

## **BRANCH LIBRARY SURVEY**

**WINNIPEG PUBLIC LIBRARY BOARD  
LIBRARY SERVICES DIVISION  
LIBRARY FACILITIES STUDY**

**Conducted by  
ASM Advanced Strategic Management Consultants**

**April, 2003**

### **ABOUT THIS SURVEY**

The Winnipeg Public Library Board is conducting a Library Facilities Study to assist the City of Winnipeg's larger Public Use Facilities Study, scheduled to begin in June 2003. The intent of the City's study is to provide a blueprint for future recreation and library service delivery that identifies long-term, sustainable investment strategies for managing the City of Winnipeg's 270 public use facilities, of which 20 are libraries, and 19 of those are Branch Libraries.

Our consulting firm, ASM Advanced Strategic Management Consultants, has been hired to assist with the Use Facilities Study by providing additional information related to library facilities and services. We will be reviewing the current state of Winnipeg's library facilities, and the current service delivery model. We have read the background and statistical material regarding the WPL System that has been provided to us. The purpose of this survey is to gather additional information and insights about the Branch Libraries, and to elicit your views. We will be visiting all of the WPL branches during the week of April 28, 2003, and will meet with Branch Staff. Your completed survey will be of great assistance to us during those visits.

Our contact information is noted on the last page of this survey. Please email or call either of us if you have any questions or would like to discuss the survey.

Thank you. We look forward to our meetings with you.

Maureen Cubberley and Stan Skrzyszewski,  
Senior Partners, ASM Advanced Strategic Management Consultants

### **SURVEY**

#### **1. IDENTIFICATION AND BRANCH CONTACT INFORMATION**

**Please check the box for your branch.**

- |   |  |
|---|--|
| <input type="checkbox"/> Sir William Stephenson | <input type="checkbox"/> Cornish       |
| <input type="checkbox"/> West Kildonan          | <input type="checkbox"/> Charleswood   |
| <input type="checkbox"/> Henderson              | <input type="checkbox"/> Osborne       |
| <input type="checkbox"/> St. John's             | <input type="checkbox"/> River Heights |
| <input type="checkbox"/> Munroe                 | <input type="checkbox"/> St. Vital     |
| <input type="checkbox"/> West End               | <input type="checkbox"/> Windsor Park  |
| <input type="checkbox"/> St. Boniface           | <input type="checkbox"/> Fort Garry    |
| <input type="checkbox"/> Transcona              | <input type="checkbox"/> Louis Riel    |
| <input type="checkbox"/> Westwood               | <input type="checkbox"/> Pembina Trail |
| <input type="checkbox"/> St.James-Assiniboia    |  |

**1.1 Person completing this survey:**

<b>Name</b>	
<b>Title</b>	
<b>Telephone #</b>	
<b>Fax #</b>	
<b>Email</b>	

**2. CURRENT SERVICE DELIVERY MODEL- LEVELS OF SERVICE**

*How well does the Branch perform in relation to what is important to the community it serves?*

**2.1 HOURS OF OPERATION:**

Times library is open to the public

<b>DAY</b>	<b>HOURS</b>
<b>Monday</b>	
<b>Tuesday</b>	
<b>Wednesday</b>	
<b>Thursday</b>	
<b>Friday</b>	
<b>Saturday</b>	
<b>Sunday</b>	
<b>TOTAL Open Hours Per Week</b>	
<b>Seasonal Variances, if any. (e.g. summer hours, holiday closings)</b>	

**2.1.1**  
Do you recommend changes to the current hours? If yes, please provide details and the reasons for your recommendation:

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**2.2 POPULATION SERVED**

**2.2.1**

What is the total population of the area served by the Branch?

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**2.2.2**

What are the linguistic and cultural/ethnic population groups served by the Branch?

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**2.2.3 Do your Branch serve (check all that apply)**

- a large business community?
- a large school-age population?
- a large pre-school population?
- a large seniors population?

**2.3 PROGRAMS**

**Public Access to Technology**

Is there high demand for your public access internet computers? Yes\_\_ No\_\_  
Is there usually a waiting list? Yes\_\_ No\_\_

**3. COMPONENT SPACE**

**3.1 Component Space - Collections**

**3.1.1**

How much space do you currently allocate to the following components of your collection?

Periodicals \_\_\_\_\_ sq. ft./ sq. m.      Reference \_\_\_\_\_ sq. ft./ sq. m.

Adult Non Fiction \_\_\_\_\_ sq. ft./ sq. m.

Adult Fiction \_\_\_\_\_ sq. ft./ sq. m.

Children's Non Fiction \_\_\_\_\_ sq. ft./ sq. m.

Children's Fiction \_\_\_\_\_ sq. ft./ sq. m.

Large Print and Talking book collection \_\_\_\_\_ sq. ft./ sq. m.

Non-book materials (please specify type)      Type \_\_\_\_\_ sq. ft./ sq. m. \_\_\_\_\_  
Type \_\_\_\_\_ sq. ft./ sq. m. \_\_\_\_\_  
Type \_\_\_\_\_ sq. ft./ sq. m. \_\_\_\_\_  
Type \_\_\_\_\_ sq. ft./ sq. m. \_\_\_\_\_

**3.1.2**

Is the current space allocation appropriate to the needs of your community? If no, please provide details.

**3.2 COMPONENT SPACE - SEATING (USERS)**

Total number of study table seats in the children's section \_\_\_\_\_  
Total number of comfortable seats in the children's section \_\_\_\_\_  
Total number of study table seats in the adult's section \_\_\_\_\_  
Total number of comfortable seats in the adult's section \_\_\_\_\_

Additional seats:

Location \_\_\_\_\_ Number of Seats \_\_\_\_\_

Location \_\_\_\_\_ Number of Seats \_\_\_\_\_

Location \_\_\_\_\_ Number of Seats \_\_\_\_\_

Location \_\_\_\_\_ Number of Seats \_\_\_\_\_

### 3.3 COMPONENT SPACE - STAFF AND SERVICE

#### 3.3.1 Staff Work Stations

Is there a staff work space? Yes\_\_ No\_\_

If yes, what work is carried on in the work space?

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#### 3.3.2 Materials Processing and Movement

Is there sufficient space for staff activities related to any processing and movement of materials that may occur at the branch level? Yes\_\_ No\_\_

If no, please provide a brief description of the problem

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#### 3.3.3 Offices

Is there office space? Yes\_\_ No\_\_

If yes, what work is carried on in the office space?

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### 3.4 COMPONENT SPACE - PUBLIC WORKSTATIONS

Does the Branch have

- |  |             |                |
|--|-------------|----------------|
| <input type="checkbox"/> Public workstations (Word Processing /Internet) | Quantity __ | Location _____ |
| <input type="checkbox"/> PAC (Public Access Catalogue) workstations      | Quantity __ | Location _____ |
| <input type="checkbox"/> Job Search workstations                         | Quantity __ | Location _____ |

### 3.5 COMPONENT SPACE - NON-ASSIGNABLE SPACE

Does the Branch have

- Staff washrooms
- Public Washrooms
- Accessible washrooms for persons with disabilities

### 3.6 DELIVERY AREA

Does the Branch have?

- a well-defined delivery area

- with a door wide-enough to move furniture etc.
- located conveniently to work areas

**3.7 CIRCULATION DESK/INFORMATION DESK**

How many circulation desks does the branch have? \_\_\_\_

Is the size appropriate for the size of the Branch and amount of traffic? Yes\_\_\_ No\_\_\_

If No, please explain

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Is there a separate **Information Desk**? Yes\_\_\_ No\_\_\_

**3.7 CHILDREN'S AREA**

Is the children's area a self-contained space? Yes\_\_\_ No\_\_\_

Is there small-scale furniture and shelving in the children's area? Yes\_\_\_ No\_\_\_

**3.8 STUDY CARRELS**

How many carrels are in the children's area? \_\_\_\_

How many carrels are in the adult's area? \_\_\_\_

Are the carrels able to accommodate a computer workstation? Yes\_\_\_ No \_\_\_

(The carrels with a shelf above the work surface may not be able to this.)

**3.9 MEETING ROOMS/MULTI-PURPOSE ROOMS**

Does the Branch have a meeting room or multi-purpose room? Yes\_\_\_ No \_\_\_

Does the room have moveable seating? Yes\_\_\_ No \_\_\_ Fixed seating? Yes\_\_\_ No \_\_\_

**3.10 SELF SERVICE**

Does the Branch have self check out? Yes\_\_\_ No\_\_\_

**3.11 PHOTOCOPIER/FAX AREA:**

Does the Branch have a public;  
Photocopier area? Yes\_\_\_ No \_\_\_

Fax area? Yes\_\_\_ No \_\_\_

Does the photocopier have a dedicated 15 AMP electrical outlet? Yes\_\_\_ No \_\_\_

**3.12 COMPONENT DELINEATION**

It is important to delineate areas for the different components of public services and staff functions within a branch library. For example, it is important to clearly delineate space for children's programs so as to separate this space from reference services.

Are the different public service areas and staff work areas clearly and appropriately delineated in your branch? Yes\_\_\_ No\_\_\_

If no, please provide a brief description of any problems of area delineation or of any poor spatial relationships within the branch.

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#### 4. BARRIER-FREE DESIGN FOR DISABLED PERSONS (ACCESSIBILITY)

Does the library have ramps? Yes\_\_ No\_\_ Quantity\_\_\_ Location\_\_\_\_\_

Door widths: Are doors wide enough to accommodate wheelchairs? Yes\_\_ No\_\_  
(Narrowest wheelchair is 34 inches wide, therefore 36 inches is a minimum for accessibility.)

Washrooms: Are washrooms accessible for persons with disabilities? Yes\_\_ No\_\_

Carrels: Are carrels accessible for persons with disabilities? Yes\_\_ No\_\_

Shelf height: Are shelves accessible for persons with disabilities? Yes\_\_ No\_\_

#### 5. "SMART" BUILDING FEATURES

Advances in new technologies, environmental concerns, and ongoing budgetary concerns are leading an evolutionary process to the "smart" or "intelligent" building. Modern buildings must be wired for network connectivity, client-server computing systems, and for the efficient and environmentally-appropriate use of energy.

##### 5.1 Computer and telecommunications infrastructure

Is a conduit network embedded within the floors? Yes\_\_ No\_\_

Is there a system of wiring raceways (Floor ducts)? Yes\_\_ No\_\_

Has the ceilings been adapted for computer, electrical and phone lines? Yes\_\_ No\_\_

Are staff desks provided with dedicated electrical outlets and a telephone outlet? Yes\_\_ No\_\_

Are computer outlets on an uninterruptible power source (UPS) Yes\_\_ No\_\_

Are computer outlets on the same circuit as any motorized equipment? Yes\_\_ No\_\_

##### 5.2 Environmental Controls

An "intelligent" building adjusts light, heat, ventilation, power consumption, through a computer management system to make the use of these resources as cost-efficient as possible.

Does the Branch have any or all of these intelligent building features? Yes\_\_ No\_\_

If yes, please provide detail.

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##### 5.3 Security

Does the Branch have electronic burglar alarms? Yes\_\_ No\_\_ fire alarms? Yes\_\_ No\_\_

Does the Branch have a dry pipe sprinkler system that is zoned to release water only where required?  
Yes\_\_ No\_\_

Does the Branch have good outside lighting? Yes\_\_ No\_\_

#### 6. LIGHTING

Does the Branch have good lighting in the stack areas? Yes\_\_ No\_\_

Does the Branch have task-specific lighting (e.g. study areas and staff working areas)? Yes\_\_ No\_\_

Does the Branch have natural light? Yes\_\_ No\_\_ In which areas?

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## 7. ACCESS and LOCATION

Is the Branch within walking distance of community centres, schools, shopping area? Please provide details.

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Is there on-site parking? Is parking free? Please provide details.

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Is the Branch accessible by public transit? Please provide details.

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### 7.1 LOCATION

Over time a community changes and evolves. A branch library placed in its current location twenty to twenty-five years may no longer be ideally situated to serve the community it was originally intended to serve.

Has the community that the branch library was originally established to serve evolved or changed to the point that the branch is no longer in the optimum location?

Yes \_\_\_

No \_\_\_

If yes, please identify and describe a location for the branch library that would better serve the needs of the immediate community.

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## 8. SIGNAGE

Is the signage in the Branch?

- In language(s) appropriate for the community the Branch serves?
- Easily readable at a distance?
- Self-explanatory?

**End of Survey. Thank you. If you have questions, please contact Maureen or Stan.**

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