

# Facilities Framework

**Consultation Summary Report**

**November 2022**

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## Executive Summary

OPL's vision is to *build community and transform lives* and its mission is to *inspire learning, spark curiosity, and connect people*. The vision and mission are built upon OPL's core values of Community, Inclusion, Integrity, Intellectual Freedom, and Literacy.

OPL is a shared public service that aims to provide social and economic benefit to the city, communities, and residents of Ottawa. Ottawa residents use OPL facilities as gathering hubs, places to learn and study, and places to relax and work. Since amalgamation in 2001, OPL's presence throughout Ottawa has been a pillar to the city's diverse culture and has provided an environment for refuge. OPL contributes significantly to the city's overall health by providing access to collections that facilitate literacy, information services that provide support to residents, programs that promote learning, access to spaces to connect with each other, and tools that foster creativity, and support productivity. In addition, as community infrastructure, OPL facilities may be used (from time to time) to provide space for emergencies, as areas of refuge.

The consultation period for the Facilities Framework ran from July 18, 2022, through September 15, 2022, providing customers and Ottawa residents with approximately eight (8) weeks to provide input. The engagement process took place online via the OPL website and included an online survey, a virtual open-house session, and open-communication directly with employees via a Facilities Framework email address.

The survey received 860 responses. Of those, 595 reached the end, while 265 were partial completions, resulting in a 69% completion rate. Almost all survey respondents are active library users. Only 1% of the respondents stated they are not library users and stated they do not require the service for themselves, but believe it is an important role for public service.

Below is a synopsis of key findings:

- Overall, 89% of respondents "agreed" or "somewhat agreed" with the general concepts that were presented within the Framework.
- Approximately 2/3 of respondents currently travel 3kms or less to access a branch, of which 80% indicated that the distance is "reasonable" or "somewhat reasonable".
- When asked if branch use would increase if a library branch was located closer to the respondent, respondents were equally divided between those

who said they would use libraries more often or that it would not change their frequency to the library.

- In terms of how far respondents would be willing to travel to a branch, most respondents expressed a willingness to travel between 0 and 3kms.
- Those willing to travel 3km to greater than 5 km (approximately 30 percent of respondents) indicated that good reasons for travelling farther include: receiving specialized services or programs, preferring the feel of the branch, or convenience to where they are work and/or shop.
- Though there is reason for respondents to travel farther to access services, respondents answered that they would only be willing to leave their neighbourhood to do so occasionally or rarely (69%).
- The most common methods of travel to access library branches are by personal vehicle (48%) and walking (37%).
- There is a significantly strong desire for branches to be located by large transit 'hubs' such as bus terminals and LRT stations rather than individual neighbourhood stops that operate less frequently.
- 65% of respondents "agree" or "somewhat agree" that 0.5 sq. ft./capita is reasonable, while 22% responded "don't know" or hold no opinion. The remaining 14% indicated it is either "somewhat unreasonable" or "unreasonable". Feedback received from those that disagreed with the space per capita metric was split. Several respondents stated that OPL should be a leader among library systems in Canada as OPL is in the National Capital (and as such should have a higher sq. ft. per capita ratio), while others believe that the suggested metric is a good starting point and that OPL should not stretch resources and funding.
- 84% of respondents "agree" or "somewhat agree" that rural transects should have a differing distance metric applied compared to urban/suburban branches.
- 74% of rural resident respondents "agreed" or "somewhat agreed" that rural branches should be in main village hubs.
- Rural residents expressed concern that OPL will remove rural branches if use or population is "too low."
- Urban residents expressed concern that OPL will eliminate branches where there is a service overlap.

- There is a consensus among respondents that the rural distance metric proposed (20 km) is “too far” and discriminates the rural communities.
- Rural residents are willing to travel more than 5 kms overall and responded well to the 15-minute drive times proposed.
- 78% of respondents “agreed” or “somewhat agreed” with the approach to address legacy and growth gaps.
- Respondents generally indicated that the utilization of the Neighbourhood Equity Index is appropriate.
- In terms of the three neighbourhood prioritization criteria (equity, distance, and growth rate), respondents ranked order of importance resulted in Distance and Equity being relatively equal, followed by Growth Rate.
- Specific suggestions were received to ensure OPL is more environmentally friendly when retrofitting existing facilities and to become LEED certified, and or achieve net zero for all new builds.

Information received through quantitative and qualitative responses were aligned. However, there are two clear areas of divergence between quantitative responses and the qualitative responses:

1. Sustainability - Through the open text responses, respondents were very passionate about ensuring sustainability is a key in OPL facilities but did not express the same notion when ranking the importance of sustainability in question #42 of the survey.
2. Transit (hubs and terminals) - respondents repeatedly asked for this criterion through open text answers, however, this was not aligned with the importance ranking in question #42 (though public transit by bus was ranked highly for importance).
3. Mixed feedback included a desire for branches to be co-located with other City services, shopping centers, schools, and retirement facilities.

# 1. Public Engagement Plan

## 1.1 Stakeholder Input

Consultation Element	Participants	Intended Purpose
Survey	<p>Overall: 860 participants</p> <p>Completion: 595 participants - 69% Completion rate</p>	<p>Gauge perspectives on various facility criteria for decision making.</p> <p>Seek input on the concepts presented in the draft Framework.</p> <p>Receive additional suggestions for facilities development.</p>
Virtual Open – House	<p>93 registrations</p> <p>38 participants</p>	<p>Address questions from the public.</p> <p>Provide clarity on the concepts presented in the Facilities Framework document.</p>
Facilities Framework Email Address	<p>120 correspondences</p> <p>107 unique participants</p>	<p>Address questions from the public.</p> <p>Provide clarity on the concepts presented in the Facilities Framework document.</p> <p>Receive feedback on the consultation strategy.</p> <p>Receive additional suggestions &amp; feedback from respondents looking to further the conversation or provide feedback without completing the survey.</p>

## 1.2 Consultation Method

The Facilities Framework outlines OPL's approach to the Facility Channel, as per the Service Delivery Framework (SDF). It is one of the main ways that OPL delivers services to customers. To ensure that in person service delivery at OPL locations meets the needs of Library customers and Ottawa residents, it is important that they are engaged in the development of the Facilities Framework.

To ensure a meaningful engagement, the consultation period ran from July 18, 2022, through September 15, 2022, providing approximately eight (8) weeks for public input. As approved by the Board, customers and Ottawa residents were invited to review the draft Facilities Framework and watch an online presentation prior to responding to the survey. Additionally, a hard copy of the draft Facilities Framework was made available to customers and Ottawa residents in all public library branches for in-branch reference, along with the option of completing a hard copy survey.

A Facilities Framework email address ([facilitiesframework@bibliooottawalibrary.ca](mailto:facilitiesframework@bibliooottawalibrary.ca)) was created for survey respondents and the public to send feedback and questions to staff for the entirety of the public engagement period. This allowed staff to respond to individuals seeking clarification on the Framework and provided a mechanism to conduct conversations with those interested in providing additional comments and concepts. Staff received 120 messages to the inbox from 107 unique respondents.

In addition, OPL hosted a virtual open house session on August 23, 2022. The session was designed to offer an opportunity to ask questions of clarification to better understand the Framework, and to support completion of the survey. Staff strongly encouraged participants to read the Framework or watch the presentation prior to attending the event. There were 93 registered participants for this event, with 38 attendees. To support the session, staff invited participants to submit questions in advance and subsequently to continue the conversation after the event through the Facilities Framework mailbox. One week after the event was held, the Q&As from the virtual open house were posted on OPL's website on the Facilities Framework public engagement project page.

## 1.3 How the Data was Analyzed

All survey responses and comments were included in the analysis for this consultation. The quantitative responses are displayed in table, graph, and chart formats throughout this report. The qualitative responses, as received from the open-ended questions, were sorted by themes – called coding. Once the coding was done for the open-ended questions, staff analyzed each theme to further refine the comments and have a better understanding for what was most important to residents. Further analysis was conducted to understand the needs and/or comments received from specific subgroups such as rural residents, youth, etc.

The comments received through the Facilities Framework inbox and the virtual open-house session were not coded but were analyzed as recurring or common themes.

## 1.4 Participant Demographics

Most respondents were between the ages of 50 to more than 65 years of age at 58%, while the second highest age range was 25% for 35 – 49 years of age.

The majority of respondents identify as Female (59%), with the remaining respondents identifying as follows: Male (32%) Non-Binary (1%), Other (1%), and Prefer not to Answer (7%).

Respondents were asked to identify if they are Francophone (12%). Note: respondents were not asked if they are bilingual.

The sample also saw that the respondents are generally well educated with 88% of respondents completing some level of post-secondary studies. 91% of respondents indicated that they had reviewed the draft Framework document or the provided presentation prior to completing the survey, while 9% indicated they had not reviewed either.

77% of survey respondents identified as being part of one or more of the below marginalized groups:

- Woman
- Older Adult
- Francophones
- Person with a disability
- LGBTQ+

- Immigrant
- Racialized Person
- Rural Resident
- Person Living in Poverty
- Youth
- Aboriginal Peoples
- Other

Respondents who completed the survey were representative of all 33 branches. The top five (5) branches respondents identified as a branch that they use are:

1. Main
2. Nepean Centrepointe
3. Sunnyside
4. Carlingwood
5. Emerald Plaza

## 2. Consultation Survey Results

### 2.1 Survey Questions and Responses

The following section provides information on the quantitative survey responses. As appropriate, qualitative response are shared to provide insight and interpretation. Where questions were quantitative, a chart identifying the responses is included. For each chart, the number of total respondents to that question appears in the bottom right-hand corner as “N XXX”.

#### 1. Do you agree, somewhat agree, somewhat disagree, or disagree with the concepts presented in the Framework?

	Count	% of responses	%
Agree	375		44%
Somewhat agree	305		36%
Somewhat disagree	35		4%
Disagree	28		3%
Don't know / Don't have an opinion	110		13%

N 853

#### 2. What stood out to you the most with the Framework?

Respondents provided many unique responses from their takeaways of the Framework. Of note, respondents indicated they were surprised with the challenges OPL faces when providing equal service across Ottawa. Respondents also expressed appreciation for contextual information used to position the Framework including information regarding the land size of Ottawa versus the population, the use of equity criteria for facility decisions, and indicated that the research and justification of the Framework were all well received and appreciated.

*“I find it very intelligently conceived and presented. It made me aware of the economic value to the city of the OPL system. It shows how the Library system fosters community. The concern for equity is extremely important and well presented.”* – Survey respondent

*“Very old school and not very innovative.”* – Survey respondent

*“Rural access is very important, while the communities may be smaller they greatly benefit from our local libraries. Munster library is an important community hub for residents and a key pillar of the community. Equity ranking is very important to ensure all residents have access to the services provided by the library, especially those from*

*equity deserving groups. Good plan with a lot of important considerations.” – Survey respondent*

*“Not clear how such a focus on physical facilities is necessary in a digital age. I would expect more of a focus on areas where the need is greater, due to lack of access to books, internet in the home or lack of access to transit or language barriers. Seems to focus on equal service not where needs are to increase equity across the population.” – Survey respondent*

*“There was nothing there where you could put libraries in recreational centers where people spend a lot of time with there kids are doing sports and the parents and other siblings could be doing other things like the library attached to the Ray Friel center in Orleans. Build these facilities together and save on costs and green space.” – Survey respondent*

*“This framework looks excellent. I particularly appreciate the equity, distance, and growth lenses, the scoring system that assigns points on the basis of pre-established values, the forward-looking nature of the framework, and its transparency and clarity.” – Survey respondent*

*“The disconnect between the population density that Ottawa allows to be built (and the difficulties imposed to receive approval on infill developments) to its repercussions on services for residents. A low density sprawled city cannot offer reliable and cost-effective services. To recognize this, Ottawa is therefore using very sub-par service thresholds to make its library service decisions, rather than incentivizing medium-density throughout the city to make library services (and other services) financially sustainable. The gateway criterion appears to be intentionally set to avoid recognizing the unacceptably low services offered to many residents, by simply stating they meet the sub-par thresholds arbitrarily chosen because Ottawa continues to sprawl without collecting revenues on an ongoing basis commensurate with the obligations taken on by the city when approving low density sprawl. The lenses of equity, distance, and growth are good, but they do not matter if the gateway criterion prevents using these metrics to improve services for current and future residents. For a city that has a 15-minute neighbourhood vision, we should be prioritizing infill developments and add library branches across the city in each of these neighbourhoods (but that could not be further from what was presented in the video and draft facilities framework). Every 12 year-old child should be able to safely bike to a local library branch. We shouldn't be using cars to evaluate if a branch is accessible, as not all residents using the library facilities can drive (children, teenagers, some people with disabilities, and many elderly residents).” – Survey respondent*

**3. The draft Framework is designed to address legacy gaps and growth gaps. Do you agree, somewhat agree, somewhat disagree or disagree that these should be the focus for facilities planning?**

	Count	% of responses	%
Agree	298		46%
Somewhat agree	204		32%
Somewhat disagree	39		6%
Disagree	27		4%
Don't know / Don't have an opinion	76		12%

N 644

The respondents' feedback can be summarized by their agreement with OPL's approach, that they care about the growth, growth gaps and legacy gaps. Some respondents mentioned that there should not be any gaps and raised concerns about accessibility, equity, and fairness.

Some respondents indicated a need to further improve current branches and their services or to focus on online services rather than physical spaces.

**4. Please identify whether the facility classifications are easy to understand, somewhat easy to understand, somewhat difficult to understand or difficult to understand.**

	Count	% of responses	%
Easy to understand	296		46%
Somewhat easy to understand	204		32%
Somewhat difficult to understand	60		9%
Difficult to understand	37		6%
Don't know / Don't have an opinion	47		7%

N 644

It is noted that not all respondents found the framework easy to understand, indicating that it is a complex document and suggesting that more plain language be used. The Facilities Framework is intended to be used for internal purposes and as a guideline to inform future decisions related to OPL facilities.

**5. The Facilities Framework identifies a facility classification system. Please indicate whether you are satisfied, somewhat satisfied, somewhat dissatisfied or dissatisfied with the system.**

	Count	% of responses	%
Satisfied	305		47%
Somewhat satisfied	179		28%
Somewhat dissatisfied	44		7%
Dissatisfied	39		6%
Don't Know / Don't have an opinion	77		12%

N 644

**6. Are you satisfied, somewhat satisfied, somewhat dissatisfied or dissatisfied with the number of library branches accessible from your neighbourhood?**

	Count	% of responses	%
Satisfied	376		59%
Somewhat satisfied	105		16%
Somewhat dissatisfied	55		9%
Dissatisfied	97		15%
Don't know	9		1%

N 642

**7. How often do you visit a public library branch?**

	Count	% of responses	%
Every week	211		33%
Every two weeks	116		18%
Every three weeks	78		12%
Once per month	94		15%
Once every two months	34		5%
Less than once every two months	75		12%
I do not currently use a public library branch	34		5%

N 642

**8. Please select the method of transportation you use the most to access a public library branch.**

	Count	% of responses	%
Public transit	26		4%
Personal vehicle	293		48%
Bicycle	38		6%
Walking	223		37%
Other - please identify	28		5%

N 608

The majority of respondents access a library branch via a personal vehicle or by walking. Respondents who selected “other” indicated that they access their library branch(es) by way of multiple methods listed above, utilize the Bookmobile, Kiosk, or access the virtual collection online.

**9. How many kilometres do you currently travel to access a public library branch?**

	Count	% of responses	%
Less than 1.5 kms	209		34%
Between 1.5 kms and 3 kms	181		30%
Between 3 kms and 5 kms	122		20%
More than 5 kms	87		14%
Don't know	9		1%

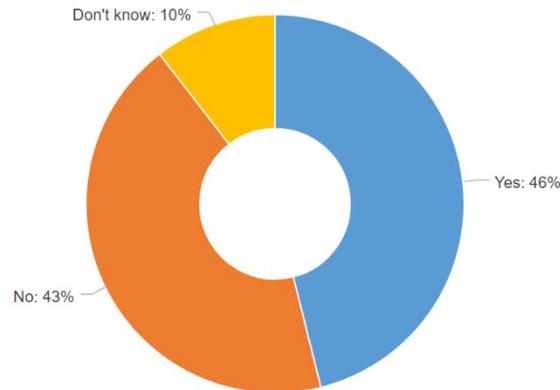
N 608

**10. Is the distance you currently travel to access a public library facility reasonable, somewhat reasonable, somewhat unreasonable, or unreasonable?**

	Count	% of responses	%
Reasonable	404		66%
Somewhat reasonable	110		18%
Somewhat unreasonable	53		9%
Unreasonable	41		7%
Don't know / Don't have an opinion	0		

N 608

**11. Would you use the public library branch more often if one was located closer to your neighbourhood?**



N 640

**12. Please explain why you would or wouldn't use public library branches more often if one was located closer to your neighbourhood?**

Respondents who said they **would not** access the library more frequently if a branch was located closer to them indicated the below general concepts:

- Already satisfied with the location of their branch
- The library is not a need for them personally
- They use OPL's virtual services

Respondents who said they **would** access the library more frequently if a branch was located closer to them indicated the below general concepts:

- The walkability to a branch would be feasible if located closer
- Easier to attend Programs
- Could access holds more frequently

*"As a retired person I would very much prefer to be able to walk to my local library. I no longer like to drive myself and the bus service is not good. There are many elderly people in my neighborhood"* – Survey respondent

**13. Of the following options, select which distance metrics you would be willing to travel to access a public library branch.**

	Count	% of responses	%
Less than 1.5 kms	142		22%
Between 1.5 kms and 3 kms	246		38%
Between 3 kms and 5 kms	111		17%
More than 5 kms	99		15%
None of the above	18		3%
Don't know	24		4%

N 640

In terms of how far respondents would be willing to travel to a branch, most respondents expressed a willingness to travel between 0 and 3kms to access a branch.

**14. Why are you willing to travel to access a particular public library branch?  
Select all that apply.**

	Count	% of responses	%
I prefer to use a particular branch for its convenience	466		75%
Other - please identify	162		26%
Access specialized services such as musical instruments, creative spaces, etc.	146		23%
I prefer to use a particular branch because of the facility design	140		23%
I prefer to use a particular branch because of the staff	98		16%

N 622

Respondents who specified 'Other' as the reason they are willing to travel to access a library branch indicated the following general concepts:

- One or more of the previous options (convenience, special collections, etc.);
- Preference because they were familiar with a specific branch prior to amalgamation or moving neighbourhoods.

**15. At what frequency are you willing to travel outside of your neighbourhood to access library services?**

	Count	% of responses	%
Always – I currently access library services outside of my neighbourhood	76		12%
Regularly – I prefer to visit the library in another community as part of my daily travels	39		6%
Occasionally – I am willing to travel to another library branch to access specialized services	267		42%
Rarely – I am willing to travel to another library branch for a special event only.	172		27%
Never – I am not willing to travel outside of my neighbourhood for library services	66		10%
Don't know	19		3%

N 639

**16. For rural communities, do you agree, somewhat agree, somewhat disagree or disagree that public libraries should be located in village hubs?**

	Count	% of responses	%
Agree	357		56%
Somewhat agree	74		12%
Somewhat disagree	14		2%
Disagree	14		2%
Don't know / Don't have an opinion	180		28%

N 639

**17. Do you agree, somewhat agree, somewhat disagree or disagree that it is appropriate to have a different distance metric for rural communities compared to urban communities?**

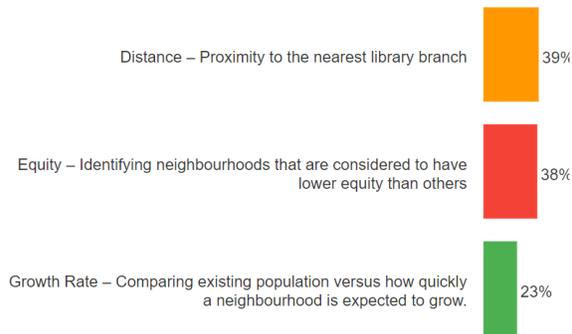
	Count	% of responses	%
Agree	427		67%
Somewhat agree	110		17%
Somewhat disagree	19		3%
Disagree	22		3%
Don't know / Don't have an opinion	61		10%

N 639

*“Scoring criteria favorite urban and suburban. Rural is at a disadvantage again. For most rural locations within the boundaries of 'Ottawa', we could get to Ādisōke or any*

*other larger library site within 45 minutes. Libraries in rural communities should be within a maximum 10 to 15 minute drive.” – Survey respondent*

**18. What is most important to you when considering neighbourhood prioritization? Please rank in order of importance with 1 being the most important and 3 being the least important.**



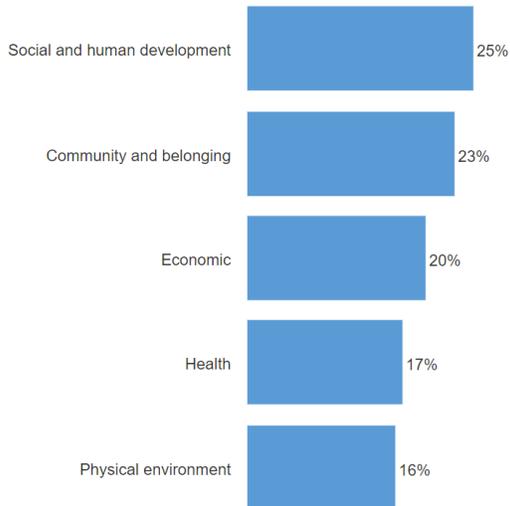
N 623

**19. The Neighbourhood Equity index score measures equity in five key areas: economic, health, social and human development, physical environment, and community and belonging. Do you agree, somewhat agree, somewhat disagree or disagree that the total score should be used when evaluating neighbourhood equity?**

	Count	% of responses	%
Agree	326		51%
Somewhat agree	158		25%
Somewhat disagree	45		7%
Disagree	33		5%
Don't know / Don't have an opinion	72		11%

N 634

**20. Please rank the areas of equity in order of priority with 1 being the highest priority and 5 being the lowest priority.**



N 276

**21. Are there other factors that should be considered when prioritizing need for a public library branch?**

While the majority of respondents has nothing more to add, some respondents stated the following general concepts should be considered:

- Access to senior’s residences, schools, and community centers
- Comments unrelated to Facilities such as hours of operations

*“You must consider that some neighbourhoods have slow, winding bus routes which add additional time to access libraries and is a huge deterrent. Library branch within walking or mobility device distance is critical for legacy gap communities.” – Survey respondent*

**22. When prioritizing facility needs, do you agree, somewhat agree, somewhat disagree or disagree that OPL should consider areas with low literacy rates before other areas?**

	Count	% of responses	%
Agree	221		37%
Somewhat agree	197		33%
Somewhat disagree	74		12%
Disagree	62		10%
Don't know / Don't have an opinion	43		7%

N 597

Most respondents agree that OPL should consider areas with low literacy rates before other areas as shown above, however, when asked to further explain their reasoning, respondents mention that it will not increase library usage and that it is not the Ottawa Public Library’s role. Some respondents mentioned that it is unfair to other areas.

*“Those who have low literacy will not necessarily use the facilities even if they are offered unless the programs are there to support it (i.e. ESL classes, reading classes, etc.). Literacy needs to be addressed in another way and not through the placement of libraries. It is unreasonable to think that just because there is a library nearby, someone who is not interested in reading or is not able to read will decide to go and pick up a book to learn. These individuals need more support and so locating a library near areas where there is lower literacy is not a solution. Lower income does often equate to lower literacy rates, but it is not the same thing.” – Survey respondent*

*“Low literacy areas need to be considered, but not to the exclusion of other areas. We are all taxpayers, and currently many of us are not well served by the library system.” – Survey respondent*

*“In partnership with local schools & community groups, libraries can play an important role.” – Survey respondent*

**23. OPL currently has a 0.43 square foot per capita ratio for its facilities. The recommendation is to use a 0.5 square foot per capita ratio for future buildings and expansions to align better with public libraries in other cities. Is a 0.5 per capita ratio reasonable, somewhat reasonable, somewhat unreasonable or unreasonable?**

	Count	% of responses	%
Reasonable	249		42%
Somewhat reasonable	139		23%
Somewhat unreasonable	51		9%
Unreasonable	29		5%
Don't know / Don't have an opinion	129		22%

N 597

Most respondents indicated that the ratio is reasonable (65%). Some respondents suggested OPL increase the ratio given Ottawa is the National Capital stating that OPL should be leaders for Canada. Conversely, other respondents suggested OPL lower the ratio and move to expanding online services. OPL also received comments about keeping the existing ratio and simply investing in improvements to existing locations.

Other notable feedback included:

- Cost is considered a challenge (higher taxes)
- Invest in Technology (e-books)
- COVID-19 impacts. In particular, the need for larger spaces in the event of another pandemic

**24. Do you agree, somewhat agree, somewhat disagree or disagree that population size is a factor that should be used when deciding building criteria for a branch of Ottawa Public Library?**

	Count	% of responses	%
Agree	322		54%
Somewhat agree	182		30%
Somewhat disagree	44		7%
Disagree	23		4%
Don't know / Don't have an opinion	26		4%

N 597

*“It absolutely makes sense that neighbourhoods with larger populations should have a larger building, as there will be more demand for meeting rooms, study desks, reading areas, etc.” – Survey respondent*

*“Population size is important but ask the residents if they need or want an OPL branch in their area or neighborhood. If there is low demand, don't build it. One size does not fit all.” – Survey respondent*

**25. Do you agree, somewhat agree, somewhat disagree or disagree that functionality is a factor that should be used when deciding building criteria for a branch of Ottawa Public Library?**

	Count	% of responses	%
Agree	379		63%
Somewhat agree	117		20%
Somewhat disagree	19		3%
Disagree	13		2%
Don't know / Don't have an opinion	69		12%

N 597

*“Branches need to be able to provide different types of users and functionality is very important with that” – Survey respondent*

*“Ensuring the functional requirements are met allows the organization to plan for future growth and ensures that the building will remain modern.” – Survey respondent*

*“Au quotidien, et au fil des ans, c'est ce critère qui aura le plus d'impact sur mon expérience.” – Survey respondent*

*“Anything that improves accessibility is important to me” – Survey respondent*

*“The public library is a gem, but it doesn’t need to have all the bells and whistles. It needs to have books and resources to access information.” – Survey respondent*

**26. Do you agree, somewhat agree, somewhat disagree or disagree that sustainability is a factor that should be used when deciding building criteria for a branch of Ottawa Public Library?**

	Count	% of responses	%
Agree	389		65%
Somewhat agree	118		20%
Somewhat disagree	34		6%
Disagree	14		2%
Don't know / Don't have an opinion	42		7%

N 597

Respondents ‘strongly agreed’ or ‘somewhat agreed’ that sustainability should be a factor (85%). Respondents who indicated agreement mentioned the need for environmental choices and aiming for net zero on new builds. They also indicated that sustainability would also reduce the long-term operating costs for the facilities.

The minority of respondents who disagreed with the factor indicated that they did not understand the terminology or indicated that it was not a priority. Respondents also indicated that they believed the costs to build would ultimately determine the amount of sustainability that could be obtained or felt that the collections and services should be prioritized over sustainability.

*“We are in the midst of a climate emergency. If sustainability was not a factor under consideration, this would be greatly upsetting.” – Survey Respondent*

*“La viabilité écologique est maintenant un critère essentiel à prendre en compte dans un monde qui doit tenir compte de son environnement.” – Survey Respondent*

*“These are all good things but it does increase costs. There has to be a balance between the functionality and cost of a new facility” – Survey Respondent*

*“It is important that the building is sustainable and can be easily maintained in a cost effective way for decades to come.” – Survey Respondent*

*“A ‘sustainable’ building surrounded by free parking is self defeating. Sustainability is more than how a building is built, but also how it integrates into the fabric.” – Survey Respondent*

**27. Do you agree, somewhat agree, somewhat disagree or disagree that aesthetics is a factor that should be used when deciding building criteria for a branch of Ottawa Public Library?**

	Count	% of responses	%
Agree	241		40%
Somewhat agree	223		37%
Somewhat disagree	63		11%
Disagree	49		8%
Don't know / Don't have an opinion	21		4%

N 597

Though respondents generally agreed that aesthetics are a factor to be considered in building criteria, they indicated it is the least important building criteria (question 40). Respondents perceive aesthetics results in increased costs, and though the criteria may attract more use in a space, respondents indicated that they do not desire an overly luxurious facility.

*“Libraries should be state of the art, beautiful and intellectually stimulating (art or technology) facilities to help encourage use.” – Survey respondent*

*“Aesthetics is the least important factor but I believe every library should be light, bright, clean and welcoming” – Survey respondent*

*“Function is more important than aesthetics, but a building should complement its environment and be appealing to help attract new users.” – Survey respondent*

*“Aesthetics are nice, but can be expensive. As an organization with limited resources, I would focus most on service delivery to under-served areas of the city.” – Survey respondent*

*“L'esthétique d'un lieu a un impact sur le bien-être des occupants et utilisateurs et de celles et ceux qui vivent dans son environnement. En ce sens, l'esthétique est essentielle.” – Survey respondent*

**28. Do you agree, somewhat agree, somewhat disagree or disagree that wellbeing is a factor that should be used when deciding building criteria for a branch of Ottawa Public Library?**

	Count	% of responses	%
Agree	310		52%
Somewhat agree	117		20%
Somewhat disagree	22		4%
Disagree	27		5%
Don't know / Don't have an opinion	121		20%

N 597

Most respondents are in favor of using wellbeing as a factor when deciding building criteria. Respondents who disagreed with wellbeing as a building criterion questioned the meaning of the word itself or indicated that it was not a priority for buildings.

*“C’est une bonne façon de valoriser le savoir. Nous savons que la connection avec la nature, même à l’intérieur d’un immeuble, a un grand effet sur notre état d’âme. Cela encourage les utilisateurs à revenir souvent profiter des ressources.”* – Survey respondent

*“Wellbeing factors in well with aesthetics to make an attractive building to citizens. Wellbeing can be further improved upon by making the library easy to access on foot or bike, encouraging citizens to not use their cars for a local trip.”* – Survey respondent

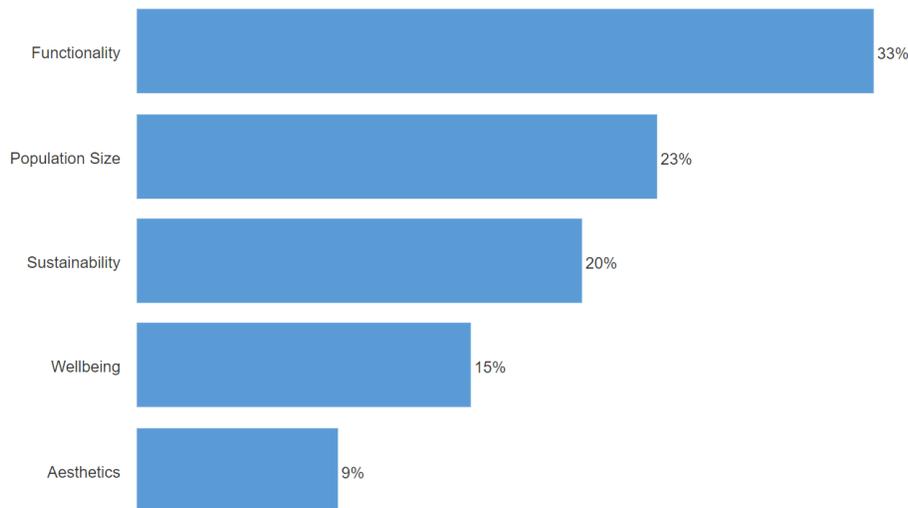
*“Wellbeing is becoming an increasingly important part of our overall society and the library system must be prepared to meet this trend.”* – Survey respondent

**29. Are there other factors that OPL should consider when evaluating the building criteria?**

While the most frequent answer to this question indicated that the factors proposed were adequate, respondents indicated the following, in order of most frequent answer to least frequent:

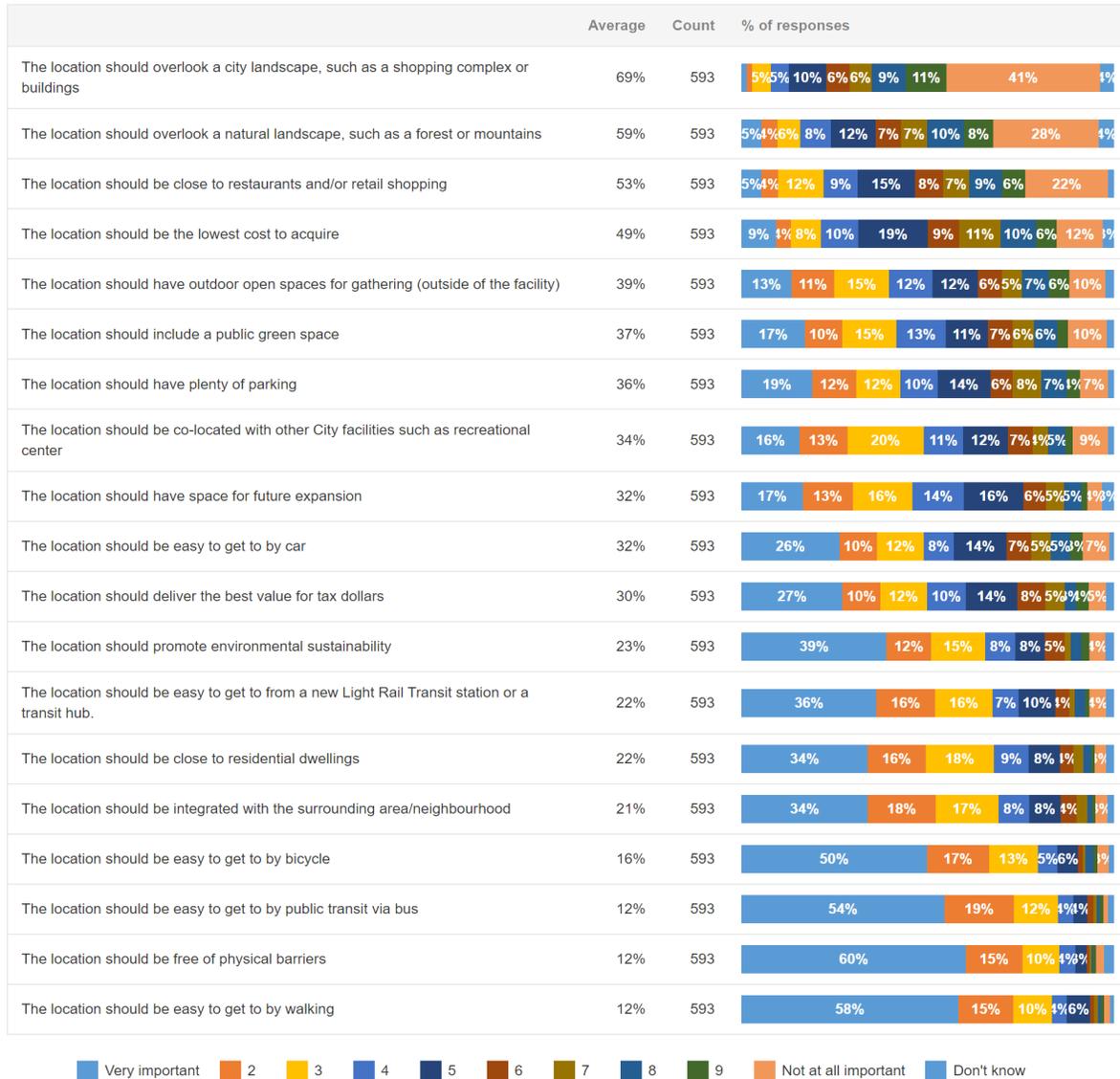
- Building Design (meeting and collection spaces, flexibility, COVID, safety & security, signage / wayfinding, Indigenous consultation)
- Accessibility / Easy Access
- Sustainability (Green space, Net Zero, reuse existing City facilities)
- Funding, Budget, and Maintenance costs
- Transit proximity
- Prioritize shared facilities and adjacencies
- Target audience
- Technology and virtual services

**30. Please rank the building criteria in order of importance. 1 being the most important and 5 being the least important.**



N 597

**31. Please rate the importance of each of the factors that could be used when deciding where to locate a new branch of Ottawa Public Library. Please use a rating scale of 1 to 10, where 1 is very important and 10 is not at all important.**



■ Very important 
 ■ 2 
 ■ 3 
 ■ 4 
 ■ 5 
 ■ 6 
 ■ 7 
 ■ 8 
 ■ 9 
 ■ Not at all important 
 ■ Don't know

N 593

Respondents were asked to rate various criteria for quantitative analysis as above, however the data did not necessarily correlate to the qualitative responses received through the open-text field associated with this question. For instance, transit hubs scored a slightly lesser importance than OC Transpo buses specifically, whereas with the qualitative information, locating near transit hubs were more important than being on a bus route.

### 32. Are there other factors that are important to you about where library branches are located?

Respondents mostly indicated there was nothing else to add for library locations that was not previously covered. Respondents did reiterate common themes and provided new concepts such as:

- Good street and bicycle path lighting
- Proximity to transit
- Proximity or co-location with retirement homes, schools, community centers, shopping centers, etc.
- Impact of noise of surrounding environment

*“Green space is great to provide, if possible. This “land acquisition” lease should not be seen as a limiting factor for site selection. When building in constrained urban areas, would be great to invest by building vertically. Terraces and/or green roofs can create new parkland in the heart of the City.”* – Survey respondent

*“I appreciate proximity to other community resources (e.g. parks, schools, recreation facilities) which, for me, has influenced using the library and adding to a sense of community.”* – Survey respondent

## 2.2 Opinions, Preferences, and Suggestions for the Development of the Facilities Framework

*“During the pandemic when libraries were closed I switched to an e-reader, and I was pleasantly surprised by how many e-books were freely available to me through the library's Overdrive system. I've also enjoyed using Kanopy to watch independent films. However, I do hope to have children soon, and I see physical books becoming much more important for our family, as well as children's programming offered by libraries.”* – Survey respondent

*“My use is not predicated on distance, but hours of service”* – Survey respondent

*“I would visit more often if I could walk to the library. I am able to walk to François Dupuis Recreation Centre which is a real plus for a senior like me! It's good exercise, plus I don't need to use gas and pollute the environment.”* – Survey respondent

*“I appreciate St. Laurent for being integrated with recreational facilities. It makes so much sense. Vanier is also great because it is located near the community centre, Richelieu Park, the sugar bush and forest. That said, branches such as Alta Vista are always busy with students from nearby schools as well as families and are nowhere near recreational facilities. I have visited most libraries in Ottawa and am always jealous*

*that the suburban ones are so much nicer than the ones in the centre.” – Survey respondent*

### 2.3 Other Issues and Suggestions Raised during Consultation

Many respondents provided feedback surrounding OPL matters outside of the Facilities purview (e.g., hours of operation, Bookmobile services, technology improvements, etc.), including feedback on the public engagement process overall. These comments have been noted and provided to the appropriate departments.