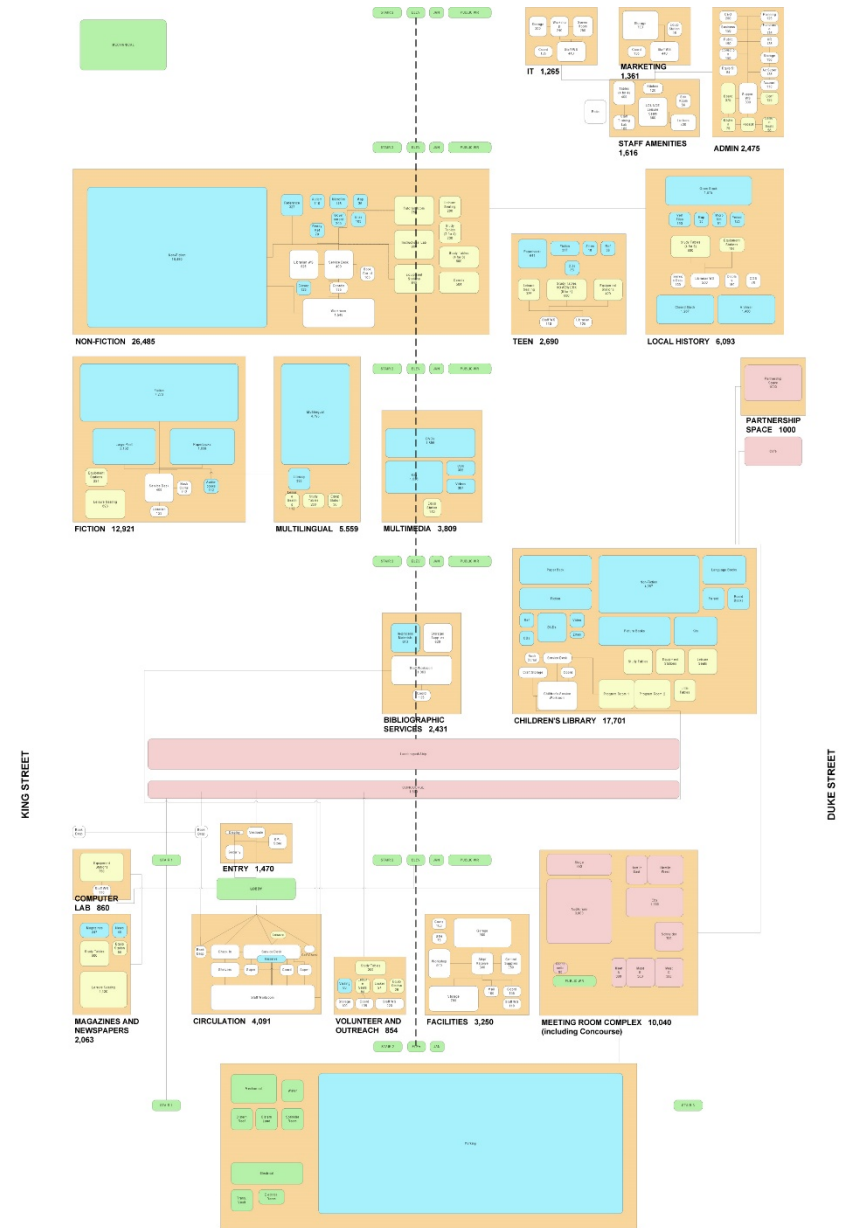
- 1. The community is the expert.
 - 2. You are creating a place, not a design.
 - 3. You can't do it alone.
 - 4. They'll always say, "It can't be done."
 - 5. You can see a lot just by observing.
 - 6. Develop a vision.
 - 7. Form supports function.
 - 8. Triangulate.
 - 9. Start with the petunias.
 - 10. Money is not the issue.
 - 11. You are never finished.
- <http://placemakingchicago.com/about/principles.asp>



Context Setting

Library (old and recent):

- Strategic Plan
- Technology Plan
- Program Plan
- Master Plan

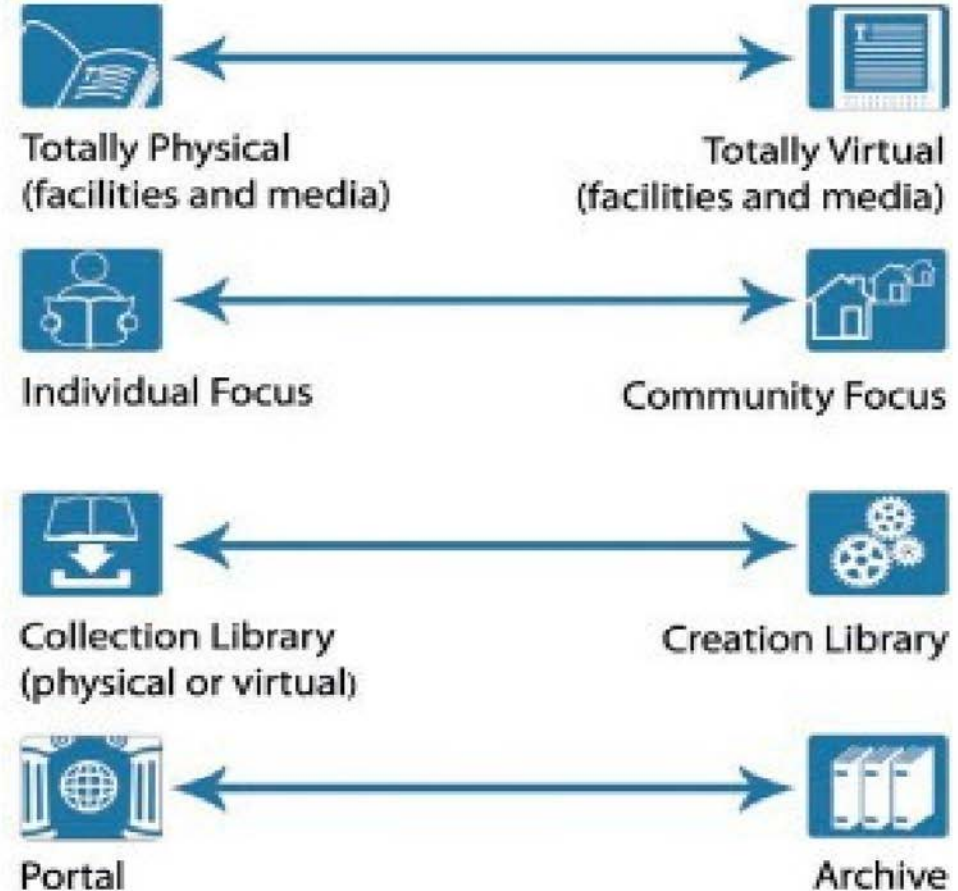


Context Setting

Town, City, County, Region,
etc.:

- Strategic Plan
- Economic Development Plan
- Neighbourhood/Downtown revitalization Plans
- Master Urban Plans
- Demographic Projections
- Social Vitality Plans
- Social Services planning documents
- Culture Plans
- Specialties – e.g. Tourism, Cottagers, Trails, etc.
- Critical Incidents, Local News Cycles

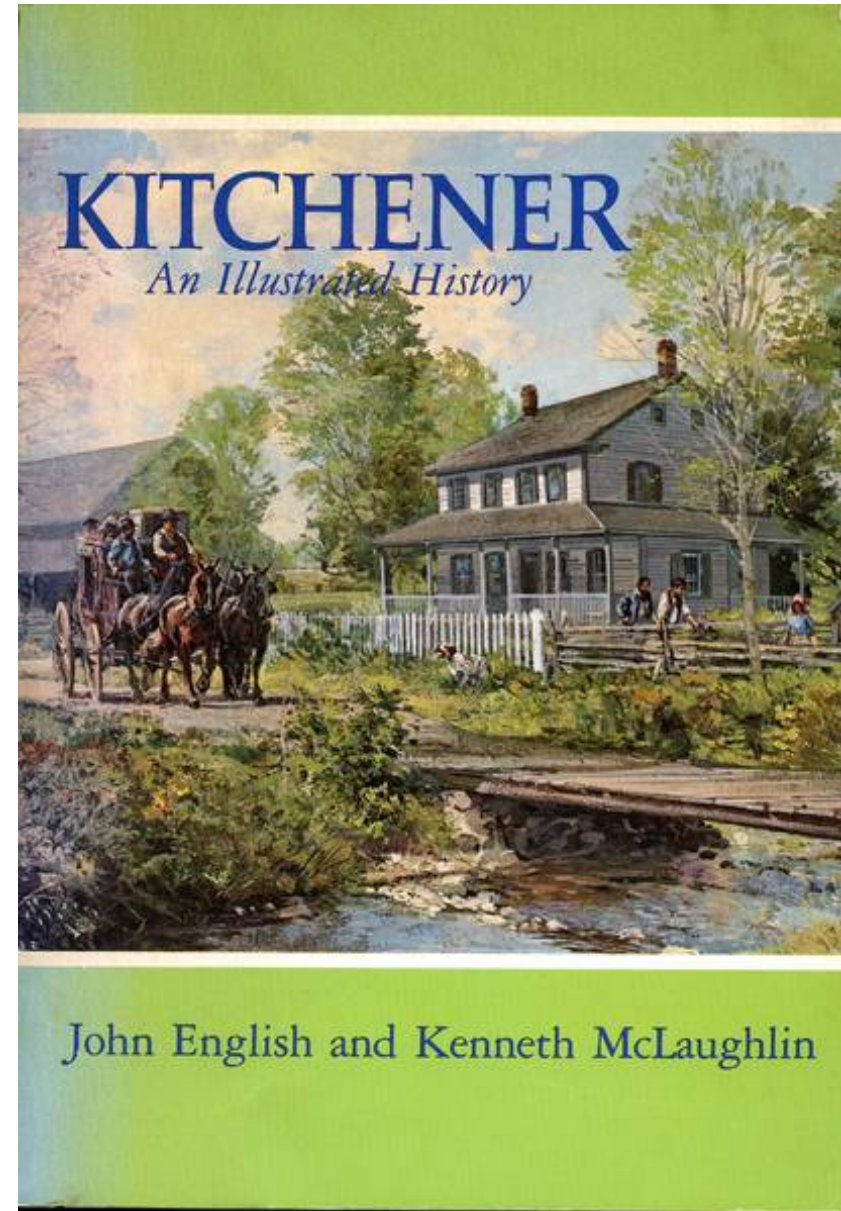
The Four Dimensions of Public Libraries



Context Setting

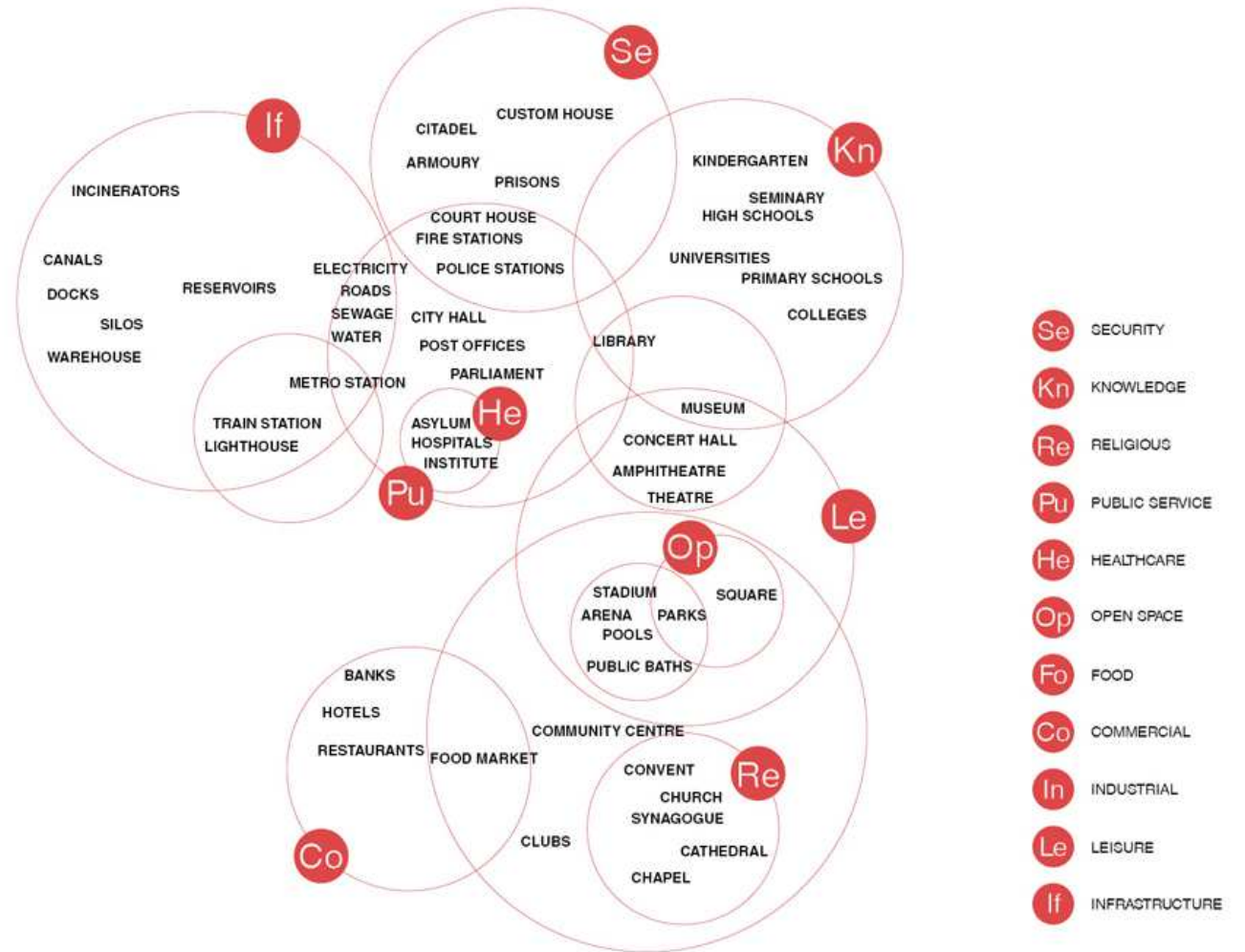
Provincial and Federal Context

- Heritage Assets
- Green
- Funding and Grants
- Infrastructure
- Technology Context



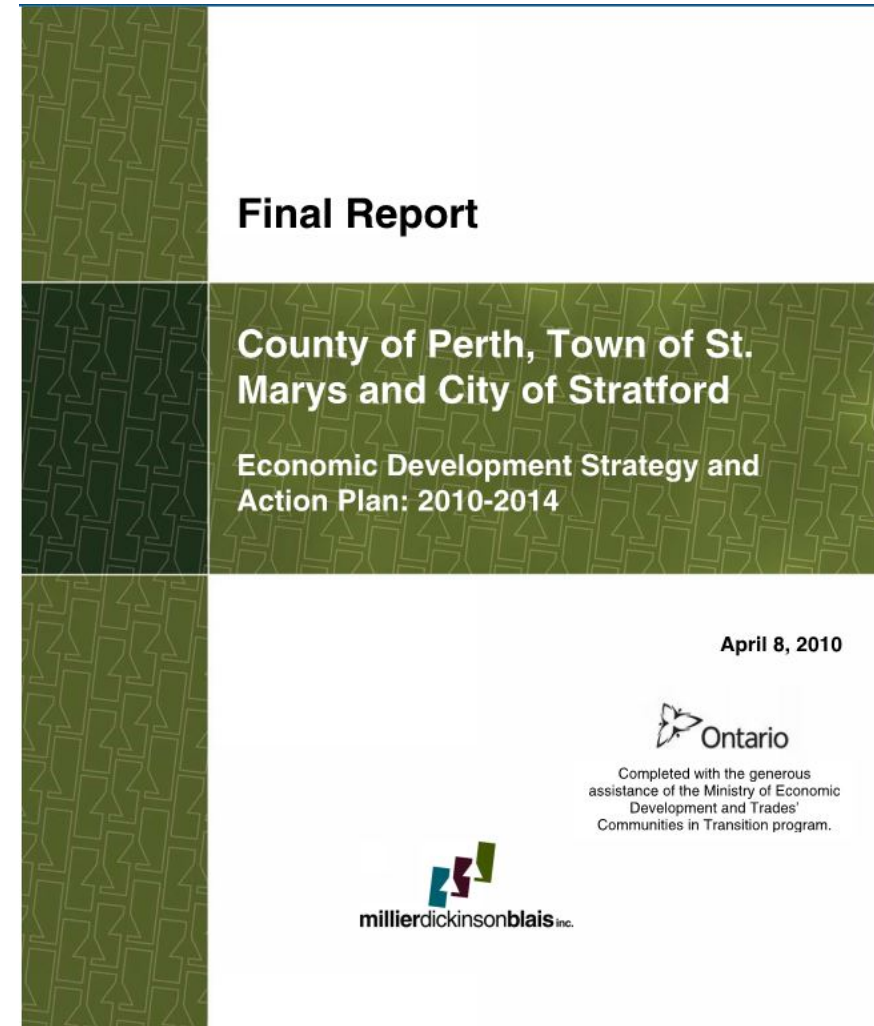
Community Asset Mapping

- Community Assets
- Cultural Assets
- Social Services Assets



Community Asset Mapping

- Business Asset Mapping
- Demographics
- Employment & Income Profiles
- Business Profiles

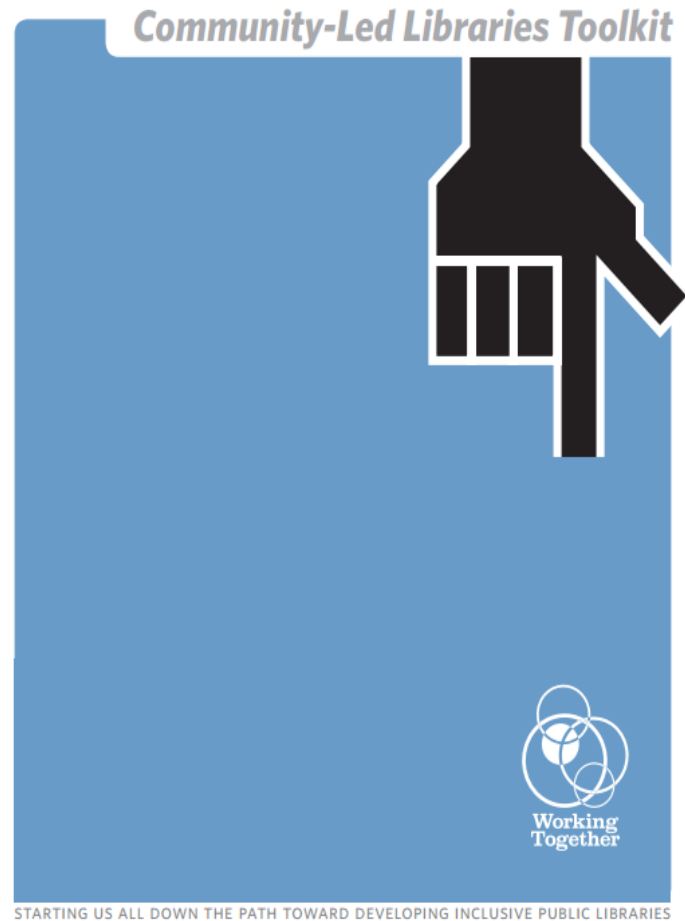


Community Led Libraries Toolkit

- <http://www.librariesincommunities.ca/>



Community Led Libraries Toolkit



wayfinder

3 Overview

Social Exclusion, Public Libraries, and The Working Together Project

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Developing Inclusive Public Libraries

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- 111 ● Customer Service

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[CLA] Community-Led Library Service Network

- RESOURCES: [HTTPS://CLACOMMUNITYLED.WORDPRESS.COM/THE-NETWORK/](https://clacommunityled.wordpress.com/the-network/)
- Updated April 29, 2015
- ***Community-Led Work in Practice: Experiences from Canadian libraries***
- *A series of papers written by CLA Community-Led Library Service Network members exploring aspects of community-led work*
- Cecchetto, Andrea and Leah Rucchetto (2015). [*Let the Community Lead: MPL's Community-Led Strategic Planning Process*](#) (PDF). Blog post available [here](#)
- Fullerton, Amanda and Sara Gillis (2015). [*Strength in Partnerships: Rejuvenating library service in a rural community*](#) (PDF). Blog post available [here](#)
- Pateman, John (2015). [*Developing a Community-Led Strategy*](#) (PDF). Blog post available [here](#)
- Pateman, John (2015). [*Creating a Community-Led Staff Structure*](#) (PDF). Blog post available [here](#)
- Pateman, John (2015). [*Developing a Community-Led Service Structure*](#) (PDF). Blog post available [here](#)
- Pateman, John (2015). [*Developing Community-Led Systems*](#) (PDF). Blog post available [here](#)
- Pateman, John (2015). [*Developing a Community-Led Service Culture*](#) (PDF). Blog post available [here](#)
- Young, Laura (2015). [*Connecting Communities: Edmonton Public Libraries' epl2go mobile service*](#) (PDF). Blog post available [here](#)

Community-Led Library Service Network

- RESOURCES
- ***Toolkits, Guidebooks & Resources from Canadian Public Libraries and Library Organizations***
- Edmonton Public Library. (2014). *Community-Led Handbook*. Retrieved from http://www.epl.ca/sites/default/files/Marketing/epl_community_led_hdbk_dft_6.pdf
- Edmonton Public Library. (2013). *Community-Led Service Philosophy Toolkit*. Retrieved from <http://www.epl.ca/sites/default/files/pdf/CommunityLedServicePhilosophyToolkit.pdf>
- Ontario Library Association's *Open Shelf* online magazine includes a regular column by John Pateman called *Open for All?* <http://www.open-shelf.ca/columns/open-for-all/>
- Vancouver Public Library. (2014). *Connecting the Dots: A Guidebook for Working with Community*. Retrieved from <http://www.vpl.ca/images/uploads/file/pdf/CTD.pdf>
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Community-Led Library Service Network

- **Books & Articles**
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- Middleton, Sophie and Sadie Tucker. (2013). Developing Community-Led Training: Putting Principles into Practice. *Feliciter* 59(2), 10-11. Also available from http://www.cla.ca/feliciter/2013/2/html/feliciter59_2_april2013.htm#14
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- Singh, Sandra. (2010) [*Librarians as Information Providers and Facilitators: The Irving K. Barber Learning Centre as a Model for the Expansion of the Role of Academic Libraries in University-Community Engagement*](#). "One Road In, Many Roads Out; Education as a Catalyst for Regeneration Conference", University of Limerick.
- Singh, Sandra, Campbell, Brian and DeFaveri, Annette. (2008). Toward an Inclusive Library Service: The Working Together National Demonstration Project, in *Reaching Out: Innovation in Canadian Libraries*. Laval, Quebec: Presses de l'Université Laval.
- Surette, Soleil (2013). The Challenge of Evaluating Community-Led Work. *Feliciter* 59(5) 13-14. Also available from http://www.cla.ca/feliciter/2013/5/Feliciter5_Vol59_FINAL.html#cls
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Community-Led Library Service Network

- RESOURCES

- **Websites**

- Working Together Project (Canada) <http://www.librariesincommunities.ca/>
- The Network (UK) <http://www.seapn.org.uk> which includes links to the theme-based working papers used to develop research for the *Open to All?* report (http://www.seapn.org.uk/informationResources.asp?cat_id=21&ir_id=29)
- Libraries Transforming Communities (American Library Association) <http://www.ala.org/transforminglibraries/libraries-transforming-communities>
- **Online Presentations and Videos**
- Education Institute three-part Community Led Library Service webinar series with Edmonton Public Library (November-December 2013):
 - Part 1: [Community Led Library Service – Just Getting Started](#) (with Kim Bates and Shannon Clarke, November 21, 2013)
 - Part 2: [Community Led Library Service – Implementing Across Your System](#) (with Amanda Bird and Melanie St-Onge, November 28, 2013)
 - Part 3: [Community Led Library Service – Evaluation](#) (with Mark McHale and Linda Garvin, December 5, 2013)
- [Relationships: The heart of community-led library service](#). John Pateman's presentation at Edmonton Public Library, June 2013.
- [Community Led Library Service Development](#). Infopeople webinar presented by Francisca Goldsmith, June 12, 2013.
- [Putting the Public Back in Public Libraries: Community-Led Libraries](#), WebJunction webinar presented September 26, 2011. Presenters: Tracey Jones-Grant, manager of ELL, Literacy and Diversity Services, Halifax Public Libraries; Kenneth Williment, Community Development Manager for Halifax Public Libraries; and Randy Gatley, Community Librarian, Vancouver Public Library
- [Community Development in a Library Context](#): an audio conference given by Annette DeFaveri on November 23rd, 2006 for the Education Institute.

Peer Comparisons

- FOPL and Provincial Statistics and Measurements
- LDRI
- Holes and Gaps
- Causations and Correlations
- Instinct and Insights



5 Peer Dimensions – 21 Real Measurements

- **SERVICE:**

- Collection units per capita
- Employees per capita times 1,000
- Population per workstation.
- Population per service point.

- **USAGE**

- Stock turnover
- Circulations per capita
- Program attendance per registered borrower.

- **COMMUNITY ENGAGEMENT**

- Programs offered per capita.
- Registered borrowers per capita.
- Hours open per capita times 100.
- Estimated Annual Visits per capita.

- **EFFICIENCY**

- Collection expenditures per circulation.
- Estimated Visits per open hour.
- Total Expenditures per estimated annual visit.

- **DEVELOPMENT**

- Staff Training as a % of Total Operating Expenditures.
- Total Operating Expenditures per capita.

Public Libraries plus Influencers

Library Number	Library Name	Population (Resident)	Rank of Ranks ALL MEASURES (lower is better)		Sum of All Ranks All Dimensions (lower is better)		Best rank	Worst rank	Service								
			Rank of Ranks Service measures (lower is better)	Rank for Collection units per capita	Rank for Employees per capita X1000	Rank for Population (resident) per workstation			Rank for Population per workstation	Population per service point	Population per service point						
L0390	Alderville FN	311	17	387	10	48	10	48	13	212.4	10	112.5	23	77.8	21	311	16
L0391	Algonquins of Pikwakanagan FN	463	28	468	13	48	13	48	22	132.5	17	113.4	22	77.2	20	463	28
L0424	Anishnawbek Band No. 6 FN	372	32	484	8	63	8	63	33	4.2	43	94.1	26	186.0	38	372	21
L1035	Aundeck-Onni-Karing FN	360	32	484	1	66	1	66	27	10.5	42	152.8	18	90.0	23	360	20
L0393	Beausoleil First Nation Public Library	628	8	276	1	41	1	41	24	85.1	20	167.2	18	104.7	28	628	31
L0394	Big Grassy FN	244	18	388	1	66	1	66	10	127.3	18	266.4	10	24.4	7	244	14
L0462	Bkejwanong FN	2,310	41	624	10	48	10	48	41	29.1	32	38.5	38	210.0	38	2,310	43
L0396	Chippewas of Georgina Island FN	198	3	238	1	63	1	63	8	305.3	8	310.6	8	49.5	18	198	12
L0397	Chippewas of Kettle & Stony Point FN	1,326	61	818	1	63	1	63	43	42.8	28	15.1	62	663.0	45	1,326	40
L0411	Chippewas of Nawash FN	719	48	683	8	64	8	64	33	13.1	38	73.0	28	359.5	40	719	18
L0398	Chippewas of Rama FN	702	8	264	2	33	2	33	20	31.0	31	292.0	8	36.9	14	702	32
L0400	Chippewas of the Thames FN	959	43	628	2	66	2	66	38	60.3	26	20.9	44	191.8	37	959	38
L0402	Curve Lake FN	783	38	608	12	48	12	48	28	169.4	12	50.4	33	156.6	34	783	24
L0431	Delaware FN	148	23	408	1	66	1	66	17	0.6	66	641.9	2	49.3	17	148	8
L0403	Dokis FN	172	12	387	7	66	7	66	8	300.8	7	203.5	14	34.4	13	172	8
L0404	Garden River FN	1,208	48	676	1	64	1	64	40	49.2	28	49.2	38	604.0	42	1,208	39
L0470	Gosater Sudbury	161,900	41	624	8	61	8	61	60	3.4	48	16.3	61	1,108.9	47	12,454	60
L0474	Hamilton	545,850	27	464	1	63	1	63	48	1.9	63	44.3	35	1,144.3	48	8,804	48
L0460	Henvey Inlet FN	186	13	378	3	47	3	47	11	13.9	38	524.2	3	31.0	10	186	11
L0438	Iskatewizaagagan No. 39 FN	317	60	804	11	63	11	63	26	13.3	37	63.1	31	31.7	11	317	18
L0213	Kingston-Frontenac County	152,777	31	483	2	48	2	48	48	3.3	48	19.4	48	1,193.6	48	9,549	48
L0245	London	373,730	24	432	3	63	3	63	48	2.5	62	19.5	45	621.8	43	23,358	63
L0406	M'Chigoong FN	928	14	378	3	44	3	44	30	75.5	22	117.5	21	309.3	38	928	35
L0407	Magotawan FN	76	6	244	1	61	1	61	3	778.3	2	315.8	7	19.0	4	76	3
L0428	Mattagami FN	169	18	381	6	62	6	62	18	31.9	30	414.2	6	169.0	35	169	8
L0464	Michipicoten FN	62	1	186	1	37	1	37	2	895.4	1	403.2	8	20.7	8	62	2
L0206	Mississauga	759,000	48	668	2	66	2	66	66	1.9	64	13.4	64	1,761.0	63	42,167	66
L0459	Mississauga FN	391	36	483	6	62	6	62	12	153.5	16	249.4	11	32.6	12	391	23
L0440	Mississaugas of Scagoy Island FN	47	9	318	1	66	1	66	1	243.4	9	2,202.1	1	11.8	2	47	1
L0408	Mohawks of Akwesasne FN	9,493	66	861	18	64	18	64	45	18.4	34	17.8	49	678.1	48	9,493	47
L0405	Mohawks of the Bay of Quinte FN	2,163	47	670	17	60	17	60	38	64.4	23	17.1	60	154.5	32	2,163	42
L0409	Nootkamogwaning FN	736	37	488	7	48	7	48	38	12.4	40	47.6	34	105.1	27	736	33
L0410	New Credit FN	932	64	846	23	64	23	64	37	61.8	24	21.5	42	155.3	33	932	38
L0412	Nipissing FN	947	28	467	1	66	1	66	30	59.8	28	63.4	30	94.7	24	947	37
L0413	Ojibways of Onigaming FN	459	26	463	8	44	8	44	35	11.4	41	43.6	38	114.8	28	459	27
L0456	Ojibways of the Pic River FN	529	22	403	1	48	1	48	27	112.2	18	104.0	24	132.3	31	529	30
L0481	Ottawa	951,727	32	484	1	64	1	64	63	2.7	61	18.0	48	1,510.7	62	16,697	61
L0446	Rainy River FN	430	18	388	1	46	1	46	28	3.9	44	81.4	27	43.0	18	430	28
L1084	Sachigo Lake FN	484	20	401	1	48	1	48	23	282.7	8	82.6	28	121.0	28	484	29
L0432	Sagamok Anishnawbek FN	1,556	63	841	11	61	11	61	44	3.7	48	22.5	41	389.0	41	1,556	41
L0415	Saugen FN	797	38	487	7	62	7	62	30	81.2	21	26.3	40	79.7	22	797	34
L0416	Sene River FN	340	40	613	11	63	11	63	17	188.9	11	41.2	37	42.5	16	340	17
L0417	Serpent River FN	359	26	463	8	60	8	60	14	159.2	14	66.9	28	29.9	8	359	18
L0418	Shawanaga FN	185	7	288	6	38	6	38	6	317.1	6	202.7	15	26.4	8	185	10
L0419	Sheshingwaning FN	114	4	238	3	38	3	38	8	58.3	27	504.4	4	19.0	4	114	6
L0420	Six Nations FN	12,436	62	830	13	66	13	66	60	12.6	38	14.6	63	2,487.2	66	12,436	48
L0439	Temagami FN	233	2	232	3	36	3	36	16	17.8	36	124.5	20	15.5	3	233	13
L0422	Thessalon FN	106	16	384	1	66	1	66	4	541.1	3	235.8	12	5.9	1	106	4
L0349	Thunder Bay	108,359	38	606	8	64	8	64	62	3.4	47	18.2	47	1,245.5	60	27,090	64
L0353	Toronto	2,808,503	30	468	3	62	3	62	47	3.9	46	21.2	43	1,283.6	61	21,941	62
L0453	Wahta Mohawk FN	159	21	402	4	62	4	62	7	381.2	4	235.8	12	53.0	18	159	7
L0423	Wasauksing FN	392	11	386	6	37	6	37	20	165.1	13	153.1	18	130.7	30	392	26
L0425	Whitefish River FN	383	10	382	2	64	2	64	17	152.0	18	163.2	17	95.8	25	383	22
L0426	Wikwemikong FN	3,115	45	661	9	60	9	60	42	20.8	33	51.4	32	623.0	44	3,115	44
L0378	Windsor	210,891	43	628	7	66	7	66	64	3.0	60	12.4	65	2,267.6	64	8,436	46

Libraries added to the First Nations' peers

First Nation Public Libraries and Peers and Influencers

Taking the Community Temperature

- Focus Groups
- Online Surveys
- Market Probe Canada & FOPL 2000, 2015, 2010, 2015
- Staff Interviews and Meetings

Q21 Describe Your Ideal Public Library in 3 words.
Answered: 303 Skipped: 52

Inviting Warm Staff Safe Spacious Place
Welcoming Light Accessible
Downtown Friendly Clean Books
Selection Quiet Parking Comfortable Resourceful
Bright Stocked Space

Relaxing Movies Comfortable Collections
Accessible Inclusive Clean Cozy Space Kids
Spacious Materials Books Resourceful
Friendly Variety Quiet Community
Welcoming Selection Staff Organized Lots
Inviting Bright Programs Stocked

Relaxing Safe Innovative Materials Community
Clean Staff Parking Comfortable Variety
Books Lots Welcoming Place
Friendly Technology Resourceful
Library Quiet Fun Programs Stocked Space
Modern Spacious Bright Inviting Accessible



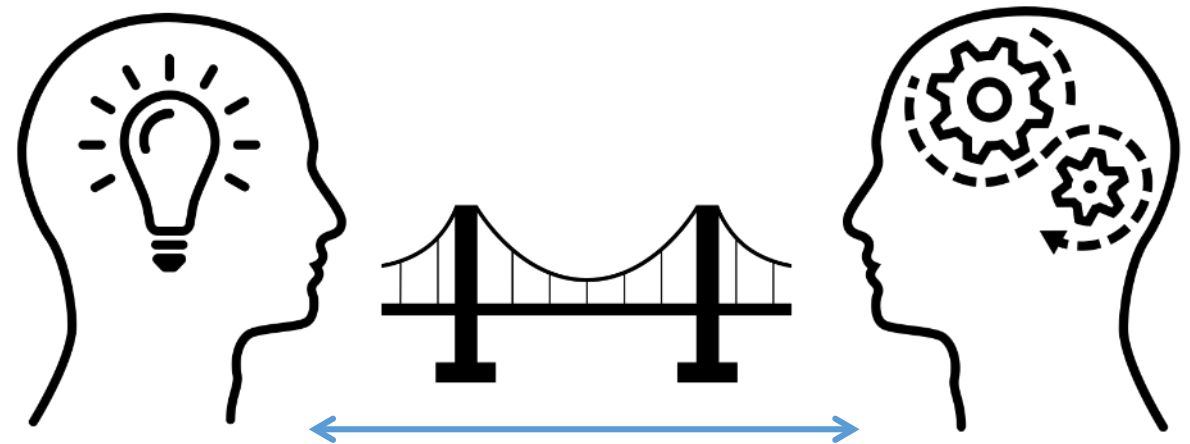
Taking the Community Temperature

- Key Opinion Leaders Interviews (Civil Servants and Department Heads (IT, HR, Parks&Rec, Economic Development, Culture, etc.)
- Council
- Partnership Groups (Culture, Social Services, Special Programs, Site Usage, etc.)



Art, Craft, and Tools

- Seeking Insights
- Seeking Hot Buttons (e.g. AODA, Teens, Seniors, Employment, Inclusions, diversity, etc.)
- Building Bridges
- Putting funding into its place
- Building collaboration and cooperation
- Seeking buy-in to shared Vision



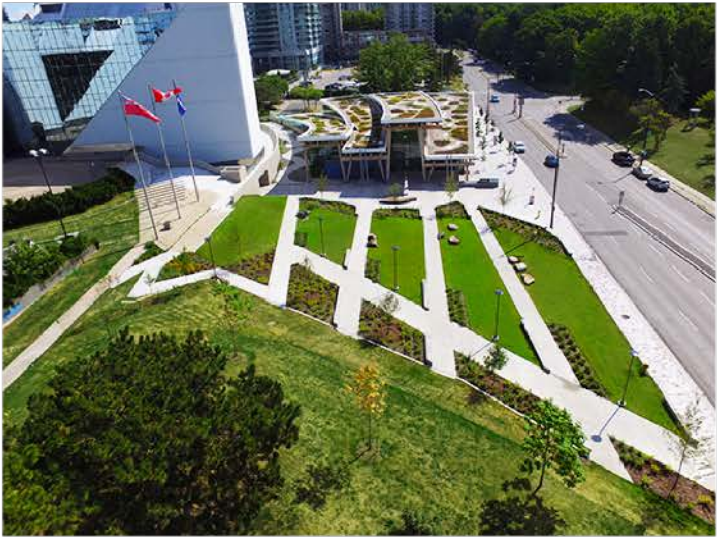
Community Libraries



Halifax Public Library

Kitchener Public Library

Community Libraries



Seattle Public Library

Scarborough Public Library

Community Libraries



Scarborough Public Library



Cambridge Libraries and Galleries



York University Scott Library



Existing Libraries Tour

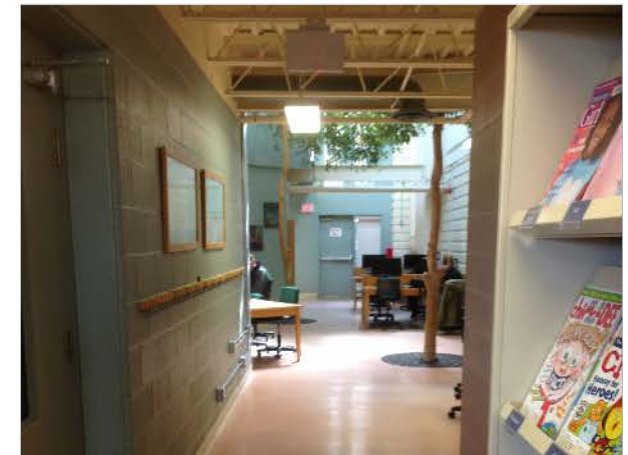
Albion-Bolton (Main Branch)

Caledon Public Libraries

Challenges and opportunities

Fresh Eyes

Watching Behaviours



Example of Architectural Design Process

Caledon Public Library System

Alton Branch

Caledon East Branch

Caledon Village Branch

Inglewood Branch

Margaret Dunn Valleywood Branch

Mayfield West Branch

Southfields Shared Facility Branch

Belfountain Branch

Building Program

Phase 1: written description

Albion-Bolton (Main Branch)

Caledon Public Libraries

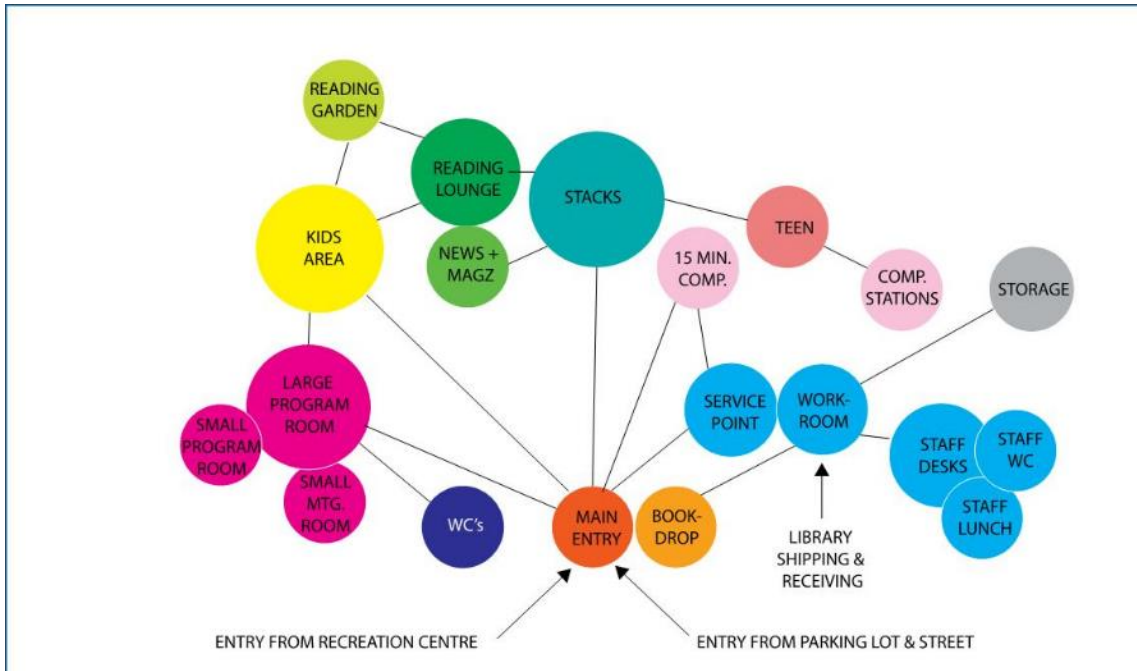
- Phased Construction (4 phases):
 - o Phase 1 - Q1 2019
 - o Phase 2 – Q1 2021
 - o Phase 3 – Q1 2023
 - o Phase 4- Q1 2025
- Existing 2-storey branch with basement, part of larger recreation Centre.
- 2 New passenger elevators
- Infill existing atrium and create new one at renovated entrance
- New window openings on ground floor in two program rooms and on second floor in reading area & CEO office
- Remove existing partitions and washrooms as indicated on plans
- New washrooms - 9 units
- New finishes throughout
- Allowance for new millwork where required
- M & E -
 - o include re-distribution of HVAC vertical shafts and
 - o addition electrical and data outlets throughout
 - o replace existing lighting
- New Consolidated staff office area with systems furniture
- New program room and computer labs as indicated
- New kitchen in lunchroom to be used as a catering / demonstration kitchen (non-commercial)
- New signage and branding for library on complex exterior

Building Program

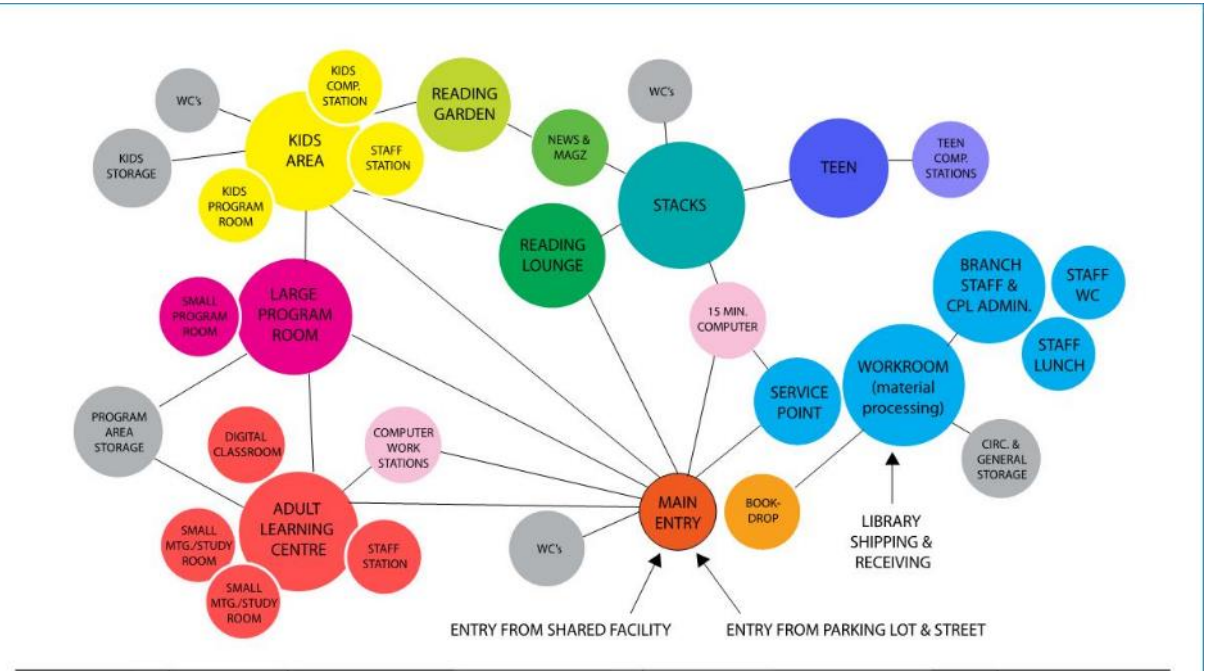
Phase 2: bubble diagrams

Albion-Bolton (Main Branch)

Caledon Public Libraries



Caledon Public Library- Southfields



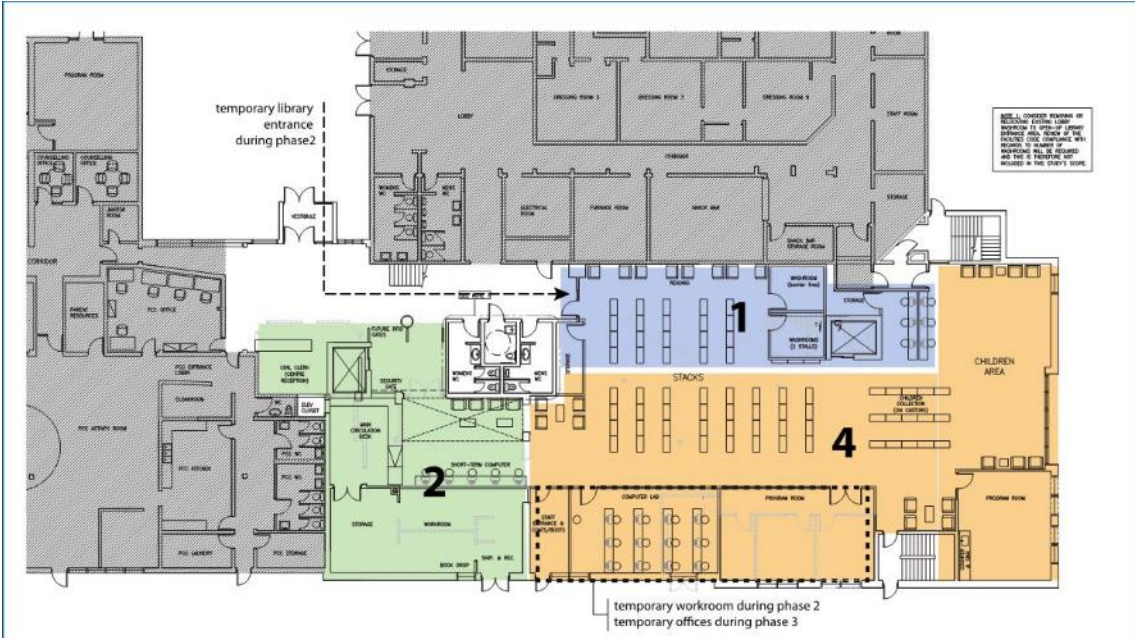
Caledon Public Library- Mayfield West 2

Building Program

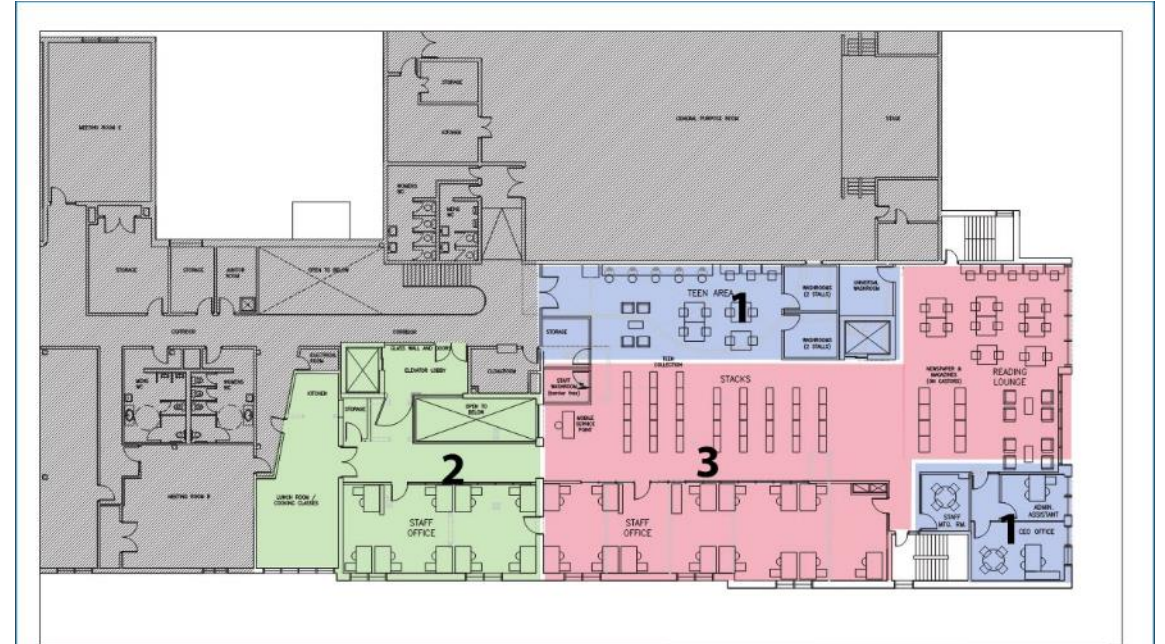
Phase 3: concept plans

Albion-Bolton (Main Branch)

Caledon Public Libraries



Albion-Bolton Public Library
Ground Floor



Albion-Bolton Public Library
Second Floor

Cost summary

- Need to know the costs all in before discussing about cost cutting.
- Nothing is “just” ornamental” it has to have utility.
Don’t cut vision through costing
- Don’t save money for program or environment
- Our expertise is cost allotment
- All in with components or phasing.

EXECUTIVE SUMMARY

The 'Hard' Construction Cost Estimate can be summarized as follows :

Component		GFA(m²)	\$/m²	GFA(SF)	\$/SF	\$ BUDGET
Albion - Bolton Branch - Major Renovation (Totaling All Phases)		1,832	\$1,541	19,720	\$143	\$2,822,200
- Phase 1		330	\$2,188	3,550	\$203	\$721,600
- Phase 2		409	\$1,819	4,404	\$169	\$744,400
- Phase 3		609	\$1,206	6,559	\$112	\$734,700
- Phase 4		484	\$1,285	5,207	\$119	\$621,500
Alton Branch - Minor Renovation		411	\$488	4,424	\$45	\$200,500
Caledon East Branch - Minor Renovation		920	\$322	9,903	\$30	\$296,100
Caledon Village Branch - Minor Renovation		598	\$619	6,437	\$57	\$370,100
Inglewood Branch - Minor Renovation:		186	\$660	2,002	\$61	\$122,850
Margaret Dunn Valleywood Branch - Renovation:		453	\$495	4,876	\$46	\$224,200
Mayfield West Branch - New Construction		1,858	\$2,835	20,000	\$263	\$5,268,100
Southfields Shared Facility Branch - New Construction:		697	\$3,427	7,500	\$318	\$2,388,100
Belfountain Branch						TBD
Sub Total - GFA (Excluding Contingencies Allowance)		8,787	\$1,331	94,581	\$124	\$11,692,150
Design and Pricing Allowance	15.00%	8,787	\$200	94,581	\$19	\$1,753,700
Sub Total - GFA (Including Design Allowance)		8,787	\$11	94,581	\$142	\$13,445,850
Contingencies:						
Escalation Contingency	9.92%	8,787	\$132	94,581	\$12	\$1,159,700
Construction Contingency	10.00%	8,787	\$133	94,581	\$12	\$1,169,200
TOTAL CONSTRUCTION COST (Excluding HST)		8,787	\$1,795	94,581	\$167	\$15,774,750
HST - EXCLUDED	0%					EXCLUDED
TOTAL CONSTRUCTION COST (Excluding HST)		8,787	\$1,795	94,581	\$167	\$15,775,000

Strategic Execution

- Seeking Council endorsement
- The presentation imperative
- Fundraising (it's a professional skill)
- Internal organization CEO/Deputy CEO
- Partnerships
- Costing vs. Funding
- The Role of Compromise





ALS Public Libraries SA
Conference 2017
Are we there yet?
Public Libraries in the 21st Century

Happy to Chat



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