

Appendix G: Aggregated Survey Results and Site Visit Observations

Organization of the Survey:

The Branches are organized into the three categories of the latest branch distribution model; District, Community, Neighbourhood. St. Boniface is grouped with the District libraries although it is recognized that St. Boniface is the French language Central library in WPL's system.

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1. HOURS OF OPERATION

| BRANCH | OPEN HOURS SUMMER | OPEN HOURS WINTER | SURVEY RESPONDENTS' RECOMMENDED CHANGES |
|---------------------------|----------------------|----------------------|--|
| FORT GARRY | 45.5 | 52.5 | None |
| HENDERSON | 45.5 | 52.5 | Need more weekend hours and extended evening hours (Wed & Fri), i.e. access beyond the workweek. |
| ST. JAMES-ASSINIBOIA | 45.5 | 52.5 | Should be open on Wednesday |
| ST. BONIFACE | 58 | 62 | None |
| ST. VITAL | 45.5 | 52.5 | More Wednesday hours at other locations |
| SIR WILLIAM STEPHENSON | 47 | 51 | Should close Saturdays in Summer |
| WEST KILDONAN | 45.5 | 52.5 | Should open Wednesday evenings |
| CHARLESWOOD | 39.5 | 45.5 | None |
| LOUIS RIEL | 58.5 | 45.5 | Community wants open Wednesdays 10 A.M. – 8:30 PM. Divided opinion on Sunday openings. |
| PEMBINA TRAIL | 38.5 | 45.5 | Should be open Wednesday |
| RIVER HEIGHTS | 38.5 | 45.5 | Should be open Wednesday |
| TRANSCONA | 38.5 | 45.5 | Should be open Wednesday |
| WESTWOOD | 38.5 | 45.5 | Should be open Wednesday. Could be closed on the Victoria Day weekend. |
| CORNISH | 29.5 | 36.5 | None |
| MUNROE | 29.5 | 36.5 | None |
| OSBORNE | 29.5 | 36.5 | Should be open Wednesday |
| ST. JOHN'S | 29.5 | 36.5 | None |
| WEST END | 36.5 | 36.5 | Patrons want library opened on Sunday and on one more evening |
| WINDSOR PARK | 29.5 | 36.5 | Should be open Wednesday |

2. POPULATION SERVED

| BRANCH | TOTAL POP. SERVED | LINGUISTIC/ CULTURAL/ ETHNIC POP. | BUSINESS | SCHOOL-AGE | PRE-SCHOOL | SENIOR |
|------------------------|--|--|--|------------|------------|--------|
| FORT GARRY | 26,828 | English, French, German, Chinese | | Yes | Yes | |
| HENDERSON | 39,000 incl. % of Riverbend and Rivergrove wards | E, 30% German /Mennonite, Ukr, Pol, Dut, Fr, Growing Spanish-speaking pop. | (job-hunters compete for use of computers) | Yes | Yes | Yes |
| ST. JAMES-ASSINIBOIA | 28,541 | English, Small French Population | | Yes | Yes | Yes |
| ST. BONIFACE | 50,000 | Fr.ench, English, BiL, M ¹ | | Yes | | Yes |
| ST. VITAL | 27,271 | English, French, Croat, Afghan, Ethiopian | | | Yes | Yes |
| SIR WILLIAM STEPHENSON | 44,506 | "Diverse": Abr, Fil, E.Ind, Asn. ² | | Yes | | |
| WEST KILDONAN | 55,054 | Eastern Europe, Ukr, Russ, Ger, Fil, Punj, Hindi, Itl, Spa, Dutch, Abr, M. | | Yes | Yes | Yes |
| CHARLESWOOD | 40,805 | English., some French. | | Yes | Yes | Yes |
| LOUIS RIEL | 32,298 | E, Fr, Germ Chi, Ukr, Pol, Spa, It, Tag, Punj. | | Yes | Yes | Yes |
| PEMBINA TRAIL | 35,530 | E, Chi, W. Ind, Punj, Hindi, Fr, Spa, Bosn, First Nations/Aboriginal. | | Yes | | |
| RIVER HEIGHTS | 36,537 | English, Jewish, | | Yes | Yes | Yes |
| TRANSCONA | 32,900 | English, Ukrainian. | | Yes | Yes | Yes |
| WESTWOOD | 32,842 | English | | Yes | Yes | Yes |
| CORNISH | 17,937 | E, Abr, Asian | | Yes | Yes | Yes |
| MUNROE | 42,989 | E 93%,BiL, Ger, Ukr, Pol, Spa, Chi, Tag | | Yes | Yes | |
| OSBORNE | 14,085 | English and French | | Yes | | |
| ST. JOHN'S | 27,340 | Abr, Ukr, Fil, Tag | | Yes | | |
| WEST END | 31,783 | "Mixed" Prt, V, Chi, Abr, Ger, Fil,Ukr, Itl, Spa, Ukr, E.Ind | | Yes | Yes | Yes |
| WINDSOR PARK | 28,081 | English and French | | | Yes | Yes |

¹ Abr = Aboriginal, Fr.= French, E =English, BiL = Bilingual (French/English), M = Metis, Ukr. = Ukranian, Fil = Filipino, Ger = German, Pol = Polish, Spa = Spanish, Chi = Chinese, Tag = Tagalog, E.Ind = East Indian, Asn = Asian, Prt = Portuguese, V = Vietnamese, Itl = Italian

² Branch has 12-language multilingual collection on loan from Centennial. The Branch is located next door to new Filipino Cultural Center

3. COMPONENT SPACE – COLLECTIONS (Allocations in Sq. Ft.)

| BRANCH | PERIODICALS | REFERENCE | ADULT N-F / FIC | CHILDREN N-F / Fic | LRG PRINT/ TALLKG | OTHER |
|------------------------|----------------------------|---------------------------|------------------|--------------------|---|------------------------------------|
| FORT GARRY | 210 | 2383 | 19,309 11,608 | 4125 3878 | 1320 LP 380 J. Audio 221 A. Audio | |
| HENDERSON | 72 Adult 12 Children's | 108 Adult 9 Children's | 460 / 468 | 213 / 344 | | |
| ST. JAMES-ASSINIBOIA | 1,012 | 1,793 | 1,660 | 286 | | |
| ST. BONIFACE | 216 | 210 | 2574 / 990 | 420 / 608 | 486 | |
| ST. VITAL | 378 | 300 | 1500 500 | 200 / 240 | 115 | 6 YA Fic |
| SIR WILLIAM STEPHENSON | 108 Adult 9 Ch | 144 | 1512 / 912 | 462 / 99 | 54 | 306 Pic B |
| WEST KILDONAN | 211 Adult 13.2 Children | 738 Ad 250 Ch | 1368 / 911.75 | 267.04 / 712 | 103.5 | |
| CHARLESWOOD | 12 | 3 | 27 9 | 9 3 | 1 | |
| LOUIS RIEL | 72 | 146 | 3240 576 | 288 593 | 36 | French VHS/DVD 18 French Juv 24 |
| PEMBINA TRAIL | 51.25 | 207 | 888 531 | 103 133.5 | 18 | |
| RIVER HEIGHTS | 57.6 | 54 | 669/ 447 | 244.8/ 336.9 | 72 | |
| TRANSCONA | 4.29 | 16.94 | 300 / 188 | 73.96 / 60.76 | 9.78 | Kits 2.5 |
| WESTWOOD | 119 | 84 | 249/ 600 | 258/ 850 | 16 | |
| CORNISH | 27 | 18 | 222 474 | 72 / 250 | 10 | Newspapers 8 |
| MUNROE | 33 | 41 | 552 / 566 | 275 / 155 | 4 | |
| OSBORNE | 42 | 6 | 308/308 | 54/432 | 6 | |
| ST. JOHN'S | 37.8 | 36.9 | 279.9 / 272.8 | 154.8 / 101.6 | 18 | |
| WEST END | N/A | N/A | N/A | N/A | N/A | |
| WINDSOR PARK | 46.5 | 57 | 429/ 333 | 111/ 302.5 | 18 | |

3.1 COMPONENT SPACE: NON-BOOK MATERIALS

| BRANCH | CHILDREN VIDEOS | ADULT VIDEOS | ADULT CDs & CASSETTES | CHILDREN CDs & CASSETTES | DVD | ALLOCATION APPROPRIATE (RESPONDENT) |
|------------------------|-----------------------|-------------------|-----------------------|--------------------------|-------|--|
| FORT GARRY | 413 | 1516 | 880 | | | Yes |
| HENDERSON | 27 | 28 | 6 | 5 | | No room for expansion. Insufficient study/leisure space. |
| ST. JAMES-ASSINIBOIA | 45 | 30 | | | | Yes |
| ST. BONIFACE | 122 | 320 | 76 | 23 | 3 | Yes |
| ST. VITAL | 11.5 | 22 | 36 | 5 | | Sometimes need to weed fiction just because of insufficient space. |
| SIR WILLIAM STEPHENSON | 100 | 55 | 49 Lang 72 | 20 kits 25 | | Needs YA space |
| WEST KILDONAN | 117.6 incl CDs & CASS | 252 Ad and Ch | 30.9 Ad and Ch | 117.6 incl. videos | 1 | Wants literacy collection & ESL collection |
| CHARLESWOOD | N/R | N/R | N/R | N/R | N/R | |
| LOUIS RIEL | 45 incl. DVD | 27 incl. DVD | 22 | 9 | Incl. | Yes |
| PEMBINA TRAIL | 4 | 11(incl DVDs) | | 2.25 | | Yes |
| RIVER HEIGHTS | | 135 | | | | This branch has far outgrown this facility. Service is provided in very cramped quarters to a large number of clients. |
| TRANSCONA | | | | | | Not enough space in children area |
| WESTWOOD | | | | | | |
| CORNISH | 18 | | 10 | | 2 | |
| MUNROE | 11 | 11 | 19 | 4 | | Yes, but children's area is crowded |
| OSBORNE | | 12 | 6 | | | Need more shelf space for VHS/DVDs. |
| ST. JOHN'S | 30 (All, incl. DVD) | | 10.7 (All) | Toys & Kits 30.4 | | |
| WEST END | N/A | N/A | N/A | N/A | N/A | Needs quiet study space & comfy seating. |
| WINDSOR PARK | | 18, includes DVDs | 21 | | | Need more space for A/V materials |

3.2 COMPONENT SPACE: SEATING (USERS)

| BRANCH | Study Table Seats Children | Comfortable Seats Children | Study Table Seats Adult | Comfortable Seats Adult | Additional | Comments |
|------------------------|----------------------------|----------------------------|-------------------------|---------------------------------|--|--|
| FORT GARRY | 3 | 5 | 17 | 4 | | |
| HENDERSON | 19 | 5 | 30 | 8 | 2 in circ area | Insufficient comfortable seating. Need more quiet areas. |
| ST. JAMES-ASSINIBOIA | 0 | 0 | 27 | 8 | | Need more comfortable children's seats |
| ST. BONIFACE | 12 + 2 Internet | 0 | 28 + 9 Internet | 20 | 8 on main floor 2 children's benches | |
| ST. VITAL | 8 | 0 | 22 | 3 | 4 at YA table 3 at Adult NF | Need more comfortable chairs |
| SIR WILLIAM STEPHENSON | 4 | 3-4 window seats | 28 | 3 love seats, 5 comfy chairs | | |
| WEST KILDONAN | 8 | 0 | 16 | 6 | 8 small child chairs | No quiet study area |
| CHARLESWOOD | 0 | 0 | 3 | 3 | 1 in Adult 2 in Children | Need more study tables |
| LOUIS RIEL | 3 | 2 | 9 | 18 | 12 children's 40 windows 5 circulation area 10 newspaper area | |
| PEMBINA TRAIL | 0 | 3 | 28 | 23 | 18 seats in Children's; 4 seats in Adult | |
| RIVER HEIGHTS | 10 | 0 | 12 | 5 | 14 | |
| TRANSCONA | 8 | 3 | 7 | 12 | 8 child chairs | |
| WESTWOOD | 7 | 0 | 6 | 6 | 5 at children's computers 6 in children's picture book area 6 at adult computers | Need more comfortable seats |
| CORNISH | 6 | 0 | 12 | 4 | 5 in children's area | |
| MUNROE | | | | | | |
| OSBORNE | 8 | 0 | 12 | 0 | 0 | |
| ST. JOHN'S | 17 | 0 | 8 | 0 | 4 at fireplace | Needs comfortable seating in children's area |
| WEST END | 8 | 8 | 2 | 8 | Public access Internet computers are in the program room | Needs comfortable seating area and quiet study area. |
| WINDSOR PARK | 12 | 0 | 13 | 2 | 6 at computer stations 6 in picture book area | |

3.3 COMPONENT SPACE: STAFF AND SERVICE SPACE

| BRANCH | Staff Work Space | Materials Processing and Movement | Offices | Separate Delivery Area | Circ / Info Desk | Comments |
|------------------------|------------------|-----------------------------------|--|---|--|---|
| FORT GARRY | Yes | Yes/No** | Yes | Yes | 1 Separate Info desk | **As activity increases, space becomes inadequate. |
| HENDERSON | Yes | Yes | Yes. No separate office for Branch Head. | Deliveries use front door. | 2 | Needs a ramp to back door for deliveries. Workspace insufficient for high level of traffic at this branch. |
| ST. JAMES-ASSINIBOIA | Yes | Yes | Yes | Yes | Yes | |
| ST. BONIFACE | Yes | Yes | Yes | 3 steps up, narrow corridor | 1 circ 1 info | |
| ST. VITAL | Yes | No | Yes. Also houses various library materials. Children's assistants offices also house children's materials. | No | 1 Separate Info desk | Circ desk crowded. Delivery materials are kept here as well. One too many PCs on it. Wiring causes space-use restrictions. Work space is too small. |
| SIR WILLIAM STEPHENSON | Yes | Yes | Yes | Yes | 1 | |
| WEST KILDONAN | Yes | Yes | Br. Head & Children's Lib | Yes. Awkward location | 2 | Ample work space |
| CHARLESWOOD | Yes | No | No. Need private office space | No. Area for exchange boxes is too small and inconvenient | 1 | Circ desk small. Not enough work space. |
| LOUIS RIEL | Yes | Yes | Yes | Yes | 1 | At peak times could use another terminal (& staff) at circ desk |
| PEMBINA TRAIL | Yes | No | Yes | Yes | 2 | Building does not have storage area. |
| RIVER HEIGHTS | Yes | No | Yes | | 2 | No office space for branch head or program planner. Inadequate work space. Circulation area is very cramped. Needs storage space. Space in this branch is totally inadequate. |
| TRANSCONA | Yes | Yes, small | Yes | No. Use front door. | 1 | Delivery received at Circ desk next to stairs. Crowded and dangerous. |
| WESTWOOD | Yes | Yes | Yes | Yes | 2. One upstairs and one down. | There is insufficient staff work space. This situation will be improved by the completion of a new circulation desk in 2003. |
| CORNISH | Yes | Yes | No | No | 1 | |
| MUNROE | | | | | | |
| OSBORNE | Yes | No | Yes | No | 1 | The delivery area is inadequate. Not enough work space. Circulation area is too small. No private office space. |
| ST. JOHN'S | No | Yes | No | No. Use front door. Up flight of steps. | 1 | No office for Branch Head |
| WEST END | Yes | No | Yes | Yes | 1 | Circ area is very small, crowded. Only 1 terminal for check-in/out. Work overflows into public areas. Very limited storage. Need new building. |
| WINDSOR PARK | Yes | No | Yes | No. This is a problem. | 1 Not enough work space in this area. | There is significant congestion at the circulation desk, especially since daily deliveries are handled from this area as well. |

3.4 COMPONENT SPACE: PUBLIC WORKSTATIONS (PUBLIC ACCESS TO TECHNOLOGY)

| BRANCH | Demand for Access to Public Internet Computers | # of Public Workstations: A: Word Process / Internet B: Job Search | OPACs | Appropriate Location | Comments |
|------------------------|--|--|-----------------------|---------------------------------------|---|
| FORT GARRY | No. No waiting list. | 9 0 | 2 | Yes | The branch is close to a large high school that provides access to computers |
| HENDERSON | Very high demand. Always busy | 15 1 | 6 | Yes | Internet access limit is 30 minutes. Consider extending to 90 minutes. |
| ST. JAMES-ASSINIBOIA | High. Occasional waiting list | 11 0 | 2 | Yes | Have a sufficient number of public access computers |
| ST. BONIFACE | High. No waiting list. | 12 0 | 3 | Yes | |
| ST. VITAL | Yes. No waiting list. | 7 0 | 3 | | |
| SIR WILLIAM STEPHENSON | Yes. Waiting list. | 10 0 (1 terminal has HRDC startup page.) | 4 | Yes. 5 additional CD-ROM workstations | To cut wait time, consider allowing each branch to set max time for computer use. |
| WEST KILDONAN | High. Peak time waiting list after school | 7 adult, 5 child | 2 adult, 1 child | Very close to reference desk. | |
| CHARLESWOOD | No. No waiting list. | 6 0 | 1 | | Could use word processing on the public computers |
| LOUIS RIEL | No. No waiting list. | 11 0 | 3 | | Since this branch serves an affluent area there are many home computers |
| PEMBINA TRAIL | Yes. No waiting list | 12 0 | 3 | | Located near ref desk, stacks. |
| RIVER HEIGHTS | Yes. No waiting list. | 8 | 3 | | |
| TRANSCONA | High. | 9 0 | 1 | Workstations block the heaters | Located in front window. Terminals face reference desk. |
| WESTWOOD | Yes. No waiting list. | 10 0 | 2 | | |
| CORNISH | Yes. No waiting list. | 8 0 | 1 | | |
| MUNROE | | | | | |
| OSBORNE | Yes. No waiting list. | 9 | 1 | | |
| ST. JOHN'S | Yes. High use. | 9 0 | 1 | | |
| WEST END | Yes. High demand and waiting list. | 9 0 | 1 | | Workstations in front window have specially built carrels to block sunlight. |
| WINDSOR PARK | No. No waiting list. | 5 Adult 3 Juvenile | 1 Adult 1 Juvenile | | |

3.5 COMPONENT SPACE - WASHROOMS

| BRANCH | Staff Washrooms | Public Washrooms | Accessible for Persons with Disabilities | Comments |
|------------------------|-----------------|------------------|--|--|
| FORT GARRY | Yes | Yes | Yes | |
| HENDERSON | Yes | Yes | Yes | |
| ST. JAMES-ASSINIBOIA | Yes | Yes | Yes | |
| ST. BONIFACE | Yes | Yes | Yes | |
| ST. VITAL | Yes | Yes | Yes | |
| SIR WILLIAM STEPHENSON | Yes | Yes | Yes | |
| WEST KILDONAN | Yes | Yes | Yes | 2 washrooms in basement not accessible. Very small. Could be made into 1 accessible. |
| CHARLESWOOD | Yes | Yes | Yes | |
| LOUIS RIEL | Yes | Yes | Yes | |
| PEMBINA TRAIL | Yes | Yes | Yes | |
| RIVER HEIGHTS | Yes | Yes | Yes | |
| TRANSCONA | Yes | Yes | Yes | |
| WESTWOOD | Yes | Yes | Yes | |
| CORNISH | Yes | Yes | Yes | Washrooms are accessible, but building is not |
| MUNROE | Yes | Yes | No | |
| OSBORNE | Yes | Yes | Yes | |
| ST. JOHN'S | Yes | Yes | No | Washrooms in basement. Accessible only by stairs. |
| WEST END | Yes | Yes | Yes | Large, accessible washrooms. |
| WINDSOR PARK | Yes | Yes | Yes | |

3.6 CHILDREN'S AREA - GENERAL

| BRANCH | Self-contained area | Small-scale Furniture | Study Carrels | Young Adult Area | Comments |
|------------------------|---|--|---|--|--|
| FORT GARRY | Yes | Yes | None. | | |
| HENDERSON | No. Defined by shelving and signage only. | Some. Insufficient amount of children's furniture. | None. Study tables only. | Yes. Would benefit from larger space. | Poor sight lines. Need low shelving – functional, and to define children's area. |
| ST. JAMES-ASSINIBOIA | Yes | Yes | 0 | Yes. | Children's program area is in the basement. This is not appropriate. |
| ST. BONIFACE | Yes | Yes | 0 | yes | |
| ST. VITAL | Some | Yes. Picture book area only. | 1 | Yes, on mezzanine. | |
| SIR WILLIAM STEPHENSON | Yes | Yes | None. Tables and chairs only. | Needs more YA space for collections | |
| WEST KILDONAN | Yes | Yes, in picture book room | None, but tables & chairs in open ref area; computer workstations | | |
| CHARLESWOOD | Yes | Yes | None | | Need a children's program room |
| LOUIS RIEL | Yes | Yes | None | | |
| PEMBINA TRAIL | Yes | Yes | None | | |
| RIVER HEIGHTS | Yes | Yes | None | | Basement is musty. |
| TRANSCONA | Yes | Yes | None | No | In basement. Crowded, poorly ventilated. |
| WESTWOOD | Yes | Yes | 0 | Limited to a small collection. Should include more AV material geared to YA. | The Head of the Children's Department will lose her desk to the new circulation area. A new reference workstation is required. |
| CORNISH | No | Furniture – Yes Shelving - No | 0 | | |
| MUNROE | No | Yes | 0 | 0 | |
| OSBORNE | Yes | Yes | 0 | 0 | |
| ST. JOHN'S | Yes | Yes | None | No | No quiet study place for school children. |
| WEST END | Yes | Yes | None | | Children's area crowded. Shelves too high. |
| WINDSOR PARK | Yes | Yes | 0 | Consists of a few shelves. Not heavily used. | Need more reading tables and study areas. |

3.7 MEETING ROOMS & MULTI-PURPOSE ROOMS

| BRANCH | On-site meeting/multi-purpose room | Moveable Seating | Fixed Seating | Comments |
|------------------------|------------------------------------|------------------|---------------|--|
| FORT GARRY | Yes | No | No | |
| HENDERSON | Yes | Yes | No | Low shelving could be installed around perimeter of meeting room for children's books. |
| ST. JAMES-ASSINIBOIA | Yes | Yes | No | |
| ST. BONIFACE | Yes | Yes | No | City uses room for city employee French language courses. Branch is well-integrated into community through programming. |
| ST. VITAL | Yes | Yes | No | |
| SIR WILLIAM STEPHENSON | Yes | Yes | No | Well-used room. Heavy community use. Innovative puppet stage. |
| WEST KILDONAN | Yes. Basement level. No windows | Yes | No | No windows. |
| CHARLESWOOD | No | | | |
| LOUIS RIEL | Yes | Yes | No | |
| PEMBINA TRAIL | Yes | Yes | No | |
| RIVER HEIGHTS | Yes | Yes | No | |
| TRANSCONA | Yes. | Yes | No | Small meeting room in basement, plus multi-purpose room. |
| WESTWOOD | Yes | Yes | No | |
| CORNISH | Yes | Yes | No | |
| MUNROE | Yes | Yes | No | |
| OSBORNE | No | | | The meeting room is in the adjoining public facility. |
| ST. JOHN'S | Yes. Basement level. | Yes | No | Requires better ventilation. |
| WEST END | Yes | Yes | No | Very small room. P.A. Internet computers share room. No windows. Next to kitchen (open space) and deliveries. Basement is not useable – low ceiling, no ventilation. |
| WINDSOR PARK | Yes | Yes | No | Very small meeting room. |

3.8 PATRON SELF-SERVE

| BRANCH | Self Check-Out | Photocopier Area | Fax Area | Comments |
|------------------------|----------------|------------------------|-----------------|---|
| FORT GARRY | Yes | Yes | No (staff only) | |
| HENDERSON | Yes | Yes. 2 photocopiers | No | |
| ST. JAMES-ASSINIBOIA | Yes | Yes (2) | No | Self-check out is used and appreciated |
| ST. BONIFACE | No | Yes | No | |
| ST. VITAL | No | Yes | No | |
| SIR WILLIAM STEPHENSON | Yes | Yes | No | |
| WEST KILDONAN | Yes*** | Yes | No | ***was removed due to lack of use by patrons |
| CHARLESWOOD | No | Yes | No | |
| LOUIS RIEL | Yes | Yes | No | |
| PEMBINA TRAIL | Yes | Yes | Yes | |
| RIVER HEIGHTS | No | Yes | No | |
| TRANSCONA | No | Yes | No | Very crowded circ area. No room for self check-out. |
| WESTWOOD | No | Yes | No | |
| CORNISH | No | Yes | No | |
| MUNROE | No | Yes | No | |
| OSBORNE | No | Yes | No | |
| ST. JOHN'S | No | Yes | No | |
| WEST END | No | Yes | No | Circ area next to front door, very crowded. |
| WINDSOR PARK | No | Yes | No | |

3.9 DELINEATION OF STAFF FUNCTION AND PUBLIC SERVICE AREAS

| BRANCH | Comments – Survey Respondents | Comments – Based on Consultants' Site Visits |
|------------------------|---------------------------------------|---|
| FORT GARRY | Clear and appropriate delineation | The mezzanine is a problem feature. The non-fiction starts on the mezzanine and is continued on the main floor. |
| HENDERSON | "Not always" appropriate delineation. | Study tables in adult area too close to Internet workstations. Crowded and cramped area. Crowded staff work areas. Books stored in offices due to lack of shelf space. |
| ST. JAMES-ASSINIBOIA | Areas are clearly delineated | |
| ST. BONIFACE | Clear and appropriate delineation | Clear and appropriate delineation, however, collection is on Floor #2, and entrance and office is on floor #1. Causes some initial confusion for patrons. |
| ST. VITAL | Inappropriate delineation. | Adult ref desk is around corner (can't see from main desk), nit near AF. Children's ref desk is on 2 nd floor, not near picture books. The space in this branch is very poorly designed and leads to inefficiencies and awkward layouts. |
| SIR WILLIAM STEPHENSON | Clear and appropriate delineation | |
| WEST KILDONAN | Clear and appropriate delineation | Clear and appropriate delineation |
| CHARLESWOOD | Inappropriate delineation. | No program room. Staff desks and work areas are in public view. |
| LOUIS RIEL | Clear and appropriate delineation | Could use an independent study room |
| PEMBINA TRAIL | Clear and appropriate delineation | |
| RIVER HEIGHTS | Clear and appropriate delineation | |
| TRANSCONA | Clear and appropriate delineation | Circ desk/work area has been extended and is dangerously close to stairs and crowded. Problem is compounded during busy circ times and delivery times. |
| WESTWOOD | Clear and appropriate delineation | |
| CORNISH | Inappropriate delineation | Limited space creates problems for the layout. For example, there is no office space and the adult services desk is in the middle of the floor. |
| MUNROE | Clear and appropriate delineation | |
| OSBORNE | Clear and appropriate delineation | |
| ST. JOHN'S | Clear and appropriate delineation | |
| WEST END | Inappropriate delineation. | Space is extremely limited. Staff work overflows into public areas. Very little wall space. Patrons 'cut through' circ desk to program room. Need new facility. |
| WINDSOR PARK | Inappropriate delineation | Space is very limited. Study areas are not separated from general areas. Noise is a problem. Basement is difficult to access |

4. BARRIER-FREE DESIGN (ACCESSIBILITY)

| BRANCH | RAMPS | DOOR WIDTH TO ACCOMMODATE WHEELCHAIRS | WASHROOMS | CARRELS | SHELF HEIGHT | OTHER / Consultants' Comments |
|------------------------|--|---------------------------------------|---------------|------------------|--------------|--|
| FORT GARRY | Yes. 2 | Yes | Yes | N/A | Yes/no | Some shelves too high; The shelves on the mezzanine are inaccessible. |
| HENDERSON | No. single floor. | Yes | Yes | Some | Yes | Zoom machine for print-disabled people is poorly located and underused. |
| ST. JAMES-ASSINIBOIA | Yes | Yes | Yes | | No | |
| ST. BONIFACE | No. Entrance on Floor #1. Collection on Flr #2 | Yes | Yes | N/A | Yes | Elevator is old, badly located and difficult to operate. |
| ST. VITAL | Yes. 1 | Yes | Yes | 1 PC workstation | No | The 3 levels create major accessibility problems. The design of this library is a problem. |
| SIR WILLIAM STEPHENSON | No. Single floor. | Yes | Yes | Yes | Yes | |
| WEST KILDONAN | 1 | Yes | Upstairs only | No | No | Elevator |
| CHARLESWOOD | Yes | Yes | Yes | No | No | |
| LOUIS RIEL | No | Yes | Yes | N/A | No | |
| PEMBINA TRAIL | No | Yes | Yes | No | Yes | |
| RIVER HEIGHTS | Yes | Yes | Yes | | No | No elevator access to the children's area in the basement. |
| TRANSCONA | Yes 1 | Yes | Yes | Yes | Yes | Elevator opens onto children's programming room. Should be a partition to separate the program room from the elevator. |
| WESTWOOD | Yes, outside front door | Yes | Yes | N/A | Some | Need an elevator to provide access to the two floors. |
| CORNISH | No | Yes | Yes | N/A | No | Steps at entrance |
| MUNROE | Yes | No | No | | No | |
| OSBORNE | No | Yes | Yes | | | |
| ST. JOHN'S | No | Yes | No | No | No | |
| WEST END | N/A | Yes | Yes | N/A | No | |
| WINDSOR PARK | No | Yes | Yes | No | No | Basement is inaccessible. Stairs to the basement are steep and narrow |

5. SMART BUILDING FEATURES/ TELECOMMUNICATIONS INFRASTRUCTURE

| BRANCH | CONDUIT IN FLOOR | WIRING RACEWAYS | CEILINGS ADAPTED | DEDICATED OUTLETS/ UNINTER-RUPTABLE | Circuit Outlets for Computrs | ENVIRO CONTROL |
|------------------------|------------------|-----------------|------------------|-------------------------------------|------------------------------|---|
| FORT GARRY | No | No | No | Yes No | Separate | No |
| HENDERSON | No | No | No | Yes No | Separate | No |
| ST. JAMES-ASSINIBOIA | No | No | No | Yes | Yes | |
| ST. BONIFACE | Yes | No | Yes | Yes Not sure | Separate | None |
| ST. VITAL | No | No | No | Yes No | Shared | No |
| SIR WILLIAM STEPHENSON | Yes | Yes | No | Some No | Shared | E. Efficient lights, some automatic functions |
| WEST KILDONAN | No | Yes | Yes | Yes No | Separate | No |
| CHARLESWOOD | No | No | No | No No | Separate | No. Heating is inadequate in the basement |
| LOUIS RIEL | No | No | No | Some No | No | No |
| PEMBINA TRAIL | Yes | No | No | No | Separate | Yes |
| RIVER HEIGHTS | No | No | Yes | Yes No | No | Yes. Branch has to call Civic Buildings to adjust heat. |
| TRANSCONA | No | No | No | No No | Shared | none |
| WESTWOOD | No | No | No | Yes Yes | No | No |
| CORNISH | No | No | No | Yes No | Separate | No |
| MUNROE | Yes | Yes (in walls) | Yes | Yes No | Shared | none |
| OSBORNE | No | No | Yes | Yes Yes | Yes | Yes. Some lighting and heating/cooling controls. |
| ST. JOHN'S | No | No | No | No No | Shared | none |
| WEST END | No | No | No | No No | Shared | Heating, car plug-ins & vent'l'n computer controlled |
| WINDSOR PARK | Yes | No | No | No No | No | Heating and cooling monitored from City Hall |

5.1 SECURITY AND EXTERIOR LIGHTING

| BRANCH | ELECTRONIC BURGLAR ALARMS | FIRE ALARMS | ZONED SPRINKLER SYSTEM | GOOD OUTSIDE LIGHTING | OTHER | COMMENTS |
|------------------------|---------------------------|--------------|------------------------|-----------------------|-------------------------------------|---|
| FORT GARRY | No | Yes | No | No | | |
| HENDERSON | Yes | Yes | No | Yes | | |
| ST. JAMES-ASSINIBOIA | Yes | Yes | No | Yes | | Limited staffing and large facility create a security issue |
| ST. BONIFACE | Yes | Not reported | Yes*** | yes | | *** Not sure if zoned |
| ST. VITAL | Yes | Yes | No | No | | |
| SIR WILLIAM STEPHENSON | Yes | Yes | Yes | Yes | 6 security cameras outside building | Vandalism is a problem. |
| WEST KILDONAN | Yes | Yes | Not reported | No | | Lights too dim, back lighting poor |
| CHARLESWOOD | No | Yes | No | No | | |
| LOUIS RIEL | Yes | Yes | No | Yes | | |
| PEMBINA TRAIL | Yes | Yes | No | Yes | | |
| RIVER HEIGHTS | Yes | Yes | No | No | | |
| TRANSCONA | Yes | Yes | Yes | No | | |
| WESTWOOD | Yes | Yes | No | Yes | | |
| CORNISH | Yes | Yes | No | No | | |
| MUNROE | Yes | Yes | No | Yes | | |
| OSBORNE | Yes | Yes | Yes | No | | |
| ST. JOHN'S | Yes | Yes | No | Yes | | |
| WEST END | Yes | Yes | No | No | | Needs better lighting at entrance. |
| WINDSOR PARK | Yes | Yes | No | Yes | | |

6. INTERIOR LIGHTING

| BRANCH | Good Stack Lighting | Task-Specific Lighting | Natural Light | Comments / Consultants' Recommendations |
|------------------------|---------------------|--|--|---|
| FORT GARRY | No | No | Yes | Natural light in mezzanine, @tables in front of building, children's area, staff room, office. The interior is quite dim and the natural light causes glare. The lighting is a problem. |
| HENDERSON | Yes | No | Some | Fluorescents. High glare factor. One large window in children's area. 3 small windows in AF. |
| ST. JAMES-ASSINIBOIA | Yes | No | Yes | Natural light in 2 nd floor hall, circulation area, 2 nd floor offices, main floor children's area |
| ST. BONIFACE | Yes | No | Yes | Natural light ample throughout building. Bank of floor-ceiling windows along front of building. Should be optimized as comfortable seating area with passive solar. |
| ST. VITAL | No | No | Yes | Windows in magazine room, picture book area; skylights elsewhere. |
| SIR WILLIAM STEPHENSON | Yes | Yes – staff areas No – public areas | Yes | Skylight. Many windows. Excellent use of natural light. |
| WEST KILDONAN | Yes | Yes | Yes | Main floor East and West Exp. Entrance faces South. Small windows on North. Basement (children's) small transom windows main room only. |
| CHARLESWOOD | Yes | Yes | No | |
| LOUIS RIEL | Yes | No | Yes | Natural light throughout. Designed to make use of natural light. |
| PEMBINA TRAIL | Yes | No | Yes | |
| RIVER HEIGHTS | No | No | Yes | The lighting is poor and should be remedied. |
| TRANSCONA | Yes | No | Some | No windows in basement (children's area) |
| WESTWOOD | Yes | No | Poor in public areas. Good in office space. | |
| CORNISH | Yes | No | Yes - throughout | |
| MUNROE | Yes | No | Yes | Natural light in study area at front, staff workroom, branch head office, children's area, program room. |
| OSBORNE | Yes | Yes | Yes | Natural light on the eastern and southern exposure. |
| ST. JOHN'S | Yes | No | Yes | Large windows. Needs adjustable window shades. Potential for some passive solar. Fluorescent fixtures are old. Needs new lighting system. |
| WEST END | Yes | No | Yes | Windows along front of building. |
| WINDSOR PARK | No | No | Yes, limited natural light on south wall | Lighting is a problem. |

7. ACCESS AND LOCATION

| BRANCH | Walking distance to community facilities | On-Site Parking – Free | Accessible by Public Transit | Comments |
|------------------------|---|---|--|---|
| FORT GARRY | Yes | Yes. Free parking for 6 cars. | Yes. On major N/S bus route. | Walking distance to large high school, grocery store. |
| HENDERSON | Yes | Yes. Plaza Mall parking. Free. | Yes. On major bus route. | Good, very busy location. Close to several schools, daycares, nursery schools, 2 shopping centres. 4 km to seniors' homes and community centres. |
| ST. JAMES-ASSINIBOIA | Yes | Yes | Yes | 2 schools are adjacent; 10 minute walk to a shopping centre |
| ST. BONIFACE | Yes | Yes, but at side of building. | Yes. Front and across street | Good major intersection location. Close to Franco-Manitoban cultural Ctr, schools, university and shopping. Parking spaces not evident from street. Half of old St. B. population has moved into Louis Riel area (S. of St. B & Windsor Park). There is no "French Quarter" in St. Boniface. |
| ST. VITAL | Yes | Parking accessed through back laneway, hard to find. Few spots, often used by YMCA or students. | Yes. One bus stops in front of Branch. Another ½ block away. | Close to 3 E.schools, 2 community ctrs. YMCA across street. Shopping close by. The branch is cut off but the road system around the branch. |
| SIR WILLIAM STEPHENSON | Yes | Yes, ample free parking | Yes. Two bus routes. | Walking distance to schools, daycares, stores, community centres. Arena and new cultural ctr next door. Very high traffic area. Outdoor sign could be more prominent. |
| WEST KILDONAN | Yes. Schools, C.Ctr. | Yes. Parking at back. Inadequate. No access through back door. | | 2 blocks from Main St. "Hidden" in res. area. 10 blocks from St. John's Branch. E.School next dr. Main St. shopping 10-minute walk. Mall 40-minute walk. Community has stretched N and NW. Branch no longer central to community. 1 designated disabled parking but must walk around building to enter. |
| CHARLESWOOD | Yes | Yes. Shared with 2 other buildings. Parking is inadequate | Yes. Bus stops both sides of street in front of Branch | Within 2 km of schools, community clubs, shopping areas. A good location, but the facility is definitely too small |
| LOUIS RIEL | Yes | Free parking for 55 vehicles | 2 bus routes stop in front of Branch | Branch located on 4 - lane divided regional street. 15 min. walk to major shopping ctr. Parking is shared with community ctr – sometimes tight. |
| PEMBINA TRAIL | Yes | Free on-site parking in front of building. | Bus route changes during non-rush hours. | Within walking distance of schools, community ctrs, shopping during months when weather is fine. |
| RIVER HEIGHTS | Yes | No. On-street parking only. | Yes | Schools, community centres and a small mall are nearby |
| TRANSCONA | 1 school nearby. | No. Parking lot is next door. | Yes. 1 block away | Located in 'old' area. 1 block from old business section. No longer vibrant area. Beside closed store. |
| WESTWOOD | Yes | Parking for 14 cars | Yes. 1 block away | 2 schools and one community centre are within a block. Hockey arena is adjacent. Shopping mall is a block away. Portage Avenue, the main thoroughfare is a block away. The branch would be better located if it were right on Portage. |
| CORNISH | Yes | No Parking | Yes | Parking is a major problem. |
| MUNROE | Yes | Strip Mall – free parking | Yes. 2 routes. | Walking distance to 2 community centres, 5 elementary schools, 3 jr. schools, 2 high schools. |
| OSBORNE | Yes | Yes | Yes | Located close to several schools, Leisure Centre, |
| ST. JOHN'S | Yes. Next to high school. 3 E Schools nearby. Community Ctr 3 blocks. | Street parking only. Limited. A problem at rush hour. | Yes. On 1 bus route. 3 blocks to 2 other routes. | Located 1.5 km from West Kildonan Branch. "Moving Ahead" project underway to ensure relevance of Branch functions to local community. |
| WEST END | Yes | Ample free parking behind building | On 2 bus routes and walking distance to 4 more buses. | |
| WINDSOR PARK | Yes | Yes | Yes | Near schools and day care/drop-in centre. About ½ mile from busy strip mall. The branch is located in an older subdivision. Library suffers from low visibility. Should be relocated to a busier location. |

8. SIGNAGE

| BRANCH | In relevant languages | Easy to Read at a Distance | Self-explanatory | Uniform | Consultants' Comments |
|------------------------|-----------------------|----------------------------|------------------|-------------------------------|--|
| FORT GARRY | Yes | Yes | Yes | | |
| HENDERSON | English only | Yes | Some | No | Needs signs in languages appropriate to patron base. |
| ST. JAMES-ASSINIBOIA | Yes | Yes | Yes | | |
| ST. BONIFACE | Yes | Yes | Yes | | |
| ST. VITAL | Yes | Yes | Yes | | Could use more signs in French. |
| SIR WILLIAM STEPHENSON | Yes | Yes | Yes | Yes | |
| WEST KILDONAN | Yes | Yes | Yes | No. Some 'in-house' produced. | Signs missing for many collections. Some poorly located. Needs to replace some with professionally made signs. |
| CHARLESWOOD | Yes | Yes | Yes | | |
| LOUIS RIEL | Yes | Yes | Yes | | |
| PEMBINA TRAIL | Yes | Yes | Yes | | |
| RIVER HEIGHTS | Yes | ? | Yes | | |
| TRANSCONA | Yes | Yes | Yes | No | |
| WESTWOOD | Yes | Yes | Yes | | Signage lacks visibility. Blends in too well. |
| CORNISH | Yes | Yes | Yes | | |
| MUNROE | Yes | Yes | yes | | |
| OSBORNE | English only | Yes | Yes | No | Requires better signage for Aboriginal collection. |
| ST. JOHN'S | Yes | Yes | Yes | | |
| WEST END | No | Yes | Yes | No | Needs multilingual signage |
| WINDSOR PARK | Yes | Yes | Yes | | Library lacks visibility. |