

Appendix A – List of Stakeholder Organizations

List of Stakeholder Organizations

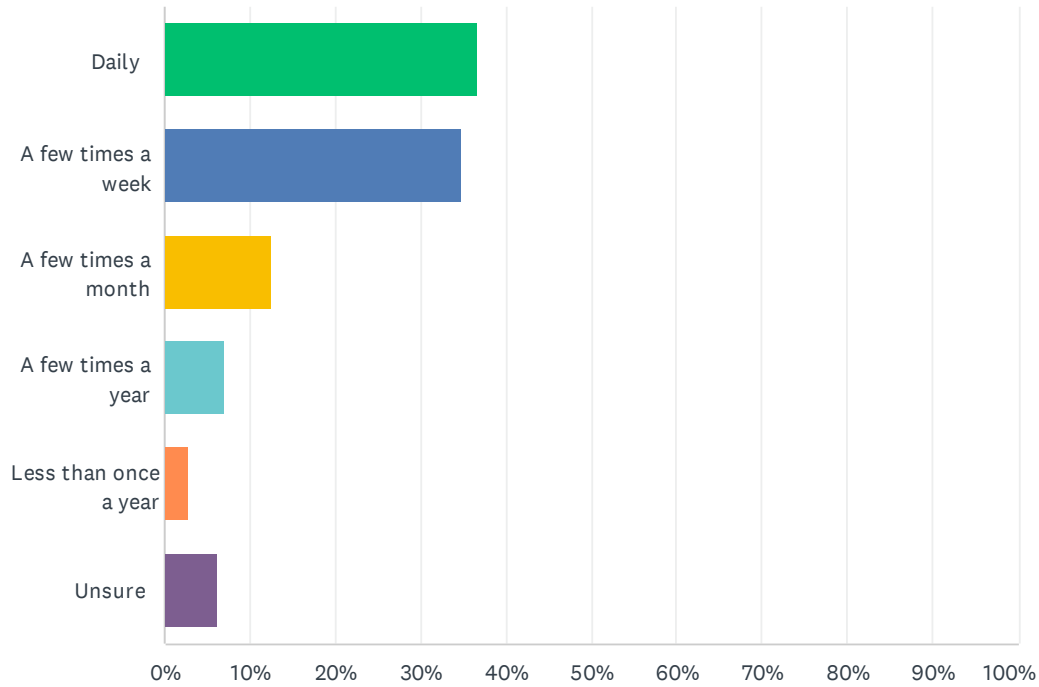
The City reached out to representatives from the following organizations as part of Phase 1 stakeholder engagement for the Millennium Library Lobby Redesign project:

- City Centre Library Advisory Committee
- City of Winnipeg – Community Services
- City of Winnipeg – Human Resources
- City of Winnipeg – Indigenous Relations Division
- City of Winnipeg – Millennium Library Staff
- City of Winnipeg – Municipal Accommodations Division
- City of Winnipeg – Property, Planning, and Development
- City of Winnipeg – Winnipeg Public Library
- City of Winnipeg – Winnipeg Fire Paramedic Services
- City of Winnipeg – Winnipeg Parking Authority
- City of Winnipeg – Winnipeg Police Services
- City of Winnipeg – Winnipeg Transit
- CUPE Manitoba
- Downtown Community Safety Partnership
- Fearless R2W
- Friends of the Winnipeg Public Library
- Holy Trinity Church
- Impact Security
- Millennium for All
- Millennium Library Community Working Group
- Persons Community Solutions
- Social Planning Council of Winnipeg
- Sunshine House
- True North Sports & Entertainment
- Visual Impaired Resource Network
- WAPSO
- Winnipeg Public Library Board

Appendix B – Millennium Library Staff Survey Results

Q1 How often do you experience safety concerns or incidents in the Millennium Library lobby?

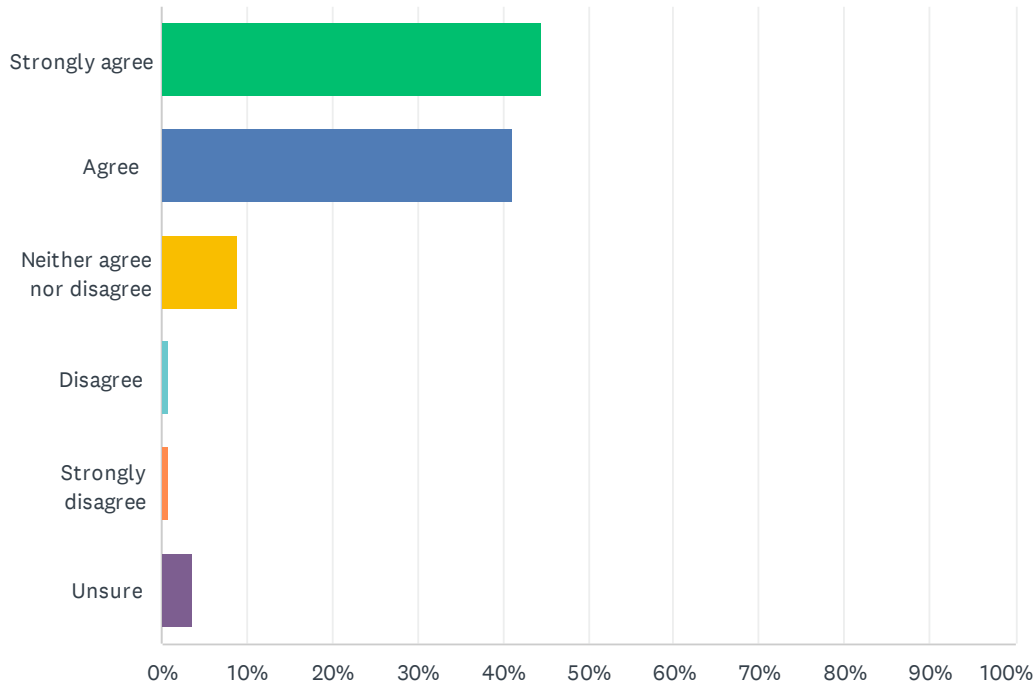
Answered: 112 Skipped: 0



ANSWER CHOICES	RESPONSES	
Daily	36.61%	41
A few times a week	34.82%	39
A few times a month	12.50%	14
A few times a year	7.14%	8
Less than once a year	2.68%	3
Unsure	6.25%	7
TOTAL		112

Q2 Do you agree or disagree that redesigning the Millennium Library lobby could improve its functionality to the public?

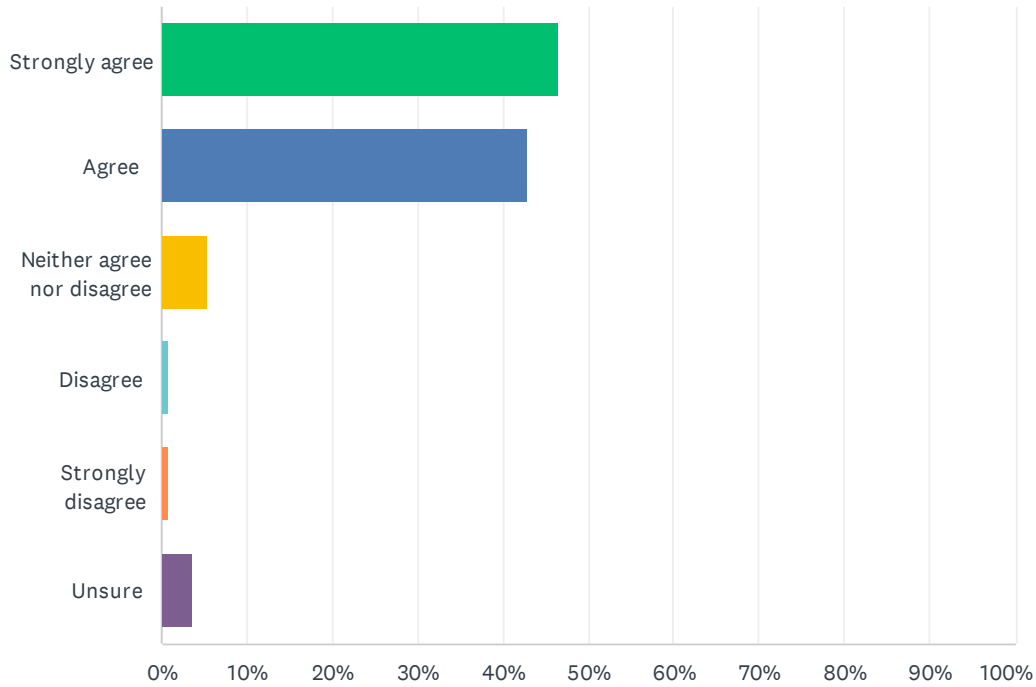
Answered: 112 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	44.64%	50
Agree	41.07%	46
Neither agree nor disagree	8.93%	10
Disagree	0.89%	1
Strongly disagree	0.89%	1
Unsure	3.57%	4
TOTAL		112

Q3 Do you agree or disagree that redesigning the Millennium Library lobby could improve its functionality for library and security staff?

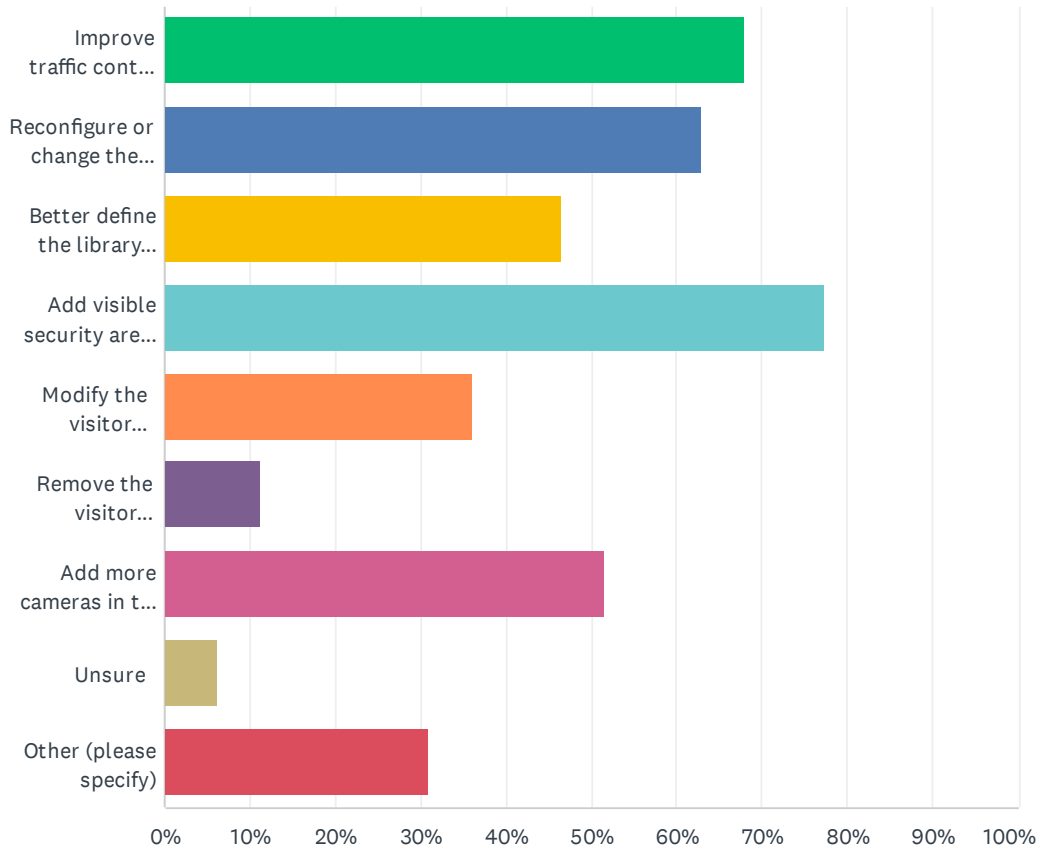
Answered: 112 Skipped: 0



ANSWER CHOICES	RESPONSES	
Strongly agree	46.43%	52
Agree	42.86%	48
Neither agree nor disagree	5.36%	6
Disagree	0.89%	1
Strongly disagree	0.89%	1
Unsure	3.57%	4
TOTAL		112

Q4 What aspects of the open lobby space should the redesign address? (Check all that apply)

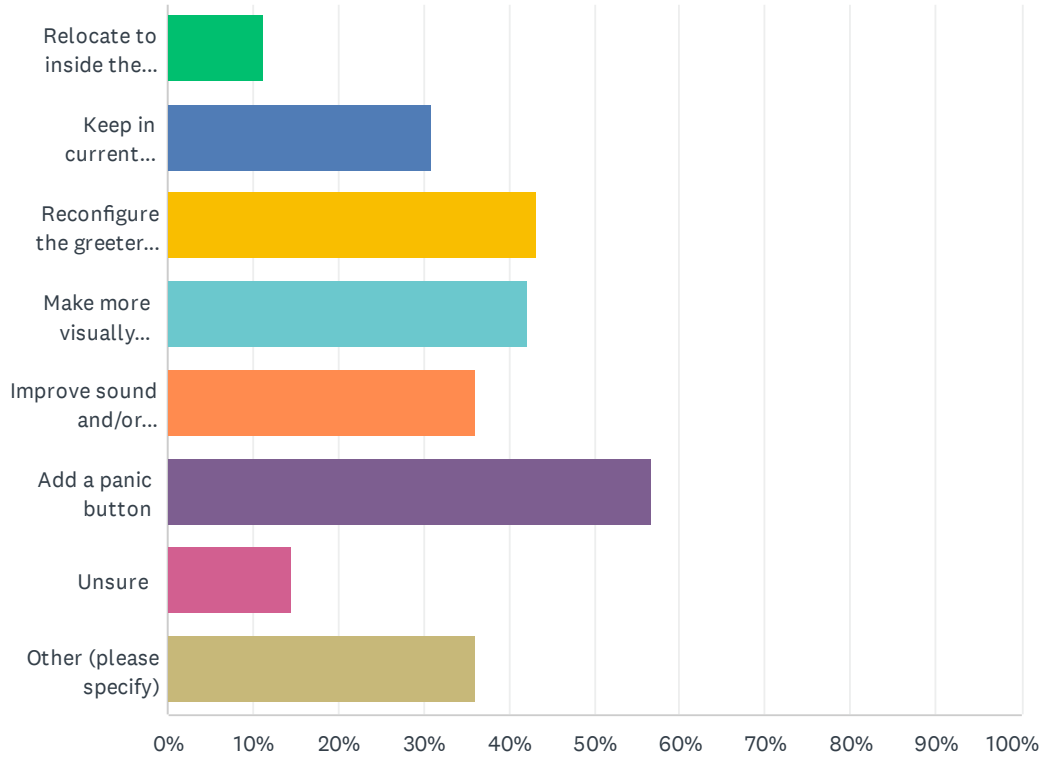
Answered: 97 Skipped: 15



ANSWER CHOICES	RESPONSES	
Improve traffic control through the lobby (for example, using glass turnstiles)	68.04%	66
Reconfigure or change the appearance of the existing lobby gate	62.89%	61
Better define the library limits with furniture, millwork, or changes in flooring	46.39%	45
Add visible security areas (for example, a security or greeter station)	77.32%	75
Modify the visitor screening process to make it feel less intrusive to visitors	36.08%	35
Remove the visitor screening process	11.34%	11
Add more cameras in the lobby with display screens to increase awareness	51.55%	50
Unsure	6.19%	6
Other (please specify)	30.93%	30
Total Respondents: 97		

Q5 What aspects of Community Connections should the redesign address? (Check all that apply)

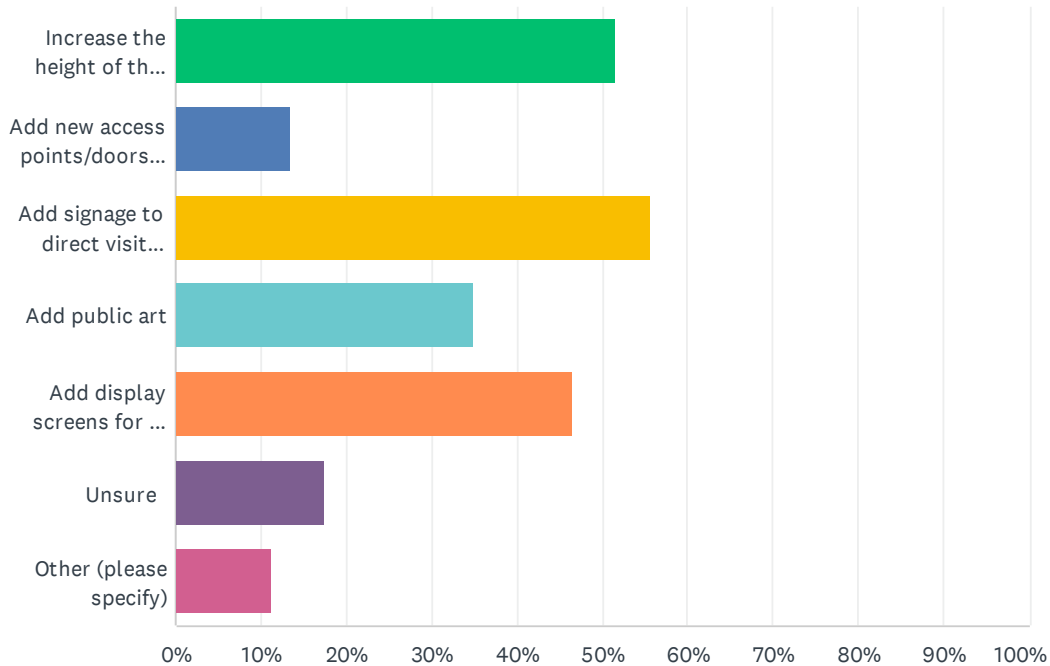
Answered: 97 Skipped: 15



ANSWER CHOICES	RESPONSES	
Relocate to inside the library	11.34%	11
Keep in current location	30.93%	30
Reconfigure the greeter area/gate	43.30%	42
Make more visually prominent from the entrance doors and from the library	42.27%	41
Improve sound and/or temperature controls	36.08%	35
Add a panic button	56.70%	55
Unsure	14.43%	14
Other (please specify)	36.08%	35
Total Respondents: 97		

Q6 What aspects of the second floor mezzanine/skywalk should the redesign address? (Check all that apply)

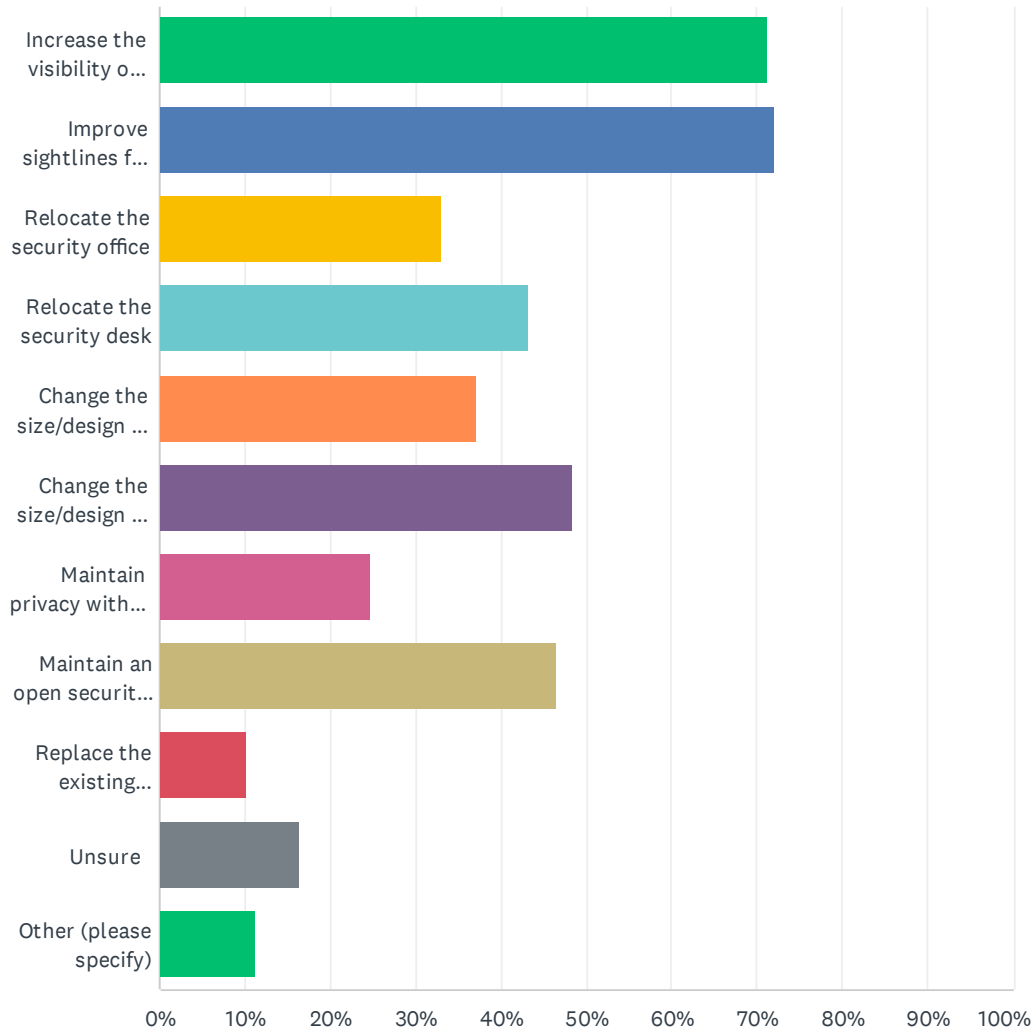
Answered: 97 Skipped: 15



ANSWER CHOICES	RESPONSES	
Increase the height of the guardrails	51.55%	50
Add new access points/doors along the skywalk corridor	13.40%	13
Add signage to direct visitors to the main floor	55.67%	54
Add public art	35.05%	34
Add display screens for the security cameras in the mezzanine to increase awareness	46.39%	45
Unsure	17.53%	17
Other (please specify)	11.34%	11
Total Respondents: 97		

Q7 What aspects of the security office and security desk should the redesign address? (Check all that apply)

Answered: 97 Skipped: 15

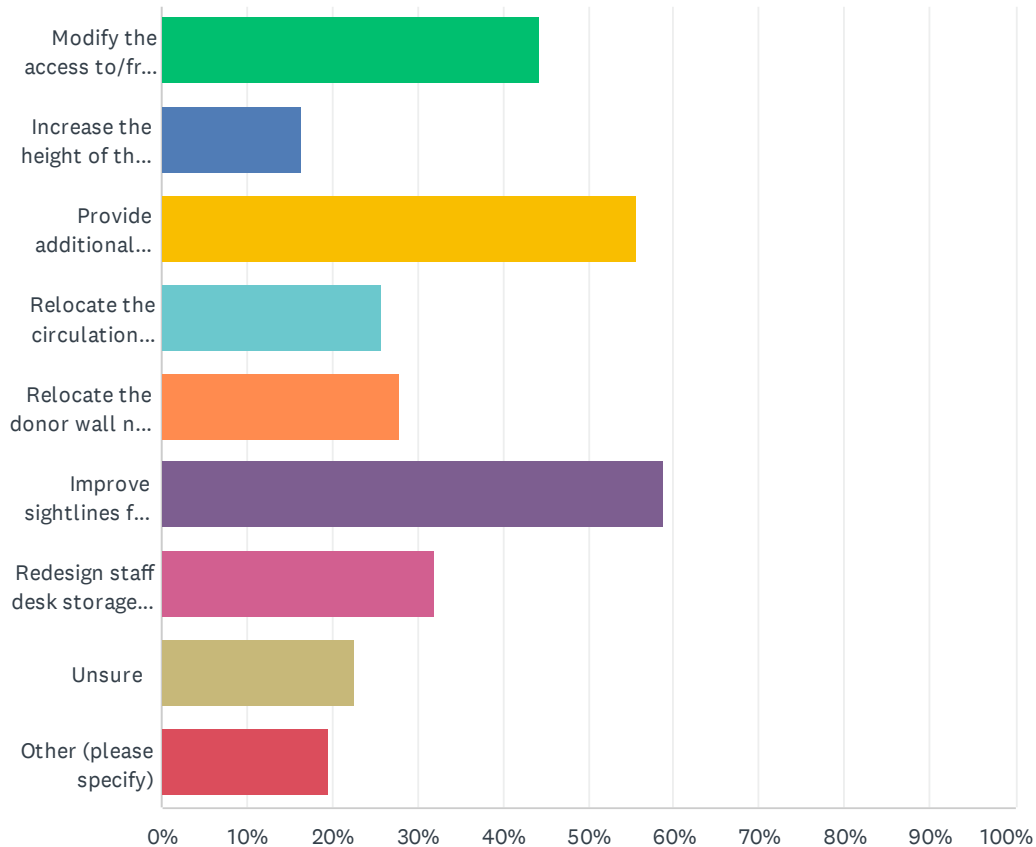


Millennium Library Lobby Redesign - Staff Survey

ANSWER CHOICES	RESPONSES	
Increase the visibility of the security office and desk to visitors	71.13%	69
Improve sightlines from the security office (for example, add a window)	72.16%	70
Relocate the security office	32.99%	32
Relocate the security desk	43.30%	42
Change the size/design of the security office	37.11%	36
Change the size/design of the security desk	48.45%	47
Maintain privacy within the security office	24.74%	24
Maintain an open security desk (for example, separate from the security office)	46.39%	45
Replace the existing furniture in the security office	10.31%	10
Unsure	16.49%	16
Other (please specify)	11.34%	11
Total Respondents: 97		

Q8 What aspects of the circulation desk (membership, check-out, and returns) should the redesign address? (Check all that apply)

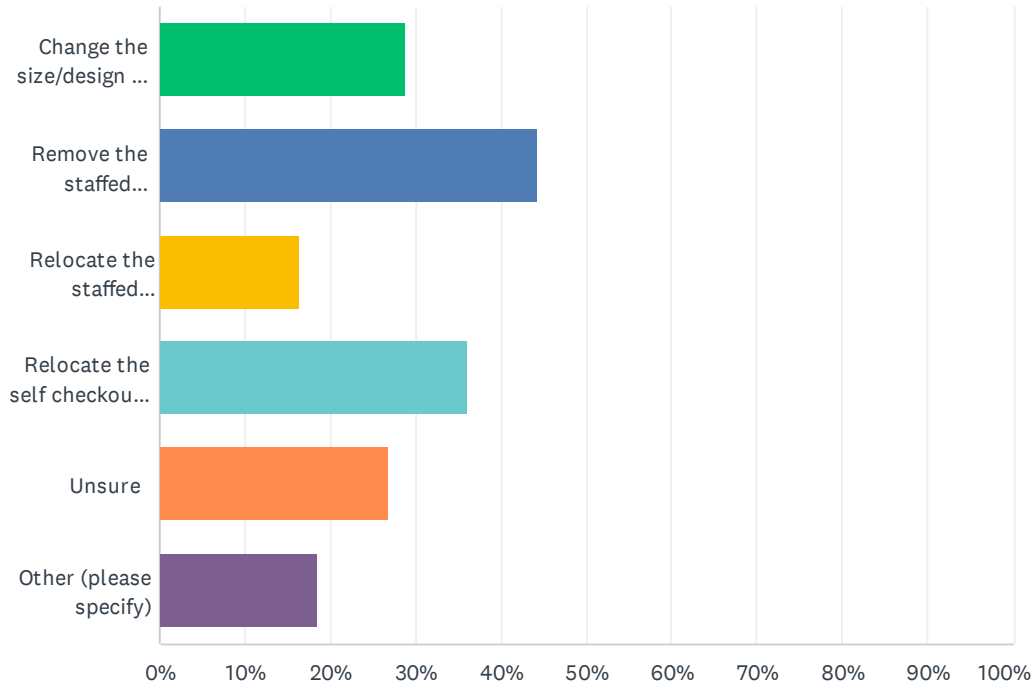
Answered: 97 Skipped: 15



ANSWER CHOICES	RESPONSES	
Modify the access to/from the circulation desk (for example relocate the swing gate)	44.33%	43
Increase the height of the circulation desk	16.49%	16
Provide additional safety measures including weapons protection (for example, a staff refuge area, metal plating)	55.67%	54
Relocate the circulation desk further away from the open lobby	25.77%	25
Relocate the donor wall next to the circulation desk	27.84%	27
Improve sightlines from the circulation desk	58.76%	57
Redesign staff desk storage including tall shelving by the book return slot	31.96%	31
Unsure	22.68%	22
Other (please specify)	19.59%	19
Total Respondents: 97		

Q9 What aspects of the staffed checkout island and the self check-out stations should the redesign address? (Check all that apply)

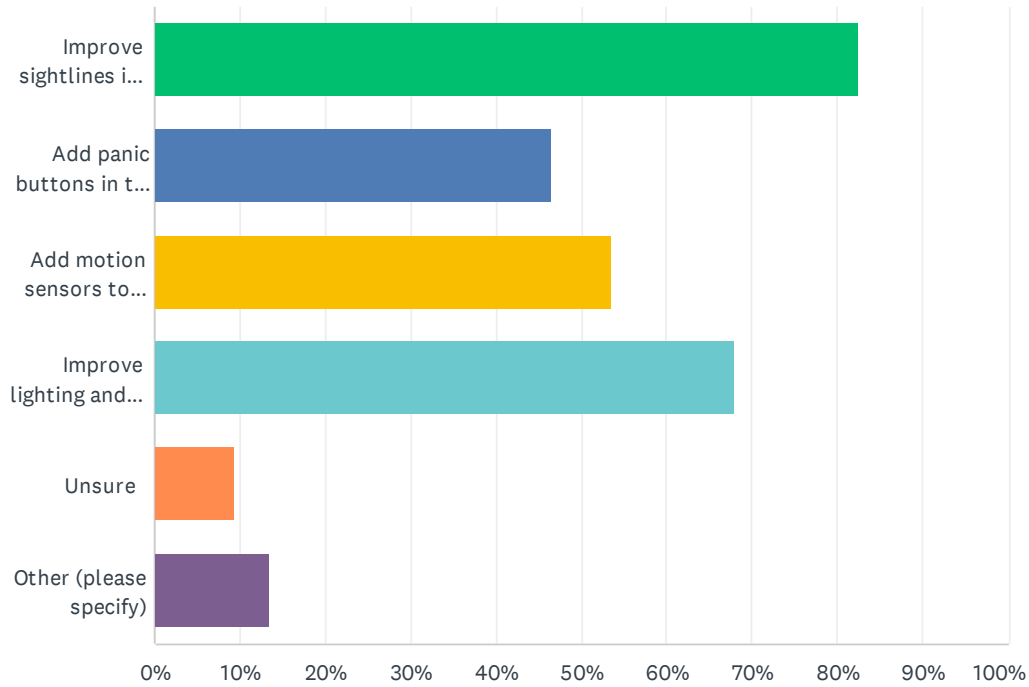
Answered: 97 Skipped: 15



ANSWER CHOICES	RESPONSES	
Change the size/design of the staffed check-out island	28.87%	28
Remove the staffed checkout island completely (checkout at circulation desk)	44.33%	43
Relocate the staffed checkout island closer to the holds area	16.49%	16
Relocate the self checkout stations	36.08%	35
Unsure	26.80%	26
Other (please specify)	18.56%	18
Total Respondents: 97		

Q10 What aspects of the washroom entrance should the redesign address? (Check all that apply)

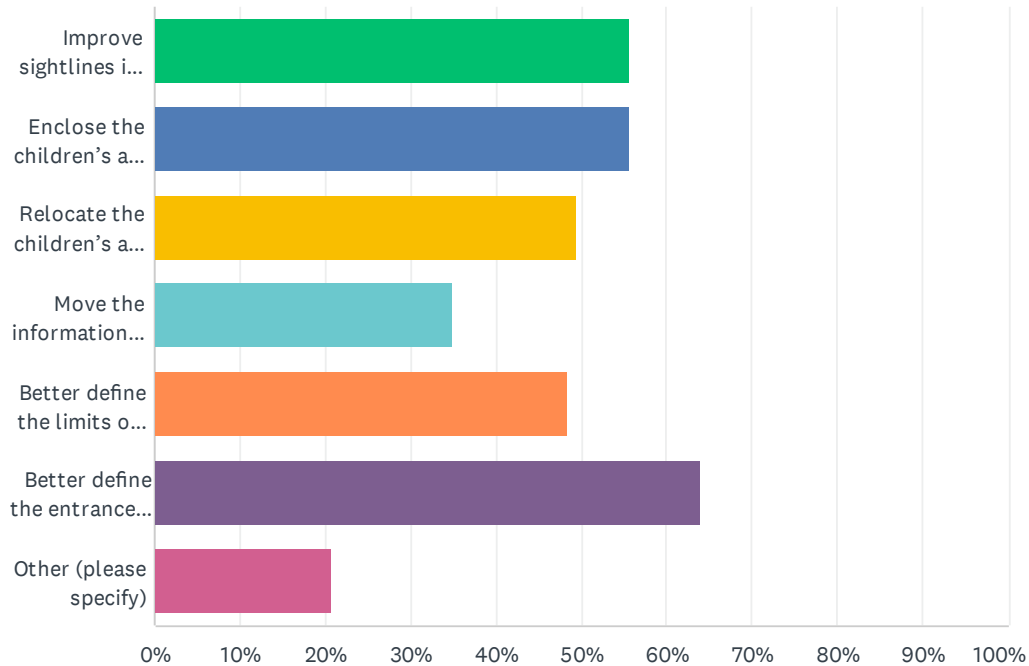
Answered: 97 Skipped: 15



ANSWER CHOICES	RESPONSES	
Improve sightlines into the washroom entrance	82.47%	80
Add panic buttons in the washrooms	46.39%	45
Add motion sensors to alert staff when someone is in the washrooms	53.61%	52
Improve lighting and signage at the washroom entrance	68.04%	66
Unsure	9.28%	9
Other (please specify)	13.40%	13
Total Respondents: 97		

Q11 What aspects of the children's area should the redesign address? (Check all that apply)

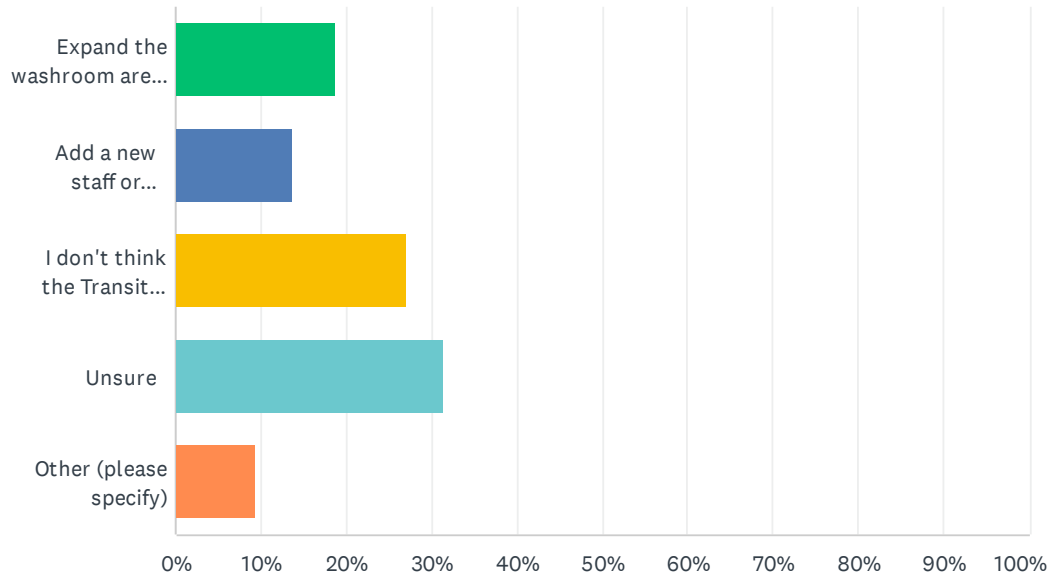
Answered: 97 Skipped: 15



ANSWER CHOICES	RESPONSES	
Improve sightlines into the children's area	55.67%	54
Enclose the children's area (for example with a glass partition wall or turnstiles)	55.67%	54
Relocate the children's area further away from the lobby	49.48%	48
Move the information desk closer to the children's entrance	35.05%	34
Better define the limits of the children's area using new flooring and/or furniture	48.45%	47
Better define the entrance of the children's area using an entrance archway	63.92%	62
Other (please specify)	20.62%	20
Total Respondents: 97		

Q12 If the Transit Service Center were relocated, what should be done with the existing space? (Select your preferred choice)

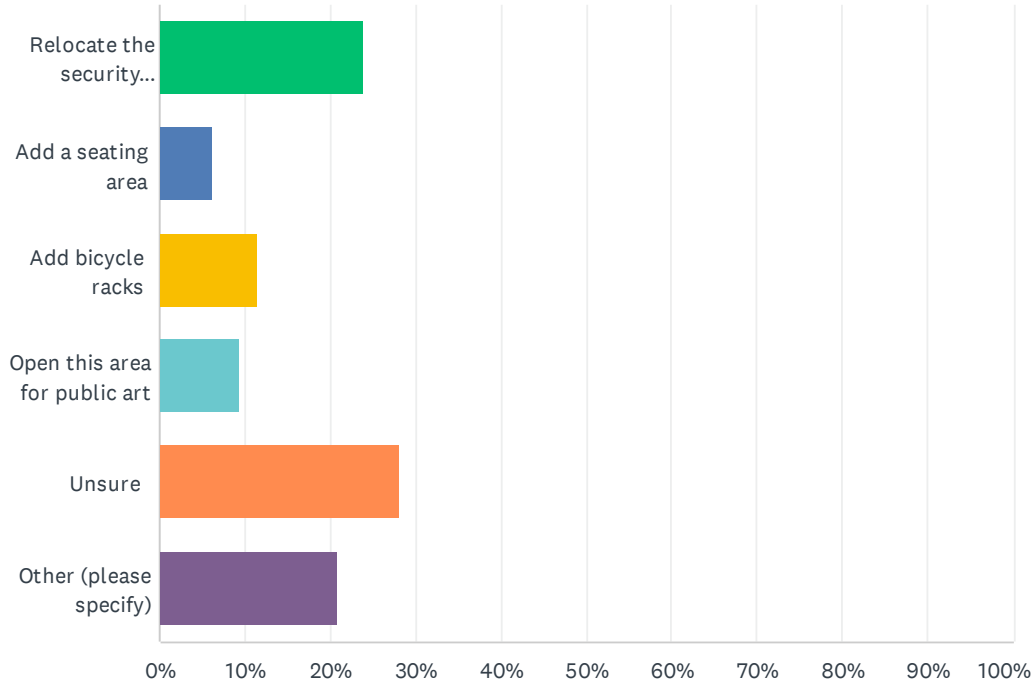
Answered: 96 Skipped: 16



ANSWER CHOICES	RESPONSES	
Expand the washroom area to this space	18.75%	18
Add a new staff or storage room accessible from the teen area	13.54%	13
I don't think the Transit Service Center should be relocated	27.08%	26
Unsure	31.25%	30
Other (please specify)	9.38%	9
TOTAL		96

Q13 What should be done with the former gift shop space? (Select your preferred choice)

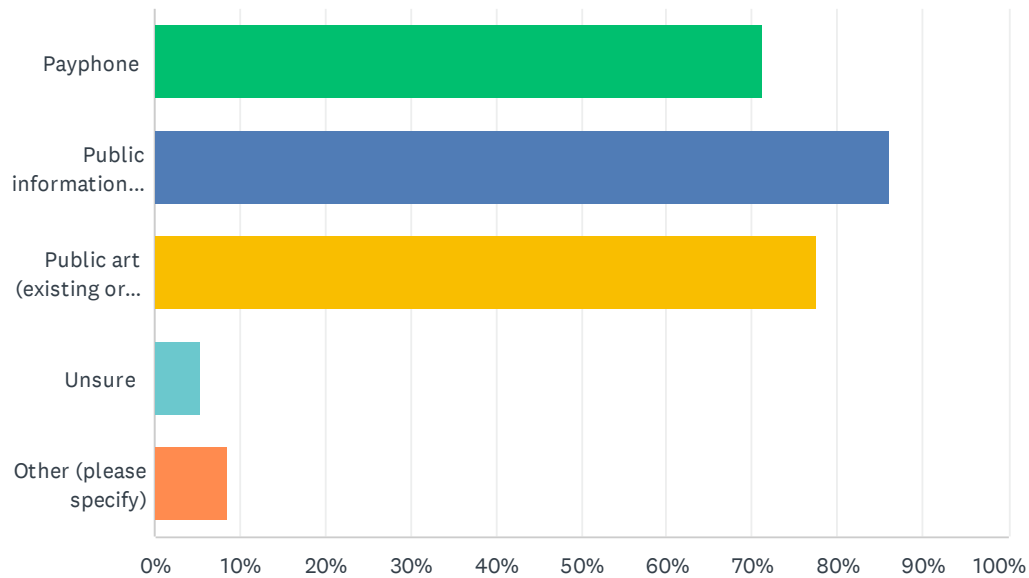
Answered: 96 Skipped: 16



ANSWER CHOICES	RESPONSES	
Relocate the security office/desk to this space	23.96%	23
Add a seating area	6.25%	6
Add bicycle racks	11.46%	11
Open this area for public art	9.38%	9
Unsure	28.13%	27
Other (please specify)	20.83%	20
TOTAL		96

Q14 What amenities should be kept in the lobby? (Check all that apply)

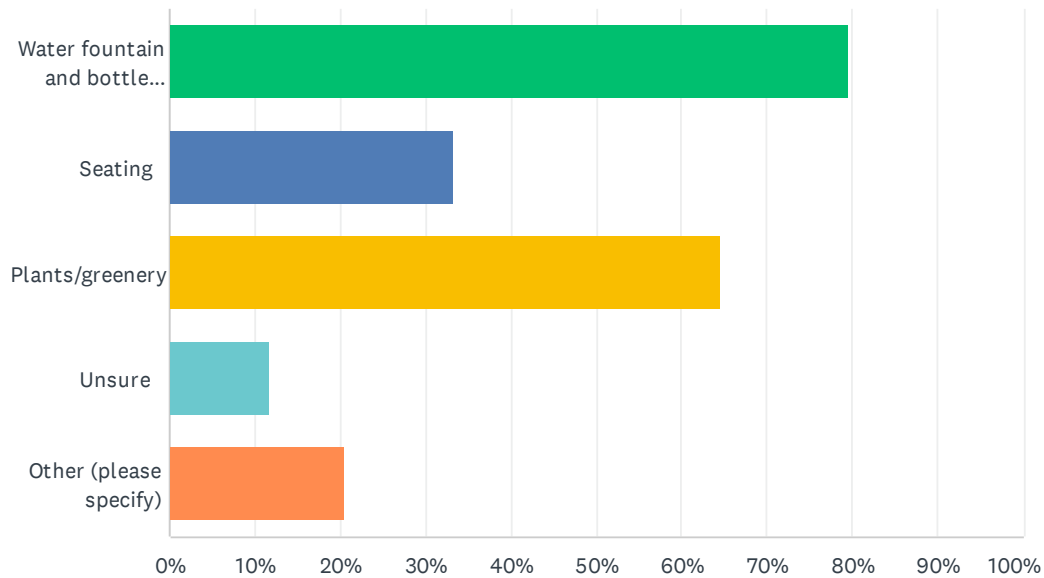
Answered: 94 Skipped: 18



ANSWER CHOICES	RESPONSES	
Payphone	71.28%	67
Public information area (posters, etc.)	86.17%	81
Public art (existing or new)	77.66%	73
Unsure	5.32%	5
Other (please specify)	8.51%	8
Total Respondents: 94		

Q15 What amenities should be added the lobby? (Check all that apply)

Answered: 93 Skipped: 19



ANSWER CHOICES	RESPONSES	
Water fountain and bottle filler	79.57%	74
Seating	33.33%	31
Plants/greenery	64.52%	60
Unsure	11.83%	11
Other (please specify)	20.43%	19
Total Respondents: 93		

Appendix C – Key Themes from the Internal Stakeholder Meetings

Key Themes from the Internal Stakeholder Meetings

February 12, 2024 1:30 p.m. and February 20, 2024 1 p.m.

Participants: 41 and 12

Lobby

Entrance

- The revolving door is slow and creates a bottleneck at the entrance
- A controlled entrance is needed to slow down and better triage visitors
- Skywalk access is critical for visitors, especially visitors with wheelchairs and walkers

Wayfinding

- The lack of clear signage and wayfinding causes confusion
- Is there an opportunity for a better delineation of space?

Lobby design and functionality

- There are concerns about the lobby's size, loitering, visibility, and sightlines
- The lobby needs to be large for school visits, or large groups could be accommodated through another entrance
- Sounds travels from the lobby to the whole the library, especially during an incident
- Is there an opportunity to rearrange staircases and mezzanine spaces for better functionality?
- Redesigning the lobby does not address the underlying issues

Welcoming environment

- Is there an opportunity for greeters to welcome and assist visitors?
- An information desk could improve customer service

Children's area

- The entrance to the children's area and washrooms gets confused
- The children's area should be moved from the first floor or closed off more from the entrance
- The entrance needs to be moved somewhere else to stop people who shouldn't be in the children's area

Services

Community Connections

- There are differing opinions if the Community Connections is a good fit in the library
- Better visibility and sightlines are needed from security to Community Connections
- Staff feel trapped in Community Connections when there is an incident

Transit Service Centre

- The current space is too small and the layout is awkward
- The space is difficult to find and lineups crowd the lobby
- There are differing opinions if the Transit Service Centre is a good fit in the library
- Is there an opportunity for outside door or sell tickets and passes through a window?

Former gift shop

- Safety hosts, greeters, bicycle racks or cultural/gathering space could go into the former gift shop
- The library could sell merchandise in the gift shop space or open a computer lab
- The former gift shop could be removed to make the lobby larger

Security

Security measures

- The current screening measures have reduced incidents and make the staff, families with children, and teachers feel safe
- The current screening measures are triggering, intrusive, escalatory, and exclude some from using the library
- There are differing opinions on keeping the metal detectors and the need for police
- Safety and security are important without compromising library functionality
- A well-trained greeter in the front lobby could flag early issues and also provide security to Community Connections, which is currently in front of the metal detectors
- Indigenous security guards are needed

Operations

Check out desk

- Staff feel unsafe in the checkout island, especially during incidents, and difficulties in getting out easily
- The checkout island is often unstaffed and encourages theft
- Is there an opportunity to combine the circulation desk and checkout?

Circulation desk

- Staff feel more comfortable with plexiglass at the circulation desk, but could be more sturdy/integrated
- Panic buttons should be explored
- The swing gate needs to be redesigned and raised in height to match the barriers

Security office

- It needs a window for better sightlines or moved to the middle for greater visibility and impact
- The security desk is rarely used
- Poor sightlines to Transit Service Centre and Community Connections

Appendix D – Key Themes from the External Stakeholder Meetings

Key Themes from the External Stakeholder Meeting

February 12, 2024 6 p.m.

Participants: 18

Lobby

Entrance

- The revolving doors get stuck and are a challenge for wheelchairs, vision-impaired, and strollers
- Accessibility of the lobby needs to be improved
- The entrance off Graham Avenue feels like a back door – could the entrance be moved to the park-side?
- Is there an opportunity to move the open staircase to better use the lobby space?

Wayfinding

- The current signs blend into the background – need bright and friendlier signs
- It is difficult to know where to go in the lobby

Lobby design and functionality

- There are differing opinions on the current artwork
- The lobby is a community hub, particularly for lower-income and newcomer populations
- Is there an opportunity to add more furniture in the lobby?
- Is there an opportunity for the lobby to more flexible so it can be used for events or public forums?

Welcoming environment

- The lobby is a grand, open, and inviting space – this feeling should be maintained in the redesign
- The lobby currently lacks natural light and feels institutional

Children's Area

- The area is very closed off with poor sightlines
- The area needs to be reconfigured

Services

Community Connections

- The space plays important role in creating a safe environment
- It is easy to miss Community Connections because it is difficult to see
- Is there an opportunity for an outside entrance to Community Connections?

Transit Service Centre

- It is very well-used, but in a poor location
- The lineup blocks the elevators and crowds the lobby
- Is there an opportunity to locate the Transit Service Centre elsewhere, like the current security area, Community Connections space, or former gift shop?

Former gift shop

- The space is small, awkward, and lacks a ceiling
- Is there an opportunity to remove the former gift shop to open up the lobby?
- Is there an opportunity to use the space for interactive art, bicycle racks, community programs/services, or a free food station for those in need?

Security

Security measures

- Balancing a welcoming space with the need for security measure is a challenge
- There are differing perspectives on the efficacy of the current security screening, including metal detectors
 - o The current screening works and incidents have decreased
 - o The current screening does not work, is escalatory, intrusive, triggering, criminalizing, and has led to a decrease in visitors
- Security measures should look intentional with properly trained staff, not temporary and thrown together
- A greeter station with greeters could be the first point of contact for visitors
- As an alternative to metal detectors, is there an opportunity to scan library cards at turnstiles to enter the library, sign-in at a greeter desk, go through X-ray scanners, or install CCTV monitoring to look for weapons and unwanted behavior?