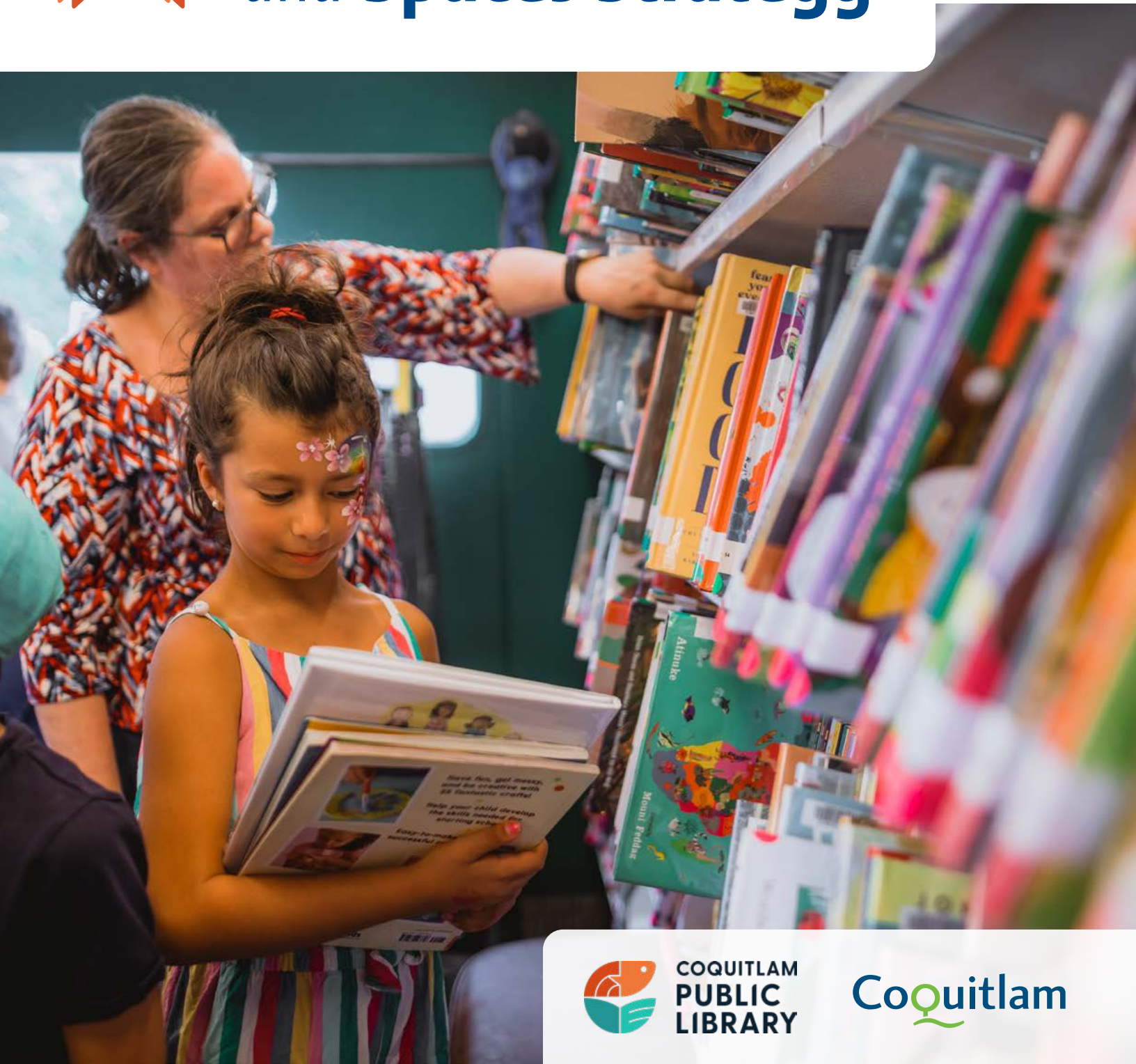# *Coquitlam*
Library Services
and Spaces Strategy

COQUITLAM
PUBLIC
LIBRARY

Coquitlam

Table *of* Contents

We acknowledge with gratitude and respect that the name Coquitlam was derived from the həńq̓əmińəm̓ (HUN-kuh-MEE-num) word kʷikʷəƛ̓əm (kwee-KWET-lum) meaning "Red Fish Up the River". The City is honoured to be located on the kʷikʷəƛ̓əm traditional and ancestral lands, including those parts that were historically shared with the q̓íc̓əy̓ (kat-zee), and other Coast Salish Peoples.

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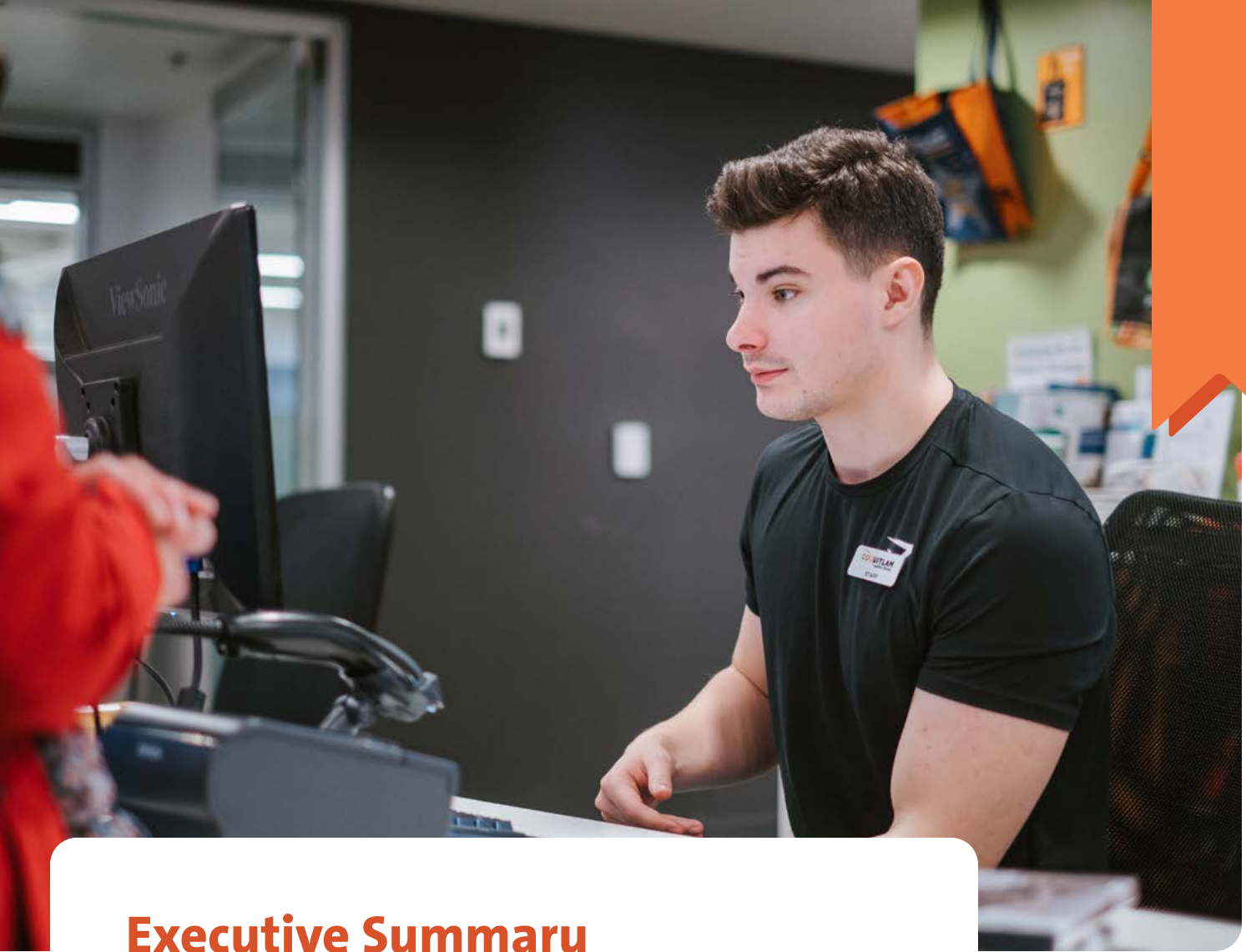
A heartfelt thank you to all who contributed to the completion of this project, particularly those members of the public who provided their input on Coquitlam's library spaces and services.

Table *of* Contents

Executive Summary

Guided by a shared commitment to community service, the City of Coquitlam and Coquitlam Public Library partnered to develop a Library Services and Spaces Strategy. The Strategy will shape the next chapter in Coquitlam Public Library's story.

The Library Services and Spaces Strategy sets the direction for future library services and spaces and makes recommendations and actions to direct future development. A combination of the feedback received through discussions and library survey outcomes, a review of trends and best practices, and an understanding of the Coquitlam context shape the recommendations.

For Coquitlam, the Strategy recommends a model that combines a central branch with supporting neighbourhood branches. Through this model, the Strategy aims to address the growing population and diversity of needs across the city. This Strategy proposes an implementation model and a series of considerations for designing library facilities for the next three decades.

Introduction

Coquitlam Public Library made its first appearance in 1967 and was officially established as a municipal library system under the BC Library Act in 1976. Since its inception, Coquitlam Public Library has recognized the importance of meeting the changing needs of a diverse and growing community. This Library Services and Spaces Strategy sets a long-range planning vision for embracing and anticipating the necessary services and spaces to meet these changing needs over the next 30 years.

The City of Coquitlam is the primary funder of the Coquitlam Public Library. It provides and maintains the facilities out of which the library operates. The Library Spaces and Services Strategy aligns with the City's strategic goal of a healthy community and active citizens. It will help ensure that the City and the Library work together to offer all residents a library system well balanced between facilities, programs and services. The Strategy supports Coquitlam Public Library's vision of leading discovery and learning across Coquitlam's diverse communities. It aims to set the stage for maintaining and expanding current service levels and responding to population growth and evolving community needs. It confirms the service delivery model while identifying new or changing programming opportunities.

The team used many policies, plans, strategies and studies to create a strong foundation for the Strategy, followed by an in-depth review of the existing services and spaces in the current library system. This review allowed a grounding for comparing feedback from the community with best practices and library trends across the province, country and internationally. A comprehensive list of these documents can be found in Appendix A: *Guiding Policies*.

In creating the final recommendations, the team examined the ability for the library to provide services and library facilities in conjunction with City projections of population increases, changing demographics, and technological advancements in the public library industry. Implementing the recommendations requires a phased approach that balances capital and operating financial considerations.

Library Services

Library's services are delivered under **three modes of service**:

1. Building Locations
(City Centre and Poirier Branches)

2. Mobile Location
(Library Link)

3. Virtual Platforms
(websites, databases and e-books)

In Coquitlam, the library provides the following **five primary services**:

1. Collections
(physical and digital)

2. Expertise

3. Programs

4. Tools

5. Space and Venue

The Coquitlam Public Library Board is established under the Library Act as an independent organization responsible for delivering library services in the City of Coquitlam. The City of Coquitlam is the primary funder of the Coquitlam Public Library. It provides and maintains the facilities out of which the library operates. Administrative and support staff work out of both the Poirier and City Centre branches.

The services that a library provides and the modes of operation of those services inform the type of spaces needed. In 2023, the Library's website received over 900,000 visits, 800,000 people visited the two brick and mortar branches and mobile Library Link in person, and nearly 13,000 visitors acquired membership.
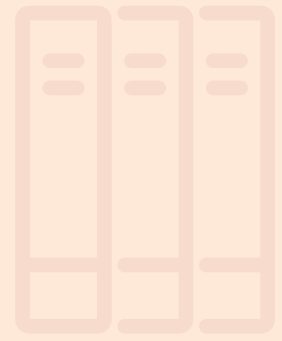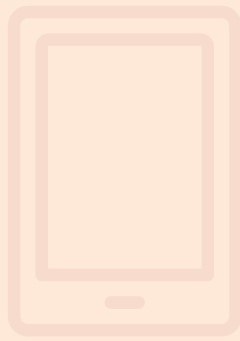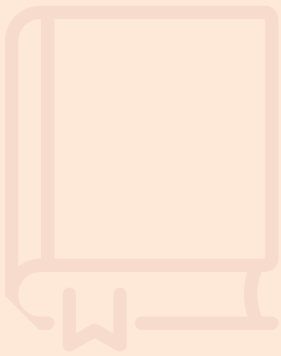
Service Highlights

Collections

When developing this report, the physical collection was about 203,000 items, while 12,500 licensed e-books and 800,000 pay-per-use e-books comprise the digital collection. In 2023, the physical collection experienced over 935,000 checkouts, with the children's collection comprising more than half of books checked out.

While the physical collections remain popular (five times the digital), there is a significant increase in digital demand. Digital collection usage increased by 138% from 2017 to 2023. This increase in demand resulted in many holds and waiting for access to digital books. The growth in the digital industry does not directly influence the demand for physical space, as libraries continue to require the space needed for a wider diversity of learning and discovery. The Library Link brings library services, books, movies, video games and more to locations all over Coquitlam. Throughout the week the Library Link visits various parks and schools across the city to allow easier access to library resources.

Programs

In 2023, Library staff hosted 1,200 programs, and approximately 54,000 people participated. There were about 900 home deliveries to increase accessibility for seniors and others with accessibility needs in 2023. Programs occur in dedicated Library spaces and externally in the community and are presented by a combination of Library staff, partner agencies, and community experts. Some examples of these programs are English Practice Groups, financial literacy and employment related offerings, story-times in multiple languages, and STEM (Science, Technology, Engineering, Math) skills for all ages.

Expertise

Library staff are essential in providing research expertise, sharing information and developing programs for the community. The main questions and queries were related to technology assistance and community information. The Library also offers information and connections with many different social service agencies in the community and acts as a place for people to receive objective information on topics relevant to them.

Tools

The Library Wi-Fi and public computers are two of the many tools available to users. Over 600,000 Wi-Fi connections were established in 2023, and computers were logged into over 72,000 times. Other examples of popular tools include photocopiers, the Digitization Station and Discovery Lab resources.

Parks, Recreation and Culture *Master Plan*

Library and Lifelong Learning Recommendations:
- Facilitate and coordinate programming in all disciplines and for all age groups.
- Facilitate the delivery of neighbourhood-based learning and experience.
- Coordinate services in libraries, as well as current and future community centres to provide a variety and balance of services to the community.
- Work with partners, School District 43 and Douglas College, to identify opportunities for future programs and services.
- Maximize the use of technology to reach and engage the community.

Library Spaces

Regional Context

Public Library InterLINK was established in 1994, to support public libraries through resource sharing and collaborative programs. There are 18 member libraries including all Lower Mainland, Sea-to-Sky and Fraser Valley public libraries.

While residents of Coquitlam can borrow books through InterLINK from any of the member systems, they receive the most benefit from the services of three neighbouring municipal libraries: Cameron Public Library (Burnaby), Terry Fox Public Library (Port Coquitlam), and Port Moody Public Library.

In planning for each Coquitlam Library site, a review of the services and spaces of the adjacent libraries is necessary. The proximity of libraries in neighbouring municipalities to the City of Coquitlam's urban boundary provides opportunities for residents of Coquitlam to utilize those services. While considerations have been given to the neighbouring libraries' spaces and services, this Strategy focuses on the growth within Coquitlam and its associated library services and space needs.

From its first appearance in 1967 to the official establishment of the municipal library system in 1976, Coquitlam Public Library has recognized the importance of meeting the changing needs of a diverse and growing community.

Coquitlam Public Library provides services at two branches:

- Poirier Branch in Southwest Coquitlam (1989)
- City Centre branch (2013)

The Library Link complements the current geographical distribution of these branches ensuring all residents have ease of access to library services.

Physical Distribution

The two library-building branches are in Southwest Coquitlam and Coquitlam City Centre. Access to each of these locations is very different.

The City Centre branch is located close to frequent transit and is within walking distance of high-density residential housing. However, the topography north of the City Centre area can create an access challenge for residents within the Westwood Plateau and Burke Mountain areas. These areas are rapidly growing in population, putting pressure on the City Centre branch.

The Poirier Branch is accessible to adjacent neighbourhoods with some access to transit, but is not well positioned for the growth areas in Southwest Coquitlam, such as Austin Heights and Fraser Mills.

With the significant anticipated growth in various pockets of the City, if the uneven distribution of service is not addressed, a gap in service delivery will be created.

To complement the buildings, the Library Link has provided mobile library services since 2009, and a recent reinvestment has provided a new vehicle for the next 10 – 15 years. This allows the Library to reach underserved areas and bring library services to where the community lives.

Existing Library Locations

WESTWOOD PLATEAU

EAGLE RIDGE

CITY CENTRE

HOCKADAY NESTOR

Port Moody Public Library

City Centre Branch

City of Port Moody

City of Port Coquitlam

City of Burnaby

RANCH PARK

CENTRAL COQUITLAM

Terry Fox Public Library

AUSTIN HEIGHTS

CARIBOO/ BURQUITLAM

Poirier Branch

Burnaby Public Library, Cameron Branch

RIVER HEIGHTS

CAPE HORN

MAILLARD-VILLE

City of New Westminster

MAYFAIR/PACIFIC REACH (FRASER MILLS)

0 0.5 1 2

Kilometers

Legend

Existing Library Locations

Neighbouring City Library

Community Profile Boundaries

City Boundary

Current Library Space Use

Legend

- ■ Static space
- ☐ Dynamic space
- 📖 Books
- ▨ Bookable room

1 Public washrooms
2 Silent reading lounge *(public)*
3 Digitization station *(bookable)*
4 Library Lounge *(public)*
5 City of Coquitlam Archives
6 Study rooms *(public)*

Poirier Library | 24,650 sq.ft.
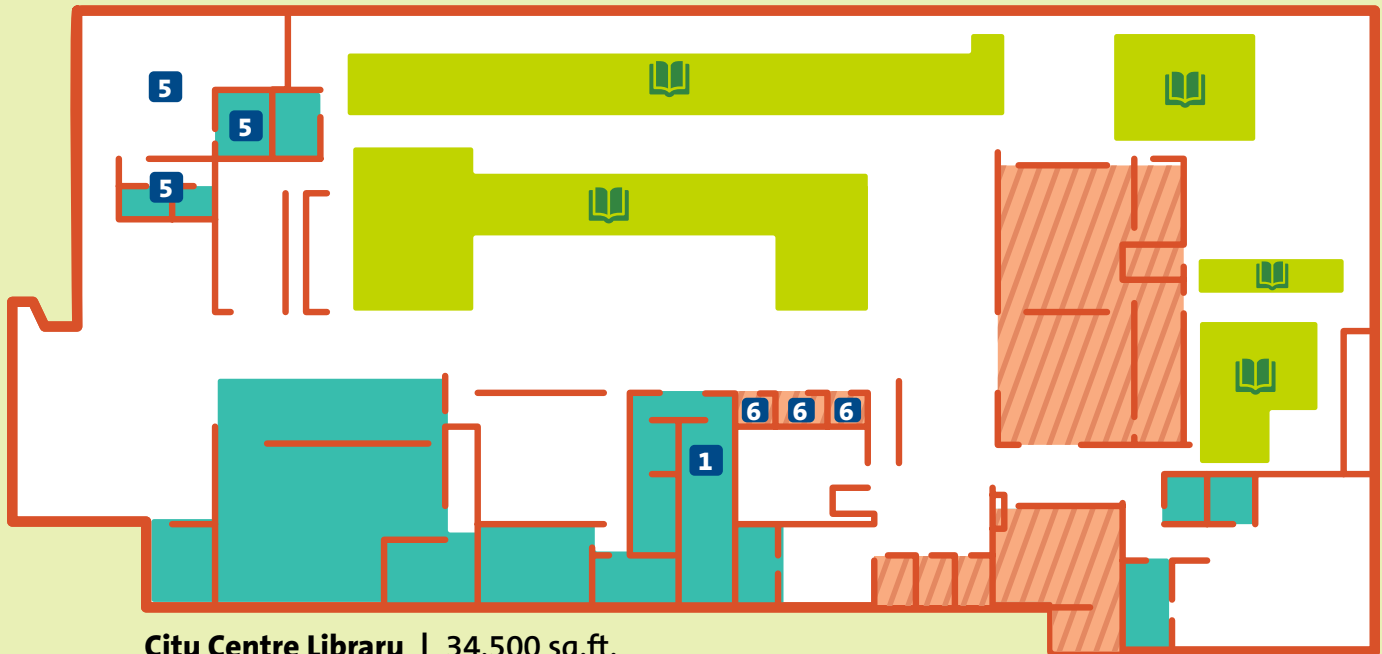
City Centre Library | 34,500 sq.ft.

Interior Spaces

The two main branches of the Library system offer a variety of rooms and venues for the public to use, through either reservation, first come first served or programming.

Of the reservable rooms, the nine group study rooms at Poirier (3) and City Centre (6) were booked over 14,500 times throughout 2023. In addition to the study rooms, City Centre has a group silent study room and four larger meeting rooms, two of which can be combined into a large 100+ person capacity room. Poirier maintains three larger meeting rooms and reading room. There are many study locations located in the branches that are unprogrammed and free to use for reading and relaxing.

The Poirier branch has a very popular lounge, where people come together to do puzzles, play games and build relationships, while the City Centre branch has a Discovery Lab, dedicated to the promotion of lendable technology in the Library. Due to the development patterns of the past decade, the geographical distribution of libraries has created challenges to accessing services. The Poirier Branch has limited transit access and functions as more of a destination library, where users are making a concerted effort to visit. The City Centre branch is in proximity to rapid transit and is situated in a diverse and heavily densified area.

Within the two library branches, more than half of the space is dedicated to collections, support and staff areas. Both locations are stand-alone facilities and do not share resources or spaces with other civic facilities.

Total Space
(~59,000 sq.ft.)

Two stand-alone facilities

Poirier Library

44% Active Public Space
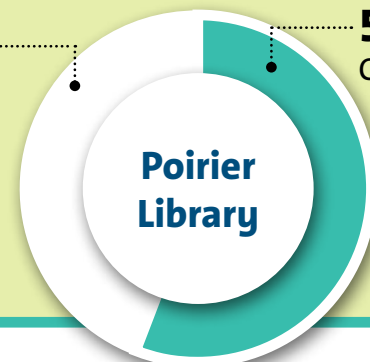
56% Collection, Support and Staff

Built: 1989   **Major Renovation:** 2009
Current Remaining Functional life*: 15 years

City Centre Library

40% Active Public Space

60% Collection, Support and Staff

Built: 1999   **Major Renovation:** 2012
Current Remaining Functional life*: 38 years

* Remaining functional life can be increased by continuous investment.

Virtual Distribution

With the rise of the internet and the technological literacy of the population growing, the Library constantly adds to its website and digital offerings for the residents of Coquitlam. This virtual space allows for a wide variety of engagement, including booking physical rooms, borrowing collections, connecting with librarians, and accessing many specialized databases and platforms.

The Library's four main digital platforms provide access to downloadable and streaming e-books, audiobooks, movies, newspapers and magazines, and represent approximately 80% of the Library's digital budget.

They have about 234,000 uses per year (or 85% of the total digital usage). Other platforms include databases (31 in total) that provide video tutorials, language learning, consumer reports and more. The Library's physical branches provide support for digital access through free Wi-Fi, computer stations, lendable laptops and internet hotspots, and staff expertise.

Planning Considerations

Policies regulating sustainable, accessible and inclusive design have changed how civic facilities/spaces are designed. These considerations, among many other factors, guide facility planning and shape the recommendations included in this Strategy. In planning for the future of library spaces and services in Coquitlam, the following criteria were considered:

Growing Community: Some areas in Coquitlam are rapidly densifying, while others remain much the same. Long-range planning needs to anticipate change before it happens in order to maintain the level of quality and service in each neighbourhood.

Population Growth: Coquitlam is anticipating population growth of 100,000 new residents by 2046. Planning for significant facilities must ensure that existing and future residents' needs are met. Although facility renewal and expansion can address a portion of the growth need, new facilities will also be needed.

Changing Demographics: With a significant increase in development and densification, the diversity of demands increases. Engagement and feedback gathering during facility planning can paint a picture of specific community demands.

Changing Service Needs: With the technological advancements and available digital tools, there are additional considerations, particularly in providing library services. In the past decade, information and knowledge transfer has found another channel. This change is rapid, and due to various nuances and considerations, it is difficult to anticipate a permanent shift.

Service Distribution: The provision of equal distribution of services across the city is a foundational municipal principle. Starting in 2022, the City of Coquitlam began incorporating Equity, Diversity and Inclusion principles guiding priorities and decision-making. A fair distribution of service while enabling accessibility, walkability and access to transit is a key planning consideration in this study.

Accessible Built Form: There is a commitment to provide inclusive spaces for the community. Following the Accessible British Columbia Act legislation, Coquitlam Public Library is developing an accessibility committee, an accessibility plan, and a tool to receive feedback on accessibility. Also, as facilities are built and buildings are upgraded, the most recent accessibility standards will be applied to building design.

Fiscal Responsibility: Upon implementation, the vision and strategy need to operate efficiently and be financially responsible. Opportunities for cost savings through partnerships and shared benefits include some of the other planning considerations.

See Appendix C for examples of Canadian libraries and some of their design features.

Library Provision Review

A common benchmark used by North American libraries to assess how well they serve their community is the square foot (sq. ft.) per capita ratio. Although this is not a standard, it provides a framework for maintaining and enhancing service provision of library services and spaces. The growth in the digital industry does not directly influence the demand for physical space, as libraries continue to require the space needed for a wider diversity of learning and discovery.

In 2018, the average among 39 Canadian Urban Libraries Council libraries, with populations above 100,000, was 0.51 sq. ft. per capita.

Coquitlam's sq. ft. per capita increased from 0.29 in 2011 to 0.46 in 2013 with the opening of the current City Centre branch. With population growth since then, the sq. ft. per capita has decreased to the current ratio of 0.40 (2021 census).

The following neighbouring municipalities were selected for comparison based on their existing and growing population.

City	Population (2021)	Library Area (sq. ft.)*	Library Area Provision
North Vancouver	88,168	66,995	0.76
Prince George	76,708	41,312	0.54
Richmond	209,937	69,759	0.33
Burnaby	249,125	103,108	0.41
Coquitlam (2021)	148,625	59,150	0.40

The total Library Area (sq. ft.) only takes into account the dedicated library space. For co-located branches, the total Library Area only includes dedicated library spaces and not shared spaces.

Library Link

The Library Link is a vehicle that brings library services, books, movies, video games and more to various parks and schools in Coquitlam. The Library Link complements the current geographical distribution of the Poirier and City Centre Branch, ensuring all residents have ease of access to library services.

Although the Library Link is not considered towards Library Area Provision, it delivers services to areas of lower density or with limited access to transit.

Best Practices *and* Library Trends

Research in best practices and trends, supported by Margaret Sullivan Studios and HDR Building Services, resulted in the following **four themes**:

Collection

Industry-wide library systems are transitioning in collection development and finding the most appropriate balance between physical and digital collection. Library statistics show a diversity of use between print and electronic material with a rapid increase in digital use. Some of this increase could be an outcome of the global pandemic and people's comfort level with sharing spaces and resources, and some of this transition could be due to the availability and diversity of technological tools such as electronic readers.

Access to the digital collection can be an obstacle for some community members, despite tools offered at the libraries. The publishing industry controls access, the type and number of licenses, and the prices, which can result in long queues for in-demand collections. The proportion of the Library's annual operating budget dedicated to ensuring equitable access to digital resources grows each year.

Programs

Industry trends show a transition of services to more versatile spaces enabling active gatherings and community spaces. In some cities, libraries are expanding collaborative learning centres, where individuals learn from each other or an instructor. Spaces are available for intergenerational learning, elder storytelling, and hands-on activities. Learning together is an opportunity for bonding, relationship and community building. This has resulted in a shift from collection-focused spaces to community-focused programs and experience-based centres. Diversifying programs bring a larger audience to libraries, focusing on equity, diversity and inclusion. Spaces must be adaptable and flexible to engage users in different areas and layouts.

This emphasis on engaging programs is not a replacement for physical collection space, but a complement and an opportunity to diversify collections and programming across the city. Each serves the community and helps create healthy and active neighbourhoods.

Library System Models

A library system is created to manage and coordinate operations and services between different centers, buildings or library branches and library patrons. There are various categories of library facilities and amenities, from buildings to small collection and material return sites that offer limited ability for programming and active experiences. A library system model can be a combination of one or many of these categories and needs to align with community values and needs. They all require capital and operating investment.

There are two main library system models: Hub and Spoke, and Distributed. In a Hub and Spoke model, there is normally one central or main branch, with several smaller branches reaching into the community. Administration tends to be in the main branch. Large cities tend to evolve into Hub and Spoke systems. A Distributed model has similar sized branches throughout the community with a dispersed administration or offsite administration. A standalone model is a third option, primarily used in smaller communities whereby one branch is workable for the entire city.

Components of Models

Below are the components of models that were explored for the purpose of this Strategy:

Central Branch: A destination facility that provides comprehensive physical collections, and many programs and services that serve a city-wide audience. A Central Branch offers the opportunity to centralize administration that supports all library locations to maximize operating efficiency. These are the most cost-effective spaces to operate on a per-square-foot basis.

Community Branch: Allows more specialized physical collections and additional services. It can serve a wider geographic reach than the immediate neighbourhood, and provides an alternative to residents having to travel to the central library. The success of a community-scale library branch is highly impacted by location and access. It will require the space to accommodate some administration. The current Poirier branch is an example of a community-scale library.

Neighbourhood Branch: Holds a physical collection and runs programs that serve the immediate neighbourhood and its specific needs. Should these branches be co-located with City services or another partner, additional programming can be offered in shared or adjacent spaces. Neighbourhood scale branches typically increase the amount of physical space available for public use by utilizing a central branch for administrative support. If utilized in a library system, neighbourhood scale libraries can improve access for a larger percentage of residents. There is a benefit in providing additional common space for gathering study and work in dense neighbourhoods with smaller homes.

Mobile Branch: Allows more specialized physical collections and additional services. It can serve a wider geographic reach than the immediate neighbourhood and provide an alternative to residents travelling to the central library. Mobile branches reach residents who may have mobility, transportation or other barriers to visiting a building branch, and can pivot quickly to service new and emerging neighbourhoods.

Micro Branch: The size of a small retail storefront, these locations often serve as hold collection and material return sites, offer limited ability for programming and active experiences, and have a high operating cost per square foot.

Co-location

Facility planning and design consider adjacencies and opportunities to increase service efficiency. Modern libraries are becoming collaborative learning centres. They are adaptable, multi-purpose spaces allowing various gatherings and programs to support the move to diverse experiences. When co-located with other community facilities for recreation and culture, either in the same building or adjacent, there is an opportunity to create and combine different functions to share facility spaces and services. This results in spaces with an extensive audience reach and provides residents with diverse services in one convenient location. Co-locating services in the same building supports operational efficiencies in staffing, building maintenance and energy use. Examples of co-located libraries can be found in Appendix C Library Precedents.

Community Feedback

A team of subject matter experts, including consulting architects and library specialists (Margaret Sullivan Studios and HDR Building Services), worked with staff to complete a study of the current Coquitlam Public Library's services and spaces. This work included reviewing the use of data regularly gathered by the library staff and facilitating group discussions internally and externally. The project team relied on annual library survey data and engagement outcomes from the Library's Strategic Plan for additional input and feedback from the community.

Library Survey

The library survey is conducted annually with an average of 1,200 participants and 800 fully completed surveys. The project team reviewed the responses to the surveys conducted in 2022 and 2023. Approximately 1,580 open-ended questions were analyzed with the keywords space, service, size, program, branch and collection. Next, a thematic approach to reviewing the open-ended questions was completed to quickly summarize the input received and ensure relevance to the strategy's content.

Most survey respondents appreciated the available digital services, equipment and interlibrary loans. There was high demand for enhancing the digital collection and diversifying and updating the physical collection. Accessibility was a common theme, as many respondents desired more walkable access to the library facilities. Many relied upon the mobile service (i.e. Library Link) for accessing library collections. There were some suggestions for centralizing libraries in populated and accessible areas. There was significant support for the importance of free space provided in libraries. There is a mix of desire for workspaces, quiet study spaces, communal spaces to access free Wi-Fi, and studio space for creative projects (e.g. paintings, sculptures, etc.) while connecting with others.

Focus Group Discussions

The project team met with interest holders and local organizations to better understand the groups and their members' current needs and how library services can capture future opportunities. Seven facilitated focus group meetings were held in late 2022. Each session was focused on topics including the future of libraries for families, youth, and seniors and accessibility and inclusivity needs. About 30 individuals participated, representing different organizations within seven focus group themes. The names of these groups are provided in Appendix B.

Focus Group Discussions Summary

The discussions focused on enhancing community connections and improving walkability and accessibility by locating library buildings near transit.

Groups requested the Library continue to support learning and education while diversifying topics, methods and delivery tools was important to participants, as was early childhood development, interest-based learning, and learning new cultures and languages. Overall, it is important for the Library to facilitate all learning styles.

There is a desire to ensure spaces are welcoming, inclusive, innovative and engaging for all community members, and ensure culture and diversity are visible in the spaces. As a component of cultural connections and focusing on healthy communities, food preparation or education came up several times.

There was a recognition of changing needs in the digital era and a desire for multi-media and tech learning labs to close the potential generational gap in digital knowledge.

The following five themes are a summary of the focused group discussions and surveys:

Access	Improving walkability and locating close to transit, centralizing libraries in the populated areas
Changing Need	Asking for enhanced digital and diversifying physical collection, closing the digital gap and bridging generations
Culture	Enhancing community connections, making culture visible, and expressing culture through cooking programs
Design	Ensuring spaces are welcoming, innovative, engaging and inclusive
Learning	Supporting a range of topics for learning

Recommendation

Future Library System Model

For Coquitlam, the Strategy recommends a Hub and Spoke model that combines a central branch with supporting neighbourhood branches. This model is used in various Lower Mainland library systems and in growing communities. The central hub streamlines administration and creates a destination for residents and visitors. It also provides a sizable collection and broader services. The central hub will also allow for administration to be in one location, providing additional space at the neighbourhood branch level for the public and library collections. The neighbourhood branches complement the system by delivering smaller focused collections, and provide various services and opportunities throughout the community, allowing programming and facility planning flexibility.
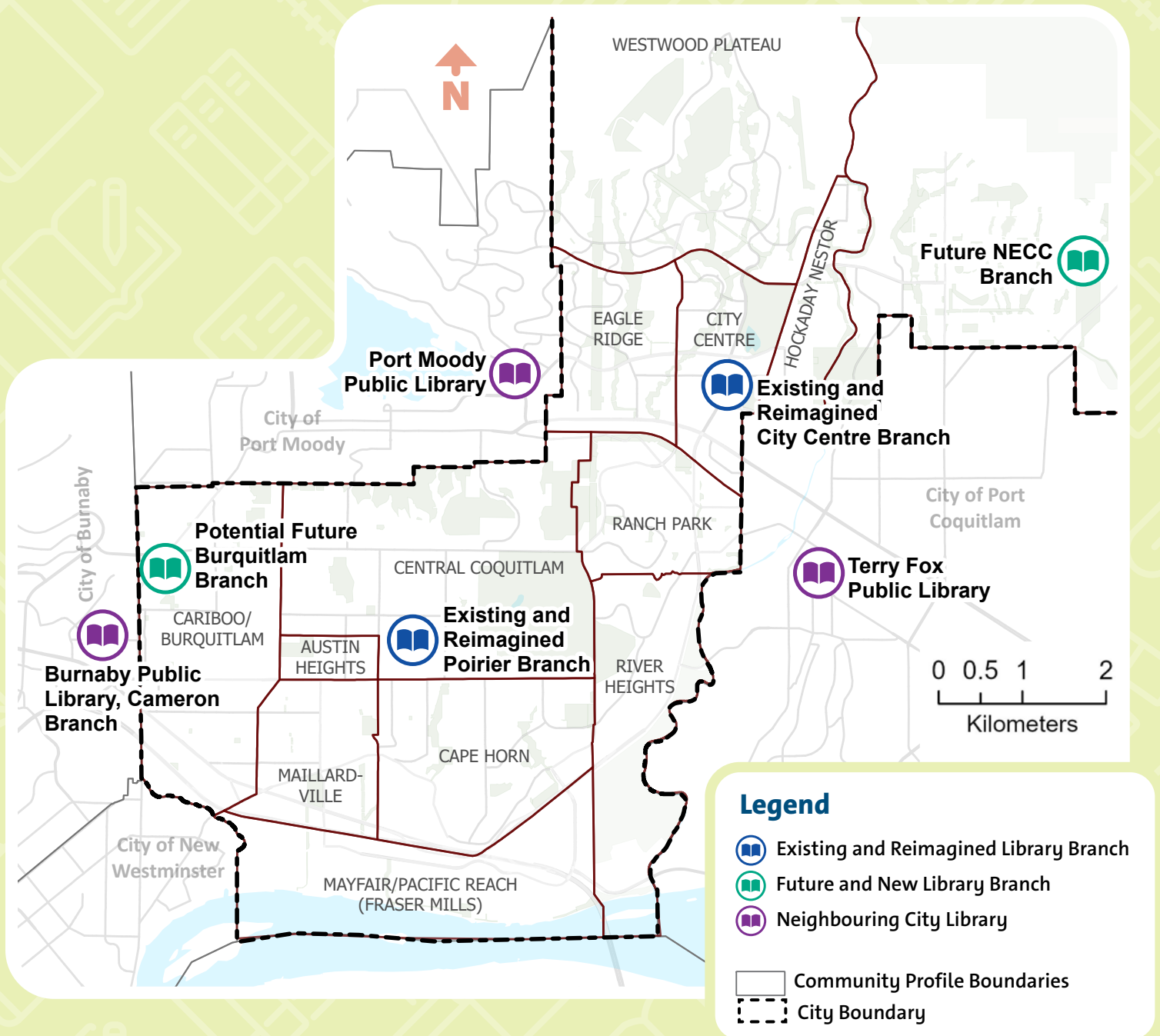
This system will improve access by delivering equal geographical service distribution. Coquitlam's City Centre is easily accessible with frequent and multiple modes of transit and is within walking distance to areas of high density.

Population growth throughout Coquitlam, demographic changes, accessibility, responding to changing needs, and diversity of demands place pressure on the current system. With significant anticipated growth in Burke Mountain, Austin Heights and Burquitlam, if the uneven distribution of service and access is not addressed, the gap in service delivery will increase.

This Hub and Spoke model delivers equal geographical distribution of service and reduces hard-to-reach areas while streamlining services and administration. The Library Link will continue to provide an important service to areas of lower density or with limited access to transit.

Future Library System

WESTWOOD PLATEAU

N

HOCKADAY NESTOR

Future NECC Branch

EAGLE RIDGE

CITY CENTRE

Existing and Reimagined City Centre Branch

Port Moody Public Library

City of Port Moody

City of Port Coquitlam

RANCH PARK

Potential Future Burquitlam Branch

City of Burnaby

CARIBOO/ BURQUITLAM

CENTRAL COQUITLAM

Terry Fox Public Library

AUSTIN HEIGHTS

Existing and Reimagined Poirier Branch

RIVER HEIGHTS

Burnaby Public Library, Cameron Branch

City of New Westminster

MAILLARD-VILLE

CAPE HORN

0 0.5 1 2

Kilometers

MAYFAIR/PACIFIC REACH (FRASER MILLS)

Legend

📘 Existing and Reimagined Library Branch

📗 Future and New Library Branch

📕 Neighbouring City Library

☐ Community Profile Boundaries

- - - City Boundary

Implementation

Future Facilities

The following locations for future libraries were identified as potential branch additions or renewals by evaluating population growth, neighbourhood plans and co-location opportunities. These existing and potential locations would provide service coverage to most of the city, while allowing for ease of access through walkability and transit. As significant capital funding will be required to support the proposed facility developments and renewals, a phased approach is required that considers potential library projects in the context of all civic facility development needs.

The recommended potential locations and branch sizes are as follows:

| Library Branch	City Centre and Poirier	New Northeast	New Burquitlam	Poirier Reimagined	City Centre Reimagined
Branch Type	Two Main Branches	Co-located Neighbourhood	Possibly Co-located Neighbourhood	Possibly Co-located Neighbourhood	Central Branch
Potential Timeline	2024	2028	2035 – 2045	2035 – 2045	2045 – 2055
Population	148,625*	189,408	216,393**	216,393**	259,389**
Estimated Total Library Area (sq. ft.)	59,150	72,150	84,150	74,145	97,145
Library Area Provision (area/capita)	0.40	0.38	0.39	0.34	0.37
Considerations	n/a	Underway to meet growth	In-kind delivery to meet growth; alignment with development opportunities required	Further site study required	In-kind delivery to meet growth; alignment with development opportunities required

*Census 2021   **BC Stats projection at targeted start*
Please note, BC Stats projections are only available up to 2046. All project timelines are estimates.
In-kind deliveries are developer driven and projects are pending funding availability.

Funding for a new Library co-located in the Northeast Community Centre is included in the current capital budget for the Northeast Community Centre. Funding would be required in the future for the proposed City Centre, Poirier and Burquitlam branches. There is potential for development opportunities that would reduce required City funding for land and capital costs of the facilities. Additional financial investigation will be required in the future.

The Hub and Spoke model allows for efficiency by centralizing administrative and support staff and infrastructure in a single location and maximizing public space at the neighbourhood branch locations. Co-location opportunities promote efficient use of spaces from a programming perspective and costing advantages in support functions such as janitorial and building maintenance.
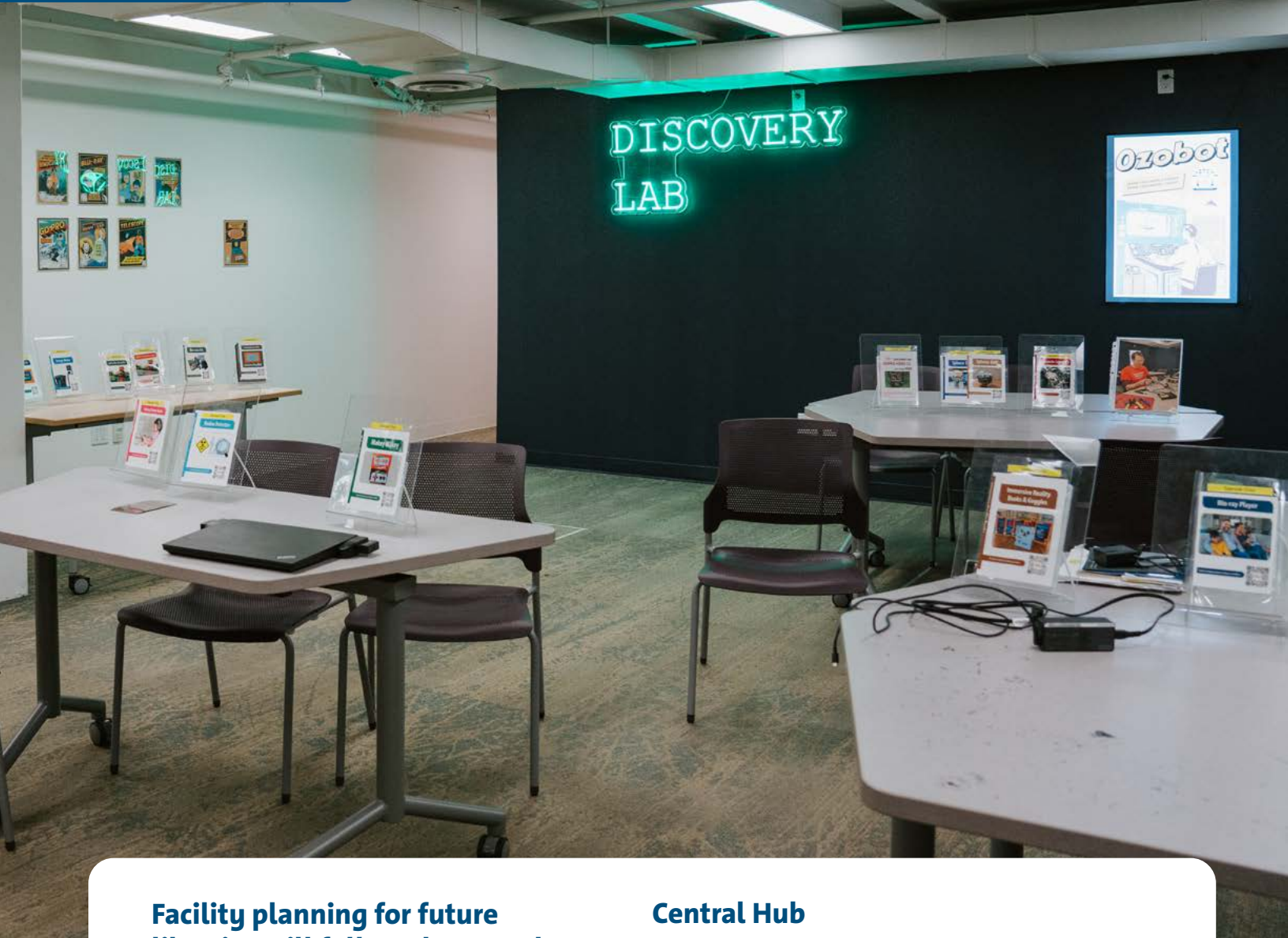
Facility planning for future libraries will follow three goals:

Create additional inclusive spaces to serve existing residents' needs and welcome the growing population.

Cultivate growth and development across the city through a balanced and reliable services model.

Enhance place-making to support the diversity of needs and preferences in learning.

Central Hub

The Central Hub is the main Library branch in a community. The primary purpose of the hub branch is to provide a comprehensive physical collection, programs and services for all residents. By centralizing the distribution and administration, neighbourhood branches can maximize operating efficiency. This is an opportunity that will be determined during future planning for the new City Centre and Poirier branches.

The new City Centre Library will be the Central Hub, integrated with other cultural amenities to form a "Cultural Heart" near the Lincoln SkyTrain Station. The City Centre Area Plan also includes reference to exploring opportunities to expand the City Archives as part of a new City Centre library and should be considered during future planning.
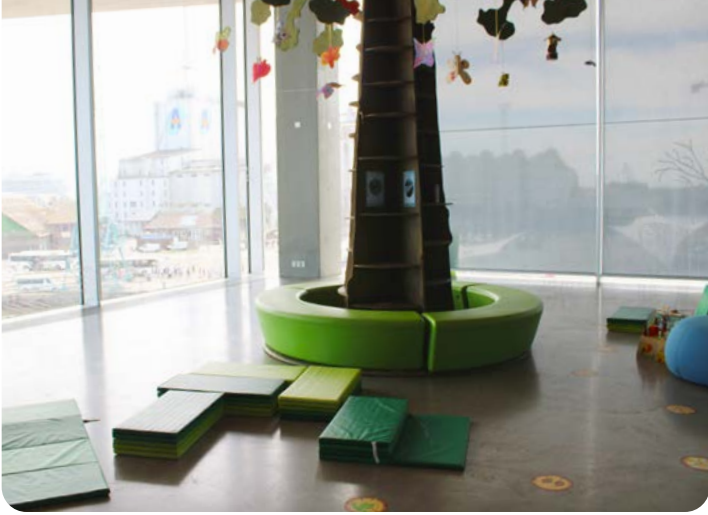
Design Considerations

What should one consider when thinking about the libraries of the future? Research into best practices in library design reveals a fundamental shift towards flexible and adaptable spaces that cater to different uses. Libraries are no longer primarily repositories of knowledge and information, but are poised to provide unique spaces, tools and resources for communities to flourish. Library design is moving away from dark and quiet spaces to brighter, open-concept spaces with zones for a variety of activities.

Libraries mean different things to different people. For some, the library is a place to study or escape a busy life. To others, it's a meeting place or a learning laboratory. They are spaces where residents read, learn and collaborate. They are storytelling spaces, learning spaces for families, and multicultural living rooms.

As such, the following **seven key themes** are important to consider through the planning and design process.

Social and Community Spaces

Libraries play an important role within communities. Having a variety of flexible and adaptable spaces within a library allows for quick and easy changes to suit the ever-changing needs of a growing community. Spatially, this might take shape as a series of open or enclosed spaces, some circular in shape, with seating facing inwards to promote conversation and interaction.

» Understand and cater to local demographics and industry trends. This requires an understanding of unique local context and a greater connection to the community at large.

» Consider unique ways to build community and embrace cultural diversity. Some libraries have integrated kitchen areas, or themed sections, where people can come together to learn about different cultures, and share recipes or food together.

» Foster knowledge sharing, intergenerational learning and hands-on experiences (i.e. flexible spaces with movable furnishings that can be reconfigured for group learning circles or individual needs).

Flexible and Adaptable Areas

Having a variety of flexible and adaptable spaces within a library allows for quick and easy changes to suit the ever-changing needs of a growing community.

» Provide both quiet spaces for concentration and reflection, and social spaces for gathering, discovering and discussing ideas.

» Ensure spaces are adaptable to change. This may require movable wall panels, sound proofing, or carefully planned audio-visuals depending on the anticipated uses within a library space.

Togetherness *versus* solo spaces:
Reciting lyrics, learning music together, and watching and discussing documentaries are accessible ways of learning various topics.

Limitless Learning Opportunities

Cultivating growth and learning opportunities for all age groups begins with an understanding of different learning needs, from early years to seniors. Research on reading and learning preferences shows that people typically fall on a spectrum (i.e. a preference towards print or digital), demonstrating that library layouts must provide a balance of collection and active spaces for different user groups.

» Promote a growth mindset and provide a variety of avenues for personal development for all ages and abilities—opportunities for experiences, discovery and play.

» Build spaces that can accommodate different learning styles.

Children
Opportunities for creative play, tactile interaction, hands-on experiences

Youth
Rooms for homework/group study, coding classes, machine learning/gaming

Seniors
Less intimidating learning spaces for technology, interactive programs

Indoor-Outdoor Connections

Libraries don't have to be just made up of interior spaces. From rooftop gardens to plazas, patios or internal courtyards, more recent library examples are embracing indoor-outdoor connections.

» Consider ways to maximize natural sunlight, views of nature, and greenery in different forms with well-being at the top of mind.

» Create a variety of places to sit and read a book (pods, window seats, podium steps etc.).

» Consider layout, orientation and relationship of spaces to each other and the adjacent outdoor space (i.e. reading rooms with a forest backdrop).

» Provide bright, welcoming, calming spaces while being mindful of glare and solar gain.

Innovation and Creativity

In today's fast-paced world, libraries are embracing technological advancements in the delivery of resources and the design of spaces. As new technologies are adopted, flexible learning spaces and tools are required. Emerging areas of interest include robotics, 3D animation, illustration and gaming.

» Include colours, shapes, textures and tactile surfaces that add to the sensory and educational experience (i.e. cut out panels of local wildlife).

» Explore ways to integrate the latest technologies into spaces. In addition to computer labs or rooms, this may require hardware or equipment (such as projector screens) in non-traditional settings.

A Balanced Model

Libraries are positioned to provide something for everyone and should consider: equity, diversity and inclusion; a mix of open and enclosed spaces (big and small); celebrate culture, and; provide accessible learning spaces.

In addition to the administrative and collection areas of a library, some additional spaces to provide may include:

» Tech discovery centres/computer labs

» Workforce support spaces

» Co-working spaces/bookable work stations

» Conference or meeting rooms

» Media studios for digital production (podcasts, video editing, etc.)

» Makerspace/collaboration labs

» Lounging areas for reading

Collaboration and Community Partnerships

Some of the most successful library spaces provide and integrate additional community services that compliment primary uses. A café or coffee shop in the library can activate library spaces, and keep people around at all times of day.

» Engage with local community organizations that hold an interest in resource or knowledge-sharing when designing the libraries of the future. This can take on a variety of forms and meanings. Some recent examples include community seed or lending libraries and repair stations.

Appendix A: *Guiding Policies*

Many policies, plans, strategies, and studies informed the Library Services and Spaces Strategy, including references from the City of Coquitlam, Coquitlam Public Library, and the Province of BC. Below is a summary of those documents.

Coquitlam Public Library Strategic Plan 2023 – 2026

Guides a broad spectrum of resources from programs such as fundamentals of reading to complex topics affecting our communities, a variety of lendable resources, and innovative spaces for community members to use.

2023 and 2024 City of Coquitlam Corporate Business Plan

Identifies the Library Services and Spaces Strategy as a Priority "B" within the category of providing health community and active citizens.


City of Coquitlam Corporate Strategic Plan 2024 – 2027

It includes an updated vision, strategic goals and organizational values to reflect evolving community attitudes, emerging priorities and changes to the City government, and outlines deliverables and key performance indicators for the City.
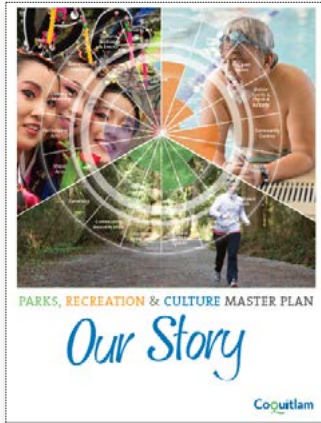
Parks, Recreation and Culture Master Plan

- Identifies the immediate need to maintain an accessible, affordable and balanced level of service for the library;
- Reinforces Coquitlam Town Centre and the redevelopment of the City Centre branch as a significant library facility;
- Responds to changing technical and technological opportunities; and
- Anticipates longer-term needs for new library facilities as the City grows.
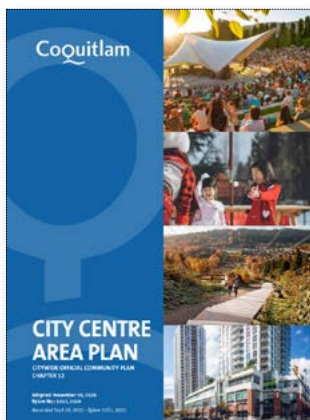
City Centre Area Plan

- A policy to replace the existing City Centre Library with a new facility near the Lincoln SkyTrain station.
- Indicates an opportunity to centrally locate cultural amenities (i.e. a new library) near the Lincoln SkyTrain station Precinct, adjacent to a premier urban park, forming a "Cultural Heart" to contribute to the vibrancy of the Downtown Core.

Coquitlam Arts, Culture and Heritage Strategic Plan

Provides a vision for Coquitlam to be a City of Celebrations, where residents have access to vibrant cultural experiences supported through strong community connections and leadership.
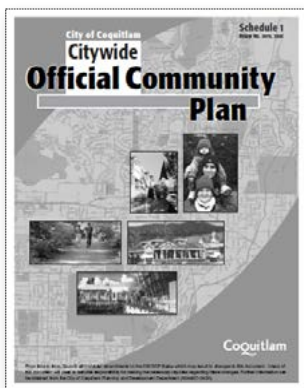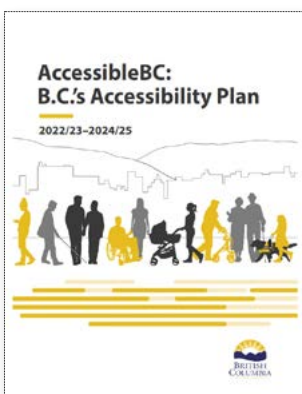
Citywide Official Community Plan

A comprehensive plan that guides the overall future of the City and provides a broad framework for managing future change.

Library Act

Outlines how public libraries are established, governed, and locally operated. Provides direction on the relationship between library boards and local governments.

Accessible British Columbia Act

Outlines the rules that government and organizations must follow to remove barriers in different areas. Some relevant areas are:

- Service delivery (accessing goods, services or programs)
- Built environment (buildings, places and spaces)
- Information and communications

BC's Strategic Plan for Public Library Services

Focuses on making sure that British Columbians experience services that are engaging, accessible and responsive to their needs. Public libraries are an integral part of the Government's vision for a province that works for everyone.

Appendix B: *Focus Groups*

The following are the themes of the focus groups' discussions:

- Business and Community
- Accessibility and Seniors
- Newcomers
- Children and Families
- Indigenous
- Low-income
- Youth

The following organizations participated in the facilitated discussions:

- Community Living Society
- Kinsight
- Library Champions Projects
- Middle Childhood Matters
- Mosaic
- People's Pantry
- PLEA
- Spirit of the Children
- SUCCESS
- Tri-Cities Chamber of Commerce
- TriCities Immigration Partnership
- Westcoast Family Centres
- Youth Council

Appendix C: *Library Examples*

Port Credit Library, *Mississauga*

An example of major renovation and addition to an existing well-loved building in a park setting. The scope of work included enhancing and revitalizing spaces to accommodate new and long-time library users.

Size: 8,400 square feet   **Architect:** RDHA
Photo credit: RDHA   **Year:** 2016

nɘ́ćaʔmat ct Strathcona Branch, *Vancouver*

This project pairs a public library with affordable housing. The Vancouver Public Library, the City of Vancouver and YWCA Metro Vancouver collaborated to provide an inclusive gathering space and affordable housing.

Size: 11,000 square feet   **Architect:** DIALOG   **Year:** 2017
Photo credit: DIALOG

Clayton Community Centre, *Surrey*

Co-located library and community centre, including recreation, arts, culture and childminding, a community kitchen, tool workshop, recording studios and a multi-purpose room.

Size: 13,500 square feet   **Architect:** HCMA   **Year:** 2021
Photo credit: HCMA

Waterdown Library and Civic Centre, *Hamilton*

The co-located multi-use facility houses a library, a community service office, a heritage society archive, and a recreation centre for senior citizens.

Size: 15,000 square feet   **Architect:** RDHA   **Year:** 2016
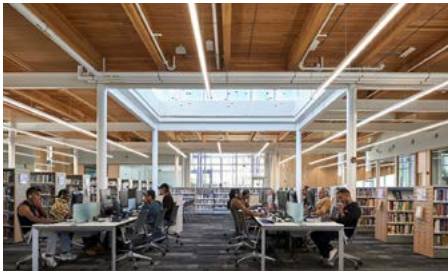**Photo credit:** RDHA

Oak Ridges Library, *Richmond Hill*

An active community hub and encourages collaborative learning, creative exploration, and social exchange.

Size: 20,000 square feet   **Architect:** Perkins&Will
Photo credit: Perkins&Will   **Year:** 2019

Albion Library, *Toronto*

Albion Library provides a broad range of services for a diverse demographic in one of Toronto's areas of need. Service continuity was an important factor for this community.

Size: 29,000 square feet   **Architect:** Perkins&Will   **Year:** 2017
Photo credit: Perkins&Will

Saskatoon Central Library, *Saskatoon*

The planned Saskatoon central library blends traditional library service with new and innovative spaces, programs and services. *(Project in Construction and targeted opening 2027)*

Size: 75,000 square feet   **Architect:** Formline Architecture
Photo credit: Formline Architecture + Urbanism

Halifax Central Library, *Halifax*

The central library includes a 300-seat auditorium, two cafes, music studios, gaming stations, a space for adult literacy classes, a reading circle and boardrooms for local entrepreneurs. It accommodates a variety of open-plan reading spaces, with educational facilities including music studios and study rooms arranged around the periphery.

Size: 120,000 square feet **Architect:** Schmidt Hammer Lassen Architects/Fowler Bauld and Mitchell   **Year:** 2014
Photo credit: SHL

Calgary Central Library, *Calgary*

Integrated with a light rail transit corridor, it is a great example of a central library being accessible to residents. Organized on a spectrum of 'Fun' to 'Serious,' the library programs the livelier public activities on the lower floors, gradually transitioning to quieter study areas on the upper levels as one spirals upwards.

Size: 240,000 square feet   **Architect:** Snøhetta/DIALOG   **Year:** 2018
Photo credit: DIALOG

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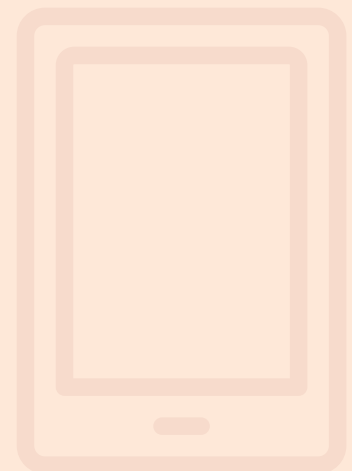
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