

Appendix A – List of Stakeholder Organizations

List of Stakeholder Organizations

The City met with representatives from the following organizations as part of Phase 1 stakeholder engagement for the West Kildonan Library Review:

- Friends of the West Kildonan Library
- Garden City Residents Association
- Heritage Winnipeg
- Library Advisory Committee
- West Kildonan Library staff
- Winnipeg Public Library Board

Appendix B – Stakeholder Meeting #1 Notes

West Kildonan Library Building Review – Stakeholder Meeting #1

Location: West Kildonan Library
356 Jefferson Ave.

Date: August 8, 2023
Time: 6 p.m. – 7:30 p.m.

Attendees: 8

Meeting Minutes

Functional Issues

Parking

- It is a long distance to get to the front entrance from the parking lot
 - o Accessibility issues
 - o Why was the back entrance closed?
 - o Accessible parking was added to Powers Street when the back entrance was closed
 - o The back entrance is right against the property line so putting a ramp from accessibility would be a challenge
- Parking is sufficient right now because there is the community centre parking lot right across the street
- Could there be a better crossing across Powers Street?
- Parking is not a major concern

Shelving

- The original shelving is great because there is so much content to look at
- The original shelving is beautiful
- Love the original shelving but the sightlines are limited
 - o It is difficult to see around the shelving so smaller shelving or something that is a bit more open would improve sightlines
 - o Some libraries have made shelving so low that it becomes more decorative and less about the content

Levels

- The children's section in the basement is a great place for children
- Children love the basement because they can talk and just be kids
- The library needs a separate space where kids can be kids and can run around
 - o Parents will feel more at ease that kids aren't disrupting the whole library
- If the children's section is in the basement, you need staff monitoring both floors
 - o Could there be CCTV in the library so the staff on the main floor could monitor the basement?
 - o Move as much content as possible to the main level and to use the basement for meetings and multipurpose rooms
- It would be great to have the children's sections moved into an addition on the main level

Circulation desk

- Was the circulation desk always that large?
 - The desk used to be two sections where library visitors would walk through
- The desk seems like a waste of space

Building Site/Exterior

Dedicated outdoor reading space

- There were alternate plans in the 1960s for a library on Main Street that had outdoor reading space
- It would be great to have an outdoor reading space at West Kildonan Library
- The outdoor reading space at the Bill and Helen Norrie Library is well used
 - If outdoor reading space works at a library in a car-oriented area like Bill and Helen Norrie Library, it should work well at the West Kildonan Library which is located in a historically walkable neighbourhood
 - There are always people walking down the streets
- Is there any reason why an outdoor reading space was ever developed?

Heritage

- Is an addition to the building no longer feasible now that the West Kildonan Library is a heritage building and the façade is protected?
 - There are some opportunities that were left in heritage designation in case a building addition was pursued

Travel

- Could the back lane be closed and used as library property?
 - The back lane is well used and provides parking, access to other buildings, and garbage pickup
 - Maybe there are alternatives for parking, access to other buildings and garbage pickup that could be explored
- Does the Winnipeg Public Library keep any data on how people travel to the library?
 - What is the mode split between pedestrian, cyclists, drivers, transit riders, etc.?
 - The City does track this information.

Main Floor

Circulation desk

- I assume the logic of having the circulation desk in the centre is so people cannot walk out with books
 - A central circulation desk was a design trend in the 1980s
- If the circulation desk isn't protected, it could be smaller

- o You still need enough space for all the different functions like getting library cards and taking out books
 - o Is the current circulation desk sufficient for the library?
- The circulation desk needs to be ergonomic so staff are comfortable

Mobile printing

- Printing from your own device and not through the desktop computers would be great
- There have been a lot of challenges with mobile printing, although it seems to be working better now at the Millennium Library
- Residents print a lot of passport applications, government documents, and resumes
 - o Government webpages are now directing people to the public library to print documents
 - o It is becoming more common that people do not have a home printer
- The library is using significant resources to help people print these documents
 - o Resident's devices automatically log into their emails but they cannot remember their passwords to log into their emails to print from the public computers

Digital resources

- The West Kildonan Library has more computers than get used on a regular basis
 - o On a busy day, maybe five of the eight computers are in use
 - o Lower computer use is a trend everywhere
 - o Most people have their own electronic devices so there are less demand for computers
 - o Demand for the free wifi is high as people use their own devices.
- A lot of residents still borrow CDs and DVDs but most residents aren't using the available technology to listen to music and view films at the library.
 - o The library is getting less CDs and DVDs in their collection as time goes on.
- There are a lot of unique spaces and equipment at Millennium Library that are very well used like sound studios, VHS to DVD equipment, maker-space, 3D printing, etc.
 - o Is there a need?
 - o If you build it they will come
 - o Those services would be fabulous but they would require staffing

Collaborative spaces

- A lot of people need collaborative spaces for board meetings, community gatherings, or students working together on a school project
- Microsoft Teams hubs are much easier than projectors
- Smart Screens would be an expensive upgrade that would be worth thinking about
- Do libraries still need to be a quiet space?
 - o Libraries are not as quiet as they once were
 - o Visitors still need to concentrate but the library does not need to be immensely quiet
 - o Librarians aren't 'shh'ing people anymore

- The Bill and Helen Norrie Library have meeting rooms but they are all glass so they can be monitored by staff

Basement

Heritage

- The lower level seems underutilized
- Why does heritage protection not cover the basement?
 - o The basement is not original
 - o It is mostly drywall and carpet, which are not heritage-defining features

Programming

- There seems to be less programs offered at the Library
 - o The lower level could be a great place for Leisure Guide programming
 - o Fort Rouge Library seems to offer lots of Leisure Guide programs
- Quilting, gardening, cooking classes, sports card exchange, EAL programs would work well in the basement
 - o Libraries are trying to attract visitors so whatever programming works would be a benefit
- Diversity, equity, and inclusion spaces could be added to the basement
 - o Spaces for mental health space, prayer, meditation, smudging, etc.
 - o Make sure spaces are well ventilated for smudging
 - o Could be supported by the community with the current levels of immigration
- A music room could be added to the basement
 - o A place where a band could practice, or even music for children's programming
 - o The room would need to be well-insulated so it could allow for louder activities

Other

- The Friends of the West Kildonan Library did outreach with nearby schools and talked to kids
- The goal was to find out what kids would like to see in the library and how they would like to use the library
 - o Kids wanted the library to be a place for books/reading and a community gathering space
 - o Kids wanted a place to display things that are important to them
 - o Kids wanted an opportunity to self-publish books and share with other kids
 - o Kids wanted a place to be creative and be themselves
- Pembina Trails School Division used to have a program where kids could print books in a duo-tang folder or binders
 - o The books would be put on a shelf for other kids to read

Appendix C – Stakeholder Meeting #2 Notes

West Kildonan Library Building Review – Stakeholder Meeting #2

Location: West Kildonan Library
356 Jefferson Ave.
Date: August 9, 2023
Time: 5:30 p.m. – 7 p.m.
Attendees: 7

Meeting Minutes

Functional Issues

Accessibility

- The library is challenging from an accessibility perspective
 - o The layout is functional from an abled-bodied perspective but falls short for accessibility
 - o There are elevator issues at least once a month
 - o Sometimes the elevator can be reset but other times it requires servicing by a repair person

Parking

- Parking never seems to be an issue
 - o If the parking lot is full, there is also parking on the street and a shared parking lot with community centre.
- A raised cross walk over the neighbourhood greenway on Powers Street could improve connectivity between the library and the shared parking lot at the community centre
 - o Powers Street is now 30 km/h and cyclists are using the greenway a lot
- Parking is an issue
 - o Could there be more parking on the east side off Powers Street?
 - o Possibly diagonal street parking before the intersection of Powers Street and Jefferson Avenue?
 - o Diagonal parking probably would not work because it would cut into the grass boulevard
- Parking issues could be solved simply by installing a sign that says more parking at the community centre and raising awareness

Design

- The design is still current, modern, airy, and functional, despite it being from the 1960s
- The building feels open and modern
- Breezeway and stacks are a waste of space
- There much storage and lots of little hidden rooms that aren't really used
- The deliveries come through the back door (new books, inter-library loans, etc.)

Levels

- Parents and kids love the basement space that is exclusive to kids
 - o Some residents will drive to the West Kildonan library specifically for the children's area despite having closer libraries
 - o Some kids are noisy so parents feel like they don't have to shhh their kids if they are in the basement
 - o Some kids are runners so having the children's section in the lower level it works better for those kids
 - o It is safer to have kids downstairs instead of adults because require more supervision
- Could the children's section move upstairs and the adult space downstairs?
 - o The basement would be quiet for the adults and the upstairs would be more lively
 - o Then you wouldn't need as much supervision in the basement if it is adults
 - o If the adult collection doesn't fit downstairs, we would need to split the collection, which will result in staffing issues
 - o Staircases can be concerning for kids but there haven't been too many issues with kids hurting themselves on the stairs
 - o The elevator reliability needs to improve if the adult's section is moved downstairs
- Library Services wants to move to a one-level layout
 - o There are line of sight issues in the children's section
 - o Librarians want to keep an eye on the children for safety reasons
 - o There is a rule that lone adults are not allowed in the children's section so if the children's and adult's section become mixed, that could make enforcement difficult
 - o If all the collections were located upstairs, the basement would be good for computers, study spaces, unique program rooms, and tutorial rooms
 - o Would still require two staff if computers and printing were moved downstairs
 - o If all the collection is moved upstairs, perhaps the City can partner with a community organization to use the space downstairs
 - o
- Could all collections (adult and children) be located on the main level?
 - o The library might need to be expanded to hold all collections on the main level
 - o The best of both worlds would be children's section on the main level in a glass sound-proof room

Location

- West Kildonan Library is so close to St. Johns that it might make sense to separate the functions so one building is a children's library and the other building is for adults

Building Site/Exterior

Heritage

- There used to be vertical cedar slats around pop-out on the roof the building that lines up with the mullions
 - o If the roof needs replacement, could those heritage elements be restored?

- The current library sign on the building does not align with the heritage aesthetics

Dedicated outdoor reading space

- An outdoor reading garden was part of the original library plans but that never materialized because the site changed
 - An outdoor reading space would be a great addition.
- The landscaping is usually quite nice
- Summers are short so a huge outdoor reading space is probably not necessary, but something small would be nice
- There is mechanical equipment on the east side of the library (Powers Street) that could be relocated to free up space for an outdoor reading area
 - The east side of the building is bright, open, and can easily be accessed from the sidewalk

Building addition

- The community has been talking about an addition to the library
- West Kildonan Library would be an ideal location for an addition if Library Services determines more space is needed
- If there was an addition, you have to be careful not to block the windows and make the basement dark.
- St. Johns Library has an addition with a second entry
 - The second entry has become an issue

Windows

- The windows are an issue
 - It is difficult to control the temperature because of the windows

Main Floor

Circulation Desk

- The circulation desk is out of place with the era of the building
- The circulation desk is too large and takes up a lot of prime real estate in the library
- The circulation desk is currently large but maybe not if it can also be used as a reference desk
 - The reference desk could be incorporated into the circulation desk
 - Different heights of the desk could distinguish between the circulation and reference functions
 - The lower part of the desk would be for reference (sitting at the computer doing a search) and the higher part of the desk would be for circulation (moving around)
- The circulation desk is good
 - It is very central and easy to see if anyone needs help

Digital Resources

- The computer space on the main floor is underused
- The computers always seem to be in use
- On a normal day, the computers are really well used. 6-7 people at a time.
- More electrical outlets for laptop charging and device charging are needed
- Staff need to be in eyesight of the computer and printing area
 - o Staff are spending a lot of time helping people with printing

Heritage

- The original shelves are mahogany
- Are the shelves heritage protected?
- The mahogany shelves would be worth saving at all costs because they are more expensive than what the City would replace them with
- From a sustainability stand point, why take the shelves out just to replace them with something new?
- If carpet is replaced, the new flooring should be something that is appropriate, neutral, and of the time
 - o Don't force contemporary finishes in a mid-century modern building
 - o Finishes must be timeless
 - o Make this an example of what a modernist building can be

Collaborative spaces

- There is an imbalance between study space and seating space
 - o The seating space is always taken.
 - o More private seating areas are needed on the main floor
 - o The current seating is often full.
- The seating area upstairs by the window is very popular because people like the natural light
- The study tables upstairs are really well used
 - o People often double up when there is no extra space
 - o Self-check outs could be used for study space instead
- There are a lot of big open tables, but some people might want more division/privacy like study carrels
 - o Six study carrels would be ideal
- The library receives requests for tutorial rooms, but there are none at West Kildonan Library
 - o Rooms need glass for transparency
 - o Two tutorial rooms would be ideal but would settle for one
 - o Transcona library is a good example

Manager's office

- The location of Branch Manager's office is good
- Maybe a window wall to see out in case someone needs to get the Branch Manager's attention
 - o The Charleswood Library is a good example.
- Some privacy is needed in the odd occasion that HR issues arise

- o In other libraries, the Branch Manager needs to book a tutorial room to deal with HR issues
- o It becomes obvious to everyone in those libraries when HR issues arise

Basement

Layout

- The basement layout is chunky and awkward
 - o Opening up the basement would be nice
 - o Adding more natural light to the basement would be nice
 - o There is often only one staff downstairs so if it is busy or there is an incident it becomes a challenge.

Multipurpose room

- The multipurpose room space is a good size
- The kitchenet is handy for the adult baking club
- The library has hosted musicians, underground opera, magic shows, children's reading program
 - o A total of 18 programs this summer
- It would be useful to have meeting space for multiple groups at once
 - o Could there be dividers to a meeting room to provide more flexibility (one big room or two smaller rooms)
- The library does not have staff capacity to run multiple programs at once

Other

- Kids would like to have opportunities for book publishing
- Kids are frustrated that they cannot suggest books while at the library and need to do it online
 - o Kids want a greater say of what books are in the library
 - o There should be a physical box so kids can suggest books in the moment
 - o Kids will often forget by the time they go home