Surrey Libraries
Facilities
Master Plan
2014 – 2033
Building for the Future

Recommendations to
City Council regarding the development
of Library Facilities in Surrey

Approved by Surrey Public Library Board June 26th, 2014
Table of Contents

A Message from the Library Board Chair and the Chief Librarian.................................................. 2

Executive Summary ................................................................................................................... 3

Introduction ................................................................................................................................ 5

History and Timeline .................................................................................................................. 7

Best Practices and Trends ......................................................................................................... 9

City of Surrey Vision ..................................................................................................................10

Vision for Surrey Libraries .........................................................................................................11

Current Service Model ..............................................................................................................12

Building for the Future ...............................................................................................................14

Facilities for the Future: Strategic Priorities 2014 - 2033 ...........................................................18

Summary of Capital and Operating Costs .................................................................................24

OCP Land Use Map: Current and Proposed New Branches .....................................................26

Highlights: Programs and Services offered through Surrey Libraries .......................................27

Sources Consulted ....................................................................................................................28
A Message from the Library Board Chair and the Chief Librarian

Approved by the Surrey Libraries Board of Trustees on June 26th, 2014 the Facilities Master Plan, 2014 - 2033 is a framework for the delivery of new library buildings in Surrey over the next 20 years. The Plan includes recommendations for the growth of the Library and offers guidelines for consideration by Council when developing the capital plan for the City of Surrey.

Surrey Libraries offer excellent service from its 9 existing branches. Our present service model provides cost effective service through the provision of 8 full service libraries, ranging from 6,500 to 81,400 sq. ft. in the town centres of Surrey, in addition to a small neighbourhood library in Port Kells. Given the complexity of offering service in this geographically large and culturally diverse city, this model has proven to be effective.

As noted in our recent Strategic Plan 2013 – 2015 (approved by the Library Board in 2013), libraries continue to play an important role in today’s knowledge and information economy. Libraries are undergoing tremendous change. No longer focused primarily on the distribution of the printed book and the provision of information and reference services, Surrey Libraries is uniquely positioned to contribute to the economic and social well-being of Surrey by supporting digital inclusion, offering a plethora of electronic resources, access to computer workstations, Wi-Fi, and e-books. It offers technology and work-place training for people engaged in lifelong learning and is an important agency in assisting with the integration of newcomers to the community. It supports early childhood development as well as services to families, seniors, the homebound and the disabled. In short, its service responds to the changing needs of a cradle-to-grave market in many aspects of daily life.

The Library also works collaboratively with other community agencies where possible, sharing facilities, expertise and resources, to ensure that taxpayers’ dollars are well spent.

In the coming years, the continued influx of new residents and the development of new neighbourhoods in Surrey will necessitate the building of new or expanded facilities in order to meet the needs of the community we serve.

Linda Stromberg
Library Board Chair

Melanie Houlden
Chief Librarian
Executive Summary

The Surrey Libraries’ revised Facilities Master Plan 2014 – 2033 continues the vision established in earlier plans but takes into account changes in projected growth and development in the City for the next 20 years.

During this timeframe, the Plan proposes:

- A new library in Cloverdale: Clayton Heights
- Expansion of the City Centre Library into the space currently leased to SFU
- Expansion of library services in the Newton area, and / or a new library in Panorama
- Expansion of the Fleetwood Library
- A new library in South Surrey: Grandview Heights
- Mobile or outreach service in Bridgeview

Future expansions and renovations or new facilities in other neighbourhoods are also under consideration, though the actual construction date is dependent upon the rate of population growth in these areas.

- New library in Cloverdale
- New library in Port Kells/Anniedale
- Expansion of the Ocean Park Library

Timing of these proposed expansions and new facilities depends on the pace and location of future residential development, the ability of the City to acquire the needed land, and the financial and infrastructure priorities of the City.

Over the last 20 years, the City invested $58 M (in 2014 dollars) in Library facilities. The Plan proposed below recommends a further investment of $35.2 M over the next 20 years (2014 – 2033).

A summary of future capital costs is included for review (Page 24). Note that these figures are estimates in 2014 dollars.

- Estimates for new construction do not include the cost of land acquisition, site servicing and parking.
- Estimates for the expansion of existing facilities do not include the cost of additional parking.
- Estimates related to tenant improvements only are calculated at $120.00 per sq. ft.

Please also note that this Plan acknowledges the challenge of predicting future costs for construction and land acquisition.
Library service has changed dramatically in the past 20 years with the widespread introduction of technology and electronic resources, such as the Internet, online databases and ebooks. The Library now offers access to technology and training on the use of digital resources, and hosts a website at surreylibraries.ca. In the 20 years to come, significant changes to the library landscape are expected, as the population of Surrey continues to grow. The Library can expect service delivery through electronic means to increase substantially, transforming library operations and challenging the Library to re-think service delivery.

The Library now offers services well beyond the standard requirements of a traditional facility: in a rapidly growing, modern city, the demand for new facilities, properly trained staff and access to materials, whether print or electronic, has increased.

In developing the revised Facilities Master Plan, the Surrey Libraries Board offers a plan that:

- is responsive to community needs
- is financially sustainable
- uses a cooperative approach to the creation of public space that actively seeks community input
- provides options that reflect the size, complexity and demographics of the community
- continues to respect the town centre / neighbourhood approach to service delivery
- offers integrated services with other city or community services or local educational institutions, where possible
- reflects the realities of the changing role of public libraries.

The Library Board has approved the Facilities Master Plan 2014 - 2033 with the understanding that it will be integrated into a comprehensive building plan for the City of Surrey. The Plan reinforces the City’s vision for its growth and development. It has been updated with the latest population estimates and takes into account the City’s Official Community Plan, the Sustainability Charter and the Parks, Recreation and Culture Strategic Plan.

In addition, Surrey Libraries has consulted with the Fraser Valley Regional Library (FVRL) to ensure that building projects located in North Delta, White Rock and Langley are complementary to the facilities planned for Surrey, to ensure that services are not duplicated within the region. FVRL currently has no plans to build new facilities in these areas.
Introduction

The Facilities Master Plan 2014 – 2033 outlines Surrey Libraries’ vision for service through the next phase of development, with a particular focus on the buildings from which service is delivered. It builds on the model proposed in an earlier Master Plan, with libraries located in town centres, or co-located with major recreation centres. Since the earlier plan, 2020 Vision: Surrey Libraries and Services, Facilities Master Plan 2006-2025, was introduced, Surrey has continued to grow at a rapid pace. Since 2005, when the earlier plan was approved, the population has grown from 395,000 (Census Canada, 2006) to over 500,000 – a 27 % increase.

Table 1: Population Growth by Town Centre (2014)

City population estimates show that Surrey has a population of over 500,000. Estimates by community are shown below, based on the information available on the City’s web site.

<table>
<thead>
<tr>
<th>Town Centre</th>
<th>2014</th>
<th>2016 est.</th>
<th>2021 est.</th>
<th>2026 est.</th>
<th>2031 est.</th>
<th>2036 est.</th>
</tr>
</thead>
<tbody>
<tr>
<td>City Centre (incl. Whalley)</td>
<td>101,580</td>
<td>105,360</td>
<td>112,760</td>
<td>123,380</td>
<td>135,920</td>
<td>144,090</td>
</tr>
<tr>
<td>Cloverdale</td>
<td>69,310</td>
<td>72,490</td>
<td>81,470</td>
<td>91,650</td>
<td>107,370</td>
<td>122,120</td>
</tr>
<tr>
<td>Fleetwood</td>
<td>59,750</td>
<td>60,580</td>
<td>63,420</td>
<td>66,130</td>
<td>68,370</td>
<td>69,940</td>
</tr>
<tr>
<td>Guildford (incl. Port Kells)</td>
<td>62,380</td>
<td>64,110</td>
<td>68,850</td>
<td>72,350</td>
<td>79,880</td>
<td>88,690</td>
</tr>
<tr>
<td>Newton</td>
<td>132,550</td>
<td>137,360</td>
<td>149,020</td>
<td>157,490</td>
<td>171,680</td>
<td>186,950</td>
</tr>
<tr>
<td>South Surrey</td>
<td>84,040</td>
<td>87,480</td>
<td>97,230</td>
<td>105,620</td>
<td>118,180</td>
<td>130,170</td>
</tr>
</tbody>
</table>

City TOTAL                   | 509,610| 527,380   | 572,750   | 616,620   | 681,400   | 745,960   |

Surrey is a young city, with a higher proportion of children, teens and young adults than other areas of the province. At the same time, the percentage of the population over 65 of age continues to grow. Surrey also has an ethnically diverse population - over 45 % of residents indicate that English is not their first language. Surrey is also the number one destination for new immigrants and refugees to BC. While Surrey has a high proportion of affluent households, there are areas where residents have limited incomes and face many challenges. All of these audiences are key users of library services, whether to develop early literacy skills, conduct research for school or business, learn English, connect with other community resources, improve technology skills, or simply to find a good book to read or video to enjoy.

Since 2000, the Library system has grown as well. City Centre Library, the new flagship library and the largest in the system at 81,400 square feet, has changed the options for...
service delivery and has greatly improved the profile of the Library in the community. The total amount of library space (in square ft. per resident) has increased from .2 in 1997, to .29 in 2006, to .38 in 2014. The total floor space increased from 79,100 (1997) to 132,500 (2006) to 192,800 square feet in 2014. In addition, plans for regular refurbishment and maintenance of existing buildings are in place to ensure that all libraries are attractive, well-maintained and functional spaces for customers and staff members.

In 2013, the Library Board approved the Strategic Plan for 2013 – 2015. The Plan considers the Library’s role in the community and the challenges that lay ahead. The Board envisions vibrant libraries that act as community hubs, expanding their reach through improved programming, increased participation in the creative economy, and better access to technology. While maintaining their roles as providers of excellent printed resources, libraries are taking on additional roles that focus on services to people and communities, such as the provision of meeting rooms, computer learning classrooms, programming spaces and areas for social interaction and community engagement, including coffee shops and reading lounges.

The Strategic Plan calls for a revision of the Facilities Master Plan 2006 - 2025, to better reflect the needs of newly developing and existing neighbourhoods.

History and Timeline

The year 2011 marked a watershed in the history of Surrey Libraries, with the opening of the library at City Centre. Prior to the building of this facility, the library system’s nine community libraries had the Guildford Library acting as its main branch and reference library.

Since the Library’s inception in 1983, when Surrey Libraries ceded from the Fraser Valley Regional Library system, the Library has seen significant growth. The next 20 years will see further expansion to an already vibrant library system.

Snap shot of Facilities - 1983:

- Cloverdale Library: Housed in the building that is currently the Surrey Archives. Opened as a library in 1976 (9,536 sq. ft.)
- Guildford Library: Opened in 1979. (17,800 sq. ft.)
- Newton Library: Original building opened in the 1960’s or 70’s (approximately 5,800 sq. ft.)
- Ocean Park Library: Original building opened in 1972 (3,400 sq. ft.)
- Port Kells: Opened in 1969 (1,200 sq. ft.)
- Whalley Library: Converted from a plumbing supply store in 1977 (11,000 sq. ft.)
Total sq. ft. in 1983: 48,804

Since 1983, new libraries have been constructed and existing facilities were renovated and expanded or completely re-built.

1988 – Cloverdale Library relocated to a renovated facility; formerly the Justice Building. Expanded from 9,536 sq. ft. to 11,100 sq. ft.)

1992 – Newton Library replaced the old facility in this neighbourhood. Expanded from approximately 5,800 sq. ft. to 14,700 sq. ft.

1995 – Fleetwood Library constructed (13,300 sq. ft.)

2000 – Ocean Park Library replaced the old library. Expanded from 3,400 to 6,500 sq. ft.

2000 – Strawberry Hill Library opened (11,200 sq. ft.)

2001 – Guildford Library was renovated and expanded, from 17,800 sq. ft. to 25,800 sq. ft.). This location also houses Collection Services (a non-public space), bringing the building total sq. ft. to 32,400 sq. ft.

2003 – Semiahmoo Library opened. (22,200 sq. ft.). Customers previously used the Fraser Valley Regional Library at White Rock.

2011 – City Centre Library opened and includes the Administration office, which had been located off-site. City Centre replaced the Whalley Library, expanding from 11,000 sq. ft. to 81,400 sq. ft.)

Total sq. ft. as of 2014: 192,800 (includes Port Kells, Collection Services and Library Administration)

Looking back, of all the libraries that existed twenty years ago, only Newton, Cloverdale and Port Kells libraries remain essentially the same.

Since 1994, new libraries were built in Fleetwood, Ocean Park, Strawberry Hill, Semiahmoo and City Centre. There was also a major expansion and renovation of the Guildford Library.

In total, 128,200 sq. ft. of new space was added to the inventory of library facilities over the last 20 years. During this same 20 year period (1994 – 2014), the City invested over $58 M in 2014 dollars in facilities, to create the vibrant library system Surrey has today.
Best Practices and Trends

North American cities recognize that attractive downtown libraries are powerful magnets that draw people to city cores, both to visit and to work. There are numerous examples of new facilities being built or expanded locally, including the planned expansion of the Vancouver Public Library’s Central Branch and a new library in North Vancouver City. In Seattle, the public library acts as a cornerstone to downtown development and helps define the City of Seattle. The economic value of public libraries is recognised through studies such as *Dividends: the Value of Public Libraries in Canada.*


The City of Surrey’s *Sustainability Charter* has as one of its socio-cultural goals: “to support and foster a broad range of accessible life-long learning opportunities, ranging from early childhood development programs and literacy initiatives, to world class post-secondary educational opportunities.” (2008) The City’s vision is further enhanced by the recommendations set out in the City’s *Learning for Life Strategy*, which acknowledges the Library’s role in supporting life-long learning, noting that: “Learning happens throughout one’s whole life as we build knowledge and skills from cradle to grave.” (2008)

In addition, research shows that “library use increases the amount of time an individual spends reading by approximately 27 minutes a day. Moreover, it increases the amount of time parents spend reading to/with young children by 14 minutes [per day].” (Bhatt, 2010)

There is also recognition at the municipal level that new libraries re-energise local neighbourhoods. Library systems in Chicago and Miami are creating facilities in inner city areas that are truly inspirational for their users. New libraries are being built that reflect the pride that citizens have in their public buildings. In an article titled “Does the Building Still Matter? Usage Patterns in New, Expanded and Renovated Libraries”, this phenomenon is further documented, showing that “the great majority of new and improved libraries experienced sustained increases in usage of the physical facility.” (Shill & Tonner, 2004)

Our experience at the new City Centre Library supports this research.

Libraries are also expanding in size rather than shrinking. No longer limited to collections of print materials, libraries now accommodate collections in multiple formats, computers and other technology, a variety of reading and study spaces, community meeting rooms, teen lounges, computer labs, maker-spaces and digital media centres.

As Fred Kent notes on his *Project for Public Spaces* website www.pps.org “Libraries are more prominent than ever, with a wave of innovation as the next generation of libraries extend their mission beyond the storage of knowledge. At their best, these new libraries serve as centres for discovery and communication – places where people gather and where information comes alive through teaching and personal interaction.”
City of Surrey Vision

The City’s vision for the development of Surrey is presented in the *Official Community Plan (OCP)*, a document that is subject to a major review every five years. The newest OCP, released in 2014, outlines the goals and policies with which other City of Surrey plans are aligned. The OCP and the Metro Vancouver planning process were taken into consideration in developing the Library’s *Facilities Master Plan 2014 - 2033*.

Vision: Surrey 2041

Surrey’s OPC is guided by a vision for a sustainable city. This vision includes nine dimensions that, taken together, describe a city that embodies the goal of the *Sustainability Charter*; that is, to “meet the needs of the present generation in terms of socio-cultural systems, the economy and the environment, while promoting a high quality of life but without compromising the ability of future generations to meet their own needs.” (2014, p. 29)

Vision for Surrey Libraries

Our VISION

Where the power of knowledge inspires people to build a better future.

MISSION

We open doors to lifelong learning, information and ideas.

VALUES

We:

- create welcoming spaces that are shared by all
- connect people and ideas
- engage the community
- inspire creativity and innovation
- take leadership in promoting the value of literacy and a love of learning
- advocate for intellectual freedom
Current Service Model

Service is delivered through a network of libraries across the City, comprised of:

- **A Main library** in City Centre;
- **Community libraries** in the Town Centres of Cloverdale, Fleetwood, Guildford, Newton and Semiahmoo
- **Neighbourhood libraries** at Ocean Park, Port Kells and Strawberry Hill

Role of the Main Library

The main library at City Centre acts as a destination for customers, students, tourists and others. As the ‘flagship’ for the entire system, the City Centre Library creates vital energy in the civic plaza. City Centre Library includes the Library’s Administration Office.

The main library maintains a broader, deeper collection of materials, enhanced information services and specialized services such as Read-Ability Services for the print disabled. This architecturally stunning building is also a cultural hub, a focal point for programs and special events, and occasionally serves a ceremonial function for important public events. The main library offers a variety of meeting rooms and spaces ranging from small group study rooms to larger meeting rooms for 80 – 100 people. A café encourages socializing.

While acting as the main library for the entire City of Surrey, City Centre also acts as the branch library for residents of the City Centre and Whalley communities.

Role of the Community Libraries

The community libraries provide collections that are appropriate for the community, based on demographics and expressed interests, some specialized collections and services, computer workstations, children’s areas, study and reading space. Some locations also have computer learning classrooms. They have meetings rooms for library events and community use. They reflect the communities around them, e.g. the genealogy collection at Cloverdale supports the historical resources at the nearby Surrey Museum and Archives. They are also the sites for special events or programs, such as the Harvest Moon or Diwali Festival.
Role of the Neighbourhood Library

Neighbourhood branches in Ocean Park, Strawberry Hill and Port Kells meet the local demand for leisure reading materials, information services and programming.

Virtual Services and Collaboration

As well as the physical facilities, there is an expanding menu of virtual services offered 24/7 through the Library website at www.surreylibraries.ca. These services include access to ebooks, databases of full-text articles, electronic information services, information for new Canadians and avid readers, links to community organizations, downloadable magazines and music, homework help resources, and other electronic resources. The Library also makes use of social media to connect with customers.

Partnerships with Neighbouring Libraries

Surrey Libraries is a member of InterLINK, the federation of 18 library systems in the Lower Mainland that ensures that residents have access to the collections of all members. Surrey Libraries cardholders may also take advantage of the BC OneCard program that allows them to borrow materials from public libraries across the province when they are traveling for business or pleasure.
Building for the Future

As the City grows, surpassing 500,000 residents in 2013, the Library also needs to grow in order to play its part in achieving the City’s and the Library’s vision for service.

Existing library facilities are well-located to meet current demand in the neighbourhoods they serve. To meet the future needs of our rapidly growing city, the Library will need to build additional branches and expand some branch libraries. The Library will also explore alternate ways to deliver library services, such as kiosks, ‘express’ or storefront libraries, temporary leased spaces, and mobile services (in partnership with other community agencies). We will maximize capital investments through exploring opportunities for sharing joint facilities with community centres, educational institutions or other organizations.

Library facilities will be built to meet the changing needs of our customers and to tap into the potential of emerging technologies. The Library Board and staff are committed to delivering equitable service that is appropriate for the communities the libraries serve.

The need for a new location is determined by analysing the current and projected population growth for a given area, as well as the proximity of other library locations. As noted in the article “Measuring Public Library Accessibility”, distance to a library is a key factor in determining library use: the closer the library is to a person’s home, the higher the probability of membership. Studies indicate that most users live within a two mile radius of their ‘home’ library. (Park, 2012)

As part of the planning process, the Library reviews the demographic profile of a neighbourhood and surveys residents to better understand community needs. A building program is developed, identifying services for the new location, as well as the spaces needed to carry out these activities. Identification of an appropriate site is also required. Recommended locations are identified with as much information as possible, such as transportation routes.

In most circumstances, the optimum size for a branch library is approximately 15,000 to 25,000 sq. ft. Not only does this ensure good service levels, it also provides operational cost efficiencies. Several small branches are more expensive to operate and offer less service than one well located, full service branch. This model reflects current practice, with fewer, larger locations enabling the Library to provide innovative, forward thinking library service, rather than focusing on a more traditional model of many smaller locations focused on collecting, storing and distributing printed materials. Given the evolving nature of Library service, the flexibility offered by larger facilities meets the expectations of our customers for the present and into the future.

Surrey Libraries will strive towards providing flexible public space that meets the needs of our customers. At present, Surrey Libraries has 0.38 square feet per capita of library space. (see Table on Page 15.)

A Summary of Capital and Operating Costs is included on p. 24. Future Annual Operating Costs are included on p. 25. Note that these figures are estimates in 2014 dollars.
Please note:
- Estimates for new construction do not include the cost of land acquisition, site servicing and parking.
- Estimates for the expansion of existing facilities do not include the cost of additional parking requirements.
- Estimates related to tenant improvements only are calculated at $120.00 per sq. ft.

The Library will continue to work with City staff, taking advantage of any opportunities that present themselves, including cost sharing grants available from other levels of government and opportunities for co-location or collaboration when building public facilities to ensure the wisest use of tax dollars.

**Table 2: Snapshot of Current Space (2014) allocations**

Note: the City Centre Library space per capita figure is higher than that of the Town Centre and Neighbourhood libraries, as this facility acts as both a town centre library and as a resource for the entire city. The table below emphasizes the need for additional space in the three town centres of Cloverdale, Newton and Fleetwood.

<table>
<thead>
<tr>
<th>Town Centre and Branch Libraries</th>
<th>2014 (square feet)</th>
<th>2014 pop.</th>
<th>2014 Library space per capita</th>
</tr>
</thead>
<tbody>
<tr>
<td>City Centre / Whalley</td>
<td>81,400</td>
<td>101,580</td>
<td>0.80</td>
</tr>
<tr>
<td>Cloverdale</td>
<td>11,100</td>
<td>69,310</td>
<td>0.16</td>
</tr>
<tr>
<td>Fleetwood</td>
<td>13,300</td>
<td>59,750</td>
<td>0.22</td>
</tr>
<tr>
<td>Guildford &amp; Port Kells GL=25,800 &amp; PK=1,200 (Includes Collection Services at 5,400)</td>
<td>32,400</td>
<td>62,380</td>
<td>0.52</td>
</tr>
<tr>
<td>Newton (Includes Strawberry Hill) NE=14,700 &amp; SH = 11,200</td>
<td>25,900</td>
<td>132,550</td>
<td>0.20</td>
</tr>
<tr>
<td>South Surrey (Semiahmoo &amp; Ocean Park) SE=22,200 &amp; OP=6,500</td>
<td>28,700</td>
<td>84,040</td>
<td>0.34</td>
</tr>
<tr>
<td>TOTAL</td>
<td>192,800</td>
<td>509,610</td>
<td>0.38</td>
</tr>
</tbody>
</table>
Guiding principles:

These principles and factors are considered by the Board when planning new facilities, expanding existing libraries or retiring older buildings.

The planning process for Library facilities will consider:

- An area’s current/projected population. Population growth is a major criterion in determining whether a new library is required.
- The population profile of the neighbourhood may indicate a greater need for a new library.
- Locations situated in Town Centres or community hubs which contribute to the City’s overall vision for growth, and support the vitality of the City by boosting cultural and economic activity.
- The service area / distance from other branches. It is generally accepted that the further people reside from a library, the less likely they are to use the service.
- Barriers that tend to isolate neighbourhoods and make it more difficult for people to travel to a library, e.g. highways.
- The changes in the way library services are being delivered and the changing demands of customers, including consideration of the space needs for staff providing virtual services.
- The widespread use of technology when designing new facilities.
- Ways to enhance public safety in both exterior and interior spaces.
- Energy efficiency and the use of sustainable design features.
- The need for cost-effective construction and maintenance, and being aware of funding opportunities, for example federal infrastructure grants.
- The City’s long range planning processes, including plans for joint facility expansions, such as recreational, cultural or educational facilities. Partners should possess a vision for service compatible with that of the Surrey Libraries.
- Development of new facilities to be in concert with the City of Surrey’s Official Community Plan.
Library facilities will strive to be:

- Architecturally significant, iconic buildings that act as a landmark and source of community pride in each neighbourhood, complementing the character of the area.

- Conveniently located for customers, on main thoroughfares and close to public transportation / walking and cycling routes to ensure easy access and to contribute to sustainable development.

- Single-story facilities, if possible, thus increasing visibility from the street, improving accessibility and reducing operating and security costs. The cost of purchasing property is a major consideration for larger facilities, which may need to be housed in 2 – 3 storey buildings. The cost of parking also needs to be considered.

- Flexible in design, offering multi-use spaces for a variety of collections, quiet and noisy areas suitable for study, collaborative work and community events.

- Welcoming and meet the diverse needs of our customers; be both child and age friendly and accessible for people with mobility and visual disabilities.

- A venue for public art.
Facilities for the Future: Strategic Priorities 2014 - 2033

Do our buildings meet the needs of our customers?

The Facilities Master Plan 2014 – 2033 includes both the renovation and expansion of existing libraries and the need for new library buildings to meet the growth of Surrey’s town centres and neighbourhoods.

Over the next 20 years, the Library will strive to achieve a range of 0.38 square feet to 0.4 square feet per capita, an average that represents an improvement to service and accommodates a growing population for years to come. These numbers underpin the suggestions for facility growth. (See Table 2 on Page 15)

The following plan for facilities in each community will meet the library needs of a growing city. Timelines are suggested to indicate priorities for development – they will be determined as funds are available and in some cases as opportunities for joint facility development become clear. Depending on the circumstances, funding strategies for each project will be considered. For example, when providing service to the rapidly growing Clayton area, a leased storefront would offer basic services with minimal costs, while at the same time providing an opportunity to better understand the community the Library would serve. Other options would include increased outreach, using facilities provided by other agencies, such as Parks and Recreation, or working with other community groups to offer mobile services to underserved areas.

Funding Sources: Financing the Plan

Over the last 20 years, the City invested $58 M in Library facilities. The proposed Plan recommends a further investment of $35.2 M.

The Plan will be reviewed by staff and the Library Board on an annual basis. Adjustments to the plan will be made in recognition of changing economic conditions, availability of grants from senior levels of governments, unexpected opportunities for growth and the priorities of the City and the community.
Priority #1
Cloverdale: New Library in Clayton Heights

A new community library of approximately 20,000 to 25,000 sq. ft. is needed in Clayton as soon as possible, in order to serve this rapidly growing community of 20,000 people. This area is currently being developed and the population is expected to reach as high as 38,000 people by 2031. A library could be co-located with another community facility, such as a recreation facility.

People living in this area may use the Cloverdale Library; however, statistics gathered through InterLINK suggest that many residents are using the library in Langley.

Because the community of Clayton is experiencing such rapid growth, the Library is investigating the possibility of leasing temporary space, allowing for a better understanding of the market, before building a permanent location.

Proposed Timeline for construction of permanent space: 2017 – 2019

Cost in 2014 funds: $8 M to $10 M

Priority #2
City Centre: Addition of 4,400 sq. ft.

Completed in 2011, the City Centre Library is well positioned to meet the growing population in the City Centre / Whalley area. Currently, 4,400 sq. ft. of space on the 4th Floor has been leased to Simon Fraser University until August, 2016, with a potential for renewal for another five years. This area provides the Library with room to grow. Prior to discussions about the lease renewal, the Library will develop a plan for the use of this space, such as the need for an additional community meeting room and for innovative programming, such as the ‘maker-spaces’ that are currently under consideration.


Cost in 2014 funds: $0.53 M in tenant improvements. Will need to consider lost revenue to the City, if the lease is not renewed ($150,000 per annum).

Priority #3
Newton: Expansion of Service

The Newton area is presently served by a 14,700 sq. ft. Library near the Newton Recreation Centre and a leased facility of 11,200 sq. ft. in the Strawberry Hill Shopping complex. The lease for the Strawberry Hill Library expires in 2025. Well before 2025, the Library will need
to explore the options for the Strawberry Hill location, including the projected lease rates for the existing space. The Library Board will need to determine whether the lease rates meet the criteria for renewal and if the space is still adequate to meet the needs of the community, or if it is more expedient to build a new facility.

In the near future, continued growth in the Newton area calls for an additional 20,000 – 25,000 sq. ft. of library space. The City has begun an extensive planning exercise for Newton that may provide new opportunities for co-located or shared facilities. There are a number of options to consider, including expansion of the existing Newton Library, although parking would be an issue on the existing site. Other suggestions include moving the Newton Library to a more transit-oriented location or building a library near the Panorama Ridge shopping area. Residents will be consulted during the planning process to determine which option will serve them best.

  Strawberry Hill: post-2025.

*Cost in 2014 Funds: $8 M - $10 M*

**Priority # 4**

**Fleetwood Library: Expansion**

The expansion of the existing library (an additional 10,000 -12,000 sq. ft.) to create a 20,000 – 25,000 sq. ft. facility will serve the projected population growth in this area, which is close to build-out.

Co-location with the Recreation Centre in the Town Centre is convenient for customers. If an expansion is needed for the Recreation Centre at an earlier date, expansion to the Library should be considered at the same time.

*Proposed Timeline: 2025 – 2029*

*Cost in 2014 funds: $4.7 M*
Priority #5
South Surrey: New Library in Grandview Heights

A new community library of approximately 20,000 - 25,000 sq. ft. will be needed in future on the east side of the Highway 99 corridor, which is a barrier to access to the Semiahmoo Library. The long range plan for the Grandview area is being developed and the population may reach as high as 25,000 – 30,000 people by 2026.

Advanced planning for a library in Grandview has been done in conjunction with Parks, Recreation and Culture and School District #36. Final planning and construction is likely to occur in the 2020 – 2025 timeframe and will be dependent on the pace of growth, funding and plans for other City facilities.

The two existing libraries in South Surrey at Semiahmoo and Ocean Park are both located in Town or Neighbourhood Centres and are a sufficient size to serve this area for the near future.

If growth in Grandview Heights suggests the need to lease temporary space, the Library will investigate the options before a permanent location is built.

*Proposed Timeline: 2030 – 2035*

*Cost in 2014 funds: $8 M - $10 M*

Priority # 6
Bridgeview: Kiosk / Express Library or Mobile services

There may be a need to develop a small service point, such as a kiosk, or increase mobile service delivery in the Bridgeview Neighbourhood Centre, to meet the needs of this small but geographically isolated community. Other community agencies, such as the City of Surrey Parks and Recreation and the Children’s Partnership, are looking at ways to improve service in this area. The Library will consider increasing outreach by delivering programs at the Bridgeview Community Centre or participating in the delivery of mobile services on a regular basis, if such an opportunity presents itself.

*Timeline: To be determined as the area develops*

*Costs in 2014 funds: To be determined*
Long Term Planning - Other areas to consider for future expansion:

Cloverdale Library:

Renovated in 1988, the Cloverdale Library occupies what was originally the Justice Building. A replacement or expansion of the existing library is needed to serve the growth in population, considering in particular, the needs of young families and a growing multicultural population. A library of approximately 20,000 sq. ft. is needed. Potential expansion of the Surrey Museum and Archives could be an opportunity for cost sharing and should also be taken into consideration.

When a new library is built in Clayton Heights, plans for an expanded library in Cloverdale will be re-evaluated.

*Timeline: To be determined*

*Cost in 2014 funds: $8 M*

Port Kells Library (constructed in 1969) / Anniedale:

A new community library (approximately 15,000 sq. ft.) to replace the existing library will be needed as the South Port Kells plan is fulfilled and the Neighbourhood Centre develops. Estimated population at full build-out is only 15,000, but this area will remain somewhat isolated. The long-range plan for South Port Kells is being developed and timelines are not yet clear.

*Timeline: To be determined as the area develops*

*Cost in 2014 funds: $6 M*

Ocean Park Library (constructed in 2000)

Although small (6,500 square feet) this community library is well used and well located to meet the current needs of the residents. As this community continues to develop, an expansion of the Library would permit the development of additional service, such as improved group and individual study spaces, enhanced areas for collections and technology, and improved staff areas. While population growth in this area is not expected to increase significantly in the foreseeable future, the area is experiencing densification and will require improved community amenities. An addition of at least 6,500 sq. ft. will be required at a later date.

*Timeline: To be determined as the area develops*

*Cost in 2014 funds: $2.6 M*
Long Term Planning - Future expansion not required at present:

The following locations have been recently built or refurbished and do not require attention for the foreseeable future:

**Guildford (constructed in 1979 / renovated in 2001 / minor renovations in 2013):**

When the new City Centre Library opened in 2011, the system’s largest reference collection was relocated from Guildford to City Centre. Read-Ability Services were also relocated to City Centre. As a result, the Guildford Library will have sufficient space to meet the needs of population growth in this area for the foreseeable future. The library is located in the Town Centre near a major shopping centre and is co-located with a large recreation centre and swimming pool.

**Semiahmoo Library (constructed in 2003)**

Located near the White Rock branch of the Fraser Valley Regional Library, the Semiahmoo Library currently serves the needs of the community. While the area is growing rapidly, the addition of the new library in the Grandview Heights area will ensure that library service on the peninsula will meet the needs of the growing population.
Summary of Capital and Operating Costs

Capital Costs Invested

<table>
<thead>
<tr>
<th>Development location &amp; type</th>
<th>Area (Sq. Ft.)</th>
<th>Timeline &amp; Costs</th>
</tr>
</thead>
<tbody>
<tr>
<td>City Centre</td>
<td>81,400</td>
<td>$36,000,000</td>
</tr>
<tr>
<td>Semiahmoo/South Surrey</td>
<td>22,200</td>
<td>$8,880,000</td>
</tr>
<tr>
<td>Guildford - tenant improve</td>
<td>32,400</td>
<td>$3,888,000</td>
</tr>
<tr>
<td>Strawberry Hill/Newton -</td>
<td>11,200</td>
<td>$1,344,000</td>
</tr>
<tr>
<td>Ocean Park/South Surrey</td>
<td>6,500</td>
<td>$2,600,000</td>
</tr>
<tr>
<td>Fleetwood</td>
<td>13,300</td>
<td>$5,320,000</td>
</tr>
<tr>
<td></td>
<td>181,700</td>
<td>$36,000,000</td>
</tr>
</tbody>
</table>

Total investment over time frame 1995-2014 $58,032,000

Future Capital Costs

<table>
<thead>
<tr>
<th>Location</th>
<th>Area (Sq. Ft.)</th>
<th>Timeline &amp; Costs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clayton/Cloverdale</td>
<td>25,000</td>
<td>$10,000,000</td>
</tr>
<tr>
<td>City Centre 4th floor</td>
<td>4,400</td>
<td>$528,000</td>
</tr>
<tr>
<td>Newton/Panorama</td>
<td>25,000</td>
<td>$10,000,000</td>
</tr>
<tr>
<td>Fleetwood</td>
<td>11,700</td>
<td>$4,680,000</td>
</tr>
<tr>
<td>Grandview/South Surrey</td>
<td>25,000</td>
<td>$10,000,000</td>
</tr>
<tr>
<td></td>
<td>95,400</td>
<td>$10,528,000</td>
</tr>
</tbody>
</table>

Total investment over time period 2015-2034 $35,208,000

Capital Cost assumptions:
- in 2014 dollars
- per square foot cost of development (building only - site servicing, parking spaces, excluded) $400.00
- per square foot cost tenant improvement $120.00
## Future Annual Operating Costs

<table>
<thead>
<tr>
<th>Location</th>
<th>Area (Sq. Ft.)</th>
<th>2015-2019</th>
<th>2020-2024</th>
<th>2025-2029</th>
<th>2030-2035</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clayton/Cloverdale</td>
<td>25,000</td>
<td>$2,354,976</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>City Centre 4th floor tenant improvement**</td>
<td>4,400</td>
<td>$564,476</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Newton/Panorama</td>
<td>25,000</td>
<td>$2,354,976</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fleetwood</td>
<td>11,700</td>
<td></td>
<td>$1,102,129</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Grandview/South Surrey</td>
<td>25,000</td>
<td></td>
<td></td>
<td>$2,354,976</td>
<td></td>
</tr>
<tr>
<td></td>
<td>95,400</td>
<td>$2,919,452</td>
<td>$2,354,976</td>
<td>$1,102,129</td>
<td>$2,354,976</td>
</tr>
</tbody>
</table>

**Operating Cost assumptions:**

- current 2014 budgeted cost per square foot $94.20
- ** - the operating cost includes the opportunity cost of lease revenues no longer collectible
OCP Land Use Map: Current and Proposed New Branches
Highlights: Programs and Services offered through Surrey Libraries

Collections:
- 900,000 items, including books, magazines, DVDs, audio-books and ebooks/eaudio (2013)
- Subscribe to over 45 online magazine/newspaper databases and research tools (2013)
- World Languages materials in 17 languages, including Punjabi, Hindi and Chinese (2013)
- Over 4 million items borrowed from the Library (2013)

Website & Online:
- Offer online service 24/7 from our website at surreylibraries.ca
- Over 1.6 million visitors to the website with 3.26 million pages viewed (2013)
- Portal to online services, including online research tools, ebooks and “Just Ask’ reference and information service
- Learn online: tutorials on learning computer skills, job search and professional exams such as the TOEFL and MCAT test
- Offer apps for accessing the catalogue, listening to music and learning languages

Services:
- World renowned Genealogy research collection, housed at the Cloverdale Library
- READ-Ability Services for people with print disabilities, including access to digital collections
- Services for New Canadians, such as English Language Learning resources and programs that involve newcomers, such as the Library Champion project
- 4 Computer Learning Centres, to teach technology related skills
- 210 public workstations for computer and Internet access and free wifi at all locations (2013)
- Outreach to vulnerable populations through community agencies, to let people know about services offered at the Library for free

Programs:
- Offer programs for all ages in support of our mandate for lifelong learning
- Early literacy programs for kids aged 0 – 5 years
- Summer Reading Club (over 16,000 kids in 2013)
- Programs for Teens, such as writing circles, book clubs and anime clubs
- Programs for job seekers and entrepreneurs
- Programs of interest to readers and writers, noted on our Surrey Writes! Facebook page
- Programs of interest to seniors such as health programs, lectures, etc.

Connect with our Community:
- Face to face at the library, at community events and participate in various city-wide initiatives
- Electronically via our website, on Facebook and Twitter
Sources Consulted


Articles:


