SURREY LIBRARIES
Facilities Master Plan
2021 – 2041
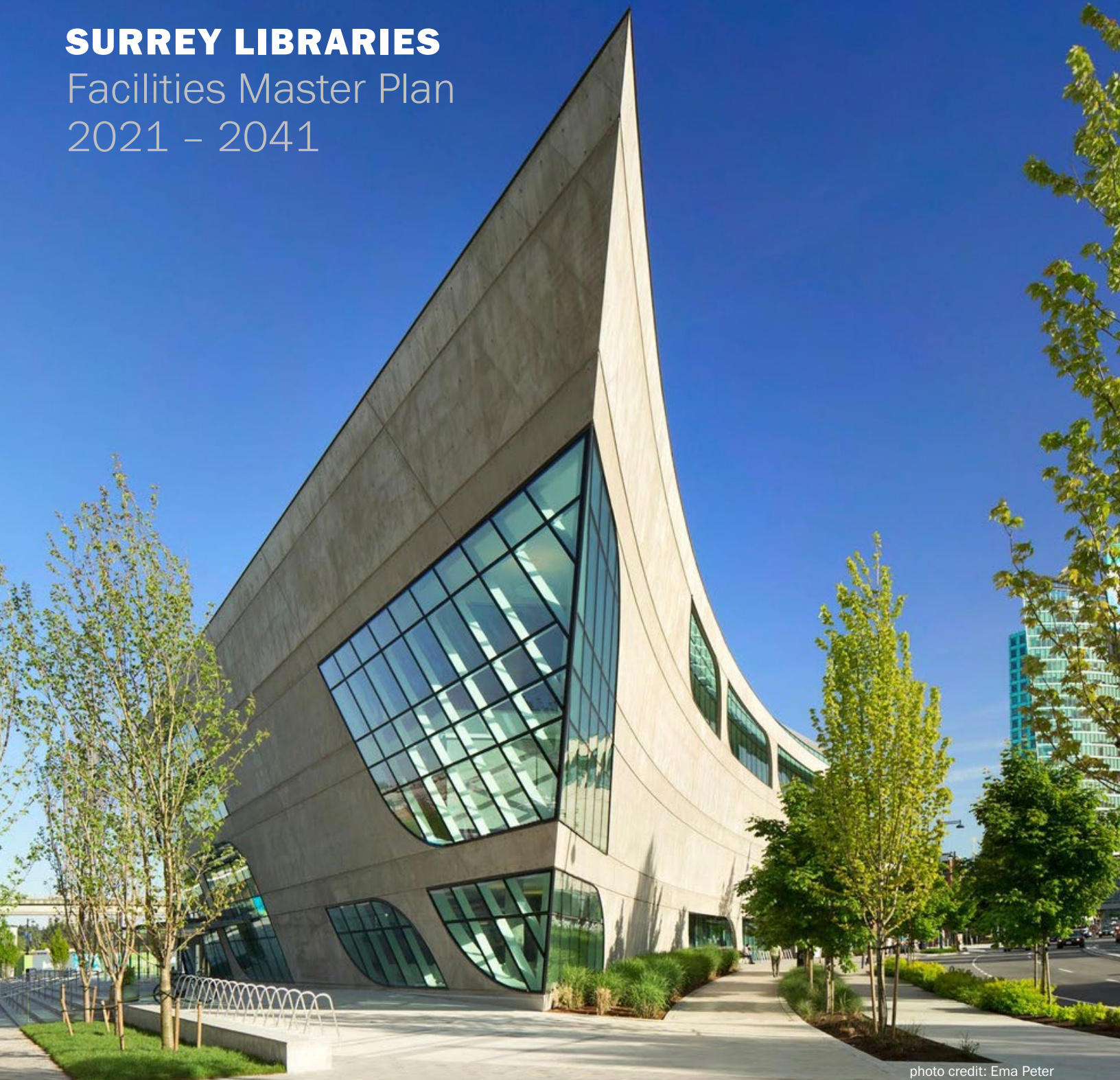
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SURREY LIBRARIES
discover·connect·inspire

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EXECUTIVE SUMMARY

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The Surrey Libraries Facilities Master Plan 2021–2041 (Surrey Libraries FMP) provides a framework for facility planning over the next 20 years. The plan includes prioritized recommendations to guide decisions on capital investments in a strategic and fiscally responsible way, and provides information and considerations for Council when developing the city's capital planning priorities. Surrey Libraries FMP is aligned to Surrey Libraries' 2019–2023 Strategic Plan, the city's 'Surrey Excels' strategic plan, and supports Surrey's Sustainability Charter goals.

The plan was developed in the first half of 2021 with consultants studioHuB Architects, engaged to lead an objective, holistic, and data-driven process. Community consultation was adapted for the provincial health orders in place at that time for COVID-19. Both the public and staff engagement were conducted through online surveys, receiving 1,415 and 168 responses, respectively. A review of trends in public libraries focused on a 2021 study by librarian and educator, Marie Palmer, and case studies were researched to demonstrate leading practices. Many data sources were reviewed such as the Canadian Urban Library Council (CULC) space benchmarks, Surrey community demographic profiles with current and projected population, Surrey Libraries' current and historic usage, and both a quantitative and qualitative assessment of existing facilities.

Although the long-term effect of COVID-19 on use of library space is still to evolve, libraries continue to be essential to a thriving community. Research shows the value of the physical library space in building a strong and resilient community. People are seeking spaces to connect, work and learn – alone or with others – to engage in different types of activities which necessitate larger and more flexible spaces. Palmer's study identified three prominent shifts in how public libraries are adapting:

1. Accommodating a more diverse set of users: digital natives, knowledge creators, and entrepreneurial learners.
2. Recalibrating library space for physical books in relation to the space available for other services or social uses.
3. Transitioning from passive 'knowledge keeping' to active knowledge sharing and content creation.

The shifts highlight the need to design flexible spaces and programs, to meet community needs, and to explore innovations by leveraging technology. Other trends Palmer noted include:

1. Increasing flexible space to accommodate more diverse programs, services, and users. This attracts new types of users and accommodates their needs.
2. Integrating with other public and private spaces and amenities, such as recreation centres or social housing.
3. Reimagining considerations of sustainability and inclusivity.
4. The library serving as a cultural one-stop shop.

These trends show that Canadian libraries are maintaining their role as community knowledge institutions; however, their definition and scope are expanding to fit in new forms and places to suit more kinds of people.

Surrey's population has grown exponentially, increasing by 11% between 2011 and 2016, almost double the rate of Metro Vancouver's. The anticipated city growth shows no signs of stopping, with a projected population for 2031 at 725,220 (+20% from 2021), and at 813,660 by 2041 (+35% from 2021). However, the growth and spread is unevenly distributed across the city, impacting the recommendations outlined in the FMP.

The disparity was also evident in space allocation and usage across Surrey Libraries branches. At the time of writing, Surrey has 10 branches and a distribution centre (Collections Services) with 208,400 square feet. A common benchmark used by North American libraries to assess how well they serve their community is the square foot (sq ft) per capita ratio. In 2018, the average among 39 CULC libraries was 0.51 sq ft per capita. With 188,250 sq ft of library space across 9 branches at that time, Surrey was at 0.34 sq ft per capita, and ranked 35th out of 39 cities, despite being the 11th largest city in Canada. Surrey's sq ft per capita ratio consistently rose since 1997 but started to decrease in 2014, with library space unable to keep up with the growth in the city's population. At the time of writing, the city's sq ft per capita ratio is 0.35.

Public and staff surveys asked respondents how existing spaces support literacy and learning, create connections, and make visitors feel welcome and included. They also included questions about new spaces and alternative ways to provide service. The public survey found that Surrey Libraries strongly supports positive outcomes. Over 90% respondents said that libraries improve quality of life and help with community building. Similarly, over 90% responded their local branch was welcoming and reflective of the needs of the diverse community. A lower score (just over 60%) was received for serving technological needs, indicating an area of improvement for Surrey Libraries.

Over a third of the respondents expressed the need for small workspaces or rooms, reflecting Palmer's research. Over the last few years, as new Surrey residential developments have become smaller in space, the library is consistently used as a community living room with residents seeking a quiet space to study or work. The desire for small workspaces and rooms was the top choice across all communities and across all ages, beating more innovative uses such as digitization spaces or makerspaces.

RECOMMENDATIONS

To meet the projected population growth, demographic shifts and societal trends, recommendations are summarised in terms of space expansion and design principles.

Library Space Expansion

Surrey Libraries should strive to reach the Canadian urban average library space/per capita of 0.5 sq ft/capita by 2041, summarised below in areas of priority by community.

Reaching this goal will require the Library to:

- Seek collaborations and partnerships for new major capital projects to build co-located or integrated facilities.
- Plan well ahead for site selection and land acquisition for new capital projects.
- Pilot new ways to reach underserved areas of the city through innovative alternative space and service delivery models, e.g., mobile van service or pop-up/express libraries inside malls or community centres.

Priority	Investment Timeline (Years)	Community	Current Sq ft/Capita	Existing Library Space (Sq ft)	Additional Sq ft Needed to Meet 0.5 Goal by 2041	Percentage Growth
High	1 – 5	Fleetwood	0.16	10,900	+29,000 (New Total: 39,900)	+266%
		Newton	0.17	26,900	+61,600 (New Total: 88,500)	+229%
Medium-High	5 – 10	South Surrey	0.29	28,400	+45,700 (New Total: 74,100)	+161%
Medium	10 – 15	Guildford	0.52	36,500	+26,900 (New Total: 63,400)	+174%
Low	15 – 20	Cloverdale	0.33	25,800	+32,100 (New Total: 57,900)	+125%
		Whalley	0.62	79,900	+3,100 (New Total: 83,000)	+4%
		Surrey Total	0.35	208,400	+198,400 (New Total: 406,800)	+95%

TABLE 1:
Library Space Needed by 2041, by Community

Design Considerations and Principles

The following must be considered in assessing existing branches and planning for new libraries:

- **Flexibility and Functionality**: Accommodating for the variety of current and anticipated needs, such as co-existing spaces for quiet versus loud uses, and designing building envelopes adaptable for future expansions.
- **Sustainability**: Supporting climate action strategies through sustainable, restorative, and energy-efficient designs.
- **Inclusivity and Accessibility**: Considering the diversity of Surrey's population in terms of languages, cultures, genders, and abilities.
- **Optimizing existing space**: Improving user experience at existing branches through investment in space planning and minor capital enhancements.

Recommendations are also provided at a community specific level with a detailed work plan and associated costs.

Costing and Funding

As the plan is aspirational, and the work plan is expected to evolve over time with shifting city priorities, rather than a fixed cost for a fixed plan, a costing matrix is included. The matrix provides estimates of detailed costs for different sizes of proposed projects at any given interval during the 20-year time frame that the plan covers. It factors many variables influencing the final budget such as specific construction costs, contingencies, allowances for owners expenses, professional services and permits, and other associated costs. A sliding scale indicates the effect over time on different sizes of proposed projects, including new branches and renovations/additions.

Funding the plan will require ongoing discussions with the city as Surrey Libraries is a municipally funded library. An opportunity to allocate dedicated funding for this plan is a review of the city-wide Community Amenity Contributions.

THE ROLE OF THE SURREY LIBRARIES FACILITIES MASTER PLAN

The Surrey Libraries Facilities Master Plan uses an evidence-based approach to guide the basis of capital investments in a sustainable and fiscally responsible manner. The plan:

- Outlines facility priorities and total space requirements over the next 20 years (2021–2041)

- Builds on Surrey Libraries Facilities Master Plan 2014–2033, and is aligned to Surrey Libraries' 2019–2023 Strategic Plan

- Supports the City of Surrey's 'Surrey Excels' Strategic Plan to improve the lives of residents

- Advances the City of Surrey's Sustainability Charter to *"provide educational and library institutions that are accessible and have sufficient capacity to accommodate residents across its communities and neighbourhoods, in order to support low-barrier, diverse and inclusive learning opportunities integrated in its communities."*

- Supports the city's Official Community Plan to *"locate new branches and expand libraries in areas of growth in the city, with a focus on communities and emerging population areas such as Clayton and Grandview Heights."*

The Surrey Libraries 2019–2023 Strategic Plan outlines overall vision, values, and themes, with initiatives to support specified objectives. The FMP focuses on how the built environment supports specified objectives. Surrey Libraries' strategy is outlined as follows:

VISION

A literate, inclusive, thriving city.

MISSION

We connect people, spark curiosity, and inspire learning.

VALUES

Community-focus, intellectual freedom, service excellence, equitable access, creativity, and collaboration.

THEMES

- Literacy and Learning
- Connections
- Welcoming and Inclusive Spaces

OBJECTIVES

- Promote and nurture literacy and learning
- Strengthen strategic community engagement
- Improve access to library services
- Align resources to changing community needs
- Explore opportunities to diversify and grow revenue
- Enhance responsible spending and accountability
- Leverage technology to improve service delivery
- Broaden awareness of library services
- Encourage innovation and collaboration
- Foster a culture of service excellence
- Cultivate a safe, engaged, and diverse workplace
- Develop and empower staff

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CONTEXT

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A CONTEXT

A1 HOW LIBRARIES ARE STAYING RELEVANT

Our relationship to knowledge and its access is evolving to an increasingly digital one; however, contrary to what some may believe, this has not resulted in the irrelevancy of public libraries. Instead, their use increases every year (Lumos, 2011) as library services adapt to a more diverse array of needs and users, thus creating a more robust and dynamic relationship with the people they serve.

According to the public survey conducted for the Surrey Libraries FMP, Surrey residents overwhelmingly (over 88% of respondents) believe that their public libraries play an important role in building community and improving quality of life. In addition, a majority of people surveyed agreed (66%) that their public libraries support economic prosperity in their community.

The above corroborates data found in studies by the Toronto and Ottawa library systems, which show that every dollar invested in public libraries results in about $5 worth of benefits in the community (Berthiaume, 2017). Surrey Libraries conducted a similar study in 2016 that found for every dollar of public funding received, the Library provides $7 of value to the community. Although libraries may be viewed as simple book repositories, in reality they are investments in community health, wellbeing, and growth.

As information access has become more digitized and decentralized, the role libraries play within their communities has evolved to keep pace with this rapid change. In her 2021 report "Study of Future Public Library Trends & Best Practices," Marie Palmer identifies adjustments being made in response to the evolving digital world (Palmer, 2021). Palmer asserts that libraries must adapt to play two key roles, serving both as 'community hubs' for gathering, working and socializing, and as 'knowledge facilitators' that offer access to resources, tools, and opportunities to experiment through learning and creating. This multi-role position is also echoed in a Norwegian study, which showed that libraries have characteristics that allow their users to engage all three spheres of life during their visit: the private home sphere ('first place'), the professional work sphere ('second place'), and the in-between public social sphere ('third place') (Aabø, S. & Audunson, R., 2012). These roles allow people to visit libraries for more than just books, removing prohibitive financial and social barriers to grant open access to knowledge, community, growth, and innovation.

In order to maintain this dual role in their communities, library practices have had to combine popular features from traditional models with ones that address more contemporary needs. Palmer identifies three prominent shifts that are necessary to accommodate contemporary needs and anticipate future trends.

The first shift is to **accommodate a more diverse set of library users**, who will use both space and information in different ways. These new kinds of users can be broken down into three main categories:

- Digital Natives: those who have had computer and internet access since a young age and therefore access information in non-traditional ways.

- Knowledge Creators: those who create and share content rather than just consuming it.

- Entrepreneurial Learners: those who are self-directed learners who seek knowledge to further their business or personal success (e.g., learning new skills, starting a new business, etc.).

The second shift is to **recalibrate the branch space reserved for physical books in relation to the space available for other services or social uses.** As a result, more floor space can be freed up for a more diverse and flexible array of services, such as meeting space or innovative work labs.

The third and final shift is the **transition from passive 'knowledge keeping' to active knowledge sharing and content creation.** This allows greater public access to tools, technology, and space for experimentation and innovation that people can share within their own communities and beyond. These three shifts show how our understanding of knowledge and information access is expanding beyond physical books and buildings, to include digital and social aspects that grant greater access to a wider array of communities. The trends identified by Palmer highlight the need for varied and flexible spaces to adapt to current and future changes in library practice. These spaces can be overlapped and implemented across a variety of sites, both physical and digital, to provide means for people to work, collaborate, socialize, learn, and innovate. Libraries are powerful sites of place-making, and as they adapt to change, so too do the communities they support (Berthiaume, 2017).

As libraries adapt to societal trends, it is evident that our relationship to knowledge will continue to expand, and our means of accessing and sharing it will continue to diversify. As this expansion develops, it is important that libraries prepare for constant evolution by facilitating new possibilities and to maintain their role as relevant and valuable knowledge and community centres.

A2 LIBRARY BRANCH TYPES + ROLES

Branch Types:

STAND-ALONE

Single, or stand-alone branches are located in buildings and on sites that are only for library uses. These buildings are used by community members with the specific intent of visiting, rather than by happenstance or during a joint visit to an adjacent amenity.

Stand-alone branches in Surrey: Ocean Park, Strawberry Hill, Port Kells.

CO-LOCATED

Co-located branches are either located in a building with two or more distinct amenities, or are located on a site adjacent to other amenities. These libraries allow for more convenient access to existing users, and offer visiting opportunities to new users because the branch is near amenities they already frequent. For example, this scenario could allow a parent to browse for books while their child is at hockey practice at the rink next door. This model also allows for pairings with multi-unit housing, daycares, museums, seniors centres, or recreation centres, which opens opportunities for land and resource sharing, while allowing each use to maintain their independent functions.

Co-located branches in Surrey: City Centre, Cloverdale, Fleetwood, Guildford, Newton, Semiahmoo.

INTEGRATED

Integrated branches are emerging types of libraries, where complementary programs merge together to create a synergized public site. This type is similar to co-located branches in that there is proximity and adjacencies between different amenities; however, integrated branches do not draw distinct boundaries between programs, allowing for symbiosis to happen between types. This model relies on programs that have highly compatible and overlapping uses, like libraries and recreation centres or arts centres, so that spaces can combine through complementary values, schedules, uses, and bureaucratic structures.

Integrated branches in Surrey: Clayton

Branch Roles:

CENTRAL BRANCH

The 'central branch' is usually located in the heart of a city, acting as an attracting destination for users from across the city and beyond. Serving as the 'flagship' location for the library system, these buildings are often the largest (over 50,000 sq ft) and most flexible branches to accommodate more diverse range of users, and host a variety of events, programs, and services. Central branches are designed as cultural hubs for all neighbourhoods to share, with impressive architecture intended to put the city on the map. The average North American city will only have one or two branches of this size because they are enormous capital commitments, and they are intended to stand as symbols of the city and its values.

Central branch in Surrey: City Centre

COMMUNITY BRANCH

The 'community branch' is a mid- to large-sized library (15,000–50,000 sq ft) meant to offer a range of services to a specific community within a city. Their collections and services are more specified for the needs of their given community and offer a variety of ways for community members to come together. There is space for special programs and features that go beyond the means of a smaller traditional library, such as makerspaces, or computer learning centres. Due to their smaller scale, they do not have the same range of resources and offerings as a central branch. Currently, this type of branch model is commonly considered the optimal library size in cities, because they have a good concentration of resources while still allowing community-specific features. They are also more feasible to build and maintain than central branches and are more efficient to operate and service than smaller neighbourhood branches.

Community branches in Surrey: Newton, Guildford, Fleetwood, Semiahmoo, Cloverdale, Clayton.

NEIGHBOURHOOD BRANCH

The 'neighbourhood branch' is generally what comes to mind when one considers a traditional public library. These libraries are the smallest branches in a system (less than 15,000 sq ft) and are designed to meet the basic demands for reading materials, services, and programming. However, due to their limited size and resources, they tend to not have much space for experimental programming. Although these kinds of libraries are popular in towns or districts where density is low and populations are stable, they are becoming increasingly less ideal in highly dense and rapidly growing cities.

Neighbourhood branches in Surrey: Ocean Park, Strawberry Hill, Port Kells.

ALTERNATIVE BRANCH

As public libraries work to accommodate the diverse needs of their communities, this can require alternative means of service delivery and location. This type is not what would be considered a formal 'branch' as the library model is adapted to offer services in non-traditional ways and spaces, such as pop-up locations or mobile libraries. These models are intended to offer library services in areas that may not have easy access to a physical branch, or to attract new users who would otherwise be unfamiliar with their local library. While these alternative sites provide means of community outreach and service expansion and adaption, they serve to augment the offerings of a traditional branch, rather than acting as a replacement for built library space.

Alternative branches in Surrey: None

A3 PUBLIC LIBRARY TRENDS

With the expectations for public libraries growing every year, and the demand for services becoming more diverse, new and adapted models are surfacing. When considering future trends and practices in library models, questions arise of how these are manifested across different parts of Canada and the world. The FMP includes a sample of local and global case studies to demonstrate how different libraries adjust to these challenges that many cities, including Surrey, are facing. By examining a cross-section of designs, it is evident how flexible libraries are capable of adapting to new and expanding roles. Each library is tailored to address their specific communities, whose needs differ across various contexts; however, when these designs are examined together, themes and trends start to emerge. Four overlapping themes were identified across these examples and explored further.

The first, and most prominent trend, involves **increasing flexible space to accommodate more diverse services, programs, and users.** This aligns with the three shifts identified in Palmer's 2021 report which highlights the reduction of physical collections to make more space for other programming. This is to attract new types of users and accommodate their needs (e.g., new immigrants, tech-savvy youth, entrepreneurs), and also to expand the library's role from passive content keeper to active content creator. With a larger variety of people visiting the library, spaces for private work, social gathering, and creative innovation all need to adapt and coexist under one roof. Library designs have to find creative ways of hosting formal and informal activities with varying acoustic, programmatic, and environmental requirements while reducing conflicts between these spaces.

The second trend is libraries **integrating with other public and private typologies and amenities,** such as recreation centres or housing developments. This increases library use by improving convenience and proximity while maintaining relevance by holding a strong presence within existing public spheres. Advantages also arise because it allows libraries to potentially combine resources with partners and open new locations on sites that would otherwise be financially, spatially, or logistically unfeasible. As land becomes more expensive and more difficult to allocate, considerations for locating new branches are having to expand beyond traditional stand-alone sites.

The third trend is for libraries to **reimagine considerations of sustainability and inclusivity,** when reviewing possibilities for how they can adapt to new and complicated programmatic demands. It has become common in new designs to use libraries to lead by example by finding creative ways to exemplify healthy and welcoming spaces open to everyone. This is approached differently between new and existing branches. New branches have more flexibility to reimagine the boundaries of inclusivity and incorporate sustainable standards from the ground up. These buildings can design specifically for things like all-gender washrooms, accommodations for an array of abilities, or highly advanced building systems. Incorporating these considerations in existing buildings can be more challenging, but also allow for unique benefits, like extending the life of existing buildings rather than demolishing, or reimagining places already beloved by the community by removing barriers and improving access and atmosphere.

The fourth, and most noticeable trend is that of **the library serving as a cultural one-stop-shop,** taking the form of enormous civic landmarks. These are designed to act as public beacons and draw people from their neighbourhoods or even other municipalities to a central location. In many cases these places do not resemble traditional libraries at all, with books and learning resources playing a supporting role to social and leisure activities. These libraries become sites for concerts, movie screenings, cafés and restaurants, and recreation, with many users spending their visit on activities entirely unrelated to reading or studying. Spaces like this truly encapsulate the term "urban living room."

Although advancements in libraries across the world are developing in a variety of directions, the four trends can be consistently found in any city. These trends show that libraries are maintaining their role as community knowledge institutions, but their definition and scope are expanding to fit in new forms and places to suit more kinds of people. Libraries are standing not only as beacons for education, but also growing to represent rich cultural, social, sustainable, accessible, and multi-purpose landmarks in their communities and beyond.

A4 CASE STUDIES

Six cases studies were reviewed for this plan, each of which exemplifies one or multiple library trends. This selection is by no means the extent of library innovation to be found around the world; rather, it shows responses to challenges commonly faced in any contemporary library system. Most importantly, these designs show how the library model can be adapted and interpreted to explore new ideas and create new synergies while maintaining their essential roles as community hubs and knowledge facilitators. Below is a brief description of each project; see D4 for the full case studies.

ALBION LIBRARY
Flexible Community-Informed Programming

|	
Location	Etobicoke, ON, Canada
Year	2017
Size	29,000 sq ft

Albion library, located in a highly diverse and rapidly growing neighbourhood, is designed around community-specific programming to retain existing users and welcome new ones. The building has creative tech labs for youth, a business centre for new and established independent business owners, and programs like an adult language centre for new immigrants.

PORT CREDIT LIBRARY
Revitalizing Aging Branches

Location	Mississauga, ON, Canada
Year	2011 (originally built in 1962)
Size	8,400 sq ft

One of three small 1960s branches across Mississauga which were renovated and revitalized to accommodate new and long-time library users. In the growing trend of abandoning construction of neighbourhood branches in favour of central or community type branches, this project shows the potential for reimagining existing buildings, and the benefits of supporting branches already beloved to their communities.
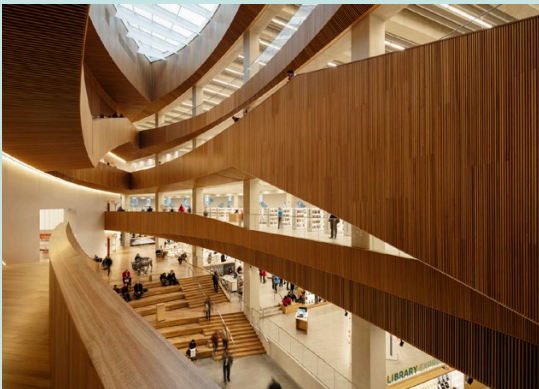
CALGARY CENTRAL LIBRARY
Library as a City Landmark

Location	Calgary, AB, Canada
Year	2018
Size	278,000 sq ft

Following examples set by projects like the Halifax Public Library, Calgary Central Library is intended to put the city on the map and act as a 'living room' for the whole city. Although the library is still designed to be a place for reading, it has a space for many kinds of users and activities, like an early learning centre for young children to learn through multi-sensory exploration. It is designed as a great hall where different groups from across the city can come together under one roof.

HELSINKI CENTRAL LIBRARY (OODI)
One Stop-Shop Civic Hub

Location	Helsinki, Finland
Year	2018
Size	186,000 sq ft

The Helsinki Central Library, otherwise known as "Oodi," functions more as a cultural centre than a traditional library. Quiet reading and study takes a backseat to a more active and social arts and culture sphere. Oodi shows how libraries can play a more active and dynamic cultural role while remaining a centre for knowledge and learning.

INDEPENDENCE LIBRARY & APARTMENTS
Combining Complementary Uses

Location	Chicago, IL, USA
Year	2019
Size	60,000 sq ft (total), 16,000 sq ft (library)

This project is a joint venture combining a library with affordable seniors housing to encourage interaction and cohabitation between youth, seniors, and families. Independence Library and Apartments could serve as a model for dense urban areas dominated by new mid/high-rise developments.

MEDIA LIBRARY/THIRD PLACE
Knowledge Facilitation and Creation

Location	Thionville, France
Year	2016
Size	49,400 sq ft

This facility integrates a digital arts studio and a library together into a multi-media library, focusing more on creation and digital media than on physical collections. The Media Library shows that even as the mediums of content delivery expand to more digital and interactive ones, the role of the library itself remains an essential public facilitator for knowledge.

A5 CITY OF SURREY OVERVIEW

Surrey, along with one electoral area and one Treaty First Nation (Semiahmoo), is one of 21 municipalities that make up Metro Vancouver. Among these 23 local authorities Surrey is largest in land area (316.4 sq km) and second most populous city after Vancouver.

According to 2016 census data, the overall population of Surrey was 517,887. Between 2011 and 2016, Surrey's population grew by 11%, almost double the rate of Metro Vancouver (6%) and Vancouver (6.5%). Since 2016, Surrey's growth is anticipated to follow this trend, with an estimated population of 588,500 at the time of writing. The most recent census data for Surrey (2016) shows that the 0–19 age group surpasses both Vancouver and Metro Vancouver: 25% of Surrey's population is under the age of 19, compared to Metro Vancouver average of 21% and Vancouver at 16%.

The current and projected growth rates continue to shape the look of Surrey as a whole. Surrey's comparative affordability, accessibility, and employment opportunities have attracted a wide-ranging demographic. The median age in Surrey is 38.4, which is lower than Metro Vancouver's average of 40.3. Surrey has an average of 3.4 persons per family, approximately 55% of households are two-parent families with children living at home, and approximately 11.5% of the households consist of single-parent families.

Immigration to Surrey has increased over the years. Surrey has one of the largest concentrations of ethnic South Asian residents of any city in North America. Other demographic groups with significant representation in Surrey include Caucasian, Chinese, Filipino, and Southeast Asian residents. The city is also home to a large population of people of African descent compared to other cities in the Lower Mainland.

Many Indigenous people reside in Surrey and the city's Indigenous population is steadily growing. The number of Indigenous residents (predominantly Métis and First Nations) increased by 22.9% between 2011 and 2016, surpassing that of Vancouver in 2018 (SUILC). Many of these residents are younger people, with the median age significantly lower than Surrey's overall population (28.1 compared to 38.4), and over 60% of people under the age of 35. It is anticipated that by 2035 Surrey will have the highest total Indigenous population in British Columbia (ibid).

TABLE 2:

Map of Surrey Communities and Surrey Libraries Branches

Surrey also has the largest and fastest growing child population, with 22% of children born in BC born in Surrey. In Surrey, over 5,000 babies are born each year, over 41,000 children are between 0–5 years, and one fifth of residents are under the age of 15. UBC Human Early Learning Partnership's early development indicators show that Surrey's childhood vulnerability average is comparable to Vancouver, Burnaby, and Richmond at 35%, and slightly higher than the provincial average of 33% (HELP, 2019).

Surrey is a primary supplier of new housing in the Metro Vancouver region as it still has a relatively large and flat supply of developable land compared to other regions. The majority of Surrey's existing residential stock is single-family dwellings. Over the last ten years, the development of new single-family homes has declined, a trend that is expected to continue as multi-family units continue in popularity in Surrey. As housing developments densify, the average housing size becomes smaller and there is a change from single-family homes to townhouses and apartments. When people in urban areas have less space within the home to socialize, recreate, study and play, they tend to look outside their home for these spaces, which in turn drive up the demand for spaces such as community centres and libraries.

Surrey is divided into six main communities, each with its own character and history. Due to multiple factors, such as housing stock availability, rapid transit lines, and agricultural land, each community has been growing at a different pace and may have a different demographic profile. According to the city's projected population data, the anticipated growth of Surrey shows no signs of stopping, with a projected population for 2031 at 725,220 (+20% from 2021), and at 813,660 by 2041 (+35% from 2021).

TABLE 3:

Projected Population of Surrey by Community

B

ANALYSIS

B ANALYSIS

Research for the Surrey Libraries FMP was both quantitative and qualitative. Many sources were reviewed and analysed to assess library space needs:

- All branches visited by a team of library staff and studioHuB architects in February 2021, and observations recorded on a checklist.
- Staff survey conducted in February 2021, with 168 responses (78% response rate).
- Public survey conducted in March 2021, with 1,415 responses.
- Review of the following data per branch, over a period of 5 years: building size, collection size and annual visits, checkouts, new cards issued, and computer use.
- Facility Condition Index (FCI) reports for each branch.
- 2019 Rick Hansen accessibility certification rating reports for all branches, except Clayton and Fleetwood (2017).
- Surrey current and projected populations.

B1 SURREY LIBRARIES AND CANADA

In North America, libraries are typically planned using a benchmark of 0.5–1.0 sq ft/capita for their space requirements (ARUPLO 2017). In 2018 the average among 39 urban centres in Canada was 0.50 sq ft of library space/capita (CULC, 2018).

The changing uses of the library, such as less space required for book stacks, has not necessarily reduced overall space requirements, as more space is required for social, study and meeting needs. At the time of writing, the ten Surrey Libraries branches have a total of 208,400 sq ft. At the same time, the estimated 2021 population of Surrey is 588,500 (City of Surrey). This results in an average of 0.35 sq ft of library space/capita.

Compared to similar library systems across Canada, in 2018 Surrey was the 11th biggest city in Canada, and ranked 35th out of 39 cities in terms of library space per capita (CULC, 2018) (see Table 4). The national average was 0.50 sq ft/capita, with Vancouver the highest at 0.85 and Laval the lowest at 0.24.

Recommended Space per Capita Ratio	**0.5 – 1.0**	**Canadian Average Space per Capita Ratio**	**0.50**

(ARUPLO 2017)

	Library System	Population 2018	Library Space (sq ft) & No. of Branches (2018)	Space/Capita Ratio (2018)	National Space/ Capita Ranking (2018)
Surrey	**Surrey**	**557,310**	**188,250 (9 branches)**	**0.34**	**35/39**
BC	Burnaby	234,433	103,300 (4 branches)	0.44	26/39
	Coquitlam	127,809	58,200 (2 branches)	0.46	24/39
	Fraser Valley	724,270	258,000 (25 branches)	0.36	34/39
	Vancouver	642,686	547,600 (21 branches)	0.85	1/39
Canada	Brampton, ON	642,800	204,500 (7 branches)	0.32	38/39
	Halifax, NS	431,701	306,900 (14 branches)	0.71	4/39
	Hamilton, ON	563,480	369,800 (22 branches)	0.66	7/39
	Laval, QC	433,990	103,651 (9 branches)	0.24	39/39

TABLE 4:
Comparable Library Systems Across Canada (2018)

Introduction

Since the inception of Surrey Libraries in 1983 when it separated from the Fraser Valley Regional Library system, Surrey has seen significant growth. Surrey's ten library branches and Collections Services have a total of 208,400 sq ft of space. In 2019, the then nine branches (excluding Clayton) saw a total of 2,529,940 visits and issued a total of 25,993 new library cards. These numbers have been consistent between 2016 and 2019[1], but dropped in 2020 due to COVID-19.

Community	Branch	Size (sq ft)	Year Built	Type	Role
Cloverdale	Clayton	13,500	2021	Community	Integrated
	Cloverdale	12,300	1988	Community	Co-Located
Fleetwood	Fleetwood	10,900	1995	Community	Co-Located
Guildford	Guildford	35,300	1979	Community	Co-Located
	Port Kells	1,200	1969	Neighbourhood	Stand-Alone
Newton	Newton	15,800	1992	Community	Stand-Alone
	Strawberry Hill	11,100	2000	Neighbourhood	Stand-Alone
South Surrey	Semiahmoo	22,100	2003	Community	Co-Located
	Ocean Park	6,300	2000	Neighbourhood	Stand-Alone
Whalley	City Centre	79,900	2011	Central	Co-Located

TABLE 5:
Branch Overview

Surrey's sq ft/capita ratio has consistently risen since 1997 but started to decrease in 2014 (City of Surrey, 2014) (see Table 6 below). Surrey's library space is not expanding at a sufficient pace to keep up with current and future population growth.

HISTORY OF SURREY LIBRARY SPACE
Space per Capita (sq ft/capita) Over Time
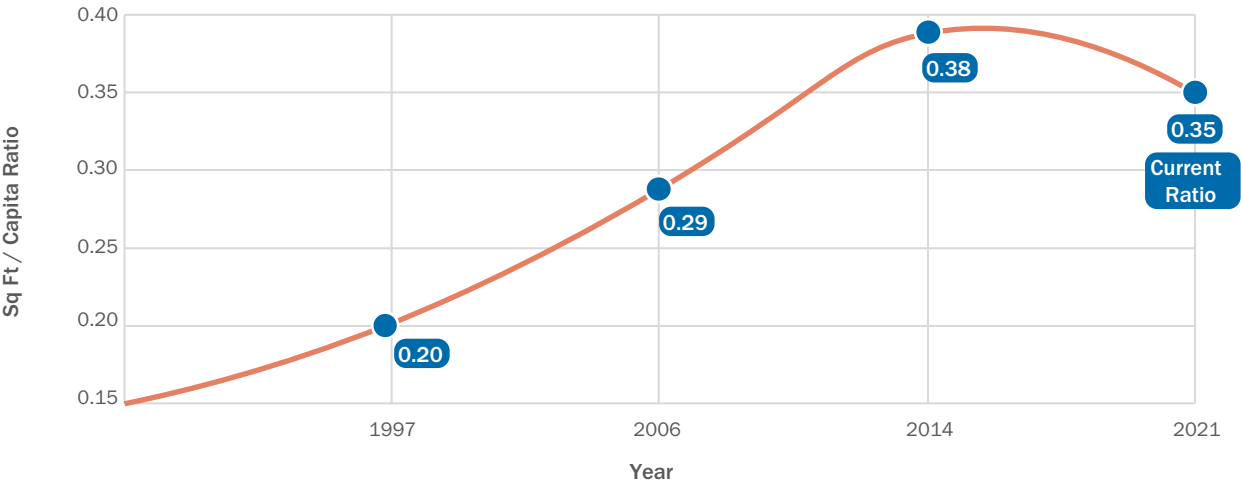
TABLE 6:
History of Surrey Libraries Space per Capita Over Time

The following subsections provide a brief overview of each of Surrey's communities with their respective library branches. This is to highlight unique qualities in demographics and library spaces, identify certain opportunities and challenges to be addressed, and spotlight their respective library space needs over next 20 years. The demographic data referred to is sourced from official 2016 Census data and is broken down into detailed profiles provided by the city. These profiles can be found on the city of Surrey's website at: surrey.ca/business-economy/business-data/community-demographic-profiles.

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[1] Library data from 2020 was highly impacted by the library closures and limited operations caused by the COVID-19 pandemic restrictions, and therefore was excluded from our data trends

Branch Overview by Community

CLOVERDALE

Cloverdale is one of the least populated communities in Surrey and despite there being a projected growth of 48% over the next 20 years, it is anticipated to have the second smallest population in Surrey in 2041. On average, Cloverdale has the second highest household incomes in the city (second to South Surrey) and has the lowest percentage of people considered low-income at 8% (half of the city's average). It also has the lowest immigrant population in the city (23%), and a high concentration of Caucasian residents (69%), with a percentage of residents of South Asian, Filipino and Chinese descent at below half of the city's average. Cloverdale has the second highest concentration of Indigenous residents proportional to its size at 3.5%. A new hospital is planned for this community, which may have an impact on its demographics and needs.

The Cloverdale community includes two branches: the newly renovated Cloverdale branch and the recently opened Clayton branch, which is part of the new Clayton Community Centre. Cloverdale is rich in terms of library resources compared to other communities when considering recent library projects and amount of space available to residents. Cloverdale

branch is located in a heritage campus beside the Museum of Surrey and Surrey Archives. The branch houses Surrey's Family History collection – the largest in Western Canada. The branch reopened in March 2020 after structural and functional renovations, including a new reading corner, active children's spaces, and a dedicated youth area. Streamlining staff service points also added more space for the public.

Clayton branch, which opened in early 2021, offers extra opportunities to library visitors with shared spaces in the community centre, such as multi-purpose rooms, art studios, and a community kitchen. With overall space of 25,800 sq ft, Cloverdale, has an average ratio of 0.33 sq ft/capita. This ratio does not represent the shared spaces within the Clayton Community Centre which makes Cloverdale's sq ft/capita ratio effectively higher than 0.33.

FLEETWOOD

Fleetwood is the smallest community in Surrey and is expected to remain so over the next 20 years. Even though it is anticipated to grow by 19% over that time period, Fleetwood is projected to expand at the second lowest rate in the city, next to Newton. Like much of Surrey, it is culturally diverse, with a mix of residents from many different backgrounds, predominantly of Caucasian, South Asian, and Chinese descent. About half of this community's residents are identified as immigrants (47%) which is among the highest concentrations in the city. Fleetwood has the smallest Indigenous population out of Surrey's communities (2% of the population, at 1,240 residents in 2016). An expansion to the Skytrain line is planned in Fleetwood which will likely result in higher density and increased growth.

Fleetwood is served by one library branch which is part of a larger recreation centre. Although this branch does not receive the same number of annual visitors as Surrey's largest branches, when compared to Surrey's other communities overall, Fleetwood does have the highest number of annual visitors per sq ft. Fleetwood's high concentration of users is also because it is the community with the lowest library space per capita in the city at 0.16 sq ft/capita, which is less than half of the city average of 0.35. In this regard, this community is the most lacking in library space, but due to its small size and growth rate compared to the rest of Surrey communities, a new branch or branch additions will have a significant and long-term impact. Fleetwood branch also has potential to expand but the current design and site size present challenges to a significant expansion.

GUILDFORD

Guildford is the fastest growing community in Surrey, with population expected to almost double to 126,700 people in 2041. Guildford also has the highest proportion of immigrants at 50%, many from China and the Philippines. Despite having an average household income ($87,256/year) close to the city's average ($93,586/year), Guildford has a significant percentage of people considered low-income (20%), the second highest in Surrey after Whalley.

Guildford is served both by one of the largest and the smallest branch in the city: the Guildford branch and the Port Kells branch. Guildford was the biggest branch in Surrey until City Centre opened in 2011; however, it remains a popular branch with the most average annual visitors in the city. Its popularity can be attributed to its co-location with a recreation centre, proximity to the highway for easy access, and ample free parking. The branch attracts many post-secondary students that use the space to study.

Collections Services is located in the basement of Guildford branch. This is the central hub for the acquiring, processing, and distributing new physical and digital content across Surrey Libraries' branches and digital platforms. This includes traditional educational resources, as well as non-traditional content, such as STEM kits or other technology. The existing space is cramped, and has no access to a proper loading area, which makes shipping and receiving materials challenging.

The second branch in the Guildford community is Port Kells. This is the oldest and smallest branch in Surrey. It is well-loved by its community, but its small and aging building lacks opportunities for adaption and expansion. It is also the least accessible branch. The smaller branches in Surrey tend to have the most visitors proportional to their size; however, Port Kells is the exception, with the second lowest rate of visits per sq ft in Surrey after City Centre. With the opening of the new Clayton branch, located 4 kilometres away, visits to Port Kells are expected to drop further. With the second highest space ratio in the city at 0.52 sq ft/capita, the current residents are well served; however, the projected growth, particularly in Anniedale, will increase demand for library space in Guildford over the next 20 years.

NEWTON

Newton is Surrey's most populous community and it is expected to remain so over the next 20 years. Newton is popular for newcomers, with an immigrant population of 49% (the second highest in the city). It is a cultural hub for many of Surrey's South Asian residents, with the highest population proportion out of Surrey's communities at 58%. Newton has the second highest number of Indigenous residents out of all Surrey communities, second only to Whalley.

Newton is served by two branches: Newton and Strawberry Hill, which are both stand-alone branches. Although Newton is a stand-alone facility, it is located near an ice rink, recreation centre, seniors centre, and public park. Strawberry Hill is the only leased branch in the library system, part of a mall complex, and facing a lease renewal in 2025. This branch has a large Indian languages collection and has one of the highest visits per capita in the library system.

A new integrated branch as part of a community centre, (similar to Clayton in Cloverdale) is in planning stages for Newton and presents opportunities to improve and expand library service. Despite being Surrey's largest community, at an estimated 156,720 people in 2021, Newton has the second lowest amount of library space for its residents, with a sq ft/capita ratio of just 0.17, which is half of the city's average. However, overall Newton receives the highest number of annual visits and the second highest concentration of visitors per sq ft out of all of Surrey's communities, meaning that the space it does have is used heavily by its residents. Following a period of rapid growth, there are new and long-time residents with diverse needs, making Newton in need of significant new public library space and resources in the city.

SOUTH SURREY

South Surrey is the city's most spacious community area, and among its most populated. It is projected to have the second highest growth rate, after Guildford, with a 50% increase from about 97,000 people to an estimated 148,000 in 2041. South Surrey's most densely populated areas are on the west side, but much of its expansion will happen in the east in areas like Grandview Heights. On average, this community has the highest household incomes in Surrey and the highest dwelling values in the city (42% higher than the city average in 2016). South Surrey also has the highest concentration of people of Caucasian descent (72%) and Chinese descent (15%), compared to other Surrey communities. This community has the second lowest number of Indigenous residents, the second lowest density of immigrants compared to the rest of the city (30%), and, despite making up a third of the city's population overall, has the smallest concentration of South Asians residents (6% of South Surrey population, compared to the Surrey average of 33%).

South Surrey is currently served by two branches: Semiahmoo and Ocean Park, located within about 6km of each other on the community's west side. Semiahmoo is one of Surrey's larger, newer, and more flexible branches, while Ocean Park is one of the older, smaller, and more intimate branches. Ocean Park is the second smallest branch in the city and it is among the best used with the highest concentration of visitors per sq ft, while Semiahmoo is more than three times larger but receives among the lowest number of visitors per sq ft out of Surrey's branches. Semiahmoo is one of only two branches in Surrey not located on the ground floor level, requiring stair or elevator use for access. Users of this branch have been noted to struggle with a lack of parking and some barriers to entry access. South Surrey has a space per capita ratio of 0.29 sq ft/capita, which is about average among Surrey's communities; however, this space serves residents located on the west side more conveniently than those in the east.

WHALLEY (+ CITY CENTRE)

In this plan City Centre is considered a part of Whalley, but data from both are compared in this subsection to provide context of this community. Together, City Centre and Whalley are one of Surrey's most populous communities, second to Newton. Both areas have the highest percentage of renters in Surrey (57% and 37% respectively), and while Whalley has an average household income near Surrey's average, City Centre has the lowest average household income ($58,761/year), the lowest dwelling unit values, and the highest percentage of people considered to be low income in Surrey (25%). City Centre has one of the lowest percentage of immigrants in the Surrey (30%), but Whalley has one of the highest, at 49%. Both areas have a diverse array of residents, particularly from Caucasian, South Asian, Chinese, and Filipino backgrounds, while Whalley is home to one of Surrey's largest South Asian communities (51% of the population). Together, City Centre and Whalley have the highest number of Indigenous residents in Surrey, with the former having the highest concentration proportional to its total population compared to other communities (4.6%).

Whalley (including City Centre) has one library branch, the largest in Surrey at 79,900 sq ft, which opened in 2011. The branch has by far the highest space per capita ratio in the city, at 0.62 sq ft/capita in 2021, which is almost double the city average of 0.35. City Centre branch receives the second highest number of annual branch visits; however, it has the lowest number of visits per sq ft in Surrey, meaning it has significant potential for growth in its use capacity and concentration. The branch is a stand-alone building part of a larger civic centre, including Surrey City Hall, Kwantlen Polytechnic University, Simon Fraser University, Civic Hotel, and a public transportation hub. City Centre registers the highest number of new card holders each year, predominantly to provide access to the public computers.

City Centre has a number of specialty spaces, including the READ-Ability program, which offers resources for those with print, perceptual, or cognitive disabilities. The branch includes extensive social spaces, such as study and lounge seating, multiple different-sized meeting rooms, a meditation space, and a small café.

SIZE: LIBRARY SPACE PER CAPITA

One of the most referenced and analyzed quantitative data in library research and design is the sq ft/capita ratio. The Canadian average in 2018 was 0.50 sq ft of library space/ capita served, and Surrey is currently at 0.35 sq ft average across the city. However, the sq ft/capita ratio varies widely across Surrey's six communities (see Table 7), with the large City Centre branch in Whalley doubling this average, and the Newton and Fleetwood communities standing at half the Surrey's average. The space per capita data concludes:

- The space per capita ratio ranges from as low as 0.16 to a high of 0.62.
- Whalley and Guildford have the highest ratios.
- Newton and Fleetwood have the lowest ratios.
- Cloverdale and South Surrey have reasonable ratios, with 0.29 and 0.33 respectively, but these will decline over the next 20 years, as the projected population grows.
- When compared to the national average of 0.50, most individual communities, as well as the Surrey Libraries system as a whole, have considerably less library space per capita than many Canadian counterparts.

Given the significant rate of population growth that Surrey is projected to experience, the city's sq ft/capita ratio will decline over the next 20 years without adequate intervention. The graph on the following page (Table 8) shows the rate at which each community's space per capita ratio will be impacted by 2041 without additional library space.

There is great variation in the amount of library space and population between Surrey's communities and the impact the growth of each community will have over time. The Fleetwood and Newton communities currently have a sq ft/capita ratio that is well below the city average. However, although they are in the most urgent need for more library space, they may not experience significant further decline in the sq ft/capita ratio over the next 20 years because of slower growth. Cloverdale and South Surrey have a sq ft/capita ratio in line with the city's average of 0.35, but due to rapid projected population growth these communities will outgrow their existing library space in 20 years. The communities projected to face the most dramatic decrease in their sq ft/capita ratio is Whalley and Guildford, which are also the communities which currently have the highest ratios in the city. Although Whalley is anticipated to see decline in its ratio, by 2041 it will still be in line with the national average, while Guildford's ratio will is projected to plummet well below Surrey's current average.

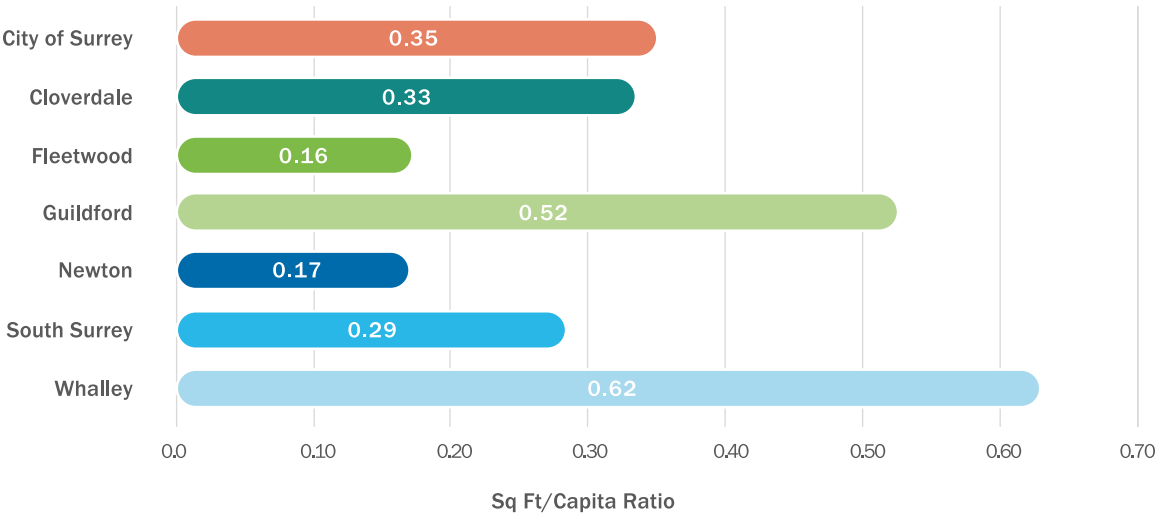## CURRENT LIBRARY SQ FT/CAPITA RATIO
(by Community) (2021)

SPACE PER CAPITA RATIO PROJECTIONS OVER TIME
(if No New Library Space Added)

TABLE 7:
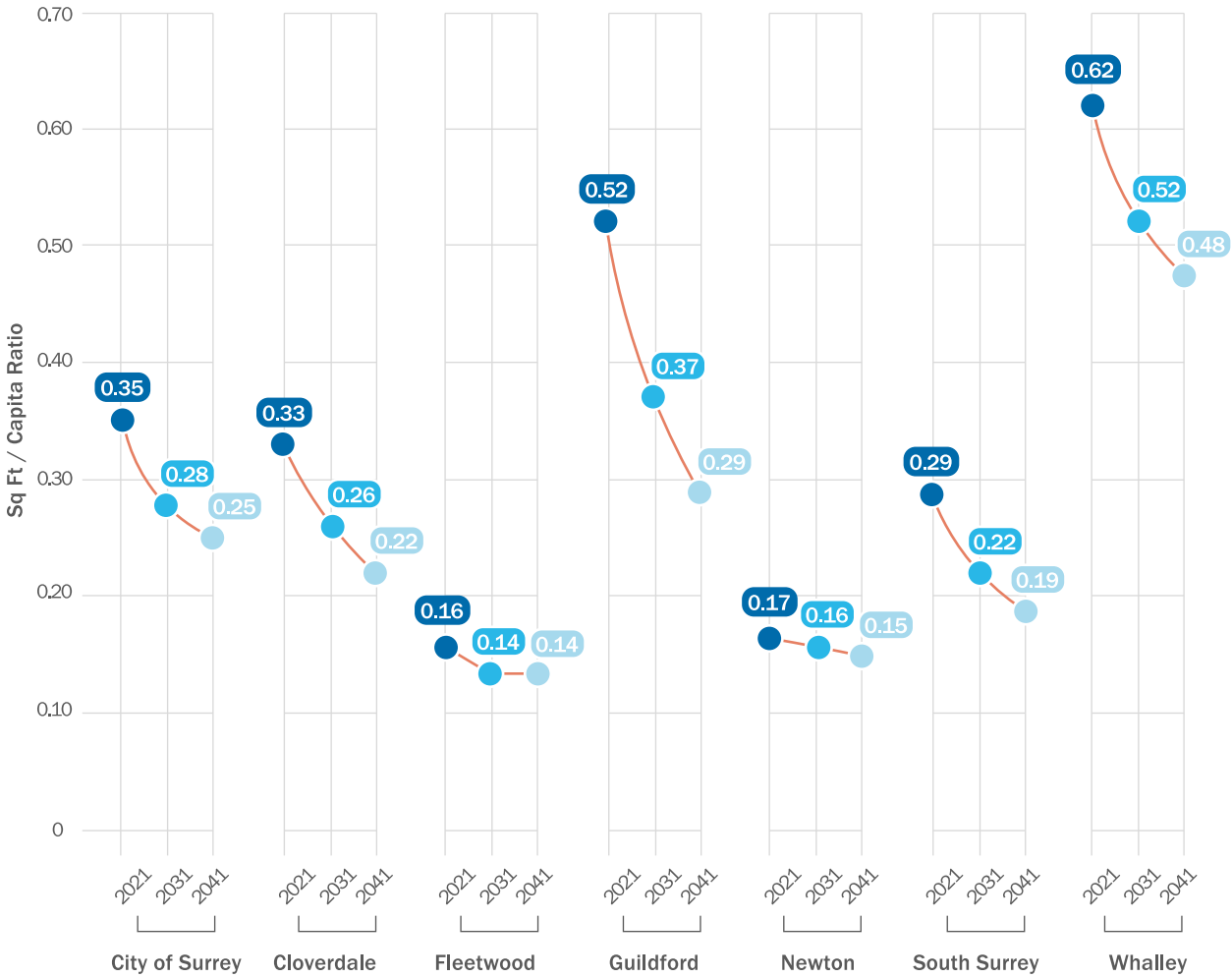Library Space per Capita Ratio

TABLE 8:
Projected Surrey Space per Capita Ratio Over Time

VISITS: USERS AND SPACE USE

When analyzing available space, it is important to assess not only how much there is but also how well it is being used. Surrey Libraries tracks annual visits, checkouts, computer use, and new cards registered at each branch. The total number of visits and new cards registered has been steady from 2016 to 2019, with approximately 25,000–28,000 new cards created annually and approximately 2.5 million individual visits each year. In assessing visits more granularly:

- City Centre and Guildford, the largest branches, have about half a million visits a year each.

- Newton, Fleetwood, and Strawberry Hill have about 250,000 visits a year each.

- Semiahmoo, Cloverdale, and Ocean Park have about 150,000–200,000 visits a year each.

- Port Kells, the smallest branch, has the lowest average number of visits at 9,900 visits a year.

- Although the Newton community has much less library space than Whalley or Guildford, it has the highest number of annual visits in the city.

- The Cloverdale community has the lowest average number of annual visits out of all communities, but this is expected to change following the opening of the new Clayton branch.

- Ocean Park and Semiahmoo receive a similar number of average annual visits despite Ocean Park branch being more than three-times smaller than Semiahmoo.

When analyzing visits per branch, compared to the square footage of the branch, the charts look different. The visits/sq ft ratio can indicate the concentration of use relative to a branch's size. One would expect that the correlation between space/capita and visit/sq ft will show an inverse relationship, meaning the more space available, the fewer visitors per sq ft. In general this is true; however, the data shows a few notable exceptions:

- Cloverdale has a low number of annual visits and a low visits/sq ft.

- Guildford and Newton's communities have the highest number of annual visits, and a high number of visits/sq ft, in contrast to City Centre which does not follow this pattern.

- Fleetwood has half the average annual visits of Newton's libraries, yet they are the top two communities in terms of annual visits/sq ft.

These outliers in the data show where library space is in highest demand and where there is space for increase use concentration. Additional observations with regards to the visits/sq ft/branch:

- The high average annual visits/sq ft in Newton and Fleetwood's branches indicates high demand for library space in general.

- Two stand-alone and smaller neighbourhood branches, Strawberry Hill and Ocean Park, have the highest visits/sq ft.

- City Centre and Port Kells branches have the fewest visits/sq ft.

- South Surrey has a large discrepancy between visits/sq ft for Ocean Park and Semiahmoo. Although they are located within 6 kms of each other, the data indicates visitors have a strong preference for Ocean Park over Semiahmoo, even though Semiahmoo is triple the size of Ocean Park, has more amenities, and Ocean Park is farther away from major arterial roads.

- Newton also has a discrepancy (although not as big as in South Surrey) between the visits/sq ft for Strawberry Hill and Newton branch, although they are located within 3 kms of each other. The data indicates visitors prefer Strawberry Hill over Newton branch. While Strawberry Hill may attract some visitors from Delta, only 20% of material checkouts at this branch are by non-Surrey residents, a percentage that is not large enough to account for the popularity of Strawberry Hill.

AVERAGE ANNUAL LIBRARY VISITS
(by Community Average from 2016–2019)

Community	Average Annual Visits
Cloverdale	168,014
Fleetwood	254,193
Guildford	513,661
Newton	515,462
South Surrey	382,033
Whalley	466,103

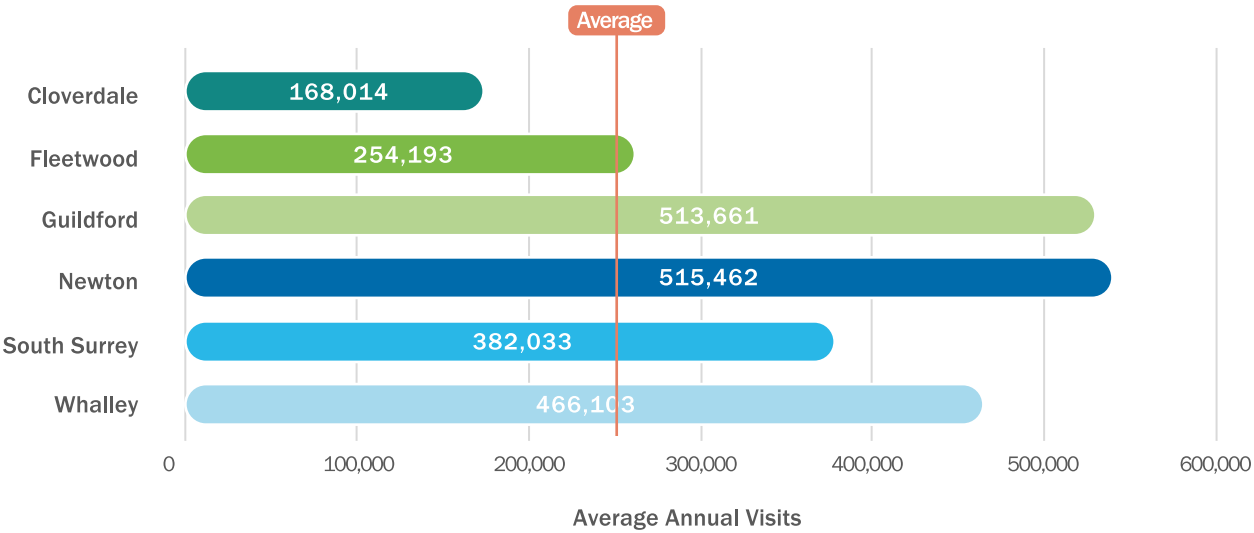**TABLE 9:**
Average Annual Library Visits by Community

AVERAGE ANNUAL LIBRARY VISITS/SQ FT RATIO
(by Community Average from 2016–2019)

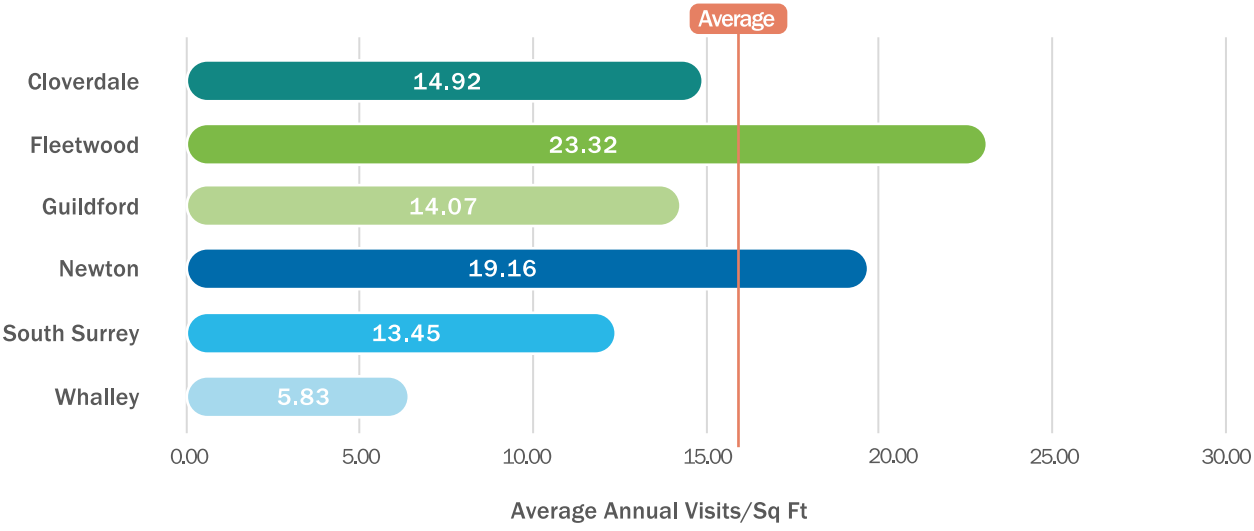| Community	Average Annual Visits/Sq Ft
Cloverdale	14.92
Fleetwood	23.32
Guildford	14.07
Newton	19.16
South Surrey	13.45
Whalley	5.83

TABLE 10:
Average Annual Library Visits per Sq ft by Community

AVERAGE ANNUAL LIBRARY VISITS
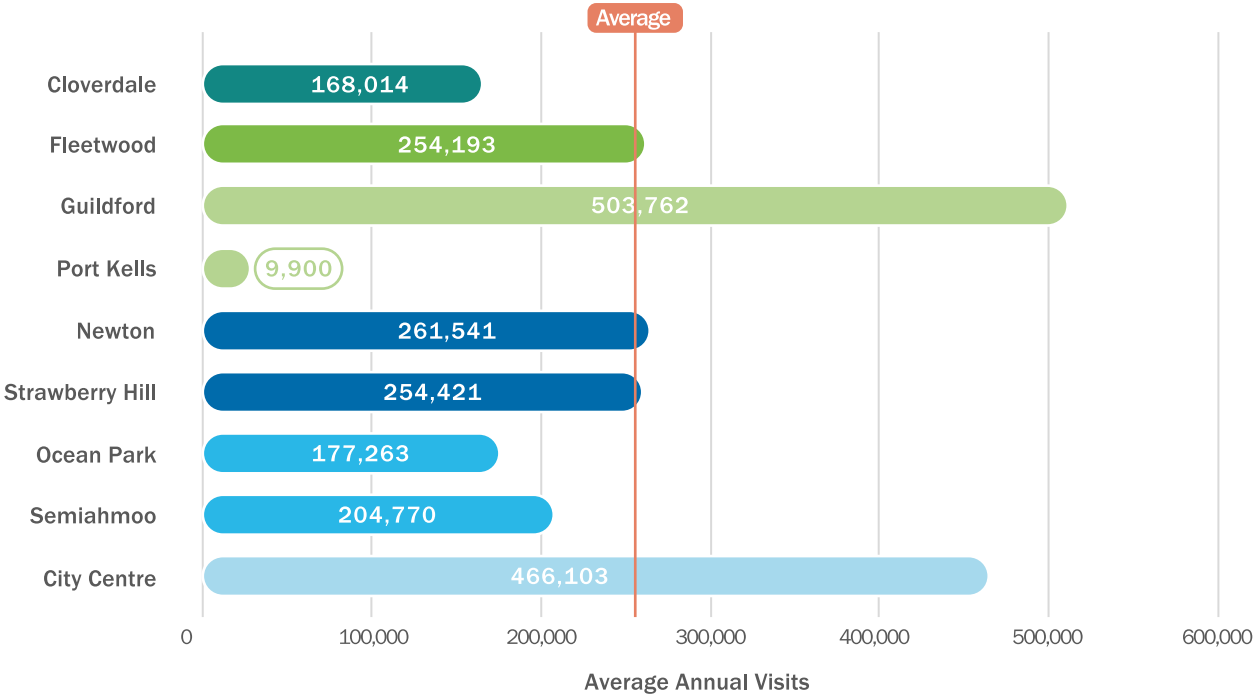(by Branch Average from 2016–2019)

TABLE 11:
Average Annual Library Visits by Branch

AVERAGE ANNUAL LIBRARY VISITS/SQ FT RATIO
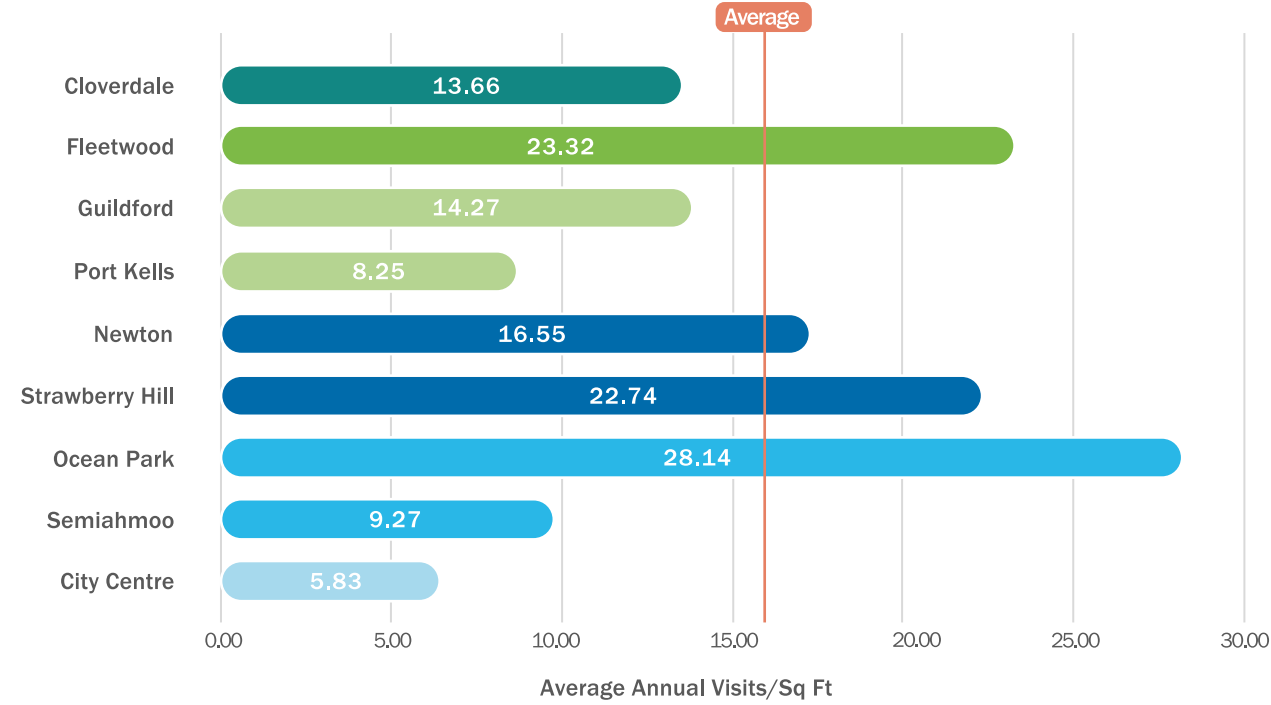(by Branch Average from 2016–2019)

TABLE 12:
Average Annual Library Visits per Sq ft by Branch

FACILITY ASSESSMENT – SITE VISITS AND FACILITY CONDITION INDEX

Each branch was assessed with a site visit and a review of the Facility Condition Index (FCI).

The site visit included a checklist to assess how well the space was supporting the strategic themes of literacy and learning, connections, and welcoming and inclusive spaces. Overall, the branches provide high quality, diverse, and functional spaces. All branches meet the community's technology needs by providing Wi-Fi, computer stations and, in some cases, computer learning centres. Each branch has at least one meeting room that can be booked by the public, and spaces for social gathering and study. Staff spaces facilitate the activities performed to serve the community (see D1).

A Facility Condition Index (FCI) is a system to rate the condition of a building (see D5). It is the ratio of deferred maintenance dollars to replacement dollars and provides a comparison of all branches to each other and to other buildings within the city and in the province. The FCI indicates the physical state of the building, the amount of deferred maintenance, and upcoming large maintenance investments. It can give an idea if investing in the facility with an addition or renovation is worth considering given the state of the building. The City of Surrey completed FCIs for all facilities including library branches in 2020.

The FCI for Surrey's library facilities shows large discrepancies between conditions of branches:

- Four branches (Clayton, City Centre, Cloverdale, and Semiahmoo) score well and are relatively new or newly renovated and in good shape.

- Four branches (Fleetwood, Guildford, Strawberry Hill, and Newton) score in the mid-range. Renovations or additions would make sense from an investment perspective, and budget needs to be allocated for some extensive maintenance and repair work.

- Two branches (Ocean Park and Port Kells) scored low and are in poor shape. Investments in renovations need to be seriously weighed against the value of the actual building.

Branch	FCI	Year Constructed	Comments
City Centre	3% – 0.03	2011	Second newest branch
Clayton	0% – 0.0	2021	Recently opened
Cloverdale	8% – 0.08	1988	Renovated in 2020
Fleetwood	13% – 0.13	1995	Renovated 2018 – roof and exterior
Guildford	17% – 0.17	1979	Renovated in 2001
Newton	29% – 0.29	1992	
Ocean Park	41% – 0.41	2000	Second poorest condition
Port Kells	46% – 0.46	1969	Poorest condition
Semiahmoo	10% – 0.1	2003	
Strawberry Hill	18% – 0.18	2000	
Average	18.5% – 0.185	1992	

TABLE 13:
Surrey Libraries Facilities Condition Index (FCI) Scores

B4 STAKEHOLDER CONSULTATION

A staff and a public survey were conducted virtually in February and March 2021. Both had a good response rate with 168 responses (78%) to the staff survey, and 1,415 responses to the public survey, which can be viewed in more detail in D2 and D3. The intent of these surveys was to get feedback from staff and the public on the performance of libraries within communities, how well branches are executing the Library's strategic goals, and how people want space to be used as Surrey Libraries expands in the future.

Public and staff consultation focused on four questions:

1. How do the public and staff rate the role of the Library in their community?

2. To what extent do current spaces meet the overarching strategic themes of Surrey Libraries:
   a. Literacy and Learning
   b. Connections
   c. Welcoming and Inclusive environments

3. What new spaces would the public and staff like to see in their libraries?

4. Which alternative means of service delivery could be used?

SUPPORTING POSITIVE OUTCOMES

- Over 90% of the public and staff respondents agreed/ strongly agreed that Surrey Libraries plays an important role in community building and improves the quality of life in Surrey.

- Over 90% of the general public respondents either agreed or strongly agreed that their branch was welcoming and served the needs of the community.

Surrey Libraries improves the quality of life in Surrey

Surrey Libraries plays an important role in community building
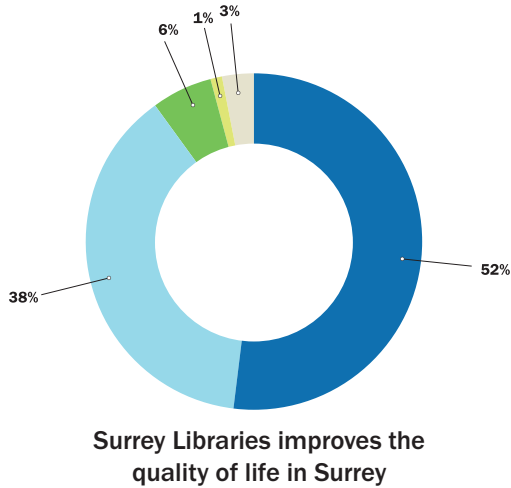
TABLE 14:
Public Survey – Supporting Positive Outcomes
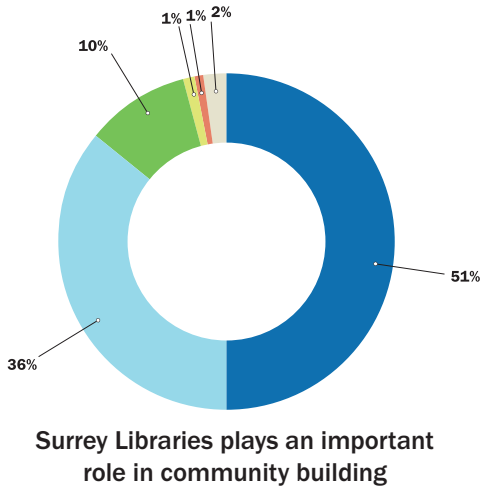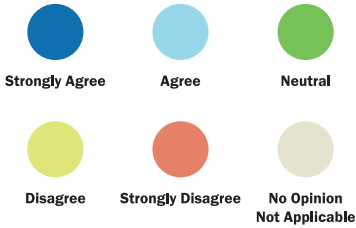
MEETING STRATEGIC THEMES

The staff survey showed that 80–90% of respondents felt the following needs were met either reasonably well or very well in all branches. The public survey had a positive response rate of 50–60% on most of the needs:

- Adequate access to computers
- Variety of collections to meet the community's diverse needs
- Adequate space to meet and socialize
- Ample meeting space for groups
- Safe space for people to shelter from the weather
- Adequate space for quiet study
- Spaces for groups to study
- Space for programming for all ages
- Adequate work rooms for staff tasks
- Adequate space at public service points

My branch is welcoming to all members of the community

My branch serves the needs of the diverse population

My branch serves my technology needs

TABLE 15:
Public Survey – Meeting Surrey Libraries Goals

NEW SPACES

With regards to new spaces such as makerspaces and recording studios, responses from the public survey were somewhat surprising: in every age category, including teens and people in their 20's and 30's, the highest scoring new space was "small meeting or work rooms." More innovative spaces such as makerspaces and recording studios scored slightly higher in popularity with younger age groups than older ones; however, the overall preference for these spaces was lower than expected.

TABLE 16:
Public Survey – New Spaces for Libraries to Offer

Space	%
Podcast room	13%
Baby nursing room	13%
Digitalization or editing room	20%
Makerspace	17%
Small work spaces or rooms	35%
Music recording or practice room	18%
Other	7%
Nothing more is needed	16%
No opinion / Not applicable	27%
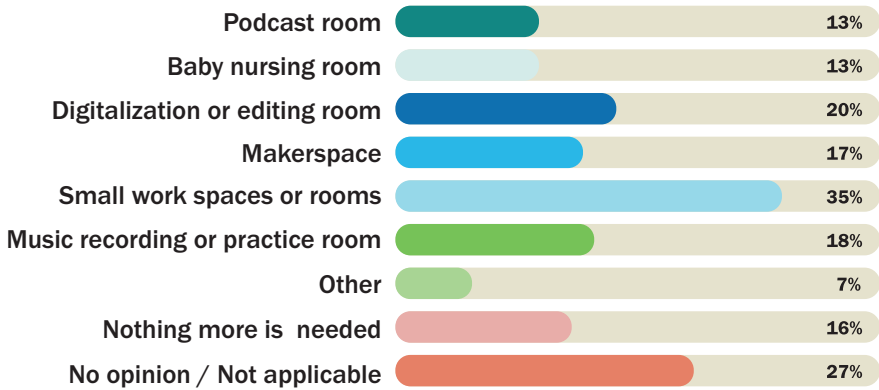
ALTERNATIVE MEANS OF SERVICE DELIVERY

When looking at alternative means of service delivery, the surveys focused on four main areas: staff outreach, pop-up libraries, digital programming, and mobile service.

The outcomes between staff and public surveys on these items varied considerably, with staff indicating they thought each of these means would be highly effective, and the public indicating less than 50% likelihood of them using any of these services.
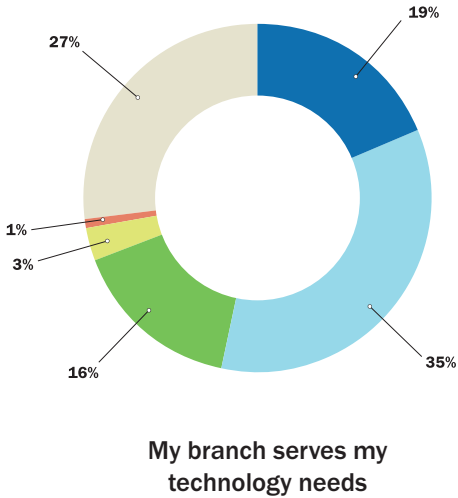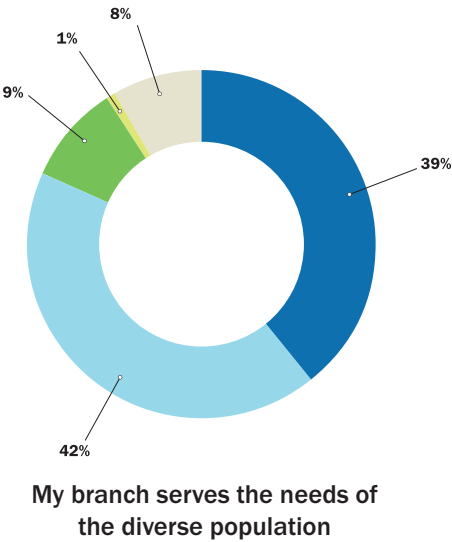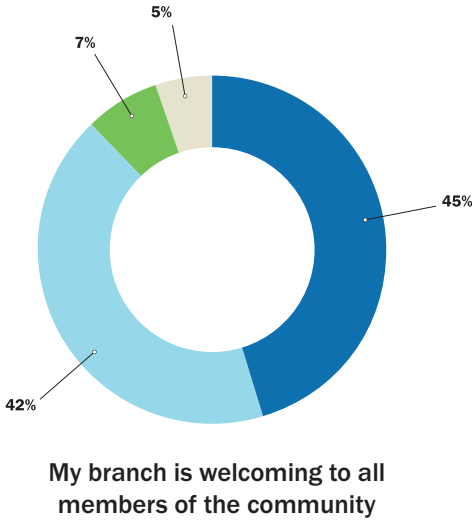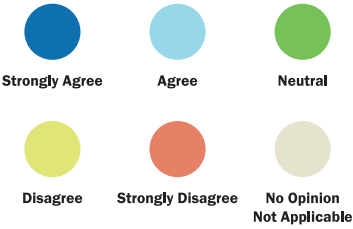
TABLE 17:
Staff + Public Survey – Alternative Means of Service Delivery

STAFF OUTREACH
Public	24%
Staff	97%

POP-UP LIBRARY
Public	36%
Staff	81%

MORE DIGITAL PROGRAMMING
Public	48%
Staff	77%

MOBILE LIBRARY SERVICE
Public	26%
Staff	84%
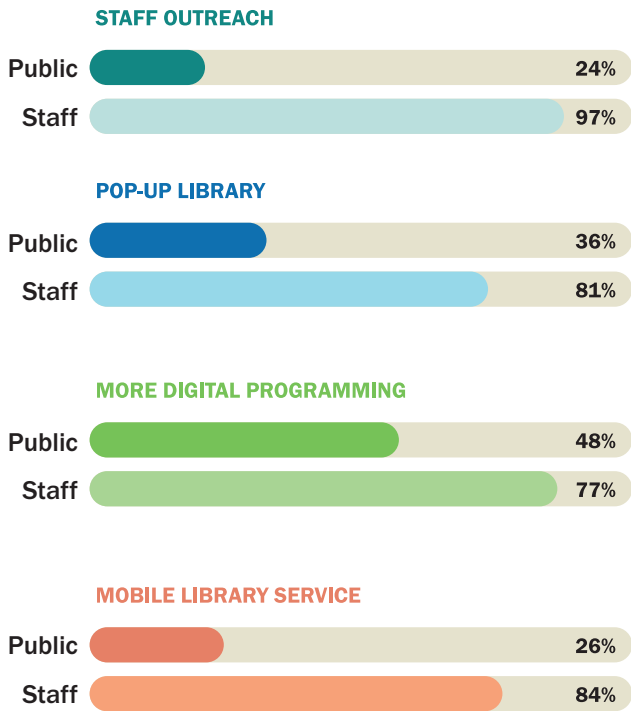
ADDITIONAL COMMENTS

Both surveys gave respondents the opportunity to leave additional comments. Many were received noting how the Library has had a positive effect on their lives and expressed the hope that libraries would fully re-open with the easing of pandemic restrictions. Branch-specific comments most frequently voiced included:

- Semiahmoo: concerns regarding parking and access to the building. Many people indicated Semiahmoo was closest to them but due to the parking limitations they drive to other branches. Specific asks included moving the book drop, more, and better sized parking.

- Newton: both staff and public requested more study and work rooms.

- Guildford: several comments regarding the need for more computer and study space and for improved acoustics between areas.

- Fleetwood: multiple comments on the need for more private study and tutoring spaces, and the need for more acoustic separation between areas.

Overall, survey results indicated that libraries are well used by residents, and considered to be important contributors to the improvement of the quality of life in Surrey.

C

RECOMMENDATIONS + WORK PLAN

C RECOMMENDATIONS + WORK PLAN

C1 SUMMARY OF CHALLENGES + OPPORTUNITIES

When planning for library space in Surrey over the next twenty years, the analysis identified several opportunities and challenges to be taken into consideration:

CHALLENGES

- The population of Surrey is projected to grow significantly over the next 20 years, particularly in areas that are currently underserved, (e.g., Newton) or not served by Surrey Libraries, (e.g., South Surrey, east of Highway 99).
- Surrey Libraries has low square foot per capita in comparison to neighbouring and Canadian urban centres and this ratio will continue to decline without adequate expansion as the city grows.
- The geographic vastness of Surrey limits access to some branches by more sustainable and affordable means of travel such as public transit, by foot or bike.
- Transportation challenges in reaching some branches for patrons who visit by car (e.g., parking at Semiahmoo) or by public transit (e.g., Port Kells).
- Branches constructed prior to 2000 were designed predominantly to house stacks for physical collections and lack spaces that current users desire, such as small meeting/work rooms, or makerspaces.
- Some branches have aging infrastructure and facilities (e.g., Port Kells, Ocean Park).

OPPORTUNITIES

- Due to the population growth, the city may build more integrated community centres with a library component, similar to Clayton Community Centre. At the time of writing, design process for the new Newton Community Centre and library is about to start, with an opportunity to create innovative community space. Other potential partnerships may arise from rapid development and infrastructure expansion.
- Many existing branches have undergone minor space changes over the years, but few have been planned holistically. There are opportunities for space planning exercises to improve functionality and re-examine the floor areas used for each function.
- Surrey residents overwhelmingly view their libraries as integral to community building. New and renovated facilities can play a significant role in land use planning and can be leveraged to address impacts of new growth to support well-being and success within new and expanding communities.

C2 SYSTEM-WIDE RECOMMENDATIONS

1. LIBRARY SPACE EXPANSION

Surrey Libraries should strive to reach the Canadian urban average library space/per capita of 0.5 sq ft/capita by 2041, to keep up with the growing population's need for more space and new space in emerging neighbourhoods. Capital plans require extensive resources and are shaped by Council priorities; therefore, the proposed target is a long-term goal reflecting the needs of the projected 2041 population.

With the population of Surrey expected to grow by 35% by 2041, Surrey Libraries will need to expand its space by the same amount to keep up with this projected growth. However, this will not result in any increase to the existing sq ft/capita ratio, which is already below the recommended Canadian urban average. It is recommended that Surrey Libraries strive to expand its facilities to not only keep pace with its growth, but to better serve its communities as a whole. Table 18 on the following page shows how much space in square feet will need to be added to Surrey Libraries over the next 20 years to reach and maintain the goal of 0.5 sq ft/capita. Reaching this goal will require several considerations which are outlined below.

Collaborations + Partnerships

Investigate opportunities for collaboration/partnership with other civic spaces for new major capital projects. The integrated (and/or co-located) library model has proven to be successful in Surrey due to synergies and advantages for both the public and the city. An integrated approach to building community facilities, such as the Clayton Community Centre, can be financially attractive, as there are opportunities for shared spaces such as entrances, washrooms, and even meeting rooms. For the public, having services grouped in a single location is convenient and reduces the number of trips made, supporting the city's climate action goals. Finding these partnerships, coming to agreements, and aligning funding streams can be challenging and take time. Surrey Libraries should collaborate with the city for its new spaces as much as possible and continue conversations with city staff on potential opportunities.

Land Acquisition + Site Selection

Actively start looking at emerging neighbourhoods outside areas currently served by library branches, to find sites for new library space, in collaboration with city staff. When planning for new facilities, finding appropriate sites will become harder. Land has become an extremely valuable commodity in Surrey and finding appropriate sites that are zoned for library use will not be easy. Sites may need to be rezoned and development permits may be required. Sites for new branches should be visible and easily accessible such as on a main street and easily accessible by public transit to encourage use and align with the idea of the '15-minute city' in Surrey.

Alternative Space + Service Delivery

Explore more alternative means of service delivery to test new and innovative ways to expand the Library's reach, e.g., mobile service, pop-up libraries in malls or community centres, etc. With densification and rising land costs, non-traditional models of service potentially have lower requirements for space and capital investment. These alternative sites can augment existing library space and increase access to library services across the city, further supporting the '15-minute city' in Surrey.

LIBRARY SPACE NEEDED TO MEET 0.5 SQ FT/CAPITA GOAL OVER TIME
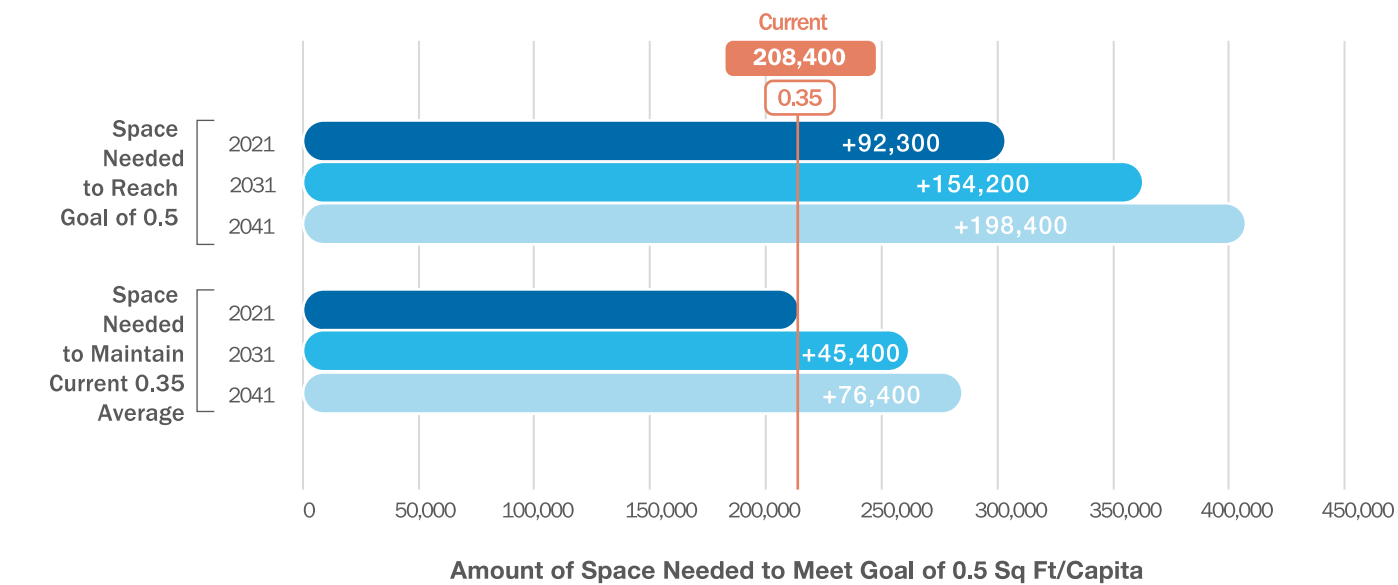(for Surrey Overall)

Current
208,400
0.35

Space Needed to Reach Goal of 0.5	2021: +92,300
	2031: +154,200
	2041: +198,400
Space Needed to Maintain Current 0.35 Average	2021
	2031: +45,400
	2041: +76,400

Amount of Space Needed to Meet Goal of 0.5 Sq Ft/Capita

TABLE 18:
Total Library Space Needed to Meet Canadian Library Average 0.5 sq ft Space per Capita

2. DESIGN CONSIDERATIONS + PRINCIPLES

When planning for the future of Surrey Libraries' facilities, it is important to consider not only how much new space is required, but also the values and needs that this work must include. As identified in the trends and case study research and the city data analyzed, there are key areas that are important to address in future facilities work.

Flexibility + Functionality

Surrey's growth in population and diversity will influence Surrey Libraries' use, programming, and facility design. Flexible design will be important to accommodate the variety of current and anticipated needs, factoring the unique functions of spaces for community programming and gathering versus spaces that allow for cohabitation between loud and quiet uses. New facilities must be designed with a building envelope that can be adapted for future renovations and expansions.

Sustainability

Significant players in the public realm of cities, libraries have an opportunity to lead by example when it comes to embodying sustainable practices and ideals in a highly visible way. The Surrey Sustainability Charter 2.0 (2016) outlines eight strategic goals to achieve a more sustainable and interconnected city by 2058. This includes healthy ecosystems, quality education, health and wellness, inclusion and belonging, public safety, resilient environments and infrastructure, and economic prosperity. Because of their multi-faceted role, libraries have the potential to contribute to all of these goals and support sustainable environments and communities in their cities. If Surrey is to achieve its ambitions outlined in its 2050 Climate Action strategy, it is essential that the city's libraries use building strategies that are sustainable, restorative, and energy and resource efficient to create places that are meaningful contributors to their public and natural landscapes.

Inclusivity + Accessibility

As a public institution dedicated to the education and wellbeing of their communities, inclusivity and accessibility are integral to success. Surrey Libraries has identified learning, connections, and inclusivity as key strategic themes. In June 2021, the city committed to building all future civic facilities to a Rick Hansen Foundation gold level certification standard. Inclusive design addresses the broader spectrum of languages, genders, and abilities through signage, programming and collections, or including gender-neutral washrooms. Design can also incorporate local Indigenous perspectives to advance the Library's work of Truth and Reconciliation. Inclusive and accessible design can be achieved in many forms across Surrey's new and existing libraries, whether it's realizing innovation in new designs, or reimagining existing ones to remove barriers and create opportunities.

Optimizing Existing Space

While much consideration is needed for future library spaces, it is also important to review how existing library spaces can be optimized and adapted. Through data received from site visits and stakeholder feedback, some key areas for improvement were identified across multiple branches. The most consistent findings involved tension between stack space and program space, need for flexible meeting space, space for youth, and acoustical conflicts between loud and quiet areas. A consolidation of service points in some branches may also optimize areas for community use. Space planning exercises for some branches could improve functionality and provide the spaces to support the community's needs, such as adding small meeting rooms and areas specifically to promote early years learning and youth engagement. The exercise would result in relatively low-cost minor improvements that would identify opportunities for adaption and increased functionality.

Recommended optimizations for existing branches:

- Space planning exercise: Fleetwood, Newton, Semiahmoo, Guildford

- Consolidated service points: City Centre, Fleetwood, Guildford, Newton, Strawberry Hill, Semiahmoo

C3 COMMUNITY RECOMMENDATIONS + WORK PLAN

As the space per capita ratio for Surrey is low, considerable space will need to be added to most communities to reach the Canadian average of 0.5 sq ft/capita. Although most communities have some need for new space, some communities have a much higher demand than others. In this regard, Surrey's communities can be sorted into four levels of priority, as shown below:

HIGH PRIORITY
New Space in 0–10 years
Actively pursue opportunities to site and construct new library space for the near future.

FLEETWOOD
- Has the lowest sq ft/capita ratio in Surrey and has urgent need for new library space.
- Requires the smallest library expansion to achieve the goal of 0.5 sq ft/capita compared to other communities.

NEWTON
- Has the second lowest sq ft/capita ratio and has urgent need for new library space.
- Requires the biggest library expansion out of any other community to achieve the goal of 0.5 sq ft/capita.

MEDIUM-HIGH PRIORITY:
New space in 5–15 years
Explore suitable sites in areas of active development and plan for new library space.

SOUTH SURREY
- Although its immediate need is not as high as Fleetwood and Newton, South Surrey's demand for new library space will increase significantly and will need the second biggest addition over the next 20 years to maintain the sq ft/capita goal of 0.5.
- Developments on South Surrey's east side, such as Grandview Heights, are major emerging population areas where high demand for library space will be centralized.

MEDIUM PRIORITY
New space in 10–20 years
Start exploring suitable sites for these areas.

GUILDFORD
- Is not in immediate need of new library space, but due to significant population growth, this community will need additional space in the next 20-year period to maintain a sq ft/capita of 0.5.
- Anniedale is a major emerging population area where this demand will be centralized.

LOWEST PRIORITY
No new space required for 20 years
Due to continued growth, plan to add spaces in the 15+ year window if necessary.

CLOVERDALE
- Is not in immediate need of new library space, but due to significant population growth, this community will need additional space in the future to maintain a sq ft/capita of 0.5.
- Has both the newest and most recently renovated branch and is therefore not high priority for investment over other communities in the next 20-year period.

WHALLEY
- Will not need an expansion over the next 20 years to maintain a sq ft/capita ratio in line with the 0.5 goal and is therefore the lowest priority community for new library space.

TABLE 19:
Priority of Surrey Communities for New Library Space

High Priority Community
Medium-High Priority Community
Medium Priority Community
Low Priority Community
Emerging Population Area
Existing Library Branch
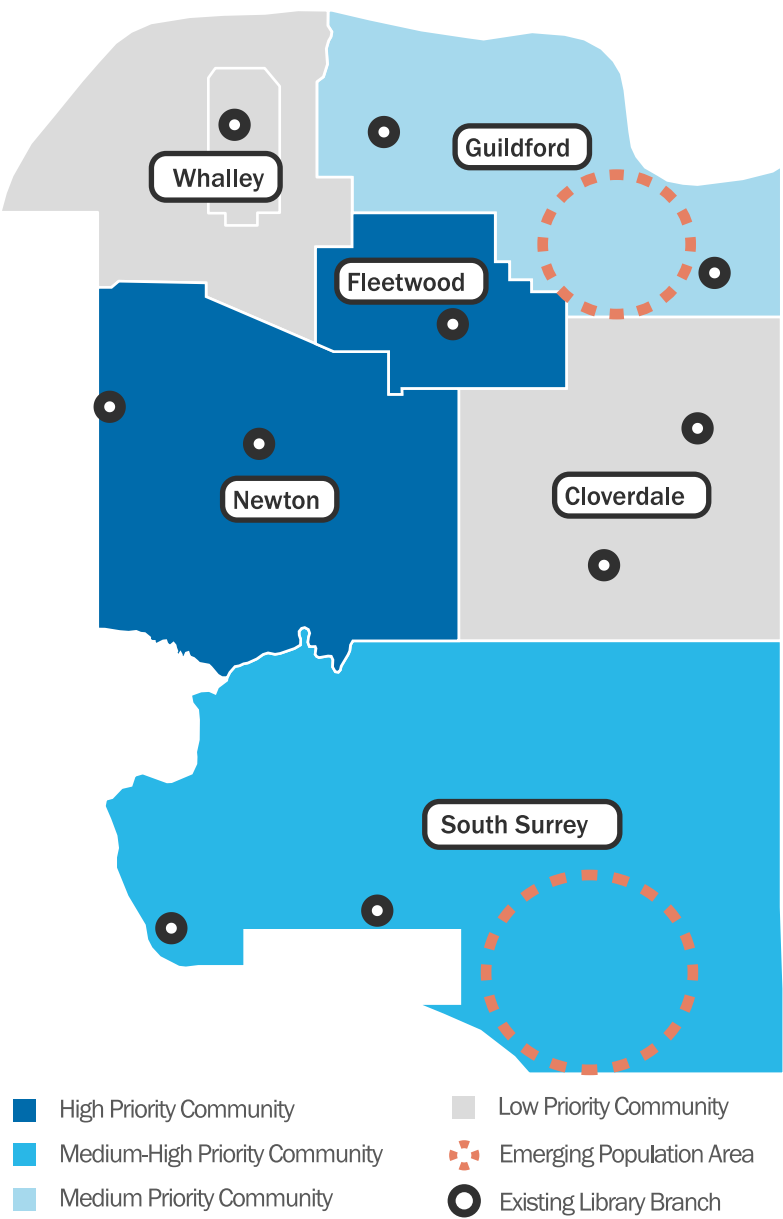
TABLE 20:
Map of Surrey by Community Priority

LIBRARY SPACE NEEDED TO MEET 0.5 SQ FT/CAPITA GOAL OVER TIME
(by Community)

Current

Cloverdale
- 2021: +13,400
- 2031: +24,000
- 2041: +32,100

25,800 / 0.33

Fleetwood
- 2021: +24,000
- 2031: +28,000
- 2041: +29,000

10,900 / 0.16

Guildford
- 2021
- 2031: +12,500
- 2041: +26,900

36,500 / 0.52

Newton
- 2021: +51,500
- 2031: +57,400
- 2041: +61,600

26,900 / 0.17

South Surrey
- 2021: +20,200
- 2031: +35,200
- 2041: +45,700

28,400 / 0.29

Whalley
- 2021
- 2031
- 2041: +3100

79,900 / 0.62

Amount of Space Needed to Meet Goal of 0.5 Sq Ft/Capita
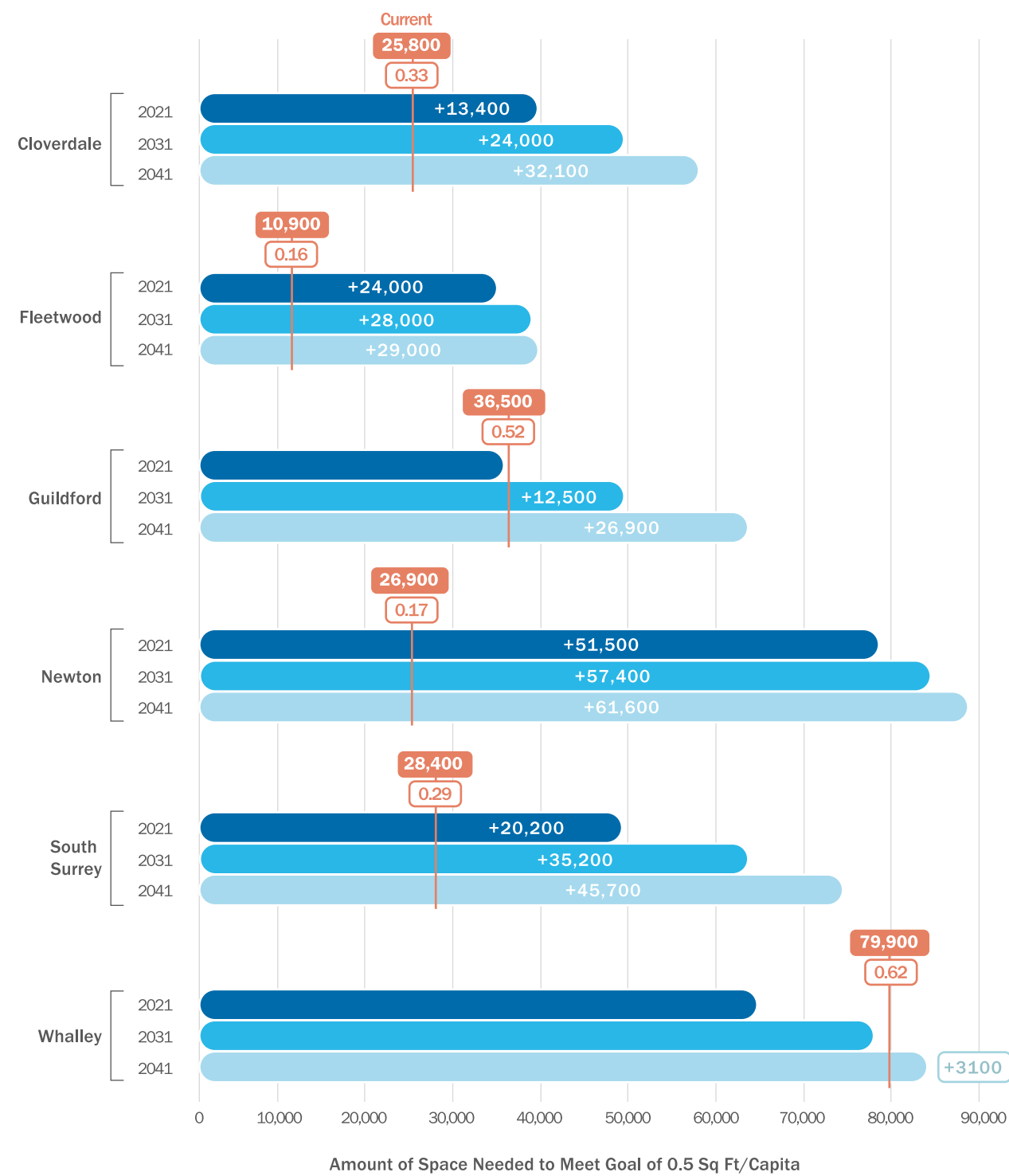
TABLE 21:
Library Space Needed to Meet 0.5 Sq ft/Capita Goal Over Time,
by Community

Priority	Investment Timeline (Years)	Community	Current Sq ft/Capita	Existing Library Space (Sq ft)	Additional Sq ft Needed to Meet 0.5 Goal by 2041	Percentage Growth
High	1 – 5	Fleetwood	0.16	10,900	+29,000 (New Total: 39,900)	+266%
		Newton	0.17	26,900	+61,600 (New Total: 88,500)	+229%
Medium-High	5 – 10	South Surrey	0.29	28,400	+45,700 (New Total: 74,100)	+161%
Medium	10 – 15	Guildford	0.52	36,500	+26,900 (New Total: 63,400)	+174%
Low	15 – 20	Cloverdale	0.33	25,800	+32,100 (New Total: 57,900)	+125%
		Whalley	0.62	79,900	+3,100 (New Total: 83,000)	+4%
		Surrey Total	0.35	208,400	+198,400 (New Total: 406,800)	+95%

TABLE 22:
Library Space Needed by 2041, by Community

RECOMMENDED ACTIONS BY COMMUNITY

Capital projects take several years to realize; therefore, careful planning is important. The work plan addresses short, medium, and long-term recommendations and lists the steps needed in order to realize a project.

In general, the following steps are an overview of the process for assessing feasibility, obtaining funding, and designing and construction of a project. Typically, a process from design through construction may take several years and these timelines may be extended by factors such as rezoning. Several of these steps involve third parties and can potentially add time to any design and construction process; therefore, timelines shown in this work plan are conceptual only. It is highly recommended that a detailed schedule is developed for each project that starts and that this schedule is reviewed and revised on a regular basis.

TABLE 23:
Recommended Action Items by Community

Priority	Community	Action Item	Recommended Action	Timeline (years)
High	1. Fleetwood	1A	Commission a feasibility study to investigate and plan for construction of addition to the existing Fleetwood branch.	0 – 5
		1B	Investigate sites for a new branch (perhaps linked to new SkyTrain development).	0 – 5
		1C	Design and construct addition to Fleetwood branch of 5,000–10,000 sq ft.	5 – 10
		1D	Design and construct new branch of 15,000-20,000 sq ft.	5 – 10
High	2. Newton	2A	Construct new branch as part of the new community centre planned for Newton of at least 15,000–25,000 sq ft. (with a focus on technology spaces, space and resources for newcomers, youth programming space, and a dedicated early years space). • If the new community centre branch is to eventually replace the existing Newton branch, to make up for the current shortfall in library space, plan for a minimum of 40,000 sq ft. • If the new community centre branch is to replace both the existing Newton and Strawberry Hill branches, plan for a minimum of 50,000 sq ft.	0 – 5
		2B	Investigate opportunities for speciality programming at Newton branch to provide unique utility. Areas in demand include more technology spaces, space and resources for newcomers, youth programming spaces, and a dedicated early years space.	0–5
		2C	In anticipation of Strawberry Hill lease expiration (May 2025) investigate multiple options to continue library services in West Newton, such as lease renewal, and/or land acquisition for new library.	0 – 5
		2D	Design and construct a new 15,000–20,000 sq ft branch.	10 – 15

Priority	Community	Action Item	Recommended Action	Timeline (years)
Medium–High	3. South Surrey	3A	Conduct space plan for Semiahmoo branch to investigate ways to improve accessibility from the street front and parkade, external book drop access, consolidation of service points, adding small work rooms, acoustics, and parking environment constraints. Conduct renovations as required.	0 – 5
		3B	Investigate suitable sites for a new branch in Grandview Heights.	5 – 10
		3C	Design and construct a new branch in Grandview Heights of at least 20,000–25,000 sq ft.	10 – 15
		3D	Commission a feasibility study to add 15,000–20,000 sq ft of additional library space, either in the form of an addition to an existing branch or new branch, or in combination.	15 – 20
		3E	Design and construct 15,000–20,000 sq ft of new library space.	15 – 20
Medium	4. Guildford	4A	Monitor impact of Clayton opening on Port Kells usage for 1–2 years to assess the future of this branch.	0 – 5
		4B	Explore a potential site for a new branch to meet the growth of population in the Anniedale area.	5 – 10
		4C	Investigate relocating Collection Services from the basement to a more central facility with good access to loading. This opens opportunities to use this space for library programming and expanding the usable space. Undertake a renovation of approximately 10,000 sq ft.	5 – 10
		4D	Design and construct new 20,000–25,000 sq ft branch in the Anniedale area.	10 – 15
Low	5. Cloverdale	5A	Consider if Family History service is optimal use of space at Cloverdale or may serve community needs better from another branch.	0 – 5
		5B	Investigate site for new branch.	10 – 15
		5C	Design and construct an additional 25,000–30,000 sq ft of library space to meet the space per capita goal.	15 – 20
Low	6. Whalley	6A	Initiate plan at City Centre to adapt use of fourth floor meeting rooms.	0 – 5

Timeline of Recommended Community Actions

Community		0-5 Years	5-10 Years	10-15 Years	15-20 Years
High Priority	**Fleetwood**	1A			
		1B			
			1C		
			1D		
	Newton	2A			
		2B			
		2C	2C		
					2D
Medium-High Priority	**South Surrey**	3A			
			3B		
				3C	
					3D
					3E
Medium Priority	**Guildford**	4A			
			4B		
			4C		
				4D	
Low Priority	**Cloverdale**	5A			
				5B	
					5C
	Whalley	6A			

TABLE 24:
Timeline of Community Recommendations

C4 COSTING + FUNDING

COSTING

Ross Templeton Quantity Surveyor (QS) assisted the team in providing a cost estimate summary (see D6). As this plan is aspirational, and as work plans tend to evolve over time, rather than providing a fixed costing based on a fixed work plan (which would be outdated the moment one of the work plan item timelines changes) a matrix is used to estimate costs over time as they evolve.

This cost estimate summary is based on a Class D 'Order of Magnitude' construction cost estimate. These are typically +/- 30–50% in accuracy with many variables influencing the final construction price including, most importantly, the final design scope parameters, final specifications (output specification, performance specifications, proprietary specifications), final drawings, contractors' contractual obligations, extent of supplementary conditions, number of compliant bidders, volatility of the market, supply chain issues and market activity at time of tender. The cost estimate summary demonstrates the following:

- Breakdown of project budgets into construction costs, contingencies, allowances for owners expenses, professional services and permits, and other associated costs related to any construction project.

- Breakdown of exclusions.

- An overview of escalation costs and how they will affect a project budget if a project is delayed by 5 or 10 years.

- A sliding scale matrix showing the effect over time on proposed major capital projects of various sizes (new branches as well as additions and major renovations).

This matrix provides a detailed idea of costs for varying sizes of projects at any given interval during the 20-year time frame that this plan covers. For example, action items for the Fleetwood community call for a 5,000–10,000 sq ft addition in the short term. The matrix shows the cost for a 5,000 sq ft addition and a 10,000 sq ft addition in both the 0–5 year time frame and the 5–10 year time frame. Taking into account escalation costs, the matrix shows that total project costs for a 5,000 sq ft addition would be approximately $7.5M when executed within the 0–5 year time frame; however, if this gets moved to the 5–10 year time frame, total project costs for the same size of addition would escalate to approximately $10M.

FUNDING OPPORTUNITIES

Surrey Libraries is funded predominantly by the City of Surrey and library facilities are city assets. One source of dedicated funding for future capital projects that could be explored in more detail is the Community Amenity Contributions (CAC) required from developers. A review of CACs could allocate a greater portion specifically to the Library, perhaps prioritizing communities experiencing the greatest deficit of library space, such as Fleetwood and Newton. A dedicated contribution could be a significant funding source to support the execution of this plan over time. It could help create opportunities for short term projects and support long term facility growth.

C5 CONCLUSION

The Surrey Libraries Facilities Master Plan provides an evidence-based and fiscally prudent framework for optimal library space over the next 20 years. Although the goals may be aspirational, Surrey's projected population growth, diverse community, and increase in density in parts of the city, support more investment in library spaces.

Surrey Libraries extends the city's impact in advancing its goals. Libraries are well-used and contribute to many positive community outcomes. During the COVID-19 pandemic, the Library supported Surrey's economic and social recovery, from offering computer access for job searchers, to providing resources for reading, education, and research. The Library helped promote connections to combat social isolation and provided space for residents to experience a sense of belonging. Research for this plan shows the value of physical library space in helping to build a strong and resilient community.

There are many competing demands in a dynamic, diverse, and fast-growing city such as Surrey. Providing quality civic spaces of which the community is proud, is essential to successful service to improve the lives of Surrey residents.
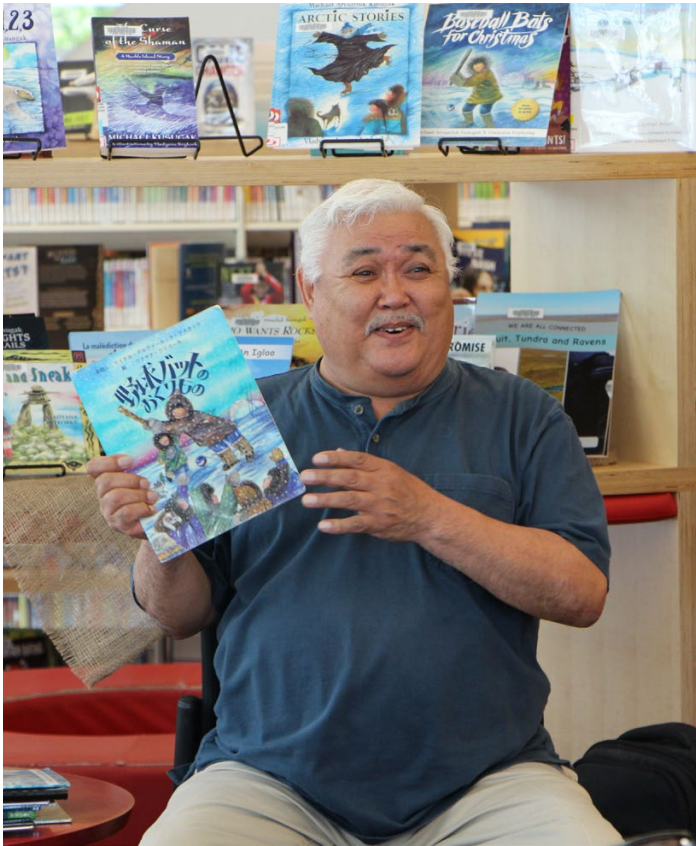
D

APPENDICES

D1 SITE VISIT ASSESSMENTS

Library Branch

Name: **Clayton**

Address: 7155 187A Street, Surrey

Size: 13,500 sq ft – 1 floor (of 2)

Year built: 2021

Years renovated: N/A

Other comments:
- Brand new facility with the library fully integrated into other community programs
- Library is predominantly one open room on a mezzanine, with smaller side rooms for more private programs
- Main library space is highly flexible

Literacy and Learning

Stacks/Collection Area
- ☑ Books
- ☑ DVDs
- ☐ Ebooks
- ☑ Junior/Teen Material
- ☐ World Languages
- ☐ Other:

Computers:
- ☑ Lab   ☐ Desk Stations

☑ Makerspace(s):
Performance and visual art studios, wood shop (all a part of larger facility)

Other comments:
- Flexible programmable areas (e.g. kids, teens) in between stacks
- Main library room is predominantly stacks, with clear aisles and sight lines along perimeter
- Makerspaces not offered by the library but are available in the same facility
- Library is mostly stacks because other community programs are offered elsewhere in the facility

Connections

☑ Collaboration Spaces:
Booth seating, laptop bar along atrium, meeting rooms, program spaces, multi-purpose rooms

☑ Teen Area   ☑ Kids Area

☑ Meeting Rooms or Community Areas

☑ Other specialty areas:
Art studios, wood shop, athletic court, fitness studio, community kitchen (all a part of larger facility)

☑ Branch a part of larger facility or amenity hub?

Other comments:
- Multiple meeting rooms of various sizes on library level, plus a silent study area

Connections (continued)

☐ Information kiosks besides reception?

☐ Creative Program spaces

☐ Loaner Library (for instruments, tools, etc.):

How is the reception desk organized?
- Circulation and information desk are combined into one service desk
- Desk is an open desk, not enclosed within a separate staff space

Welcome and Inclusion

Staff touch-points:
Reception desk at entry, single service desk in library

Washrooms:
- ☑ All Gender   ☑ Universal

☑ Baby Changing Room

☑ Lounge Area

☐ Café

Main Entrance:
- ☑ Well Lit
- ☐ Well signed
- ☑ Inviting
- ☐ Clear information

Accessibility:
- ☑ Automated door/Operator buttons
- ☑ Ramp/At-grade entrance
- ☑ Accessible area at counters
- ☑ Code-compliant universal washroom
- ☑ Signage written in a clearly readable size and font
- ☐ Signage visible at eye level
- ☐ Signage/Labeling in braille
- ☐ Content reachable from wheelchair
- ☐ Other:

How is the reception desk presented?
- Community centre reception desk in atrium of facility, and another service desk at entry of library space
- Desk is open, not enclosed within a separate staff space
- Library desk is central in space and visually accessible

Other comments:
- Multi-stall all-gender washroom on the ground floor, and individual all-gender washrooms in library
- Lounge areas available in library and in other areas of the facility
- No gendered signage on washrooms

Library Branch

Name: **Cloverdale**

Address: **5642 176A Street, Surrey**

Size: **12,300 sq ft – 2 floors**

Year built: **1988**

Years renovated: **2020**

Other comments:
- **Adaptive reuse building**
- **Recent renovation has updated the interior and seismic structure**

Literacy and Learning

Stacks/Collection Area
- ☑ Books
- ☑ DVDs
- ☐ Ebooks
- ☑ Junior/Teen Material
- ☑ World Languages
- ☑ Other: **Genealogy and Family History**

Computers:
- ☐ Lab
- ☑ Desk Stations

☐ Makerspace(s):

Other comments:
- **Ground floor is mostly stacks with some small lounge and work areas**
- **Second floor has a teen area and the Family History section**
- **No enclosed computer lab, but there are several computer areas**

Connections

- ☑ Collaboration Spaces:
  Small study/work desks along window, meeting rooms

- ☑ Teen Area   ☑ Kids Area

- ☑ Meeting Rooms or Community Areas

- ☑ Other specialty areas:
  Family History and genealogy, special microfilm collection

- ☑ Branch a part of larger facility or amenity hub?

Other comments:
- **Small teen area on ground floor and second floor**
- **Two meeting rooms on the second floor**
- **Library is a stand-alone building, but is a part of a larger "heritage campus," which includes a museum, an archive, and a plaza**

Connections (continued)

- ☑ Information kiosks besides reception?
  Information desk in family history area

- ☐ Creative Program spaces

- ☐ Loaner Library (for instruments, tools, etc.):

How is the reception desk organized?
- **Combined service desk with a visible staff area behind**

Welcome and Inclusion

Staff touch-points:
Service desk and information desk on second floor

Washrooms:
- ☐ All Gender   ☑ Universal

- ☑ Baby Changing Room

- ☑ Lounge Area

- ☐ Café

Main Entrance:
- ☑ Well Lit
- ☑ Well signed
- ☑ Inviting
- ☑ Clear information

Accessibility:
- ☑ Automated door/Operator buttons
- ☑ Ramp/At-grade entrance
- ☑ Accessible area at counters
- ☑ Code-compliant universal washroom
- ☐ Signage written in a clearly readable size and font
- ☐ Signage visible at eye level
- ☐ Signage/Labeling in braille
- ☐ Content reachable from wheelchair
- ☐ Other:

How is the reception desk presented?
- **Brand new wood desk right next to entry; staff are visible at desk and in circulation area**

Other comments:
- **Baby change area in both men's and women's washrooms on ground floor**
- **Small lounge area in the newspaper section**

Library Branch

Name: **City Centre**

Address: **10350 University Drive, Surrey**

Size: **79,900 sq ft – 4 floors**

Year built: **2011**

Years renovated: **N/A**

Other comments:

- Surrey's largest branch (more of an urban living room than for books)

Literacy and Learning

Stacks/Collection Area

- ☑ Books
- ☑ DVDs
- ☐ Ebooks
- ☑ Junior/Teen Material
- ☑ World Languages
- ☑ Other: **Content for visual and intellectual impairments**

Computers:

- ☑ Lab
- ☑ Desk Stations

☐ Makerspace(s):

Other comments:

- Multiple computer areas (at least one on each floor)
- Two large meeting rooms on fourth floor have potential for a future "content creation" lab (video, audio, digital art)
- Automated book return
- Despite library size, number of stacks is aligned with a much smaller branch, with space predominantly used for lounge and work space

Connections

- ☑ Collaboration Spaces:
  Meeting rooms, lounge and desk areas, silent study, teen room

- ☑ Teen Area
- ☑ Kids Area

- ☑ Meeting Rooms or Community Areas

- ☑ Other specialty areas:
  Seating stairs, laptop bar in atrium, silent study area, living room, meeting rooms on 4th floor with potential for future programs

- ☑ Branch a part of larger facility or amenity hub?

Other comments:

- Open and private teen area to allow for a variety of activities and noise levels
- Many meeting rooms available of various sizes across all floors, with a large room on the main and fourth floors
- Lounge space is plentiful
- Library is its own facility, but it is a part of a larger civic centre
- Because of atrium, most areas in library are visually connected

Connections (continued)

- ☑ Information kiosks besides reception?
  Across from circulation desk, info desk on each floor

- ☑ Creative Program spaces
  Study/work programs for adults with disabilities

- ☑ Loaner Library (for instruments, tools, etc.):
  Book club kits

How is the reception desk organized?

- Circulation is a long curved desk at the entry, with a visible staff area behind (traditional model)
- Main floor information desk is behind the main stairway, not easily visible from circulation desk
  - This station seats 2, but could be smaller

Welcome and Inclusion

Staff touch-points:
Circulation desk and information desk on each floor

Washrooms:

- ☐ All Gender
- ☑ Universal

- ☑ Baby Changing Room
- ☑ Lounge Area
- ☑ Café

Main Entrance:

- ☑ Well Lit
- ☑ Well signed
- ☑ Inviting
- ☑ Clear information

Accessibility:

- ☑ Automated door/Operator buttons
- ☑ Ramp/At-grade entrance
- ☑ Accessible area at counters
- ☑ Code-compliant universal washroom
- ☑ Signage written in a clearly readable size and font
- ☑ Signage visible at eye level
- ☐ Signage/Labeling in braille
- ☐ Content reachable from wheelchair
- ☐ Other:

How is the reception desk presented?

- Welcoming and warm desk in a brightly lit area, very easy to see from entrance
- Security desk is next to reception

Other comments:

- Child-sized washrooms and a parent's room for nursing in children's area
- Plenty of lounge/living room spaces across all floors
- Story time and program areas in children's area
- A small study room has been converted into a prayer/quiet room
- Teen area includes a closed meeting room, allowing for private teen programming (well-used area)
- Home delivery for books available
- Small café booth next to reception

Library Branch

Name: **Fleetwood**

Address: **15996 84 Ave, Surrey**

Size: **10,900 sq ft – 1 floor**

Year built: **1995**

Years renovated:

Other comments:
- **Facility has a community centre and library**
- **Building has problems with leaks**
- **Staff see library space as hard to expand or change due to architecture (one big room with high ceilings and lots of glass)**
- **Large open space**
- **Back of house area for staff is sufficiently sized**
- **Slated for expansion/renovation**

Literacy and Learning

Stacks/Collection Area
- ☑ Books
- ☑ DVDs
- ☐ Ebooks
- ☑ Junior/Teen Material
- ☑ World Languages
- ☐ Other:

Computers:
- ☐ Lab
- ☑ Desk Stations

☐ Makerspace(s):

Other comments:
- **Branch is mostly stacks with a few desks**

Connections

☐ Collaboration Spaces:

- ☑ Teen Area   ☑ Kids Area

☑ Meeting Rooms or Community Areas

☐ Other specialty areas:

☑ Branch a part of larger facility or amenity hub?

Other comments:
- **Few or no lounge areas**
- **Not many collaboration/gathering spaces other than meeting room**
- **There is a teen "area" but there isn't much space for it**
- **One big meeting room at the back of the library, with separate exit/entrance**
- **Library is in a facility with a community centre**

Connections (continued)

☑ Information kiosks besides reception?
Desk in centre of room

☐ Creative Program spaces

☐ Loaner Library (for instruments, tools, etc.):

How is the reception desk organized?
- **Large circulation desk at the entry, with an information station in the middle of the library**

Welcome and Inclusion

Staff touch-points:
Circulation desk, information desk

Washrooms:
- ☐ All Gender   ☑ Universal

☑ Baby Changing Room
☐ Lounge Area
☐ Café

Main Entrance:
- ☑ Well Lit
- ☑ Well signed
- ☑ Inviting
- ☑ Clear information

Accessibility:
- ☑ Automated door/Operator buttons
- ☑ Ramp/At-grade entrance
- ☑ Accessible area at counters
- ☑ Code-compliant universal washroom
- ☑ Signage written in a clearly readable size and font
- ☑ Signage visible at eye level
- ☐ Signage/Labeling in braille
- ☐ Content reachable from wheelchair
- ☐ Other:

How is the reception desk presented?
- **Circulation is a floating curved desk, like a piece of furniture in the room**
- **Staff area is concealed behind doors to the right**
- **Information desk feels purposefully placed**

Other comments:
- **Combining circulation desk and information desk could free up much-needed floor space in library**
- **Some staff offices are separated from the rest of the staff area (in the middle of the stacks)**
  - **Potential for conversion into another program (computer lab?)**

Library Branch

Name: **Guildford**

Address: **15105 105 Ave, Surrey**

Size: **35,300 sq ft – 3 floors**

Year built: **1979**

Years renovated: **2001**

Other comments:

- Used to be biggest branch, but has since been surpassed by City Centre branch
- Used heavily by students because of its study areas and accessibility by transit and highway
- All new library material flows through this branch
- New service model being transitioned in (staff may work differently in the future)

Literacy and Learning

Stacks/Collection Area
- ☑ Books
- ☑ DVDs
- ☐ Ebooks
- ☑ Junior/Teen Material
- ☑ World Languages
- ☐ Other:

Computers:
- ☑ Lab
- ☑ Desk Stations

☐ Makerspace(s):

Other comments:

- Open study/computer area on mezzanine (space for group and independent work
    - not heavily monitored (popular with teens)
    - can get quite noisy when busy

Connections

☑ Collaboration Spaces:
Lounge area at entrance, meeting room, mezzanine

☑ Teen Area   ☑ Kids Area

☑ Meeting Rooms or Community Areas

☑ Other specialty areas:
Separate staff room on the mezzanine level

☑ Branch a part of larger facility or amenity hub?

Other comments:

- Early reading space in kids room is quite popular
- Only one meeting room for whole library, which is in high demand
- Most branches weren't initially built with a teen area, so most have been added after
- Computer lab is used for a popular film making club
- Has an open computer area and a private computer lab
- Library is a part of a larger recreation centre

Connections (continued)

☑ Information kiosks besides reception?
Circulation + info desk

☑ Creative Program spaces
AV film club in computer lab

☑ Loaner Library (for instruments, tools, etc.):
Digital equipment (only from this branch, shipped to other branches on demand)

How is the reception desk organized?
- Staff sit at a curved circulation desk on the right of the entrance, with a visible staff area behind
- Information desk is smaller, and immediately visible in front of the front door

Welcome and Inclusion

Staff touch-points:
Circulation desk, info desk, children's info desk

Washrooms:
- ☐ All Gender   ☑ Universal

☑ Baby Changing Room

☑ Lounge Area

☑ Café   **In shared lobby with rec. centre**

Main Entrance:
- ☑ Well Lit
- ☑ Well signed
- ☑ Inviting
- ☑ Clear information

Accessibility:
- ☑ Automated door/Operator buttons
- ☑ Ramp/At-grade entrance
- ☑ Accessible area at counters
- ☑ Code-compliant universal washroom
- ☑ Signage written in a clearly readable size and font
- ☑ Signage visible at eye level
- ☐ Signage/Labeling in braille
- ☐ Content reachable from wheelchair
- ☐ Other:

How is the reception desk presented?
Circulation desk is first touchpoint inside entrance, desk is fixed, separating a private staff area (more traditional). Information desk is more open and free-standing.

Other comments:

- Shipping and receiving in ground floor staff room does not have a receiving door big enough for pallets (staff have to go outside to bring in boxes)
- Many complain that parking at City Centre is too expensive or crowded, so some people come to this branch instead
- Branch is easily accessible to uni/college students by car and transit

Library Branch

Name: **Newton**

Address: **13795 70 Ave, Surrey**

Size: **15,800 sq ft – 1 floor**

Year built: **1992**

Years renovated:

Other comments:
- **Mostly one big room**
- **Sloped post-and-beam roof makes it difficult to add more rooms to the space (renovation is difficult)**

Literacy and Learning

Stacks/Collection Area
- ☑ Books
- ☑ DVDs
- ☐ Ebooks
- ☑ Junior/Teen Material
- ☑ World Languages
- ☐ Other:

Computers:
- ☐ Lab
- ☑ Desk Stations

☐ Makerspace(s):

Other comments:
- **Stacks are dominant in space**
- **Stack layout isn't complimentary to the architecture, tall shelves and few sight lines to windows makes it hard to navigate and makes space feel compressed**
- **Space planning exercise would be valuable to organize open library space better**
- **Stacks are where the ceiling is high, and circulation and group meeting spaces are where ceiling is low (potentially swap these?)**
- **Some staff offices are located away from the rest of the staff area (potential for conversion into other program, like a computer lab)**
- **Computers are limited and in high-demand**

Connections

☑ Collaboration Spaces:
Lounge area

☑ Teen Area   ☑ Kids Area

☑ Meeting Rooms or Community Areas

☐ Other specialty areas:

☑ Branch a part of larger facility or amenity hub?

Other comments:
Branch is located next to a seniors' centre, as well as an ice rink and recreation centre

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Connections (continued)

☑ Information kiosks besides reception?
Along main aisle

☐ Creative Program spaces

☐ Loaner Library (for instruments, tools, etc.):

How is the reception desk organized?
- **Circulation and information desks are separate**
- **Large circulation desk at entrance, and information desk located in the centre of the library at the low point of the roof (feels cramped)**

Welcome and Inclusion

Staff touch-points:
Circulation and information desks

Washrooms:
- ☐ All Gender   ☑ Universal

☑ Baby Changing Room

☑ Lounge Area

☐ Café

Main Entrance:
- ☑ Well Lit
- ☐ Well signed
- ☑ Inviting
- ☑ Clear information

Accessibility:
- ☑ Automated door/Operator buttons
- ☑ Ramp/At-grade entrance
- ☐ Accessible area at counters
- ☑ Code-compliant universal washroom
- ☑ Signage written in a clearly readable size and font
- ☐ Signage visible at eye level
- ☐ Signage/Labeling in braille
- ☐ Content reachable from wheelchair
- ☐ Other:

How is the reception desk presented?
- **Circulation is immediately next to entrance**
- **Circulation desk is bulky and opens to a semi-concealed staff space behind**
- **Information desk not overly welcoming or well placed**

Other comments:
- **Current library layout makes main room feel cramped (this could be improved with a revised layout to create clearer sight lines and areas for programming)**
- **Stacks are hard to navigate because shelves are tall, signage isn't that clear, and many windows are obscured by uneven aisles**

Library Branch

Name: **Ocean Park**

Address: **12854 17 Ave, Surrey**

Size: **6,300 sq ft – 1 floor**

Year built: **2000**

Years renovated:

Other comments:
- **Big open space**
- **Staff area is small with not much space for expansion**

Literacy and Learning

Stacks/Collection Area
- ☑ Books
- ☑ DVDs
- ☐ Ebooks
- ☑ Junior/Teen Material
- ☐ World Languages
- ☐ Other:

Other comments:
- **Mostly stacks with some small lounge areas**
- **No separate computer lab, but there is a computer area**

Computers:
- ☐ Lab
- ☑ Desk Stations

☐ Makerspace(s):

Connections

- ☑ Collaboration Spaces:
  Some study areas along window

Other comments:
- **Few collaboration/gathering spaces other than meeting room**
- **Meeting room used heavily by children, seniors, and book club**

- ☑ Teen Area
- ☑ Kids Area

- ☑ Meeting Rooms or Community Areas

- ☐ Other specialty areas:

- ☐ Branch a part of larger facility or amenity hub?

Connections (continued)

- ☐ Information kiosks besides reception?

- ☐ Creative Program spaces

- ☐ Loaner Library (for instruments, tools, etc.):

How is the reception desk organized?
- **Combined service desk**

Welcome and Inclusion

Staff touch-points:
Single service desk

Washrooms:
- ☐ All Gender
- ☑ Universal

- ☑ Baby Changing Room
- ☑ Lounge Area
- ☐ Café

Main Entrance:
- ☑ Well Lit
- ☑ Well signed
- ☑ Inviting
- ☑ Clear information

Accessibility:
- ☑ Automated door/Operator buttons
- ☑ Ramp/At-grade entrance
- ☑ Accessible area at counters
- ☑ Code-compliant universal washroom
- ☑ Signage written in a clearly readable size and font
- ☑ Signage visible at eye level
- ☐ Signage/Labeling in braille
- ☑ Content reachable from wheelchair
- ☐ Other:

How is the reception desk presented?
- **Service desk is next to library lobby doors**
- **Desk is small, with a concealed staff area behind**

Other comments:
- **Fireplace lounge area**

Library Branch

Name: **Port Kells**

Address: **18885 88 Ave, Surrey**

Size: **1,200 sq ft – 1 floor**

Year built: **1969**

Years renovated: **1979**

Other comments:

- **Smallest library branch**
- **Adaptive reuse building**
- **2 staff members**
- **Finishes and spaces are outdated (in need of renovation or replacement)**

Literacy and Learning

Stacks/Collection Area
- ☑ Books
- ☑ DVDs
- ☐ Ebooks
- ☑ Junior/Teen Material
- ☐ World Languages
- ☐ Other:

Other comments:

- **Space is cramped**
- **Mostly books, with a couple of tables and a few computers**
- **Library mostly intended for book browsing rather than for staying or group work**

Computers:
- ☐ Lab
- ☑ Desk Stations

☐ Makerspace(s):

Connections

☐ Collaboration Spaces:

Other comments:

- **A few tables for meeting, but no real space to collaborate**
- **Some space is reserved in the kid's area for story time, but not many other group events happen at this branch**

☐ Teen Area   ☑ Kids Area

☐ Meeting Rooms or Community Areas

☐ Other specialty areas:

☐ Branch a part of larger facility or amenity hub?

Connections (continued)

☐ Information kiosks besides reception?

☐ Creative Program spaces

☐ Loaner Library (for instruments, tools, etc.):

How is the reception desk organized?

- **One small service desk (no space or need for separate circulation and information desks)**

Welcome and Inclusion

Staff touch-points:
Single service desk

Washrooms:
- ☐ All Gender   ☐ Universal

☐ Baby Changing Room

☐ Lounge Area

☐ Café

Main Entrance:
- ☐ Well Lit
- ☐ Well signed
- ☐ Inviting
- ☑ Clear information

Accessibility:
- ☐ Automated door/Operator buttons
- ☑ Ramp/At-grade entrance
- ☐ Accessible area at counters
- ☐ Code-compliant universal washroom
- ☐ Signage written in a clearly readable size and font
- ☐ Signage visible at eye level
- ☐ Signage/Labeling in braille
- ☐ Content reachable from wheelchair
- ☐ Other:

How is the reception desk presented?

- **Small desk in the centre of the library**

Other comments:

- **Building doesn't have many windows; finishes are outdated and have some visible wear; feels cramped**
- **Still feels more like a post office than a library**
- **Not overly welcoming spatially**
- **Has well-used resources**
- **Single non-accessible washroom**
- **Accessibility features are lacking (no universal washroom, changing area, etc.)**

Library Branch

Name: **Semiahmoo**

Address: **1815 152 St, Surrey**

Size: **22,100 sq ft – 2 floors (of 3)**

Year built: **2003**

Years renovated:

Other comments:

- **Entrance is hard to find from parking area**
- **Green wall on south wall, but other walls glass or concrete**
- **Parking is a big issue (underground isn't always open and there is limited ground-floor parking)**
- **RCMP office on ground floor; must go through shared lobby to get to stairs or elevator up to library**

Literacy and Learning

Stacks/Collection Area
- ☑ Books
- ☑ DVDs
- ☐ Ebooks
- ☑ Junior/Teen Material
- ☑ World Languages
- ☐ Other:

Other comments:

- **Library is large and open, with lots of stacks**

Computers:
- ☑ Lab
- ☑ Desk Stations

☐ Makerspace(s):

Connections

☑ Collaboration Spaces:
  Big lounge/work area along south windows, meeting room downstairs

- ☑ Teen Area
- ☑ Kids Area

☑ Meeting Rooms or Community Areas

☑ Other specialty areas:
  Quiet study room

☑ Branch a part of larger facility or amenity hub?

Other comments:

- **Meeting room is located downstairs, technically outside the library space, so it can be accessed outside library hours (actually only really used during operating hours due to security concerns)**
- **Small group study room in library space**
- **Library shares the facility with an RCMP office on the ground floor**
- **Third floor mezzanine hosts a large staff area above circulation that overlooks the library floor**

Connections (continued)

☑ Information kiosks besides reception?
  Opposite circulation desk

☐ Creative Program spaces

☐ Loaner Library (for instruments, tools, etc.):

How is the reception desk organized?

- **Separate circulation and information desks**

Welcome and Inclusion

Staff touch-points:
Circulation and information desks

Washrooms:
- ☐ All Gender
- ☑ Universal

☑ Baby Changing Room

☑ Lounge Area

☐ Café

Main Entrance:
- ☑ Well Lit
- ☐ Well signed
- ☐ Inviting
- ☐ Clear information

Accessibility:
- ☑ Automated door/Operator buttons
- ☑ Ramp/At-grade entrance
- ☐ Accessible area at counters
- ☑ Code-compliant universal washroom
- ☑ Signage written in a clearly readable size and font
- ☑ Signage visible at eye level
- ☐ Signage/Labeling in braille
- ☐ Content reachable from wheelchair
- ☐ Other:

How is the reception desk presented?

- **Circulation desk on right inside entrance, with semi-concealed staff area behind**
- **Information desk is immediately visible inside the doors**

Other comments:

- **Building entrance is cold and not well labeled (not obvious that there's a library in the facility)**
- **Must go through shared lobby with RCMP in order to get to library (may make some people feel unsafe)**
  - **Must go past RCMP office if entering from street level**
- **Accessible parking spots are on a slope and located on the opposite side of the building to the accessible entrance (door at parking area has stairs)**
  - **Must go up a sloped sidewalk to get to at-grade entrance**
- **From the outside it is not obvious that there is a library in the building**
- **Accessible counter at circulation desk but not at information desk**
- **No parking next to outdoor book return**
- **Includes smaller children's washrooms**
- **Big lounge area on south wall**
- **Library itself is well-signed and inviting, but building entrance is not**

Library Branch

Name: **Strawberry Hill**

Address: **7399 122 St, Surrey**

Size: **11,100 sq ft – 1 floor**

Year built: **2000**

Years renovated:

Other comments:
- **Only leased branch (property is leased from mall)**
  - **Lease expires in 2025 and the a solution has yet to be reached**
- **Some library users come from the Delta area**
- **Staff area is small**
- **Small branch, but has high demand from population**
- **Building is in good shape, with a flexible layout**
- **Harsh west light comes in through high windows**

Literacy and Learning

Stacks/Collection Area
- ☑ Books
- ☑ DVDs
- ☐ Ebooks
- ☑ Junior/Teen Material
- ☐ World Languages
- ☐ Other:

Other comments:

Computers:
- ☑ Lab
- ☑ Desk Stations

☐ Makerspace(s):

Connections

☐ Collaboration Spaces:

Other comments:

☑ Teen Area   ☑ Kids Area

☐ Meeting Rooms or Community Areas

☐ Other specialty areas:

☐ Branch a part of larger facility or amenity hub?

Connections (continued)

☑ Information kiosks besides reception?
Accounts desk

☐ Creative Program spaces

☐ Loaner Library (for instruments, tools, etc.):

How is the reception desk organized?
- **Information desk is just inside the entrance, with accounts desk to the right**
- **Staff area is located behind accounts desk**

Welcome and Inclusion

Staff touch-points:
Circulation and information desks

Washrooms:
- ☐ All Gender   ☑ Universal

☑ Baby Changing Room
☐ Lounge Area
☐ Café

Main Entrance:
- ☑ Well Lit
- ☑ Well signed
- ☑ Inviting
- ☑ Clear information

Accessibility:
- ☑ Automated door/Operator buttons
- ☑ Ramp/At-grade entrance
- ☑ Accessible area at counters
- ☑ Code-compliant universal washroom
- ☑ Signage written in a clearly readable size and font
- ☑ Signage visible at eye level
- ☐ Signage/Labeling in braille
- ☐ Content reachable from wheelchair
- ☐ Other:

How is the reception desk presented?
- **Information desk is first thing you see inside lobby doors**
- **Circulation desk appears more formal and enclosed**

Other comments:
- **Library has lots of signage**
- **Many people in the community use the library as a "third space" to come relax or meet in small groups**
- **Space is small, but very welcoming, and well lit**

STAFF SURVEY RESULTS

D2 STAFF SURVEY RESULTS

How well do all the branches combined do in serving the needs of the community:

	VERY WELL	REASONABLY WELL	NOT WELL	NOT AT ALL	TOTAL	WEIGHTED AVERAGE
Adequate access to computers	46.54%	45.91%	6.92%	0.63%		
	74	73	11	1	159	3.38
Variety of collections to meet the community's diverse needs	33.95%	61.73%	3.70%	0.62%		
	55	100	6	1	162	3.29
Adequate space for people to meet and socialize	33.74%	44.17%	19.02%	3.07%		
	55	72	31	5	163	3.09
Ample meeting space for community groups	35.40%	44.72%	13.66%	6.21%		
	57	72	22	10	161	3.09
Provides a safe space for people to shelter from the weather	36.25%	50.63%	10.63%	2.50%		
	58	81	17	4	160	3.21
Adequate space for quiet study	25.47%	44.10%	22.98%	7.45%		
	41	71	37	12	161	2.88
Spaces for groups to study	25.62%	42.50%	23.13%	8.75%		
	41	68	37	14	160	2.85
Provides space for programming for all ages	31.41%	55.77%	10.26%	2.56%		
	49	87	16	4	156	3.16
Adequate workrooms for staff tasks	21.82%	51.52%	26.06%	0.61%		
	36	85	43	1	165	2.95
Adequate space at public service points	31.68%	51.55%	13.66%	3.11%		
	51	83	22	5	161	3.12
Adequate spaces for storage of supplies, programming materials, etc.	25.79%	43.40%	30.19%	0.63%		
	41	69	48	1	159	2.94
Served well by public transit	54.60%	32.52%	9.82%	3.07%		
	89	53	16	5	163	3.39
There is ample parking	43.64%	36.97%	11.52%	7.88%		
	72	61	19	13	165	3.16
There is ample bicycle storage	25.00%	45.39%	18.42%	11.18%		
	38	69	28	17	152	2.84
Opening hours	47.53%	47.53%	3.70%	1.23%		
	77	77	6	2	162	3.41

What are the best ways we could reach the underserved in the surrounding community through alternate service methods?

	EXCELLENT	PRETTY GOOD	ADEQUATE	NOT GREAT	TOTAL
Staff outreach	48.13%	38.75%	11.88%	1.25%	
	77	62	19	2	160
Pop up library	29.38%	36.25%	17.50%	16.88%	
	47	58	28	27	160
More programming through our digital branch	25.31%	42.59%	24.69%	7.41%	
	41	69	40	12	162
Mobile library service (like a van or cargo bike)	36.25%	31.25%	21.25%	11.25%	
	58	50	34	18	160

D3 PUBLIC SURVEY RESULTS

PUBLIC SURVEY RESULTS

Which branch do you use the most?

- 15% City Centre
- 3% Clayton
- 10% Cloverdale
- 10% Fleetwood
- 13% Guildford
- 10% Newton
- 10% Ocean Park
- 1% Port Kells
- 12% Semiahmoo
- 4% Strawberry Hill
- 4% I use only online library services
- 9% None – I don't use the library
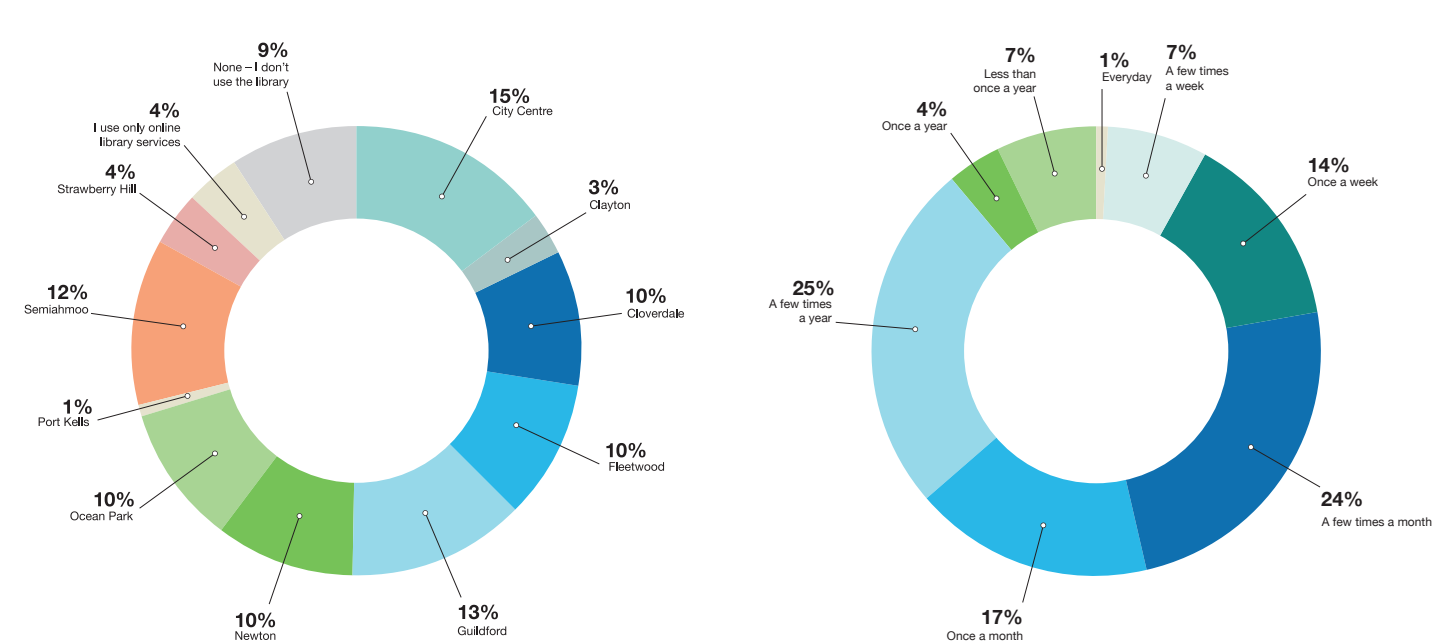
In general, how often do you visit this library branch?

- 1% Everyday
- 7% A few times a week
- 14% Once a week
- 24% A few times a month
- 17% Once a month
- 25% A few times a year
- 4% Once a year
- 7% Less than once a year
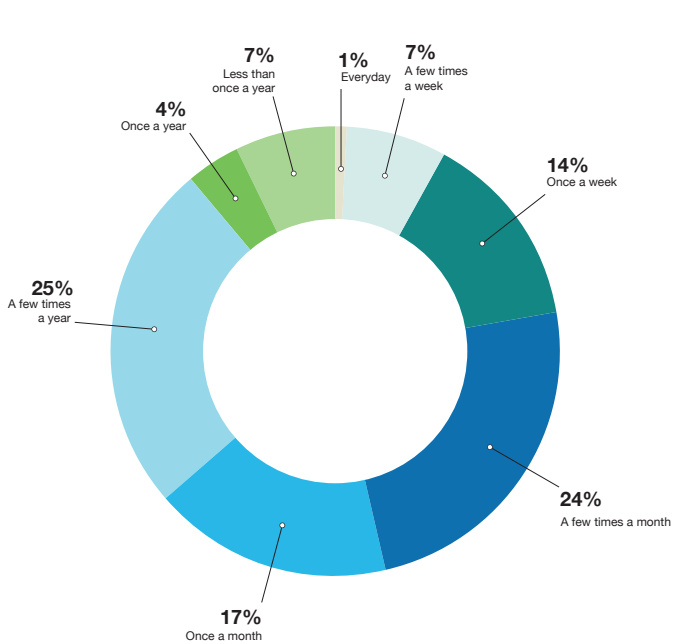
How do you most often get to your library branch?

- 68% CAR
- 26% WALKING
- 2% BIKE
- 4% TRANSIT
- 0% TAXI OR RIDESHARE
- 0% OTHER

Please tell us how strongly you agree or disagree with the following statements:

Legend: Strongly Agree, Agree, Neutral, Disagree, Strongly Disagree, No Opinion Not Applicable

A — Surrey Libraries branches are geographically accessible
- 34%, 52%, 8%, 1%, 1%, 4%

B — Surrey Libraries branches are conveniently located
- 32%, 50%, 12%, 2%, 1%, 3%

C — It takes me a reasonable amount of time to access my library branch
- 35%, 46%, 9%, 6%, 3%, 1%

D — My branch is welcoming to all members in the community
- 45%, 42%, 7%, 5%

E — My branch serves the needs of the diverse population of our community. e.g., seniors, children & youth, newcomers, etc.
- 39%, 42%, 9%, 1%, 8%

Please tell us how strongly you agree or disagree with the following statements:

Legend: Strongly Agree · Agree · Neutral · Disagree · Strongly Disagree · No Opinion Not Applicable

F
My branch has the study space I need

14% · 25% · 15% · 5% · 1% · 39%
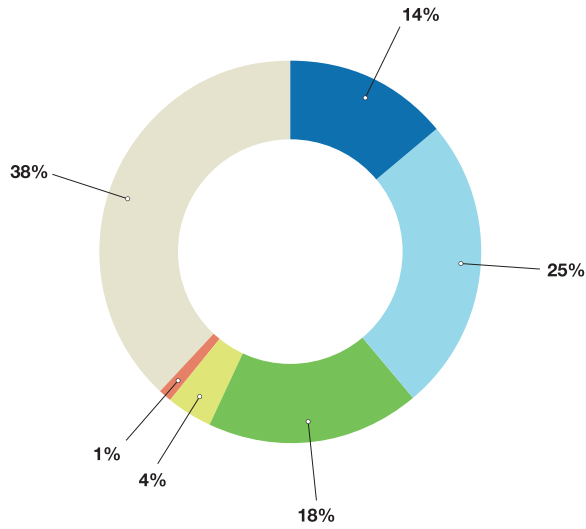
G
My branch has the community meeting space I need

14% · 25% · 18% · 4% · 1% · 38%
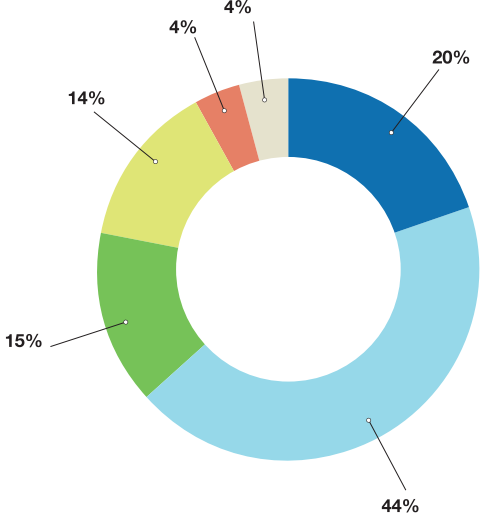
J
My branch is an adequate size for the community it serves

20% · 44% · 15% · 14% · 4% · 4%
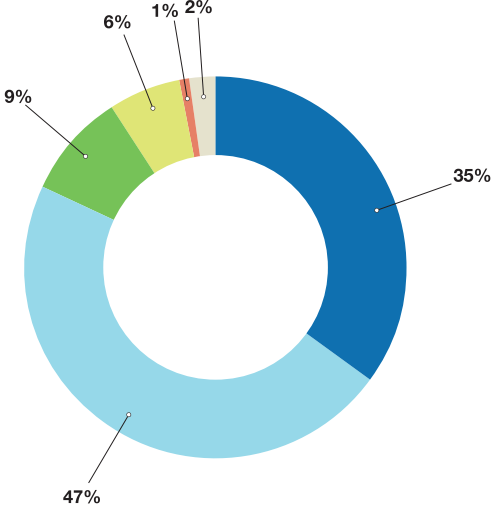
K
My branch is close to other places I regularly visit

35% · 47% · 9% · 6% · 1% · 2%
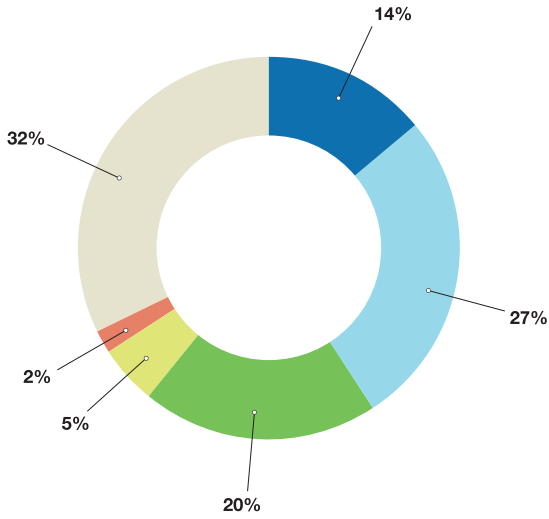
H
My branch has the social space I need

14% · 27% · 20% · 5% · 2% · 32%
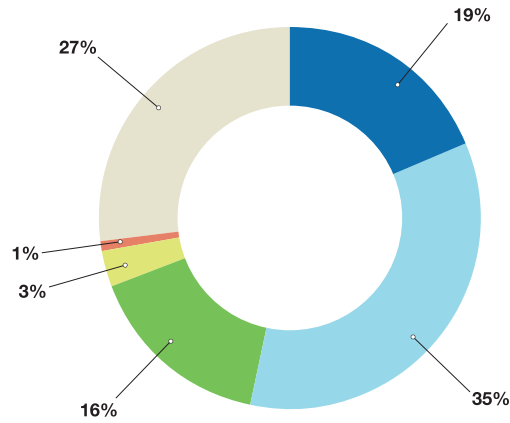
I
My branch serves my technological needs e.g., computers, Wi-Fi, printers, scanning, etc.

19% · 35% · 16% · 3% · 1% · 27%
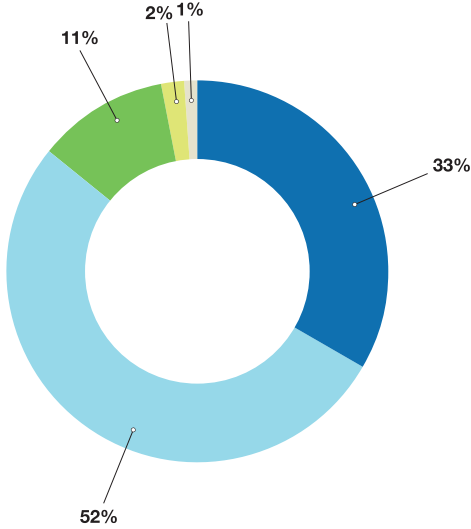
L
The layout of my branch is easy to navigate

33% · 52% · 11% · 2% · 1%
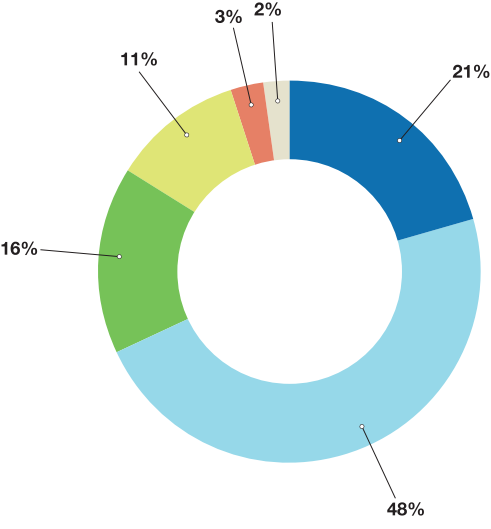
M
My branch has open hours that are convenient for me

21% · 48% · 16% · 11% · 3% · 2%

If my library branch could offer new spaces that it doesn't currently, my top three choices would be:
Select up to 3 choices.

Space	%
Podcast room	13%
Baby nursing room	13%
Digitalization or editing room	20%
Makerspace	17%
Small work spaces or rooms	35%
Music recording or practice room	18%
Other	7%
Nothing more is needed	16%
No Opinion/Not applicable	27%
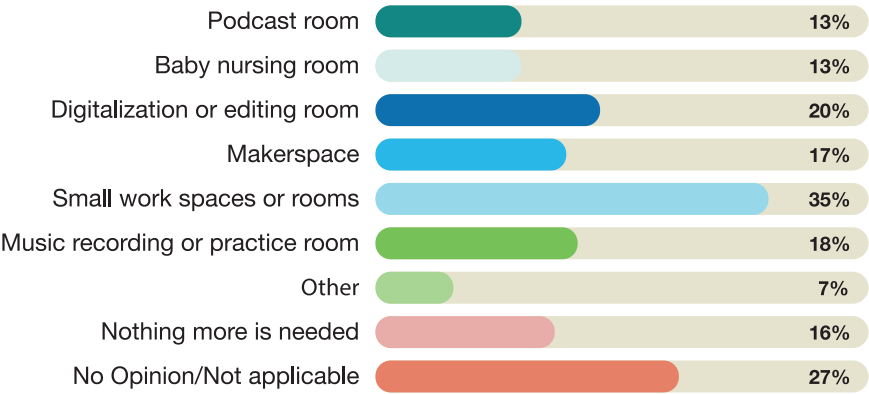
How do you feel about the number of library branches in Surrey?
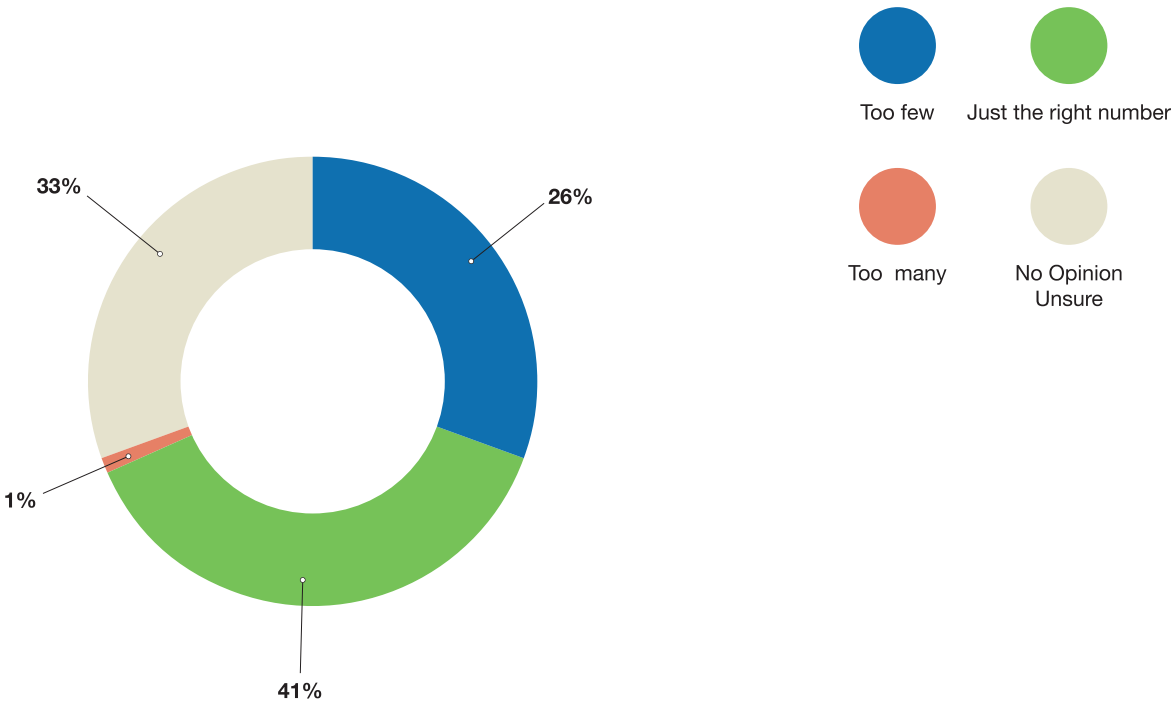
Too few
Just the right number
Too many
No Opinion Unsure

33%
26%
41%
1%

Please tell us how strongly you agree or disagree with the following statements:

Strongly Agree
Agree
Neutral
Disagree
Strongly Disagree
No Opinion Not Applicable

A
Surrey Libraries improves the quality of life in Surrey

52%
38%
6%
1%
3%

B
Surrey Libraries plays an important role in building community

51%
36%
10%
1%
1%
2%
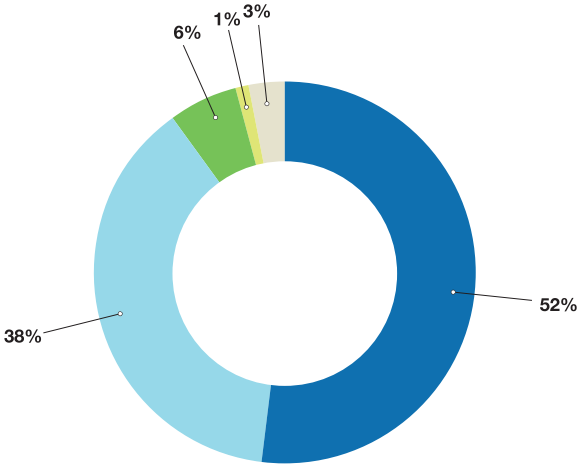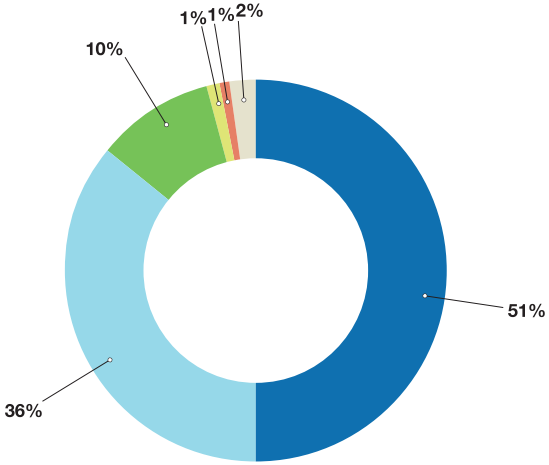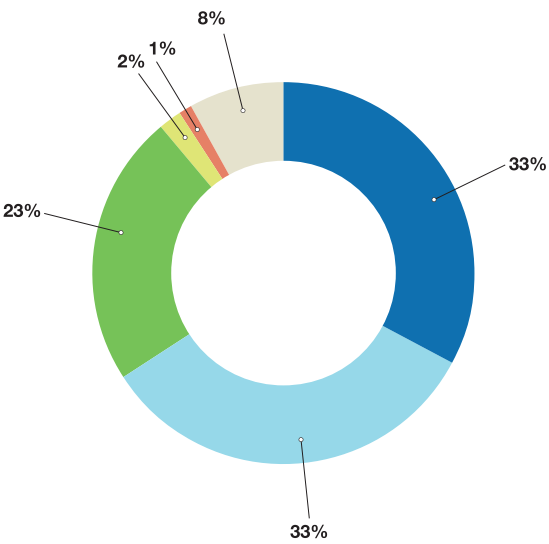
C
Surrey Libraries plays an important role in supporting the economic prosperity of residents

33%
33%
23%
2%
1%
8%

How likely would you be to use alternate library service delivery?

Legend: Very Likely | Likely | Neutral | Unlikely | Very Unlikely | No Opinion Not Applicable

A
Staff outreach in the community

7%, 13%, 16%, 20%, 27%, 27%, 17%

B
Pop-up library at events or rec facilities

11%, 8%, 14%, 19%, 23%, 25%

C
More digital programming

9%, 9%, 12%, 23%, 30%, 18%

D
Mobile library service
(like a van or cargo bike)

9%, 10%, 18%, 22%, 24%, 17%

7% YES **93% NO**

E
Is there another alternate service delivery you would really like to see not mentioned above?

If you could adjust the opening hours at your preferred branch what would it be?

Row Labels	Count	%
7:00 am	5	3%
8:00 am	20	13%
9:00 am	56	35%
10:00 am	42	26%
11:00 am	18	11%
No Opinion	19	12%
Grand Total	**160**	**100%**

A
Adjust Opening Hours_Sunday

Row Labels	Count	%
7:00 am	17	11%
8:00 am	37	23%
9:00 am	64	40%
10:00 am	17	11%
11:00 am	2	1%
No Opinion	24	15%
Grand Total	**161**	**100%**

B
Adjust Opening Hours_Monday

Row Labels	Count	%
7:00 am	17	11%
8:00 am	36	23%
9:00 am	64	40%
10:00 am	15	9%
11:00 am	2	1%
No Opinion	26	16%
Grand Total	**160**	**100%**

C
Adjust Opening Hours_Tuesday

Row Labels	Count	%
7:00 am	17	11%
8:00 am	36	23%
9:00 am	63	39%
10:00 am	16	10%
11:00 am	3	2%
No Opinion	25	16%
Grand Total	**160**	**100%**

D
Adjust Opening Hours_Wednesday

Row Labels	Count	%
7:00 am	17	11%
8:00 am	36	23%
9:00 am	64	40%
10:00 am	15	9%
11:00 am	2	1%
No Opinion	26	16%
Grand Total	**160**	**100%**

E
Adjust Opening Hours_Thursday

Row Labels	Count	%
7:00 am	16	10%
8:00 am	38	24%
9:00 am	63	39%
10:00 am	15	9%
11:00 am	2	1%
No Opinion	26	16%
Grand Total	**160**	**100%**

F
Adjust Opening Hours_Friday

Row Labels	Count	%
7:00 am	8	5%
8:00 am	34	21%
9:00 am	67	42%
10:00 am	27	17%
11:00 am	6	4%
No Opinion	18	11%
Grand Total	**160**	**100%**

G
Adjust Closing Hours_Saturday

Row Labels	Count	%
6:00 pm	6	4%
7:00 pm	10	6%
8:00 pm	39	24%
9:00 pm	61	38%
10:00 pm	22	14%
11:00 pm	8	5%
No Opinion	14	9%
Grand Total	**160**	**100%**

E
Adjust Closing Hours_Thursday

Row Labels	Count	%
6:00 pm	9	6%
7:00 pm	10	6%
8:00 pm	39	24%
9:00 pm	59	37%
10:00 pm	19	12%
11:00 pm	10	6%
No Opinion	14	9%
Grand Total	**160**	**100%**

F
Adjust Closing Hours_Friday

If you could adjust the closing hours at your preferred branch what would it be?

Row Labels	Count	%
6:00 pm	67	42%
7:00 pm	12	8%
8:00 pm	21	13%
9:00 pm	28	18%
10:00 pm	7	4%
11:00 pm	7	4%
No Opinion	18	11%
Grand Total	**160**	**100%**

A
Adjust Closing Hours_Sunday

Row Labels	Count	%
6:00 pm	7	4%
7:00 pm	12	7%
8:00 pm	42	26%
9:00 pm	57	35%
10:00 pm	20	12%
11:00 pm	8	5%
No Opinion	15	9%
Grand Total	**161**	**100%**

B
Adjust Closing Hours_Monday

Row Labels	Count	%
6:00 pm	44	28%
7:00 pm	15	9%
8:00 pm	30	19%
9:00 pm	34	21%
10:00 pm	12	8%
11:00 pm	9	6%
No Opinion	16	10%
Grand Total	**160**	**100%**

G
Adjust Closing Hours_Saturday

Row Labels	Count	%
6:00 pm	7	4%
7:00 pm	10	6%
8:00 pm	41	26%
9:00 pm	60	38%
10:00 pm	20	13%
11:00 pm	8	5%
No Opinion	14	9%
Grand Total	**160**	**100%**

C
Adjust Closing Hours_Tuesday

Row Labels	Count	%
6:00 pm	5	3%
7:00 pm	11	7%
8:00 pm	40	25%
9:00 pm	62	39%
10:00 pm	20	13%
11:00 pm	8	5%
No Opinion	14	9%
Grand Total	**160**	**100%**

D
Adjust Closing Hours_Wednesday

Do you live in Surrey?

Row Labels	Count	%
Yes	1354	97%
No	48	3%
Grand Total	**1402**	**100%**

In which Surrey Community do you live?

Row Labels	Count	%
City Centre	100	7%
Cloverdale	218	16%
Fleetwood	167	12%
Guildford	156	12%
Newton	230	17%
South Surrey	368	27%
Whalley	105	8%
Other	1	0%
I am unsure which Surrey Community I live in	9	1%
Grand Total	**1354**	**100%**

Where do you live?

Row Labels	Count	%
Abbotsford	1	2%
Burnaby	5	10%
Coquitlam	1	2%
Delta	3	6%
Langley	14	29%
New Westminster	3	6%
Vancouver	6	13%
White Rock	10	21%
Other	5	10%
Grand Total	**48**	**100%**

What is your age group?

Row Labels	Count	%
19 or younger	57	4%
20 - 29 years	50	4%
30 - 39 years	158	11%
40 - 49 years	211	15%
50 - 59 years	213	15%
60 - 64 years	171	12%
65 or greater	504	36%
Prefer not to answer	39	3%
Grand Total	**1403**	**100%**

How do you describe yourself?

Row Labels	Count	%
Male	461	33%
Female	884	63%
Prefer not to answer	47	3%
Do not identify within the gender binary	11	1%
Grand Total	**1403**	**100%**

How long have you lived in Surrey?

Row Labels	Count	%
Less than 1 year	12	1%
1 to less than 5 years	100	7%
5 to less than 10 years	132	9%
10 to less than 15 years	186	13%
15 to less than 20 years	155	11%
More than 20 years	770	55%
I don't live in Surrey	36	3%
Grand Total	**1391**	**100%**

What language do you speak most often at home?

Row Labels	Count	%
Arabic	8	1%
Cantonese	14	1%
English	1210	87%
Farsi	2	0%
French	6	0%
German	2	0%
Hindi	21	2%
Korean	6	0%
Mandarin	17	1%
Punjabi	36	3%
Spanish	4	0%
Tagalog	8	1%
Urdu	2	0%
Vietnamese	5	0%
Other	34	2%
Prefer not to answer	11	1%
Grand Total	**1386**	**100%**

D4 CASE STUDIES

D4 CASE STUDIES

ALBION LIBRARY
Flexible Community-Informed Programming

Architect	Perkins & Will
Location	Etobicoke, ON, Canada
Year	2017
Size	29,000 sq ft
Budget	$15.6 million CAD (Gerfen, 2018)
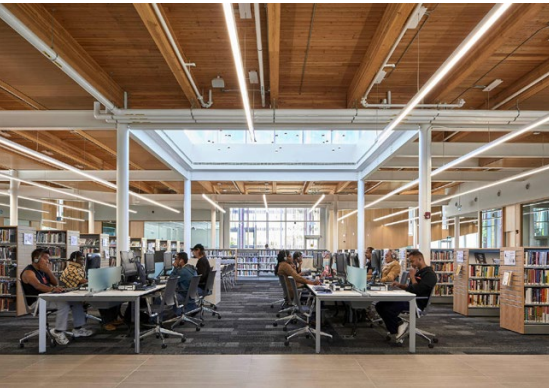
Facility Type	Co-Located	**Themes:** • Flexible & Diverse Space • Sustainability & Inclusivity
Located near other public amenities?	Yes	
# of Community/ Multi-Program Spaces	4	
# of Quiet Work Rooms	5 small	**Special Features + Innovations:** • Creative tech lab • Community garden • Business centre • Programs for newcomers
Café/Restaurant	No	
All-Gender / Universal Washroom	Universal	
Lounge Areas	Yes	
Computer Learning Centre	Yes	
Teen Area	Yes	
Children's Area	Yes	

Archdaily, 2017

Perkins & Will, 2017

Archdaily, 2017

Located in the neighbourhood of Rexdale, a diverse and rapidly changing neighbourhood of Toronto, the Albion library is a new branch that "moves beyond the bookshelf" (Archdaily, 2017) to provide a community refuge. The project was initially intended to be a renovation of an existing branch on the same site, but the scope was shifted to a new build in order to avoid a 2-year branch-shutdown for construction. The new branch was constructed on the adjacent parking lot and the old branch was demolished after the grand opening and turned into an urban plaza with parking. Albion library is designed to around community-specific programming to retain existing users and welcome new ones. The building has creative tech labs for youth, a business centre for new and established independent business owners, and programs like an adult language centre for new immigrants (Lorinc, 2017). Space for collaboration, creation, and connection is prioritized, with intentional adaptability for various public events. Greenery is highly visible in a series of vegetated courtyards, which are complimented by a community garden and on-site storm water wetland. The building was also designed to a Tier 1 Toronto Green Building Standard (Perkins & Will, 2017).

Floor Plan Legend

a. Forecourt and Main Entry
b. Bicycle Parking
c. Community Garden Plots
d. Parking Lot/Plaza
e. Barrier Free Parking
f. New Pedestrian Routes
g. Parking Access
h. Bus top
i. Storm Water Wetland

1. Main Entry
2. Self Check-Out
3. Service / Reference Desk
4. Business Centre
5. Adult Area
6. Urban Living Room
7. Large Community Room
8. Small Community Room
9. Study Rooms
10. Children's Area
11. Computer Learning Centre
12. Study Rooms
13. Creative Technology
14. Adult Literacy Office
15. Staff Room
16. Work Room / Sorting

CALGARY CENTRAL LIBRARY
Library as a City Landmark

Architect	Snøetta / Dialogue
Location	Calgary, AB, Canada
Year	2018
Size	278,000 sq ft
Budget	$245 million CAD [(Livesey, 2019)]

Horwarth, 2018

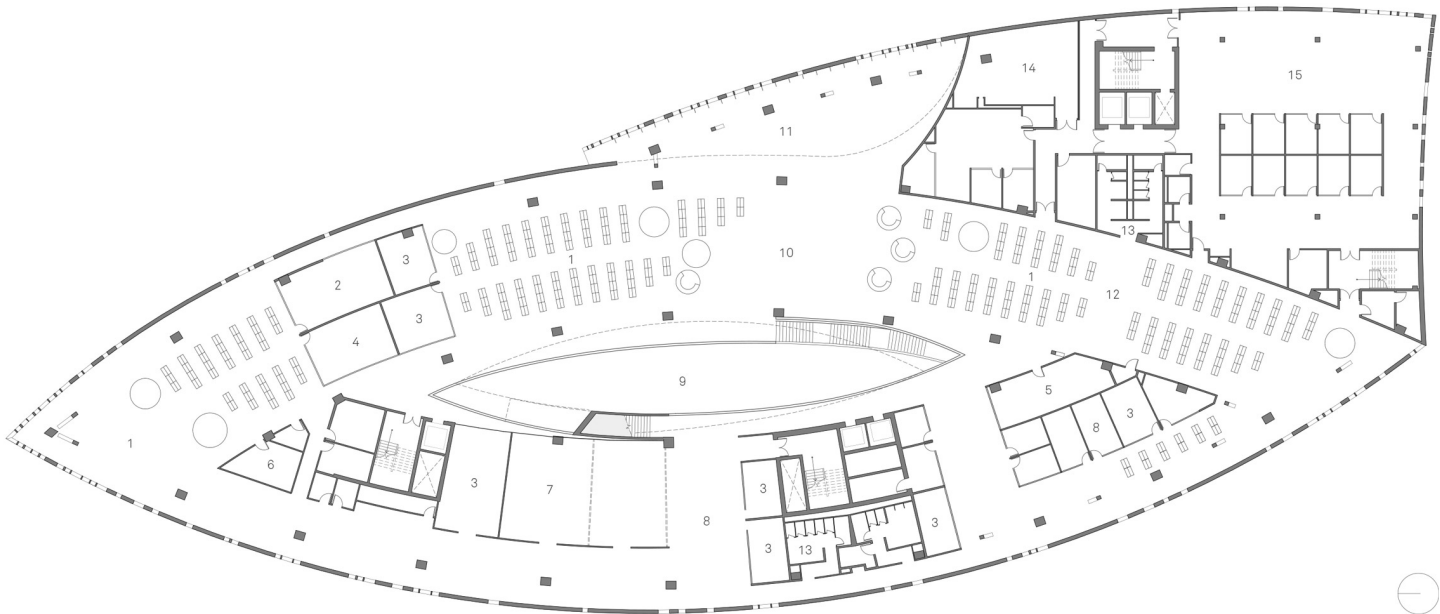| Facility Type	Stand-Alone	Themes:
Located near other public amenities?	Yes	• Flexible & Diverse Space • Sustainability & Inclusivity • Cultural One-Stop-Shop
# of Community/ Multi-Program Spaces	10+	
# of Quiet Work Rooms	1 med, 1 large	**Special Features + Innovations:**
Café/Restaurant	Multiple	• Integrates train line into building • Programming for newcomers • Creation studios • Elders' Guidance space • Interfaith prayer space • Early Learning Centre
All-Gender / Universal Washroom	Universal	
Lounge Areas	Multiple	
Computer Learning Centre	3	
Teen Area	Yes	
Children's Area	Yes	

Horwarth, 2018

Horwarth, 2018

The Calgary Central Library is the most recent in a growing line of crown-jewel urban library projects across Canada. Following examples set by the Halifax Public Library and the Surrey Libraries City Centre Library, Calgary Central is intended to put the city on the map, and act as a 'living room' for the whole city rather than just one neighbourhood. The building is designed to be "a place where different groups can come together" into a forum or great hall (Horwarth, 2018). The program is organized from 'fun' to 'serious' with more social and flexible programs on the lower floors, and more private and studious programs on the quieter upper levels (González, 2018). Although the library is very much designed to be a place for reading and education, it has a space for just about any kind of user, like the Elders' Guidance space, and a private room for interfaith prayer. Spaces for creations and experimentation are included among social and workspaces, with areas for music recording, arts and crafts, and multi-media creation. Calgary Central Library also incorporates generous space for young children, hosting a children's library and Early Learning Centre with active full-body play areas totaling over 16,000 sq ft. The children's library and early learning centre (CPL, 2017). Beyond the building's snowy glazed exterior and soft warm interior, it is designed to achieve LEED Gold certification.

González, 2018

Third Floor Plan Legend

1. Teen's Library
2. Technology Lab
3. Multipurpose Room
4. Study Hall
5. Idea Lab
6. Audio/Visual Production Studios
7. Digital Learning Lab
8. Digital Commons
9. Atrium
10. Collections
11. East Reading Room
12. Services for Newcomers
13. WC
14. Staff Lounge
15. Library Operations

PORT CREDIT LIBRARY (MISSISSAUGA LIBRARY PROJECT)
Revitalizing Aging Branches

Architect	RDH Architects
Location	Mississauga, ON, Canada
Year	2011 (originally built in 1962)
Size	8,400 sq ft
Budget	$2.5 million CAD (of $8.9 million total for all three branches) (Smith, 2013)

Facility Type	Stand-Alone
Located near other public amenities?	Yes
# of Community/ Multi-Program Spaces	1
# of Quiet Work Rooms	3 small
Café/Restaurant	No
All-Gender / Universal Washroom	Universal
Lounge Areas	Yes
Computer Learning Centre	No
Teen Area	No
Children's Area	Yes

Themes:
- Sustainability & Inclusivity

Special Features + Innovations:
- Updating existing buildings over demolition and new construction
- Adapting existing branches to suit new needs and users
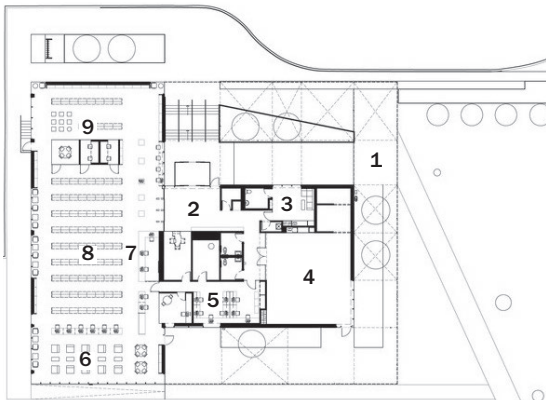
RDHA, 2013

RDHA, 2013

Floor Plan Legend

1. New exterior canopy
2. Entry
3. Meeting Room
4. Multi-Purpose Room
5. Staff
6. Lounge Area
7. Service Desk
8. Stacks
9. Quiet Study

The Port Credit Library is one of three buildings included in the Mississauga Library Project, which involved the renovation and revitalization of three small 1960s branches across Mississauga. In the face of a growing trend of abandoning the construction of small local branches in favour of newer and larger central branches, this project shows the benefits of supporting branches already beloved to their communities. The interior was entirely remodeled, with new finishes, increased glazing, and new exterior cladding and canopy (Canadian Architect, 2012). Building services were improved to address mechanical and plumbing issues and to improve energy efficiency, while the spaces was adapted to comply with city accessibility guidelines (Smith, 2013). Small quiet rooms were added to reading areas to create privacy and acoustic separation from noisier areas. The updated design is not only to appease long-time users, but also invite in a new generation of visitors who had not previously felt welcome or interested in libraries.

RDHA, 2013

MEDIA LIBRARY/THIRD PLACE
Knowledge Facilitation and Creation

Architect	Dominique Coulon & Associés
Location	Thionville, France
Year	2016
Size	49,400 sq ft
Budget	$16 million CAD (Gibson, 2017)

Gibson, 2017

Facility Type	Integrated
Located near other public amenities?	Yes
# of Community/ Multi-Program Spaces	4
# of Quiet Work Rooms	3+
Café/Restaurant	No
All-Gender / Universal Washroom	Universal
Lounge Areas	Multiple
Computer Learning Centre	Yes
Teen Area	Yes
Children's Area	Yes

Themes:
- Flexible & Diverse Space
- Sustainability & Inclusivity
- Complimentary Integration

Special Features + Innovations:
- Broadcasting studio
- Music studio
- Plastic Arts studio
- Multi-media library
- Green roof terrace

Dominique Coulon & Associés. 2016

Floor Plan Legend

1. Forum
2. Multimedia
3. Literature
4. Teenagers
5. Small Children
6. Documentation Area
7. Small Group Studio
8. Video Games
9. Storytelling Area
10. Permanent Display
11. Temporary Display
12. "Cellar"
13. Large Exhibition Hall
14. Multipurpose Hall
15. Creation Studio
16. Plastic Arts Shop
17. Administration
18. Garden Roof Terrace

Located in the small city of Thionville in the north east of France, this ribbon-like building integrates a public digital arts studio and a library together into a multi-media library (Costarangos, 2018). As the name suggests, Media Library focuses more on creation and digital media than on physical collections, hosting broadcasting, music, and plastic arts studios, as well as a multi-media library for public use. The design is intended to be a "third space," prioritizing spaces that are highly flexible so people have power to adapt the space to their needs (Gibson, 2017). Organic shaped 'bubbles' are spread throughout the open floor plan that enclose private meeting rooms and program areas, and also conceal quiet reading nooks (Ibid). These bubbles break up the library into a fluid series of open rooms, allowing private uses to coexisting and co-mingle with public uses. This library model is one that is becoming more common as the world continues to digitize, with content and education diversifying across a wider range of digital mediums. The Media Library shows that even as the mediums of content delivery expand to more digital and interactive ones, the role of the library itself remains as an essential public facilitator for knowledge.

Gibson, 2017

HELSINKI CENTRAL LIBRARY (OODI)
One Stop-Shop Civic Hub

Architect	ALA
Location	Helsinki, Finland
Year	2018
Size	186,000 sq ft
Budget	$146 million CAD (Griffiths, 2019)

Facility Type	Co-Located	Themes:
Located near other public amenities?	Yes	• Flexible & Diverse Space • Complimentary Integration • Cultural One-Stop-Shop
# of Community/ Multi-Program Spaces	10+	
# of Quiet Work Rooms	5+	Special Features + Innovations:
Café/Restaurant	Yes	• Movie theatre • Exhibition and gallery • Café/restaurant • Makers workshop • Recording studios
All-Gender / Universal Washroom	Universal	
Lounge Areas	Multiple	
Computer Learning Centre	Multiple	
Teen Area	Yes	
Children's Area	Yes	

Griffiths, 2019.

Griffiths, 2019.

Griffiths, 2019.

Designed as an addition to an adjacent arsenal of capital institutions in the city, the new Helsinki Central Library, commonly known as 'Oodi,' combines a "traditional library" with a community centre into an "information access centre" (Bianchini, 2019). With only a third of the building dedicated to a physical collection and quiet reading space, Oodi is more of a one-stop-shop cultural centre for the public. The ground floor is reserved for fast-paced arts and entertainment programming, with a gallery, exhibition space, a café/restaurant, and a movie theatre. The second floor is home to flexible social and creation spaces, with makers workshops, recording studios, and meeting spaces for the community. Nicknamed "book heaven," what is traditionally considered a library is located on the third floor, isolated from the bustling ground floor (González, 2018). Here quiet reading and study takes a backseat to a more active and social arts and culture sphere. Although library models remain open houses for knowledge and learning, places like Oodi show how they can play a more active and dynamic cultural role.

Griffiths, 2019.

3D Floor Plans
Bianchini, 2019.

INDEPENDENCE LIBRARY & APARTMENTS
Combining Complimentary Typologies

Architect	John Ronan Architects
Location	Chicago, IL, USA
Year	2019
Size	60,000 sq ft (16,000 library & 44,000 apartments)
Budget	$29 million CAD
	(Book Club Chicago, 2021)

AIA, 2020

Facility Type	Stand-Alone
Located near other public amenities?	Yes
# of Community/ Multi-Program Spaces	1
# of Quiet Work Rooms	2
Café/Restaurant	No
All-Gender / Universal Washroom	Universal
Lounge Areas	Yes
Computer Learning Centre	Yes
Teen Area	Yes
Children's Area	Yes

Themes:

- Flexible & Diverse Space
- Sustainability & Inclusivity
- Complimentary Integration

Special Features + Innovations:

- Recording studio & media centre
- Affordable housing for seniors
- Green roof terrace

AIA, 2020

AIA, 2020

This library is the result of a joint venture between the Chicago library system and the Chicago Housing Authority to design three co-located buildings where the community can come together into a shared space (Minutillo, 2019). In this building, a mid-sized library is located on the bottom two floors, with four floors of affordable seniors housing above, comprised of 44 1- and 2-bedroom units. The project is designed with multi-generational programming to encourage interaction and cohabitation between youth, seniors, and families (Ibid). Although in this case the project was designed and built purposely as a joint project between the library and housing partners, this kind of design could also serve as a model for a leased space in a developer-led building. Independence Library and Apartments could serve as a model for dense urban areas that are dominated by new mid/high-rise developments. This project provides affordable housing and social space for its community while also achieving a LEED Gold certification through sustainable elements like a green roof, passive ventilation, storm water management (Archdaily, 2019).
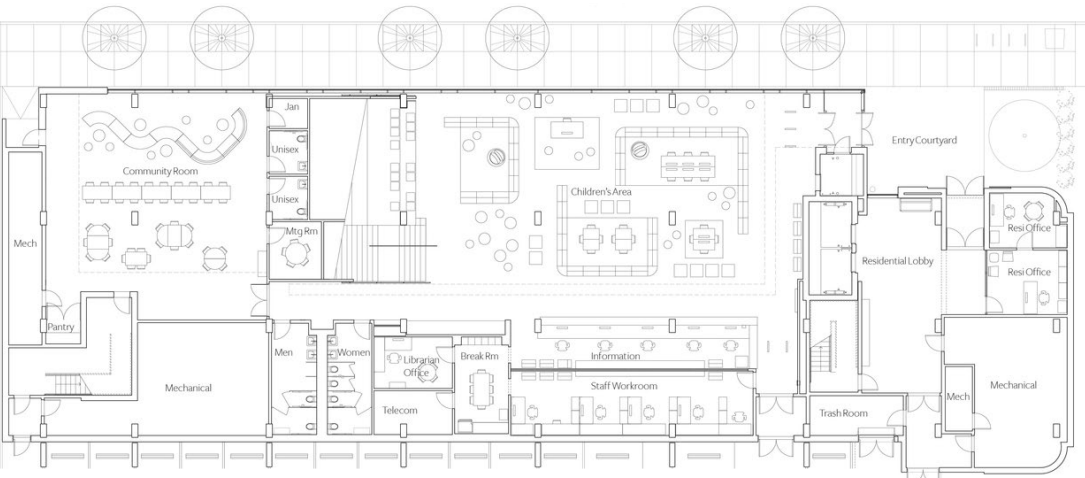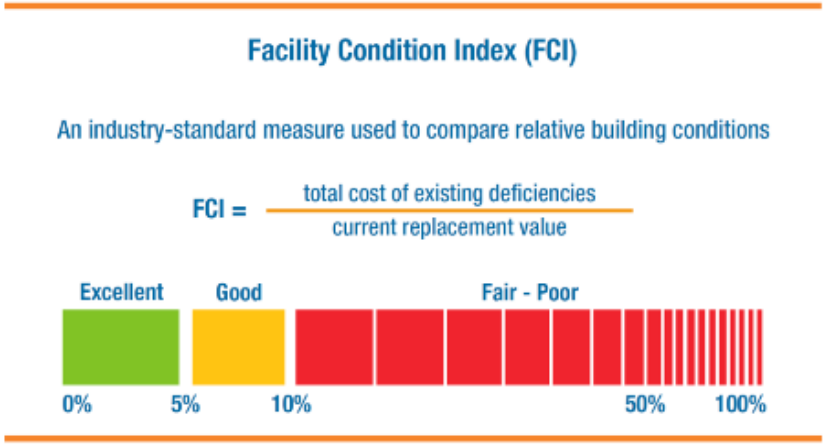

Library - Ground Floor Plan
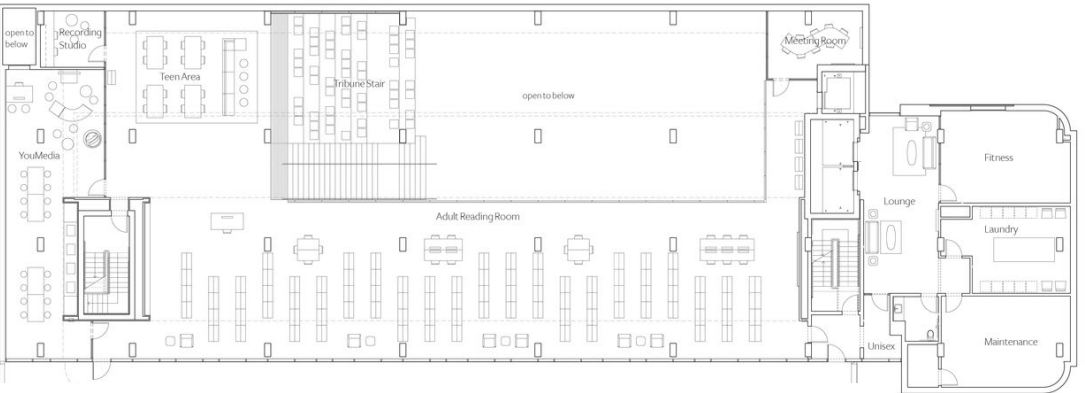
Library - Second Floor Plan
Archdaily, 2019.

D5 FACILITY CONDITION INDEX

The Facility Condition Index (FCI) for a building is calculated by dividing the total estimated cost to complete deferred maintenance projects for the building by its estimated replacement value. The lower the FCI, the lower the need for remedial or renewal funding relative to the facility's value. For example, an FCI of 0.1 signifies a 10 percent deficiency, which is generally considered low, and an FCI of 0.7 means that a building needs extensive repairs or replacement.

Facility Condition Index (FCI)

An industry-standard measure used to compare relative building conditions

$$FCI = \frac{\text{total cost of existing deficiencies}}{\text{current replacement value}}$$

Excellent | Good | Fair - Poor

0% | 5% | 10% | 50% | 100%

Source: https://www.accruent.com/solutions/capital-planning/facility-condition-assessments-vfa

The detailed meaning of the FCI levels is as follows:

FCI Rating		Definition
0.05 (0 – 5%)	Excellent	Near new condition. Meets present and foreseeable future requirements.
0.05 – 0.15 (5 – 15%)	Good	Good condition. Meets all present requirements.
0.15 – 0.30 (15 – 30%)	Average	Has significant deficiencies, but meets minimum requirements. Some significant building system components nearing the end of their normal life cycle.
0.30 – 0.60 (30 – 60%)	Poor	Does not meet requirements. Immediate attention required to some significant building systems. Some significant building systems at the end of their life cycle. Parts may no longer be in stock or very difficult to obtain. High risk of failure of some systems.
>0.60 (60 – 100%)	Very Poor	Does not meet requirements. Immediate attention required to most of the significant building systems. Most building systems at the end of their life cycle. Parts may no longer be in stock or very difficult to obtain. High risk of failure of some systems.

Facility evaluation audits take place every so many years. Current deficiencies may not have been picked up, and recent improvements may not have been considered.

- The audits assume typical life span of systems and materials: any accelerated wear and tear may not be accounted for

- The audits only 'score' the existing facilities: missing items (for example an elevator for handicapped accessible purposes) are not recorded, neither are Code deficiencies

- Evaluations only factor the physical state of the building: they do not reflect user complaints, functional and educational deficiencies, accessibility concerns, or other safety concerns.

As such, the evaluation should be seen as one part of a larger review of facilities.

D6 PROJECT COST ESTIMATE SUMMARY

RTA QS

Surrey Libraries
Facilities Master Plan
Surrey, BC
Class D Estimate (Order of Magnitude)
June 17, 2021

Basis of Estimate:
- Class D 'Order of Magnitude' construction cost estimates are typically +/- 30-50% in accuracy with many variables influencing the final construction price including most importantly the final design scope parameters, final specifications (output specification, performance specifications, proprietary specifications), final drawings, contractors' contractual obligations, extent of supplementary conditions, number of compliant bidders, volatility of the market, supply chain issues and market activity at time of tender.

Exclusions:
- Off-site works / off-site infrastructure (roadway, intersection works, traffic lights, underground sanitary/storm/water main civil work, utility company charges)
- Land, Legal, Accounting, Property Taxes, Financing Charges
- A specialist HazMat consultant should be engaged to provide an assessment report and costing. HazMat Excluded
- Accelerated schedule, phasing or restricted working hours
- Cost escalation beyond allowance included using 'straight-line' assumed 6% per annum compound calculated for purposes of exercise:

YEAR 5 = 34%	YEAR 10 = 79%	YEAR 15 = 140%	YEAR 20 = 221%

- GST
- Unforeseen existing building conditions (renovation options)
- Accelerated schedule, phasing or restricted working hours beyond current assumptions included.
- Items identified as "Excluded".
- Pricing has been included at Q3 June 2021 local unit rates noting the current uncertainty and volatility of the market. Supply chain issues currently being experienced may have unknown (short and long term) impacts on pricing levels and anticipated projected construction escalation
- Unforeseen existing ground conditions and/or excessive dewatering conditions
- No allowance for pre-load or piles, special foundations, rock blasting
- Out of hours working premium / restricted working hours / restricted noise conditions
- Site works outside property line
- Soft costs beyond allowances carried for budget purposes
- Exhibits and loose artwork
- Extraordinary market conditions, market volatility and supply chain issues
- Operating, Maintenance, Life Cycle Replacement and Facility Management Costs
- Loose fittings, furnishings and equipment beyond allowance included
- Temporary facilities
- Staff training
- LEED Gold, Net Zero Carbon or PassiveHouse certification fees (if applicable)
- Pricing based on BCBC 2018 Step4 Code and does not include future unknown code change cost implications
- Items identified as "Excluded"

RTA QS

PROJECT COST ESTIMATE SUMMARY

Column groups:
- **RENOVATIONS — 5–10 YEAR TIMELINE**: 10,000 ft², 15,000 ft², 10,000 ft², 15,000 ft²
- **NEW BRANCH OR ADDITION — 5 YEAR TIMELINE**: 5,000 ft², 10,000 ft², 15,000 ft², 20,000 ft², 25,000 ft², 30,000 ft²
- **NEW BRANCH OR ADDITION — 10 YEAR TIMELINE**: 5,000 ft², 10,000 ft², 15,000 ft², 20,000 ft²

ESTIMATED CAPITAL COST SUMMARY	NEW BUILD	RENO	R 10,000	R 15,000	R 10,000	R 15,000	5,000	10,000	15,000	20,000	25,000	30,000	5,000	10,000	15,000	20,000
A. LAND, LEGAL, ACCOUNTING, PROPERTY TAXES COST			Excluded	Excluded	Excluded	Excluded	Excluded	Excluded	Excluded	Excluded	Excluded	Excluded	Excluded	Excluded	Excluded	Excluded
B. ESTIMATED CONSTRUCTION COST (Q3 2021 NET $)	NEW BUILD	RENO	$2,856,000	$4,285,000	$2,856,000	$4,285,000	$3,119,000	$6,238,000	$9,356,000	$12,475,000	$15,594,000	$18,713,000	$3,119,000	$6,238,000	$9,356,000	$12,475,000
1 Estimated Building Construction Cost (Q3 2021 Net $)	$525/ft²	$263/ft²	2,625,000	3,938,000	2,625,000	3,938,000	2,625,000	5,250,000	7,875,000	10,500,000	13,125,000	15,750,000	2,625,000	5,250,000	7,875,000	10,500,000
2 Site Works (% Allowance of B1)	15.0%	5.0%	131,000	197,000	131,000	197,000	394,000	788,000	1,181,000	1,575,000	1,969,000	2,363,000	394,000	788,000	1,181,000	1,575,000
3 Demolition of existing building (strip-out for renovation)	$20/ft²	$10/ft²	100,000	150,000	100,000	150,000	100,000	200,000	300,000	400,000	500,000	600,000	100,000	200,000	300,000	400,000
C. CONSTRUCTION CONTINGENCIES	NEW BUILD	RENO	$2,189,000	$3,284,000	$3,895,000	$5,844,000	$1,921,000	$3,843,000	$5,762,000	$7,683,000	$9,605,000	$11,526,000	$3,625,000	$7,252,000	$10,875,000	$14,501,000
1 Design Pricing Contingency (Design & Program Changes)	15.0%	20.0%	571,000	857,000	571,000	857,000	468,000	936,000	1,403,000	1,871,000	2,339,000	2,807,000	468,000	936,000	1,403,000	1,871,000
2 Post Tender Change Order Contingency (Owner Owned)	5.0%	10.0%	343,000	514,000	343,000	514,000	179,000	359,000	538,000	717,000	897,000	1,076,000	179,000	359,000	538,000	717,000
3 Escalation Contingency (1 year = 6% p.a. compound calculated)	SEE NOTES BELOW		1,275,000	1,913,000	2,981,000	4,473,000	1,274,000	2,548,000	3,821,000	5,095,000	6,369,000	7,643,000	2,978,000	5,957,000	8,934,000	11,913,000
D. TOTAL ESCALATED CONSTRUCTION COST INCLUDING CONTINGENCIES (B+C)			$5,045,000	$7,569,000	$6,751,000	$10,129,000	$5,040,000	$10,081,000	$15,118,000	$20,158,000	$25,199,000	$30,239,000	$6,744,000	$13,490,000	$20,231,000	$26,976,000
E. PROFESSIONAL FEES (ALLOWANCES)	15.0%	20.0%	$1,009,000	$1,514,000	$1,350,000	$2,026,000	$756,000	$1,512,000	$2,268,000	$3,024,000	$3,780,000	$4,536,000	$1,012,000	$2,024,000	$3,035,000	$4,046,000
F. CONNECTION FEES & PERMITS (ALLOWANCES)	NEW BUILD	RENO	$126,000	$189,000	$169,000	$253,000	$252,000	$504,000	$756,000	$1,008,000	$1,260,000	$1,512,000	$337,000	$674,000	$1,011,000	$1,349,000
1 Allow for Development Cost Charges (% of Item D for budget purpose	1.5%	0.0%	0	0	0	0	76,000	151,000	227,000	302,000	378,000	454,000	101,000	202,000	303,000	405,000
2 Allow for Building Permits (% of Item D for budget purposes)	2.5%	2.5%	126,000	189,000	169,000	253,000	126,000	252,000	378,000	504,000	630,000	756,000	169,000	337,000	506,000	674,000
3 Utility Company Charges Allowance (% of Item D)	1.0%	0.0%	0	0	0	0	50,000	101,000	151,000	202,000	252,000	302,000	67,000	135,000	202,000	270,000
G. OWNERS COSTS (ALLOWANCES)	NEW BUILD	RENO	$403,000	$607,000	$541,000	$810,000	$555,000	$1,109,000	$1,663,000	$2,217,000	$2,772,000	$3,327,000	$742,000	$1,483,000	$2,225,000	$2,968,000
1 Project Management (% of Item D)	2.5%	2.5%	126,000	189,000	169,000	253,000	126,000	252,000	378,000	504,000	630,000	756,000	169,000	337,000	506,000	674,000
2 Owners Planning and Administrative Cost (% of Item D)	2.5%	1.5%	76,000	114,000	101,000	152,000	126,000	252,000	378,000	504,000	630,000	756,000	169,000	337,000	506,000	674,000
3 Public Art Allowance (% of Item D)	1.5%	0.5%	25,000	38,000	34,000	51,000	76,000	151,000	227,000	302,000	378,000	454,000	101,000	202,000	303,000	405,000
4 Moving and Decanting (% of Item D)	2.0%	1.0%	50,000	76,000	68,000	101,000	101,000	202,000	302,000	403,000	504,000	605,000	135,000	270,000	405,000	540,000
5 Project Insurance (% of Item D)	1.5%	1.5%	76,000	114,000	101,000	152,000	76,000	151,000	227,000	302,000	378,000	454,000	101,000	202,000	303,000	405,000
6 Owners Commissioning, Testing (% of Item D)	1.0%	1.0%	50,000	76,000	68,000	101,000	50,000	101,000	151,000	202,000	252,000	302,000	67,000	135,000	202,000	270,000
H. SOFT COSTS PROJECT CONTINGENCY (% of Items E + F + G)	10%	10%	$154,000	$231,000	$206,000	$309,000	$156,000	$313,000	$469,000	$625,000	$781,000	$938,000	$209,000	$418,000	$627,000	$836,000
SUB-TOTAL (Excluding FF&E)	NEW BUILD	RENO	$6,737,000	$10,110,000	$9,017,000	$13,527,000	$6,759,000	$13,519,000	$20,274,000	$27,032,000	$33,792,000	$40,552,000	$9,044,000	$18,089,000	$27,129,000	$36,175,000
I. LOOSE FURNISHINGS, FITTINGS & EQUIPMENT (ALLOWANCE % D)	15%	10%	$505,000	$757,000	$675,000	$1,013,000	$756,000	$1,512,000	$2,268,000	$3,024,000	$3,780,000	$4,536,000	$1,012,000	$2,024,000	$3,035,000	$4,046,000
SUB-TOTAL (Including FF&E)			$7,242,000	$10,867,000	$9,692,000	$14,540,000	$7,515,000	$15,031,000	$22,542,000	$30,056,000	$37,572,000	$45,088,000	$10,056,000	$20,113,000	$30,164,000	$40,221,000
J. GST (Excluded)			Excluded	Excluded	Excluded	Excluded	Excluded	Excluded	Excluded	Excluded	Excluded	Excluded	Excluded	Excluded	Excluded	Excluded
K. TOTAL PROJECT COST (Excluding Finance Charges & GST)			$7,242,000	$10,867,000	$9,692,000	$14,540,000	$7,515,000	$15,031,000	$22,542,000	$30,056,000	$37,572,000	$45,088,000	$10,056,000	$20,113,000	$30,164,000	$40,221,000
L. ESCALATED PROJECT COST (Excluding Finance Charges & GST)			$7,242,000	$10,867,000	$9,692,000	$14,540,000	$7,515,000	$15,031,000	$22,542,000	$30,056,000	$37,572,000	$45,088,000	$10,056,000	$20,113,000	$30,164,000	$40,221,000

PROJECT COST ESTIMATE SUMMARY

ESTIMATED CAPITAL COST SUMMARY			NEW BRANCH OR ADDITION 10 YEAR TIMELINE (CONTINUED)		NEW BRANCH OR ADDITION 15 YEAR TIMELINE		NEW BRANCH OR ADDITION 15 YEAR TIMELINE (CONTINUED)				NEW BRANCH OR ADDITION 20 YEAR TIMELINE					
			25,000 ft²	30,000 ft²	5,000 ft²	10,000 ft²	15,000 ft²	20,000 ft²	25,000 ft²	30,000 ft²	5,000 ft²	10,000 ft²	15,000 ft²	20,000 ft²	25,000 ft²	30,000 ft²
A. LAND, LEGAL, ACCOUNTING, PROPERTY TAXES COST			Excluded	Excluded	Excluded	Excluded	Excluded	Excluded	Excluded	Excluded	Excluded	Excluded	Excluded	Excluded	Excluded	Excluded
B. ESTIMATED CONSTRUCTION COST (Q3 2021 NET $)	NEW BUILD	RENO	$15,594,000	$18,713,000	$3,119,000	$6,238,000	$9,356,000	$12,475,000	$15,594,000	$18,713,000	$3,119,000	$6,238,000	$9,356,000	$12,475,000	$15,594,000	$18,713,000
1 Estimated Building Construction Cost (Q3 2021 Net $)	$525/ft²	$263/ft²	13,125,000	15,750,000	2,625,000	5,250,000	7,875,000	10,500,000	13,125,000	15,750,000	2,625,000	5,250,000	7,875,000	10,500,000	13,125,000	15,750,000
2 Site Works (% Allowance of B1)	15.0%	5.0%	1,969,000	2,363,000	394,000	788,000	1,181,000	1,575,000	1,969,000	2,363,000	394,000	788,000	1,181,000	1,575,000	1,969,000	2,363,000
3 Demolition of existing building (strip-out for renovation)	$20/ft²	$10/ft²	500,000	600,000	100,000	200,000	300,000	400,000	500,000	600,000	100,000	200,000	300,000	400,000	500,000	600,000
C. CONSTRUCTION CONTINGENCIES	NEW BUILD	RENO	$18,128,000	$21,753,000	$5,906,000	$11,815,000	$17,718,000	$23,624,000	$29,533,000	$35,440,000	$8,959,000	$17,921,000	$26,875,000	$35,834,000	$44,796,000	$53,755,000
1 Design Pricing Contingency (Design & Program Changes)	15.0%	20.0%	2,339,000	2,807,000	468,000	936,000	1,403,000	1,871,000	2,339,000	2,807,000	468,000	936,000	1,403,000	1,871,000	2,339,000	2,807,000
2 Post Tender Change Order Contingency (Owner Owned)	5.0%	10.0%	897,000	1,076,000	179,000	359,000	538,000	717,000	897,000	1,076,000	179,000	359,000	538,000	717,000	897,000	1,076,000
3 Escalation Contingency (1 year = 6% p.a. compound calculated)	SEE NOTES BELOW		14,892,000	17,870,000	5,259,000	10,520,000	15,777,000	21,036,000	26,297,000	31,557,000	8,312,000	16,626,000	24,934,000	33,246,000	41,560,000	49,872,000
D. TOTAL ESCALATED CONSTRUCTION COST INCLUDING CONTINGENCIES (B+C)			$33,722,000	$40,466,000	$9,025,000	$18,053,000	$27,074,000	$36,099,000	$45,127,000	$54,153,000	$12,078,000	$24,159,000	$36,231,000	$48,309,000	$60,390,000	$72,468,000
E. PROFESSIONAL FEES (ALLOWANCES)	15.0%	20.0%	$5,058,000	$6,070,000	$1,354,000	$2,708,000	$4,061,000	$5,415,000	$6,769,000	$8,123,000	$1,812,000	$3,624,000	$5,435,000	$7,246,000	$9,059,000	$10,870,000
F. CONNECTION FEES & PERMITS (ALLOWANCES)	NEW BUILD	RENO	$1,686,000	$2,024,000	$451,000	$903,000	$1,354,000	$1,804,000	$2,256,000	$2,708,000	$604,000	$1,208,000	$1,811,000	$2,416,000	$3,020,000	$3,624,000
1 Allow for Development Cost Charges (% of Item D for budget purpose	1.5%	0.0%	506,000	607,000	135,000	271,000	406,000	541,000	677,000	812,000	181,000	362,000	543,000	725,000	906,000	1,087,000
2 Allow for Building Permits (% of Item D for budget purposes)	2.5%	2.5%	843,000	1,012,000	226,000	451,000	677,000	902,000	1,128,000	1,354,000	302,000	604,000	906,000	1,208,000	1,510,000	1,812,000
3 Utility Company Charges Allowance (% of Item D)	1.0%	0.0%	337,000	405,000	90,000	181,000	271,000	361,000	451,000	542,000	121,000	242,000	362,000	483,000	604,000	725,000
G. OWNERS COSTS (ALLOWANCES)	NEW BUILD	RENO	$3,709,000	$4,452,000	$993,000	$1,986,000	$2,978,000	$3,969,000	$4,964,000	$5,957,000	$1,329,000	$2,657,000	$3,985,000	$5,315,000	$6,644,000	$7,972,000
1 Project Management (% of Item D)	2.5%	2.5%	843,000	1,012,000	226,000	451,000	677,000	902,000	1,128,000	1,354,000	302,000	604,000	906,000	1,208,000	1,510,000	1,812,000
2 Owners Planning and Administrative Cost (% of Item D)	2.5%	1.5%	843,000	1,012,000	226,000	451,000	677,000	902,000	1,128,000	1,354,000	302,000	604,000	906,000	1,208,000	1,510,000	1,812,000
3 Public Art Allowance (% of Item D)	1.5%	0.5%	506,000	607,000	135,000	271,000	406,000	541,000	677,000	812,000	181,000	362,000	543,000	725,000	906,000	1,087,000
4 Moving and Decanting (% of Item D)	2.0%	1.0%	674,000	809,000	181,000	361,000	541,000	722,000	903,000	1,083,000	242,000	483,000	725,000	966,000	1,208,000	1,449,000
5 Project Insurance (% of Item D)	1.5%	1.5%	506,000	607,000	135,000	271,000	406,000	541,000	677,000	812,000	181,000	362,000	543,000	725,000	906,000	1,087,000
6 Owners Commissioning, Testing (% of Item D)	1.0%	1.0%	337,000	405,000	90,000	181,000	271,000	361,000	451,000	542,000	121,000	242,000	362,000	483,000	604,000	725,000
H. SOFT COSTS PROJECT CONTINGENCY (% of Items E + F + G)	10%	10%	$1,045,000	$1,255,000	$280,000	$560,000	$839,000	$1,119,000	$1,399,000	$1,679,000	$375,000	$749,000	$1,123,000	$1,498,000	$1,872,000	$2,247,000
SUB-TOTAL (Excluding FF&E)	NEW BUILD	RENO	$45,220,000	$54,267,000	$12,103,000	$24,210,000	$36,306,000	$48,406,000	$60,515,000	$72,620,000	$16,198,000	$32,397,000	$48,585,000	$64,784,000	$80,985,000	$97,181,000
I. LOOSE FURNISHINGS, FITTINGS & EQUIPMENT (ALLOWANCE % D)	15%	10%	$5,058,000	$6,070,000	$1,354,000	$2,708,000	$4,061,000	$5,415,000	$6,769,000	$8,123,000	$1,812,000	$3,624,000	$5,435,000	$7,246,000	$9,059,000	$10,870,000
SUB-TOTAL (Including FF&E)			$50,278,000	$60,337,000	$13,457,000	$26,918,000	$40,367,000	$53,821,000	$67,284,000	$80,743,000	$18,010,000	$36,021,000	$54,020,000	$72,030,000	$90,044,000	$108,051,000
J. GST (Excluded)			Excluded	Excluded	Excluded	Excluded	Excluded	Excluded	Excluded	Excluded	Excluded	Excluded	Excluded	Excluded	Excluded	Excluded
K. TOTAL PROJECT COST (Excluding Finance Charges & GST)			$50,278,000	$60,337,000	$13,457,000	$26,918,000	$40,367,000	$53,821,000	$67,284,000	$80,743,000	$18,010,000	$36,021,000	$54,020,000	$72,030,000	$90,044,000	$108,051,000
L. ESCALATED PROJECT COST (Excluding Finance Charges & GST)			$50,278,000	$60,337,000	$13,457,000	$26,918,000	$40,367,000	$53,821,000	$67,284,000	$80,743,000	$18,010,000	$36,021,000	$54,020,000	$72,030,000	$90,044,000	$108,051,000

D7 LIST OF TABLES

D7 LIST OF TABLES

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