

MILLENNIUM LIBRARY LOBBY REDESIGN

Phase 1 Stakeholder Engagement Summary



Background

The safety and well-being of staff and visitors to Millennium Library is a top priority. The City of Winnipeg is looking at options to redesign the lobby to improve safety. We are inviting stakeholders to help ensure the design reflects the community and staff's needs. The project is part of on-going safety improvements at the library.

The project will come up with options to redesign the lobby to improve safety for visitors and staff. The options will:

- Create a safe, inclusive, accessible, and welcoming space
- Improve sightlines for staff, security guards, and community safety hosts
- Improve visibility of the public washrooms
- Improve foot traffic flow

Engagement

The City met with stakeholders early in the process before designing options for the lobby. Stakeholder input helped ensure the options address the concerns and challenges with the current lobby. This includes the layout, sightlines, the screening process, and foot traffic flow. A survey was also available for Millennium Library staff to provide input anonymously.

We asked stakeholders from the following groups to provide their input as we developed options:

- Downtown organizations
- Library interest groups
- City of Winnipeg and library staff
- Security staff

A list of stakeholder organizations is available in Appendix A. Stakeholder engagement opportunity details are in Table 1.

Table 1: Stakeholder engagement opportunities

Date	Activity	Participation
January 30 to February 15, 2024	Survey (Millennium Library staff)	112 responses
February 12, 2024	Internal stakeholder meeting	41 attendees
February 12, 2024	External stakeholder meeting	18 attendees
February 20, 2024	Millennium Library staff meeting	12 attendees
March 1, 2024	Site walk-through	2 attendees
March 1, 2024	External stakeholder meeting (virtual)	2 attendees

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Key Findings

Staff Survey

An anonymous online survey was sent to Millennium Library staff. Staff were asked to share their experiences and identify opportunities to address safety and operational challenges. Full survey results are available in Appendix B.

Staff were asked how often they experience safety concerns or incidents in the Millennium Library lobby. Those who responded to the survey experience these incidents frequently with 72% answering daily or a few times a week.

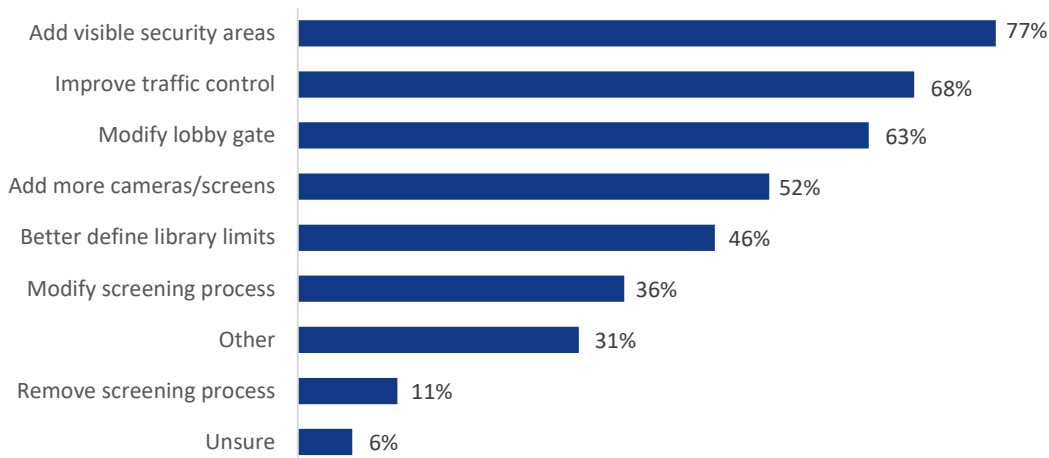
Staff were asked whether they thought that redesigning the Millennium Library lobby could improve its functionality for the public and improve functionality for library and security staff. Survey respondents were optimistic. Over **85%** of respondents **agreed or strongly agreed** with these statements.

Figure 1: How often do you experience safety concerns or incidents in the Millennium Library lobby?

Daily	A few times a week	A few times a month	A few times a year	Less than once a year	Unsure
37%	35%	12%	7%	3%	6%

Staff were asked what aspects of each space needed to be addressed by the lobby study. In the open lobby space, respondents showed the most support (77%) for adding visible security areas to the lobby (for example, a security or greeter station). Most respondents also supported improving traffic flow through the lobby (68%) and modifying the existing lobby gate (63%). Respondents showed the least support for removing the visitor screening process (11%). Thirty written responses were also provided: 11 of these responses suggested that the existing metal detectors/ visitor screening process should be maintained.

Figure 2: Open Lobby Improvements



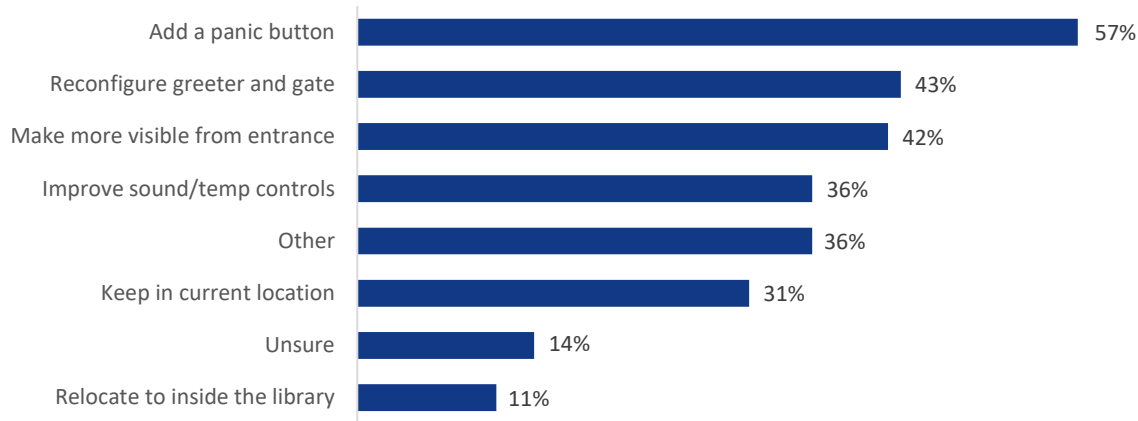
In the Community Connections space, staff showed the most support (57%) for adding a panic button. Staff showed the least support (11%) for relocating this space inside the library. Thirty-five written responses were also provided. Twenty responses suggested that Community Connections should be removed from the library altogether. Seven responses suggested modifications to the entrance to this space. Five responses suggested that this space should be made larger.

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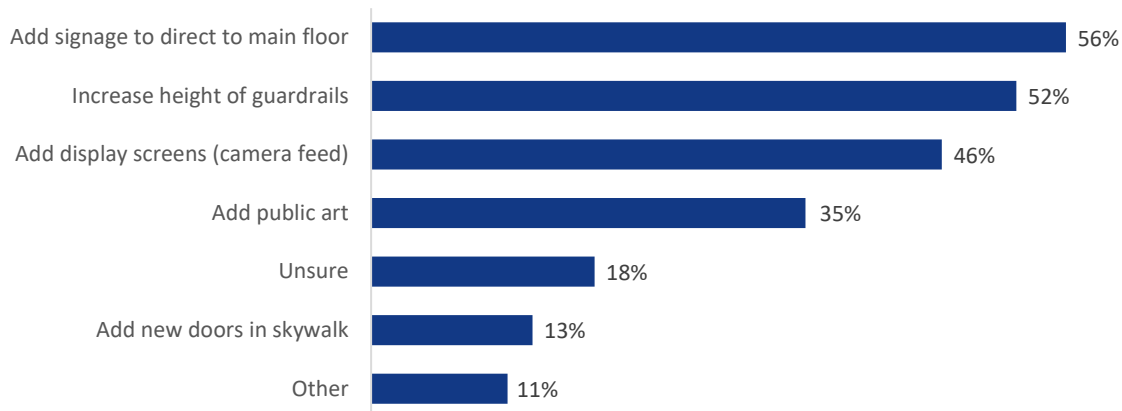


Figure 3: Community Connections Improvements



In the skywalk/mezzanine area, respondents showed the most support (56%) for adding signage to direct visitors to the main floor and increasing the height of the guardrails (52%). Respondents showed the least support for adding new access points or doors along the skywalk corridor (13%). Eleven written responses were provided. Of those, six responses suggested modifying the existing guardrails to create more division between the skywalk and the library.

Figure 4: Skywalk/Mezzanine Improvements



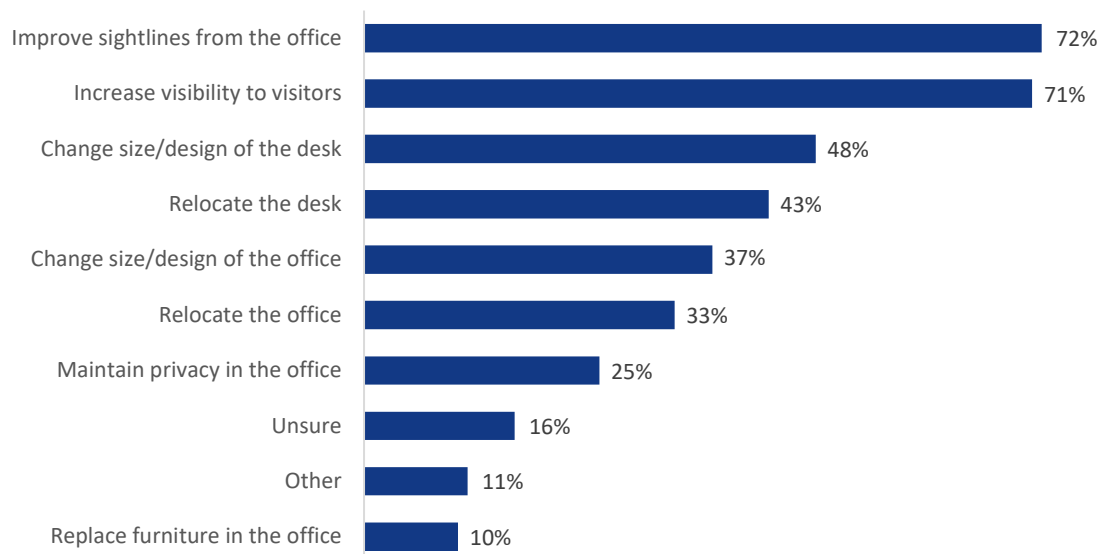
At the security office and security desk, most respondents agreed with increasing the visibility of the security office and desk to visitors (71%) and improving sightlines from the security office (72%). Respondents showed the least support for replacing the security office furniture (10%) and maintaining privacy in the security office (25%). Eleven written responses were provided. Of those, four responses suggested that the office should be relocated closer to the library entrance. Three responses suggested that the office should be made more open or should have improved sightlines.

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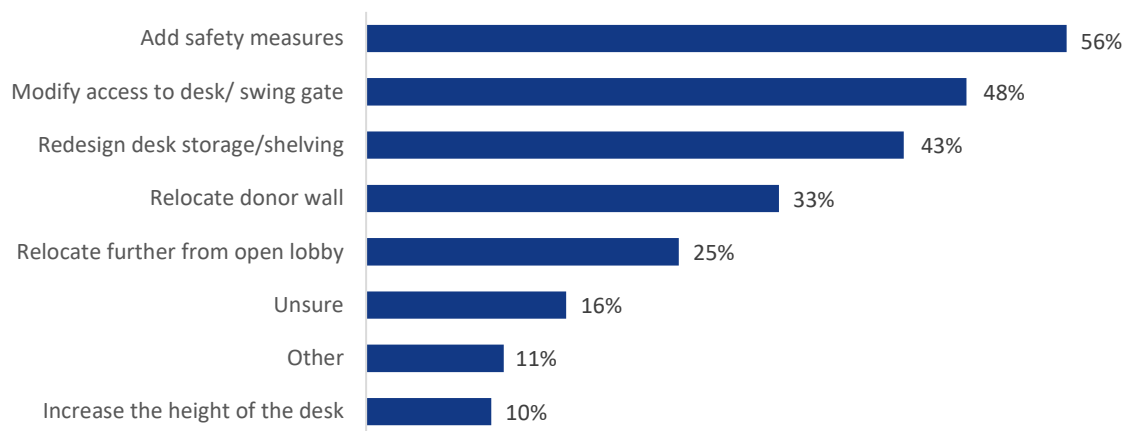


Figure 5: Security Office/Desk Improvements



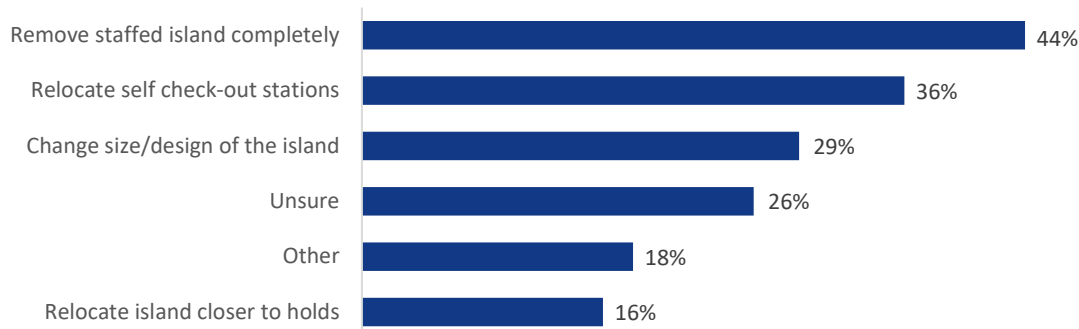
At the circulation desk, respondents showed support for improving sightlines from the desk (59%) and providing additional safety measures such as a staff refuge area or metal plating (56%). Respondents showed the least support for increasing the height of the desk (16%). Nineteen written responses were provided. Of those, seven responses suggested keeping the plexiglass barriers or replacing the plexiglass barriers with permanent glazing.

Figure 6: Circulation Desk Improvements



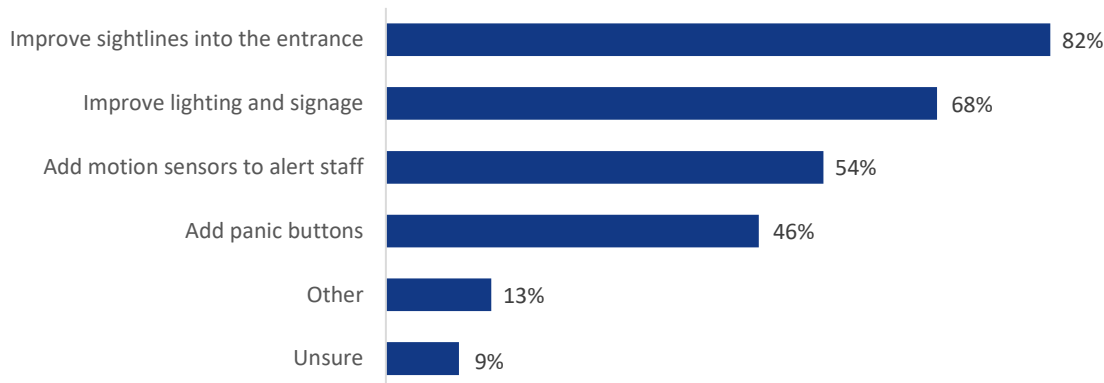
At the self-checkout / check-out island, responses were divided. The most support was shown for removing the staffed check-out island and adding this service to the circulation desk (44%). Relocating this service to the holds area had the least support from staff (16%). Eighteen written responses were provided. Of those, five responses suggested that the island should be made more secure.

Figure 7: Self Check-Out Island Improvements



At the washrooms, respondents showed strong support for improving sightlines into this area (82%). Improving lighting and signage was also strongly supported (68%). Thirteen written responses were provided. Of those, six responses suggested to relocate the washroom entrance or add signage to improve public wayfinding. Three responses suggested adding light timers or motion sensors for harm reduction purposes.

Figure 8: Washroom Improvements



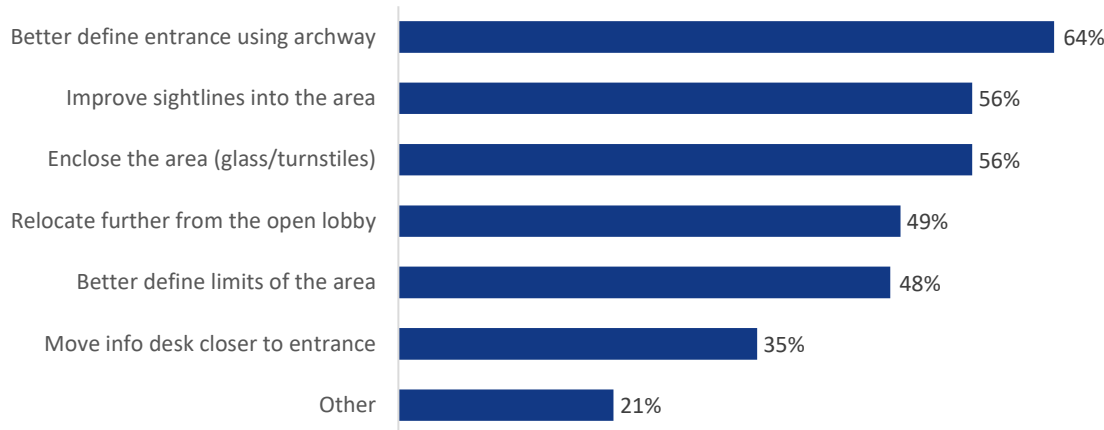
At the children's area, respondents showed the most support for defining the entrance using an entrance archway (64%). Most respondents also supported improving sightlines into the children's area and enclosing this area with glass walls or turnstiles (56%). Twenty written responses were provided. Of those, six responses suggested moving the children's area to another floor.

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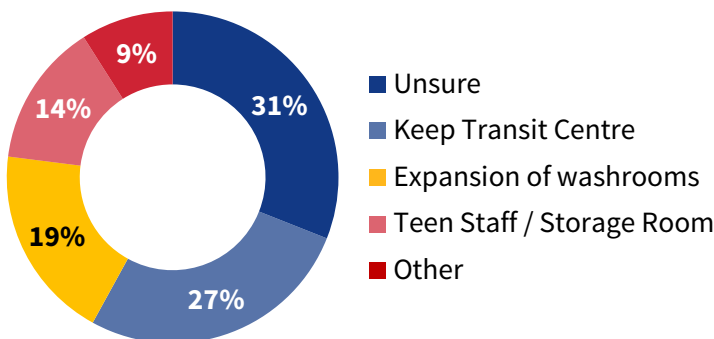


Figure 9: Children's Area Improvements



Staff were asked what should be done with the Transit Service Centre space if it were to be relocated (choosing one preferred option). Most respondents were unsure of what should be done with this space (31%) or felt that the center should not be relocated (27%). Nine written responses were provided. Of those, four responses supported relocating the service center, two responses suggested adding a public washroom to this area, and two responses suggested improving signage to make its current location clearer.

Figure 10: What should be done with the Transit Centre?



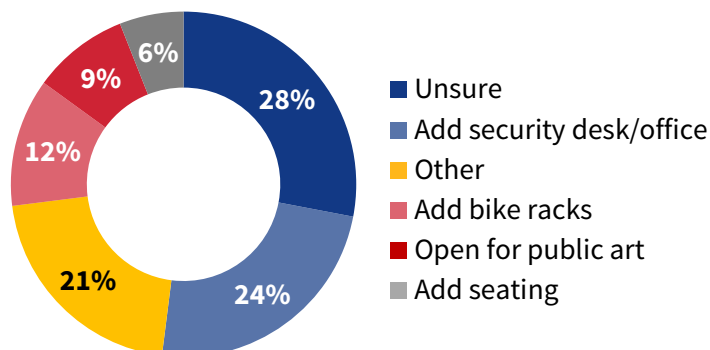
Staff were asked what should be done with the former gift shop space (choosing one preferred option). Most respondents were unsure of what should be done with this space (28%) or felt that the security office should be moved to this space (24%). Twenty written responses were provided. Of those, five responses suggested expanding Community Connections to this space or moving Community Safety Hosts to this area.

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Figure 11: What should be done with the former gift shop?



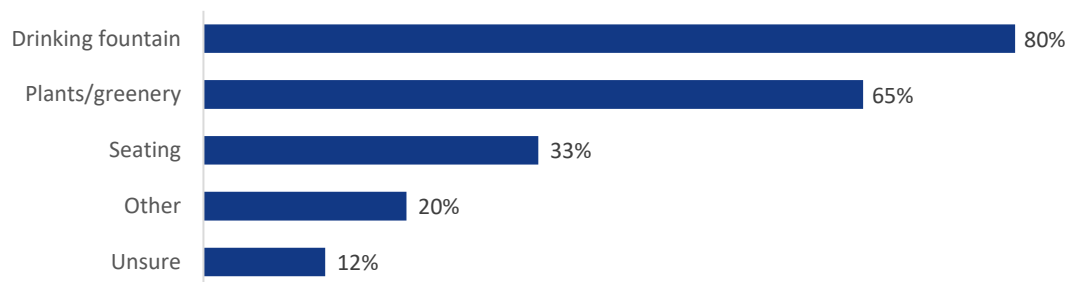
Staff were asked what amenities should be kept in the lobby. Respondents showed strong support for keeping a public information area (86%), public art (78%), and a payphone (71%). Eight written responses were provided – suggestions varied and included a more visible book return slot, a separate children’s entrance into the library, and enclosing the poster area to reduce vandalism.

Figure 12: Existing Amenities (keep in lobby)



Staff were asked what amenities should be added to the lobby. Respondents showed strong support for adding a water fountain or bottle filler (80%), and plants/greenery (65%). Less support was shown for additional seating (33%). Nineteen written responses were provided. Suggestions included adding a map of downtown or a floor plan of the building (four responses) and adding public washrooms (two responses). Four responses expressed concerns with adding seating to the lobby.

Figure 13: New Amenities (add to the lobby)



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Staff were asked to describe any other issues that they had experienced with the lobby. Thirty-seven responses were provided. The top responses were:

1. **The lobby is too open** (encourages loitering, has poor wayfinding, has too many functions, or not enough traffic controls – eight comments)
2. **Issues with the entrance vestibule and revolving doors** (this area encourages loitering, the revolving door is too slow - five comments)
3. **Acoustic/noise concerns** in the lobby (five comments)
4. **Children in the lobby** (children viewing safety incidents in the lobby; children going through weapons screening – four comments)
5. **Lack of temperature controls** in the winter (three comments)
6. **Weapons entering the library** (three comments)

Staff were asked if there were any other opportunities to improve the lobby and address safety issues. Thirty-four responses were provided. The top responses were:

1. **The weapons screening / metal detector should be maintained in the library** (10 comments)
2. **The lobby is too open** (has poor wayfinding, has too many functions, or not enough traffic controls – nine comments)
3. **The library should feel more welcoming** (four comments)

Internal stakeholder meetings

The internal stakeholder meetings included representatives from City of Winnipeg stakeholder groups and library staff. A presentation was given by 1x1 architecture that explained the project background, schedule, and scope, outlined the existing conditions in the lobby, and introduced Crime Prevention Through Environmental Design (CPTED) strategies for improvement.

Following the presentation, the meetings broke out into four groups for small table discussions. Group discussions related to the following topics:

1. **Current challenges and potential improvements within the lobby space** (including the entrance and open lobby, Community Connections area, second floor mezzanine/skywalk, children's entrance, and washrooms)
2. **Repurposing spaces** (Transit Service Centre and former gift shop)
3. **Security Issues** (including screening, the security office, and the security desk)
4. **Operations** (including the circulation desk and self-check-out island)

The meetings concluded with a round table discussion where facilitators at each table shared one or two key points from their discussions with the entire meeting group.

Additional feedback was received at an in-person walkthrough with circulation/returns and Community Connections staff. Staff explained existing issues in each space on site with representatives from 1x1 architecture.

External stakeholder meeting

The external stakeholder meeting included representatives from downtown organizations, library interest groups, and the Winnipeg Public Library Board. A presentation was given by 1x1 architecture that explained the project background, schedule,

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and scope, outlined the existing conditions in the lobby, and introduced Crime Prevention Through Environmental Design (CPTED) strategies for improvement.

Following the presentation, the meeting broke out into three groups for small table discussions. The group discussion related to the following topics:

1. **Current challenges and potential improvements within the lobby space** (including the entrance and open lobby, Community Connections area, second floor mezzanine/skywalk, children's entrance, and washrooms)
2. **Repurposing spaces** (Transit Service Centre and former gift shop)
3. **Security Issues** (including screening)

The meeting concluded with a round table discussion where facilitators at each table shared one or two key points from their discussions with the entire meeting group.

Additional feedback was received at a virtual meeting for those who were unable to attend the in-person external stakeholder meeting.

What we heard

Table 2 provides examples of feedback received at the internal stakeholder meetings, external stakeholder meeting, and site walk-through with staff. It also explains how feedback was considered when designing the two options to improve the lobby. Detailed summaries from the meetings are available in Appendix C and Appendix D.

Table 2: Examples of feedback from internal and external stakeholders

What we heard
Lobby
The revolving door is a problem for accessibility. Visitors need to be slowed when entering so the staff can better meet their needs.
Wayfinding is a concern and visitors don't always know where to go.
The lobby's size, sightlines, and noise levels are all issues. The lobby is a community hub, particularly for lower-income and newcomer populations.
The redesign needs to make the lobby a welcoming space, potentially with greeters, and natural light.
The children's area should be moved or reconfigured to stop people who shouldn't be in the children's area and improve sightlines.
Services
There are differing opinions if Community Connections is a good fit for the library.
Community Connections is easy to miss when you enter the library and there are poor sightlines to security.
The Transit Service Centre is very well used, but it is too small and the line-up crowds the lobby.
The former gift shop could be removed to open up the lobby, or the space could be used for interactive art, bicycle racks, and/or community programs/services.
Security
Balancing a welcoming space with the need for security measures is a challenge.
Some feel the current security works. Incidents have decreased and visitors and staff feel safer at the library.
Some feel the current security does not work. It is escalatory, intrusive, triggering, criminalizing, and has led to a decrease in visitors.

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A well-trained greeter in the front lobby could flag issues early.
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Operations

Staff feel unsafe in the checkout island. It is difficult to leave the checkout island in the event of an incident.

The plexiglass at the circulation desk could be sturdier/more integrated and panic buttons should be explored.
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The security office needs a window for better sightlines or moved to the middle of the lobby for greater visibility and impact.

Next Steps

The City will develop two options to improve safety and security in the Millennium Library lobby. The City will present the designs to stakeholders and gather feedback. The designs will be refined based on feedback and cost estimates will be finalized. Council approval and funding are required before renovations begin to the Millennium Library lobby.

Appendices

Appendix A – List of stakeholder organizations

Appendix B – Millennium Library Staff Survey Results

Appendix C – Key Themes from the Internal Stakeholder Meetings

Appendix D – Key Themes from the External Stakeholder Meetings