Kingston Frontenac Public Library- Kingston Central Library

MASTER PROGRAM

Resource Planning Group Inc.

Kingston Frontenac Public Library- Kingston Central Library

MASTER PROGRAM

April 2, 2015

RPG-Resource Planning Group Inc.
Vancouver, British Columbia

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This document is to be used solely by Kingston Frontenac Public Library for the development and use of the named project facilities. It is not to be reproduced, or copied in any form, for use on projects other than that for which the document was prepared.

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APPENDICES

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1.0: INTRODUCTION AND SUMMARIES

INTRODUCTION

The Master Program documents the necessary objectives and criteria for the re-design of the existing central library for the Kingston Frontenac Public Library. Together these documents provide a guide to the functional organization and size of each functional component to be accommodated in the renovated central library.

The Project Parameters and Master Program provide information necessary for the preparation of preliminary cost estimates, and an assessment of the preferred physical arrangement of proposed functional components within the facility.

This introductory section provides:

- an overview of how the Master Program fit into the overall project development;

- A guide to the organization of the report;

- A description of the process followed which led to the reports; and

- Summaries of patron seating, collections, and areas required to support the renewed Central Library.

OVERALL STEPS IN PROJECT DEVELOPMENT

The following illustration shows the various steps to be taken to renew central library.

Pre-Design Process

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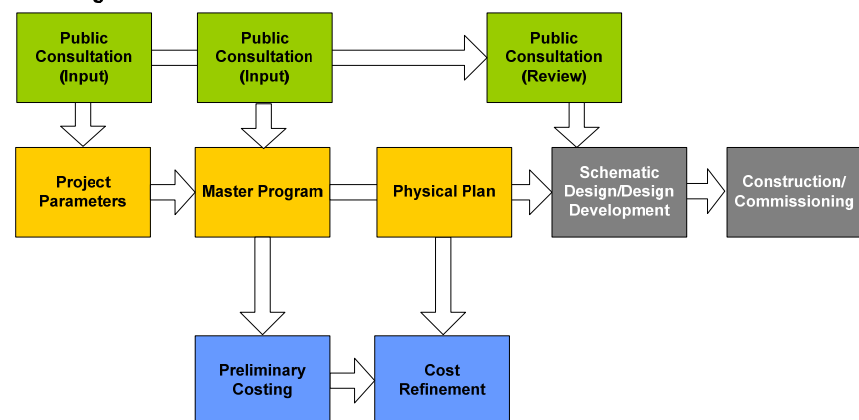
ORGANIZATION OF THE DOCUMENT

This report includes the following sections and appendices:

1. This **Introduction and Summary**, which provides a brief overview of the project and process;

2. **Project Parameters**, which provides an overview of critical project goals, functional guidelines and future role and scope of services of the central library;

3. **Master Program**, which develops a functional organization for the central library, and describes, for each functional component, the character, component features, component activities, key adjacencies and a detailed list of spaces to be accommodated in the renovated facility, and;

Appendix A: Existing Floor Plans and Areas;

Appendix B: Collections Summary and Assumptions; and

Appendix C: Definition of Terms.

DESCRIPTION OF PROJECT PROCESS

The project was initiated on November 26, 2014, at which time RPG presented key trends to the Library staff and to the public.

RPG collected system information through December and developed a draft role and scope of information document that was sent out on January 15th, 2015 for review.

With this background information, RPG conducted work sessions on January 22nd and 23rd to review the scope and to develop master program information. RPG submitted a draft Master Program for review on March 4, 2015 for review.

Comments and edits were received on March 26th, followed by a teleconference call on March 27th. RPG issued the final document on April 2nd, after receiving confirmation that collection assumptions were valid.

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PATRON STATION SUMMARY

The following table identifies the numbers of patron stations provided in the renovated Library facility.

Component	Information/ Computer Station *	Casual/ Informal Seating	Seat at Group Table	Seat at Individual Table	Meeting Room Seats
1. Entrance and Borrower Services	4	8	-	-	-
2. Marketplace	-	15	-	5	-
3. Fiction Collection	4	10	-	20	-
4. Magazines	-	6	-	10	-
5. Teen Services	3	4	12	-	-
6. Children's Area	-	16	34	-	25 - 40
7. Non-Fiction Collection and Learning Commons	8	4	16	20	-
8. Local History and Research	4	2	10	10	-
9. Administration and Staff Workspace	-	-	-	-	8
10. Sorting, Maintenance, Stack Collection	-	-	-	-	-
11. Technical Services, Inter-Library Loan and Extension Services	-	-	-	-	-
12. Meeting Rooms/Community Forum	-	-	-	-	162
Total	**23**	**65**	**72**	**65**	**195-210**

* Excludes stack end (OPAC) stations

COLLECTIONS SUMMARY

The following table identifies the number of items in the KFPL collection requiring storage.

Component	Collection	Overall Collection	% Circulation	Collection Items Requiring Storage
1. Entrance and Borrower Services	n/a	n/a	n/a	n/a
2. Marketplace	Fiction/Paperback	2,257	22%	1,757
	Non-Fiction	1,146	39%	696
	Large Print	150	40%	90
	Graphic Novels	33	45%	18
	Biography	241	39%	146
	DVDs/AV Material	5,000	59%	2,072
	CDs	2,857	13%	2,494
	Spoken Word	1,600	12%	1,412
	Games	257	28%	186
3. Fiction Collection	Fiction/Paperback	18,743	8%	17,210
	Graphic Novels	352	11%	313
	Large Print	3,372	6%	3,175

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Component	Collection	Overall Collection	% Circulation	Collection Items Requiring Storage
	French	1,503	1%	1,483
	International Languages - Adult	700	3%	681
	DVDs/AV Material	230	5%	218
4. Magazines	Magazines	8,993	6%	8,495
5. Teen Services	Fiction	1,660	7%	1,543
	Graphic Novels	460	11%	411
	Magazines	200	3%	194
	Books	619	11%	548
6. Children's Area	Board Books	403	30%	282
	Picture Books	3,683	13%	3,198
	Beginning Readers	3,468	10%	3,108
	Novels	2,562	13%	2,231
	Graphic Novels	428	43%	242
	Non-Fiction	6,905	6%	6,496
	French	1,362	9%	1,242
	Parenting/Caregiver	309	13%	270
	Reference	142	-%	142
	Magazines	328	8%	302
	CDs	366	9%	332
	DVDs	710	50%	353
	Books on CD	300	18%	247
7. Non-Fiction Collection and Learning Commons	Non-Fiction	32,645	4%	31,480
	Oversized	272	1%	269
	Reference	3,606	0%	3,594
8. Local History and Research	Books	4,660	0%	4,657
	Special Books	1,681	-%	1,681
Total		**114,203**		**103,268**

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SPACE SUMMARY

The following table estimates occupancy of the building by component and for customers, staff and partners or program participants.

Component	Existing Component Gross Area (CGSM)	Net Area (NSM)	Future Estimated Grossing Factor	Component Gross Area (CGSM)
1. Entrance and Borrower Services	213	151.5	1.35	205
2. Marketplace	320	221.9	1.35	300
3. Fiction Collection	311	311.0	1.25	390
4. Magazines	71	67.5	1.25	85
5. Teen Services	78	79.5	1.25	100
6. Children's Area	523	337.0	1.30	440
7. Non-Fiction Collection and Learning Commons	678	407.0	1.20	490
8. Local History and Research	187	143.9	1.25	180
9. Administration and Staff Workspace	732	459.4	1.35	620
10. Sorting, Maintenance, Stack Collection	788	443.0	1.15	510
11. Technical Services, Inter-Library Loan and Extension Services	141	92.6	1.35	125
12. Meeting Rooms/Community Forum	423	411.0	1.20	495
Total Component Gross Area	**4,465**	**3,125.3**	**1.26**	**3,940**
Building Grossing Factor	1.13			1.26
Total Building Gross Area (BGSM)	**5,047**			**4,955**

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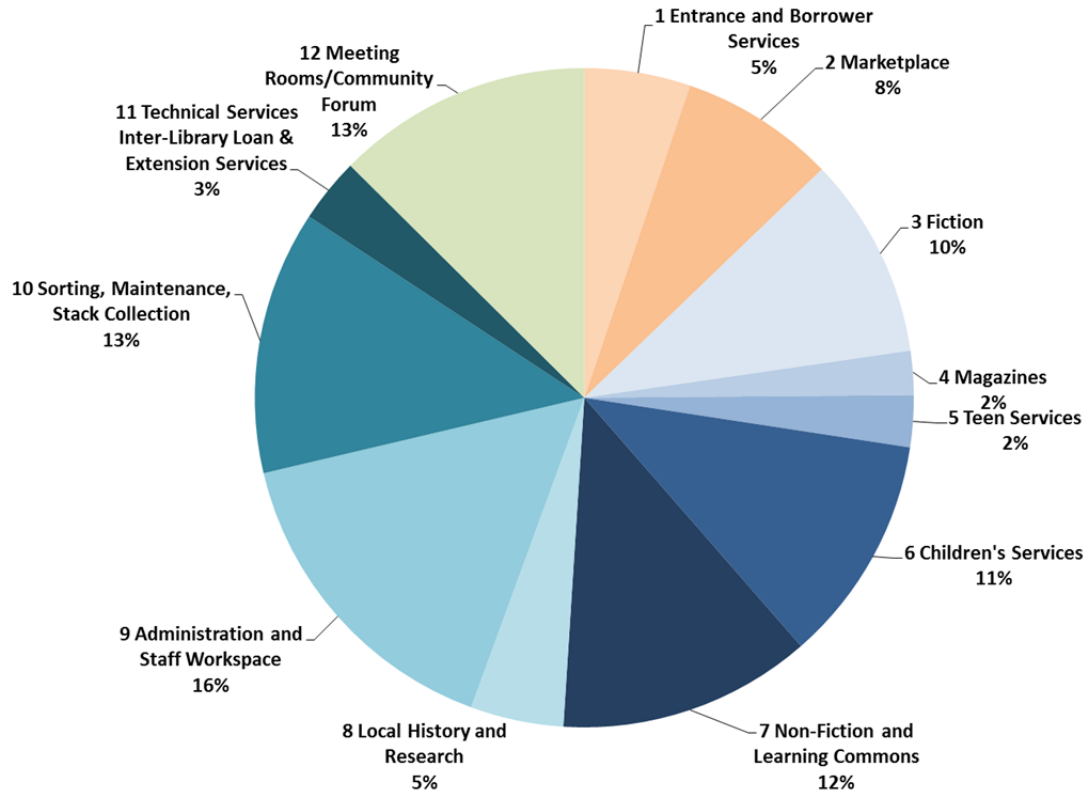
COMPONENT DISTRIBUTION

The following table shows where components will be distributed within the existing building by floor.

Component	Basement CGSM	1st Floor CGSM	2nd Floor CGSM	3rd Floor CGSM
1. Entrance and Borrower Services	-	205	-	-
2. Marketplace	-	300	-	-
3. Fiction Collection	-	390	-	-
4. Magazines	-	95	-	-
5. Teen Services	-	100	-	-
6. Children's Area	-	440	-	-
7. Non-Fiction Collection and Learning Commons	-	-	490	-
8. Local History and Research	-	-	100	-
9. Administration and Staff Workspace	-	-	-	620
10. Sorting, Maintenance, Stack Collection	510	-	-	-
11. Technical Services, Inter-Library Loan and Extension Services	125	-	-	-
12. Meeting Rooms/Community Forum	-	95	400	
Total Component Gross Area: 3,940	**635**	**1,615**	**1,070**	**620**
Resulting Grossing Factor	1.77	1.21	1.08	1.15
Total Building Gross Area (BGSM) Available: 4,955	**1,126**	**1,960**	**1,153**	**716**

<u>*Note*</u>: *Mezzanine floor area (92bgsm) is not included in total building gross area available.*

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Chart 1-2 compares the component area in square feet of the various components.

CHART 1-2: COMPONENT SIZE COMPARISON

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INTRODUCTION

Project parameters describe the scope of public, information, and operational services, public programs, and collection resources to be accommodated in the proposed building in response to the strategic goals, the System context and trends affecting libraries.

Project parameters include the Critical Project Goals and Functional Guidelines described below.

CRITICAL PROJECT GOALS

1. Accelerate the ongoing transformation of traditional library services to address technologies, informational needs, and patterns of use continuing to emerge in our information-dependent culture and knowledge-based economy.

2. Reinforce the role of KFPL's public-oriented staff as a navigator and animator, information scientist, technical expert and community developer.

3. Re-invent the public's understanding of what library services, activities and experiences can be. Focus on visible citizen engagement, dialogue and enjoyment; dynamically present, animate, interpret and apply information resources.

4. Showcase a community in the process of learning, thinking and creating as an absorbing urban phenomenon. Create a library experience that is a startling antithesis to the traditional, a visually exciting Central Library that showcases leading edge information exploration, display, and creation.

FUNCTIONAL GUIDELINES

Capacity

Planning Horizon

A planning horizon of 10 years (2024) has been established for determining collection and facility need.

Planning will proceed on the assumption that the current facility is the permanent home for the Central Library.

Anticipate Increased Public Attendance

The primary driver for library facilities is the number of people served. A library system typically responds to the service population and anticipated growth, providing a rationalized service distribution system that is coordinated from a specialized central facility that accommodates a concentration of resources and services

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Recent experience demonstrates that the numbers of visits and the rates of circulation of collections for a revitalized central library may increase by up to 30%, and will result in increased attendance from the current 250,000 visitors annually to perhaps 300,000 or more for the KFPL Central Library, from the current 775 visitors per day to perhaps 1,000 visitors per day.

In addition, the public will expect increasing amounts of information, increased access to information, and more information applications. With the introduction of a significantly upgraded facility, public use of the entire system will likely increase as the profile of library services increases.

Service Innovation

Urban Cursor
http://www.designbuzz.com/urban-cursor-gps-seating-facilitate-social-interaction-in-public-space/

Plan for Increased Public Interaction

There has been an accelerating and profound cultural shift in the public's experience of libraries and library services. Increasingly, the library is expected to create opportunities for information access, assembly and communication. The logical outcome of information discovery is public discussion, dialogue and debate, and user-driven creative activity. Informational resources are the first step on the path to individual and community self-realization and life-long learning.

More space may be required for community interaction than for the storage of conventional information resources.

Plan for Self-Service

Library patrons are increasingly able and increasingly expect to independently conduct routine and complex tasks of information recovery and analysis. Therefore, along with concurrent service concepts such as roving staff and accessible, user-friendly service desks, there should be a focus on intuitive, self-service mechanisms, such as check-in, check-out, collection search engines, hold access and retrieval, online e-payment and e-registration.

Self-service wayfinding and orientation devices must free staff time for value-added and core activities.

Expect Technologically Literate Patrons

As technology is increasingly integrated throughout society, there will be increasing demand by the public for access to leading edge technologies, such as the ability to self-publish, to create music and movies, to play computer games, to create computer applications, and apply technology to social, intellectual and recreational activities. Increasingly, interaction and sound will be an element of technology

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use, with strategies required to personalize and maintain the confidentiality of auditory devices.

As technology increasingly permeates the lives of library patrons, the library must be designed to seamlessly accommodate technology, including user-carried personal devices, for access, storage, display, and communication of information. While some patrons may continue to require support from staff; other individuals will be adept or will bring their own "expert" to the library.

The library may be expected to provide "maker spaces", where people create their own artifacts using information accessed through library resources.

Provide Services for Special Client Groups

Provide services that engage and support local historians, consumers, business innovators, the arts community, the downtown commuter community, and the existing and future downtown residential community.

http://www.archives.gov.on.ca/

Retain Some Traditional Library Features

Retain valuable traditional library experiences, such as individual reading and study areas, the traditional reading room, and children's activity space.

Preserve Local History and Identity

As the library expands the community's global awareness, it must simultaneously deepen its sense of unique community identity.

Bring Information to Life - Dynamically

Information will not just be statically stored at the future library; rather information will be accessed and communicated dynamically. The library will shift its services away from an emphasis on storage to a balanced emphasis on storage, access and communication.

The future library will be an incubator for new experiences and the birthplace of new streams of information, involving library patrons in what is happening *now*, capturing and displaying emerging information, engaging the public in current global, civic and community events, and bringing collection content to *life*.

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Re-invent the Traditional Library Collection

The size and composition of the traditional print collection is undergoing major changes. There will be a smaller print collection and a larger virtual collection. However, a smaller print collection does not mean access to less information or less depth.

A smaller print collection will increase the circulation rate of the collection, as the collection focuses on resources that the public is seeking. Multiple copies of high demand material will be provided.

As the size of the virtual collection will continue to increase, the net result will be a collection that is more current and wider and deeper than ever before.

Focus on Collection Interpretation and Programming

Typically, the public is now largely capable of finding the information they seek independently. The value of the public library will shift to the introduction, interpretation, synthesis and assembly, and presentation of information.

The increase in collection interpretation activity is the major driver of re-imagined library space, with the focus shifting, as previously noted, from the traditional emphasis on collection storage to programming.

Make the Collection Prominently Visible and Accessible

Collection storage and display concepts must address a range of merchandizing approaches drawn from successful retail environments, as well as those found in conventional libraries. Collection storage systems for high use collections in particular will focus on face-out display, including low and medium shelving that encourages public contact and exploration.

Collection storage and delivery concepts must be scaled and arranged to avoid the creation of visual obstructions, and to highlight service and program locations. In addition, the storage and display concepts are a useful wayfinding and destination-giving device. For example, the non-fiction collection will have higher shelving to reflect the lower usage, less frequent access and quieter environment associated with that area.

Plan for Emerging Technologies

Whatever technology is planned and adopted at the outset, it will be superseded—multiple times—during the life of the library facility.   As

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such, it is important to develop an information systems plan that mandates:

- Patron experimentation with leading edge technologies;

- Continual training for staff in emerging technologies;

- Ensure effective ever-greening of all technology systems;

- Showcase emerging technologies throughout the building; and

- Ongoing digitization of the collection.

Operational Efficiency

Streamline Materials Handling

Minimize the long-term costs of materials handling:

- Collection development functions should be streamlined by locating Technical Services where movement of materials through the facility is minimized; and

- In general, minimize internal travel distances for materials.

Create the Capacity for Partial Operations

The future building must allow for the variable and flexible opening and closing of selected services. The meeting room complex and the Marketplace should be separately accessible when the rest of the library is closed.

Provide a Single Controlled Public Entry

While the meeting room complex should be capable of independent operation and may have its own entrance, there should be a single controlled public entrance into the library's materials security zone.

Facilities Innovation

Public Safety and Security

Incorporate the principles of Crime Prevention through Environmental Design. Post expectations regarding conduct, eliminate opportunities for conflict over resources, eliminate overcrowding, engage roving security services, and employ casual, unobtrusive screening and security services.

Flexibility and Adaptability

In order for the library operation to remain competitive and relevant, changes in service delivery, technologies, and space allocation will be frequent through the life of the building.

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The facility will require a technical and physical infrastructure that is flexible and adaptable, an infrastructure to which changes can be made with a minimum of operational disruption and expense.

Create a Stimulating Interactive Environment

The public's encounter with the Central Library must be an experience full of possibilities. Spatial, environmental, and aesthetic features will provide a memorable experience and destination for several future generations of the Kingston public. Features will include increased presentation and program areas, study and group areas with access to contemporary technology, meeting spaces, space for displays and exhibits, and quality workspace for staff.

The Multipurpose Destination

The Central Library must serve the diverse needs of individuals, families and groups who will use the library to access current information in digital formats and timeless wisdom in books; to create new information and technological innovations; and to gather with other community members. It will be used for recreation and for work. The environment of the Central Library must support all of these activities simultaneously with minimal disruption between uses.

Civic Pride and Urban Presence

While there are opportunities to partner with other organizations in terms of programming and facilities, it is important to maintain a strong, distinct and distinguished visible image and identity for the Central Library.

ROLE AND SCOPE OF SERVICES

The following section provides a description of the role and scope of services to be accommodated in the renovated central library facility.

Public Services

Branch Operations

Adjacent to a welcoming indoor entry space, Branch Operations' service desk will be the public's first point of contact and the gateway to other service points and destinations on each level of the building.

Branch Operations manages the circulation of Library materials throughout the Library system. Functions at the main service desk include assisting patrons with the use of self-serve technologies, providing reference and readers' advisory services, for Library clients, issuing library cards, and collecting fines and fees, and occasionally checking out of materials for library clients. Branch Operations also

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provides the following services from other service locations in the library: checking in returned materials, issuing over-dues and other notices, administering holds materials and placing for client pick up and moving materials within the Central Library, including re-shelving of materials and conducting shelf-checks.

Branch Operations must be planned to manage the anticipated number of clients using the building, as well as the anticipated amounts of collection resources requiring movement to and from the collection shelving areas within the building.

Inter-Library Loans, Books by Mail and Extension Services are integrated with Branch Operations activities.

Library-Guided Program Engagement

The Central Library will provide enhanced collection interpretation and special focus programs for groups of various sizes and ages. Programs will vary by subject, scope and human, technical and physical resources required for their operation.

Enhanced program engagement implies a rebalancing of traditional library spaces, involves the main auditorium, flexible program/meeting spaces, and open program space adjacent to print and electronic collections and library user workspaces.

The following is a list of program types that the central library will need to accommodate:

- Collection interpretation programs that animate and illustrate the content of the whole collection, with a focus on topics of current or particular relevance to the community;

- One-on-one and group training sessions to assist the public in the use of computers and the Internet to access resources online;

- Tours and group visits;

- Early Literacy

- Focused programs, which may include:

    – performance: dance, music, drama, films,

    – lectures, discussions, workshops and hands-on instruction on a variety of interests and current affairs,

    – Technology training and research workshops;

- Partner programs, the goals of which may include:

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- contributing to the development of the literary and cultural heritage of the community in partnership with other institutions, organizations, and agencies,

- encouraging partnerships and collaborative programs with educational institutions, galleries and museums by offering jointly supported programs, exhibits and resources, including distance education courses; and

- being a centre for the public, cultural, and intellectual life of the city.

<u>Self-Directed and Staff-Assisted Collection Exploration</u>

Independent access to, integration of, and application of traditional and electronic information constitutes an unstructured, patron self-directed library program, a program repeated in the course of each actual or virtual visit to the library.

Once patrons have accessed information, they will require places to process, synthesis and even reconfigure that information. Use may involve traditional reading, assembly of personal projects, reports, and presentations, self-publications, and fabrication of craft artefacts, music.

Many patrons will carry portable devices with them in the form of smart phones, tablets and laptops which will enable access to collection resources and the catalogue. They will expect service to these devices anywhere in the building.

Adjacent to the print collection and access points to the electronic collection, patrons will have access to individual and group reading and study spaces, reconfigurable discussion and presentation spaces, and print and copy centres.

Staff will be re-deployed from traditional process-oriented tasks to more customer-focused tasks. As much as possible, potential obstructions between staff and the library user will be minimized. Staff will be present in public areas to provide proactive one-on-one public engagement; non-public staff activities will take place in non-public staff work areas.

Several small-scale multipurpose service points will be strategically visible in the public areas; staff will use these service points as resource and consultation bases as well as bases from which they will rove to program, collection, and patron areas. These service points will include patron electronic catalogue access, and Internet access.

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Services will include:

- Orientation and support in using electronic resources and technology;

- Provision of information problem-solving services, assistance and referrals; and

- Training in the use of information resources and online resource literacy.

Virtual Collections and Services

Learning/collaborative commons on both levels will serve as an access point to the electronic collection, to the myriad of electronic applications, and to ongoing individual and group learning programs.

They will feature individual and group computer workstations, reading and study areas.

Roving staff and/or staff based at small service points will support patron access of library information technology, manage computer/ portable device access (including wired and wireless access) and support all self-service applications, including self-checkout.

Special Services

Marketplace

A Marketplace will showcase new and current interest titles as well as as-it-happens information. It will serve as the high profile transition to the more focused collections and special services on the second floor of the building.

The Marketplace will be defined by the following:

- A collection designed for self-directed users;

- A location near the Library entrance;

- An emphasis on effective display; and

- Comfortable seating.

It will include the following:

- Technology access points providing quick access to electronic information;

- New and popular fiction and non-fiction, circulating titles;

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- CDs and DVDs;

- Current favorites;

- Multiple copies of many materials; and

- Topical or timely material, not necessarily new.

Local History Centre

The library will include a local history room, including a non-circulating collection of community history and genealogical resources. The focus of the collection will be local and regional, covering the history of the Kingston Frontenac region; it may include books, newspapers (currently on microfilm), census records, vital records, immigration and border entry records, city directories, phone books, maps, business histories and annual reports.

It will include materials supporting genealogical research, collections and programming. Study spaces, microfilm readers and printers, computer stations and photocopiers will be provided.

Children's Area

The Children's Area, managed by Branch Operations, will provide a range of resources and programs appropriate to children of all ages.

The collection addresses the interests of children up to the age of 12, and the adults who care for them. The collection parallels the range of media provided in the adult collection, including popular print materials, access to electronic collections, videos, audio books, CDs, periodicals, and resources in French.

Children's programming is integrated across the library system and is planned and delivered by the Programming and Outreach Department.

The Children's Area will have a distinct atmosphere separate from the remainder of the facility, but should be visible so that people can see the activities taking place without putting children on display.

Children's collections will include:

- Board and picture books;

- Chapter books and fairy tales;

- Fiction;

- Non-fiction;

- Audiovisual materials;

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- Parenting collection;

- Magazines; and

- Electronic collections – resources that are available online.

The Children's Area will be planned and designed as an interactive and stimulating destination for families and children with caregivers. It will require dedicated informational resources and collection storage systems, decor and furnishings that are scaled to children's physiology.

Teen Services

Teen Services will address the informational and social needs of those aged 13 to 18. This group can be generally characterized as having special social and economic concerns, special areas of interest, unique educational needs, and the need for simultaneous autonomy and guidance. Significantly, young adults are among the first to assimilate new technology.

There will be a visible base, which will include programs that are particularly relevant to youth, such as career development and social orientation. Teen Services will reflect the diversity within this group and the varying needs of its younger and older members.

Teen Services area will serve principally as a "connecting point" for young adults, a place that enables "bridging" the transition to adulthood by way of access to current and relevant information, programs and services. This area should allow young adults to learn, grow and explore new ideas in an anonymous, encouraging and responsive way, with opportunities for both group and individual activities.

Teen services will include:

- A Teen collection including:

   − fiction (particularly paperbacks),

   − true crime,

   − graphic novels and comics,

   − some duplicate copies of high interest titles found in other collections, and

   − extensive electronic collection resources available online;

- Electronic access, facilitating standard library services as well as gaming, social networking and emerging innovative applications that may include an exploration centre; and

- Group and individual study facilities.

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Adult Area and Collections

The Adult Area and Collections includes the balance of the collection and public services resources not included in Children's Area and Teen Services.

Electronic databases will be the standard reference medium. Remaining print reference/non-circulating collection resources will be interfiled with circulating collections to ensure expedient and efficient access by both staff and the public.

Non-Fiction Collection

The Non-Fiction Collection will continue to form a significant part of the Library's collection. The Non-Fiction Collection will be located in a quiet portion of the facility and will be organized by the Dewey decimal classification system.

In the future, print collection display and storage will make use of highly visible, bookstore display concepts and maximally accessible shelving. Added visibility and heightened access will typically require more floor area, online technology, public seating and staff workspace. If possible, the non-fiction collection area will include program interpretation spaces, as well as have meeting rooms to support small group work.

Newspapers and Periodical Services

Newspapers and Periodicals Services will include newspapers and magazines. The magazine collection will be organized in alphabetical order.

The public will use these materials for research and study, recreation, and access to topical and current information. Archived issues for a few titles will be kept in the storage collection and will be retrieved when requested by staff.

In the future, the majority — if not all — of this portion of the collection, will be available online, and thus readily available throughout the Library/Library system.

Fiction Collection

A substantial portion of the collection consists of fiction resources that have a broad recreational and cultural interest, including novels, mysteries and literature. It is this portion of the future library that will most retain traditional collection formats.

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These materials will be as eclectic as the range of the public's interests, abilities and backgrounds. Literature, novels and genre fiction of all types are in high and constant demand.

In the future, this area will include collection display and storage approaches using highly visible, bookstore display concepts as well as conventional storage systems. Added visibility and heightened access will typically require more floor area, online technology, public seating and staff workspace. If possible, the fiction collection area will accommodate the public in open areas, as well as include meeting rooms to support small group work.

General Support Services

Introduction

This section outlines the role and scope of services of general support activities. Critically, most of the services described support not only the central library, but also the entire Library System.

General support services include:

- Non-Public collection maintenance and Program Development Workspace;

- Senior Administration/Management;

- Librarian Staff;

- Systems;

- Technical Services;

- Inter-Library Loan;

- Extension Services; and

- Maintenance.

In order to support ongoing collection maintenance and significantly enhanced program development activities, staff will require a variety of non-public work spaces, including workstations, offices, meeting rooms, multipurpose work spaces, and staff break facilities.

Senior Administration/Management

Senior Administration directs the overall operation of the Kingston Frontenac Public Library system. Senior personnel include the Chief Librarian/CEO, Director of Facilities and Projects, Director of Outreach and Technology; Director of Branch Operations, Director of Human Resources, Manager of Programming and Outreach and Manager of Branch Operations, as well as technical and administrative support. This area is responsible for scheduling and booking of meeting rooms.

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Offices will be provided, in association with librarian workspaces together with office support spaces.

Systems

Systems is responsible for assessing staff technology needs, acquisition of IT equipment and software applications, and maintaining systems and networks. Systems is centrally located at the central library but is responsible for all branches. Increasingly, IT assistance can be provided remotely. Systems staff liaises with virtual services staff regarding public services requirements.

In the future, as use of information technology increases, including the use of downloadable materials, and smarter technologies associated with RFID, the role of Systems services will likely expand. This area must support additional workspace and storage space.

Technical Services

Technical Services ensures that materials are added to the physical collection in a timely way, and includes acquisitions, cataloguing and processing of materials, including books, AV materials, and newspapers and magazines. It should be located where material flows can be facilitated, in proximity to the loading area.

Maintenance

Maintenance is responsible for Library System facilities within the City of Kingston, including maintenance of buildings and grounds; movement of materials, and collection resources to branches; furniture and supply storage, and security, and janitorial services. Maintenance is also responsible for maintaining furniture.

PHYSCIAL PARAMETERS
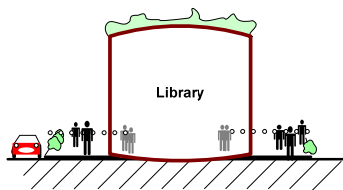
The renewed Central Library should be planned with consideration given to the following physical parameters.

Street Presence

The Library should be visually animated and have a strong identity from the exterior. There should be a feature that focuses attention on the public entry; as well, daytime and nighttime views of activities within the building should be featured from the exterior.

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Vertical Zoning

Organize/relocate components as follows:
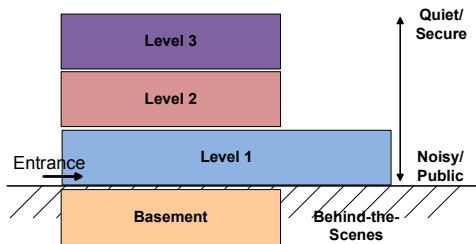
- Level 0: non-public activities;

- Level 1: public, noisy/activities;

- Level 2: less noisy/quieter activities; and

- Level 3: non-public activities.

Partial Operation

Provide the meeting space suite with clear separate entrance features and the option of independent operation after-hours and seamless integration with library spaces during operating hours.
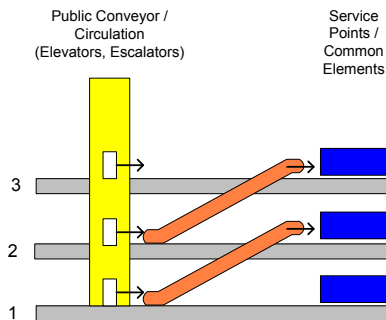
Clear Movement and Intuitive Wayfinding

Provide clear, direct, and unambiguous vertical circulation.

Provide clear, direct and unambiguous horizontal circulation, featuring points of origin, thresholds and decision points, and visible destinations.

Functional Entrance and Exit

Create an entry that features multiple functions strategically positioned to streamline (staff and patron) services and to promote intuitive user self-direction and orientation, including:

- Draft lobby;

- Entrance to meeting room complex;

- Security threshold and security station;

- Book drop;

- Self-check-in and check-out stations;

- Holds pick up;

- Waiting area;

- Access to elevators, stairs, major movement paths;

- Public service desk/non-public staff area;

- Public washrooms;

- Marketplace Collections Area; and

- Flexible programming space.

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Multipurpose Meeting Space

Design and equip all meeting/program spaces as multipurpose/maker spaces, including a multipurpose story time, crafts and maker space that serves Children's Services as well as provides multipurpose program space for other program areas.

Retain a Meeting Room Complex

Group the majority of meeting spaces on level 2 in a defined suite with improved access and visibility.

Service Points

Provide strategically positioned, visible, and readily identifiable, multifunctional service points/roving staff bases on each level, with the following attributes:

- Multipurpose work surfaces;

- Seating/standing workspace;

- Mobile computer terminals;

- Photocopiers/fax; and

- Online catalogue access.

User Accommodation

Provide a range of user accommodation, including:

- A choice of individual and group accommodation on each level;

- Single lounge seats;

- Multiple person lounge seats;

- Study tables and seats;

- Seated computer workstations;

- Stand-up quick information computer stations;

- Copy, scanner, printer and fax (on each level);

- Floor seating areas; and

- Male/female and family washrooms.

Functional Clarity

Provide each component with a distinct character and defined edges and thresholds.

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Provide a clear layout of user accommodation, informational and technical resources within each component.

Visual Animation

Decrease visual obstructions and ambiguities, particularly from the entrance; improve visibility and sight lines between areas and provide greater functional clarity.

Allow user activity, informational resources, and signage to animate the facility against a neutral background of building systems.

A Traditional Research and Reading Room

Create a semi-formal reading room/research centre that includes special collections resources.

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INTRODUCTION

This section includes the Master Program for renewed Central Library, and is organized into twelve components. The functional components include:

1. *Entrance and Borrower Services*: information centre, self-check-in, check-out, holds, and service point for the ground floor;

2. *Marketplace:* new books and resources and browsing;

3. *Fiction Collection*: Fiction and AV collection along with associated patron and programming space;

4. *Magazines*: Magazine collection in display shelving and associated patron spaces;

5. *Teen Services*: Teens collections and associated patron seating;

6. *Children's Area*: Children's collection, associated seating areas and programming spaces, including a program room that will serve children and adult programming;

7. *Non-Fiction Collection and Learning Commons*: Non-Fiction collection, small computer bank, and associated patron spaces, with the service point for the 2nd floor;

8. *Local History and Research*: Local history collection and associated patron seating in a quiet study environment;

9. *Administration and Staff Workspace*: Staff office and support spaces for administration and library service staff, including Systems and Virtual services, as well as a staff break room;

10. *Sorting, Maintenance, Stack Collection*: Sorting areas, maintenance, shipping and receiving and back-of-house activities and storage of lesser used collection materials;

11. *Technical Services, Inter-Library Loan and Extension Services*: Offices and support space for library services with material flows that extend beyond the central library;

12. *Meeting Rooms/Community Forum*: Meeting room suite and associated support space, with independent after-hours access.

Each component includes:

*   A brief description of the component;

*   Features that have been included in the component;

*   Activities to be accommodated within the component;

*   Factors that have determined the size of the component, such as collections, patron seats, or staff;

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- The existing area of equivalent component functions (as identified in Appendix A);

- The future net area and component gross area for the component;

- An indicative photograph of the component area;

- Affinity Criteria, identifying other components or spaces to which the component should be adjacent; and

- Space Requirements, which includes a detailed list of spaces comprising the component.

  The Space Requirements table includes a reference number, to easily refer to the space, the name of the space, the number of units, the area per unit in net square metres (nsm) and the overall area for the space (number of units times the area per unit), as well as any comments or remarks, including assumptions used to generate the area of the space, furniture requirements, and so on.

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1. ENTRANCE AND BORROWER SERVICES

This component accommodates the main entrance to the facility, access to adjacent borrower's services functions, and to circulation paths, stairs and elevator systems accessing functional components and destinations in the building.

Features:

- Weather lobby
- Entrance to the library
- Separate dedicated elevator and stair access to the meeting room complex (Meeting Rooms/ Community Forum)
- Permanent facility directional signage
- Permanent collection and services signage
- Temporary library programs and events, and public services signage
- Main public staircase to upper level
- Main elevator access
- Staffed and self-serve borrower services stations
- Self-service photocopier/fax station/catalogue access points

Activities:

- Public accessing and exiting of the building
- Public accessing and exiting of the meeting room complex
- Movement through a security threshold
- Public short term waiting
- Public movement to stairs and elevators
- Access to book drops (from weather lobby & interior)
- Access to self-check-out and self-check-in stations
- Access to holds storage and retrieval
- Access to public washrooms
- Borrower services provided from a staffed Branch Operations service point
- Security services from a visible security station
- Office activities of Branch Supervisor

Factors Determining Size:

- Numbers of library (and meeting room) users entering and exiting each day
- Number of library (and meeting room) users entering and exiting at any one time
- Patron Station: 4 self-check-out stations
  2 self-check-in stations
  4 quick info stations
  8 casual seats
  Printer/copier

EXISTING AREA**:**	213 CGSM
FUTURE AREA:	**151.5 NSM**
	205 CGSM

Lobby, Access to Meeting Rooms, Library Entry, Staffed Service Point, Self-Service Points, Elevator and Stair Access

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Affinity Criteria

1 Exterior Arrival Area

Provide <u>direct</u> access by <u>dedicated</u> circulation to the main exterior arrival area of the building for the arrival and departure of library patrons, visitors, and staff.

2 12. Meeting Rooms/ Community Forum

Provide <u>direct</u> access by <u>dedicated</u> circulation to the Meeting Rooms/Community Forum to allow use by visitors and community members when the library itself is closed.

3 2. Marketplace

Provide <u>direct</u> access by <u>general</u> circulation to the Marketplace for ready access by library patrons.

4 Elevator and Stair Systems

Provide <u>direct</u> access by <u>general</u> circulation to elevator and stair systems for access to the upper levels of the building by library patrons, visitors and staff.

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Space Requirements:

Ref	Space	Units	nsm/unit	nsm	Remarks
01	Foyer	1		40.0	Incl. elevator/stair access, self-sort book drop accessible from foyer and interior
02	Security Gates	1		3.0	
03	Self-Check-Out Stations	4	1.5	6.0	
04	Self-Check-In Stations	2	1.5	3.0	
05	Copier/Printer Station	1		10.0	Incl. copier, printer, fax, counter top, storage under
06	Holds Storage	1		3.0	Incl. 450 items on 3 bays, 5 shelves high, 30 items per shelf
07	Public Telephone	1		1.0	
08	Information Centre	1		12.0	Incl. directional, collection resources, ephemeral and events signage and display, 4 quick information stations
09	Access and Waiting Area	1		15.0	Incl. 8 seats, low tables, access to elevators, stairs and main pathways into interior space
10	Security Station	1		3.5	Incl. low key view of foyer and access and waiting area
11	Public Washroom, Male	1		15.0	Incl. vestibule, 1 toilet, 1 urinal, 2 sinks
12	Public Washroom, Female	1		15.0	Incl. vestibule, 2 toilets, 2 sinks
13	Public Service Desk	1		15.0	Incl. service counter, 2 staff , 1 staff-customer workstation, and storage, lost and
14	Office, Circulation Services Co-ordinator	1		10.0	Incl. consultation space, private workstation
	Total			**151.5**	**Component Area = 205 CGSM @ 1.35 grossing factor**

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2. MARKETPLACE

The Marketplace includes a readily accessible and highly visible selection of new and/or popular fiction and non-fiction material. This is a circulating collection with a high turn-over rate.

Features:

- An easily identifiable and visually interesting collection with distinctive spatial, signage and lighting concepts
- Low and unique shelving featuring face-out display of collection materials

- Print, including paperbacks, CDs and videos and newspapers
- Minimal casual seating
- Collection materials grouped by topic rather than by Dewey sequence

Activities:

- Optimal visible display of collection materials
- Quick browsing and selection
- Rapid perusing of materials

- Minimal seating
- Minimal prolonged reading

Factors Determining Size:

- Collection size; estimated 8,900 volumes
- Amount and type of collection materials
- Height and display configuration of shelving units
- Patron Station: 15 casual seats
                                               5 individual tables

EXISTING AREA:	320 CGSM*
FUTURE AREA:	**221.9 NSM**
	300 CGSM

* Incl. AV materials

An attention-getting display of new, high-profile and popular books, CDs and videos from fiction and non-fiction collections

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Affinity Criteria

1

| 1. Entrance and Borrower Services |

Provide <u>direct</u> access by <u>general</u> circulation to the Entrance and Borrower Services to allow patrons entering and leaving the library to have clear exposure to the Marketplace collection.

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Space Requirements:

Ref	Space	Units	nsm/unit	nsm	Remarks
01	Arrival Orientation and Display Area	1		12.0	Incl. collection resources, events signage and display, unstaffed service point
	Staffed Service Point			0	See Entrance and Borrower Services
	Copier/Printer Station			0	See Entrance and Borrower Services
	Program Space			0	See Meeting Rooms and Community Forum
02	Informal Seating	15	2.5	37.5	
03	Individual Table	5	3.0	15.0	
04	Fiction Paperback Collection	1		26.4	Incl. 1,757 items on 22 bays, 4 shelves high, 20 items/shelf, 80 item/bay
05	Non-Fiction Collection	1		10.8	Incl. 696 items on 9 bays, 4 shelves high, 20 items/shelf, 80 items per bay
06	Large Print Collection	1		2.4	Incl. 90 items on 2 bays, 4 shelves high, 20 items per shelf, 80 items per bay
07	Graphic Novels Collection	1		1.2	Incl. 18 items on 1 bays, 3 shelves high, 25 items per shelf, 75 items per bay
08	Biography Collection	1		2.4	Incl. 146 items on 2 bays, 4 shelves high, 20 items per shelf, 80 items per bay
09	DVD/AV Materials Collection	1		33.2	Incl. 2,290 items on 15 bays, 160 items per bay (incl. International Languages)
10	CD Collection	1		38.4	Incl. 2,494 items on 16 bays, 160 items per bay
11	Books on CD/Spoken Word Collection	1		21.6	Incl. 1,412 items on 9 bays, 160 items per bay
12	Game Collection	1		4.0	Incl. 186 items on 4 bays, 4 shelves high, 12 items per shelf, 48 items per bay
13	Vending Machine	2	2.5	5.0	
14	Friends Retail Area	1		12.0	Incl. 3 rolling shelving units for book sale and merchandizing and small retail counter
	Total			**221.9**	**Component Area = 300 CGSM @ 1.35 grossing factor**

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Master Program **3.10**

3. FICTION COLLECTION

This component accommodates the main fiction collection, and includes paperbacks, graphic novels, DVDs, CDs, games, and oversized materials. It also includes various types of patron accommodation and workstations.

Features:

- Fiction collection arranged by Dewey Classification with intermittent catalogue access stations
- AV and CD collection
- Low and medium height shelving with face-out and/or flat displays in central areas

- Higher shelving along wall surfaces
- Individual and group lounge seating
- Individual and group study and computer workstations

Activities:

- Storage and display of fiction collection
- Browsing of collection resources
- Access to electronic collection resources

- Patron recreational reading
- Patron study
- Limited library program activity adjacent to collection areas

Factors Determining Size:

- Size of the collection: 25,060 equiv. volumes with 23,231 items on shelves including fiction, graphic novels, large print, French and International Languages books
- Density of collection storage
- Patron stations: 4 stack-end access stations
  10 casual seats
  20 individual tables
  4 computer stations

EXISTING AREA:	311 CGSM
FUTURE AREA:	**311.0 NSM**
	390 CGSM

**Fiction collection storage and display,
patron lounge and table seating**

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Master Program   **3.11**

Affinity Criteria

1   1. Entrance and Borrower Services

Provide <u>direct</u> access by <u>general</u> circulation to the Entrance and Borrower Services component for the frequent movement of library users and library staff.

2   2. Marketplace

Provide <u>direct</u> access by <u>general</u> circulation to the Marketplace for the frequent movement of library users and library staff.

3   4. Magazines

Provide <u>direct</u> access by <u>general</u> circulation to Magazines for the frequent movement of library users and library staff.

4   12. Meeting Rooms/ Community Forum

Provide <u>direct</u> access by <u>general</u> circulation to Meeting Rooms/ Community Forum for the movement of library users and library staff to library program (and maker space) locations.

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Space Requirements:

Ref	Space	Units	nsm/unit	nsm	Remarks
01	Arrival Orientation and Display Area	1		12.0	Incl. collection resources, events signage and display, unstaffed
	Staffed Service Point			0	See Entrance and Borrower Services
02	Computer Field	1		12.0	Incl. 4 computer stations
	Copier/Printer Station			0	See Entrance and Borrower Services
	Program Space			0	See Meeting Rooms and Community Forum
03	Informal Seating	10	2.5	25.0	
04	Individual Table	20	3.0	60.0	
05	Fiction Paperback Collection	1		144.0	Incl. 17,210 items on 144 bays, 4 shelves high, 30 items per shelf, 120 items per bay
06	Graphic Novels Collection	1		3.0	Incl. 313 items on 3 bays, 3 shelves high, 40 items per shelf, 100 items per bay
07	Large Print Collection	1		32.0	Incl.3,175 items on 32 bays, 4 shelves high, 25 items per shelf, 80 items per bay
08	French Collection	1		13.0	Incl. 1,483 items on 13 bays, 4 shelves high, 30 items per shelf, 120 item per bay
09	Adult International Languages Collection	1		6.0	Incl. 681 items on 6 bays, 4 shelves high, 30 items per shelves; 120 items per bay
	International Languages DVDs/AV Material Collection			0	See Marketplace
10	Stack-End Access Station	4	1.0	4.0	
	Book Club Collection			0	See Sorting, Building Services and Stack Collection
	Total			**311.0**	**Component Area = 390 CGSM @ 1.25 grossing factor**

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Master Program　**3.14**

4. MAGAZINES

This component accommodates, in a distinct high profile focus area, the magazine collection of the central library including collection display and storage, and associated patron accommodation.

Features:

- Current and recent edition magazine collection
- Medium-height shelving with face-out display of magazine covers
- Individual and group patron lounge seating

- Individual study stations
- Self-service photocopier/fax station/ catalogue access point- see Entrance and Borrower's Services

Activities:

- Storage and display of magazine collection
- Browsing of collection resources
- Access to electronic periodicals collection resources
- Recreational reading

- Study
- Occasional limited program activity adjacent to collection areas

Factors Determining Size:

- Size of the collection: 250 items in display
- Density of collection storage
- Patron Stations: 2 stack-end access stations
                                          6 casual seats
                                          10 individual tables

EXISTING AREA	71 CGSM
FUTURE AREA:	**67.5 NSM**
	85 CGSM

**Magazine collection display, storage,
Seating, workstations**

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Affinity Criteria

1 | 1. Entrance and Borrower Services |

Provide <u>direct</u> access by <u>general</u> circulation to the Entrance and Borrower Services component for the frequent movement of library users and library staff.

2 | 2. Marketplace |

Provide <u>direct</u> access by <u>general</u> circulation to the Marketplace for the frequent movement of library users and library staff.

3 | 3. Fiction Collection |

Provide <u>direct</u> access by <u>general</u> circulation to Fiction Collection for the frequent movement of library users and library staff.

4 | 12. Meeting Rooms/ Community Forum |

Provide <u>direct</u> access by <u>general</u> circulation to Meeting Rooms/ Community Forum for the movement of library users and library staff to library program (and maker space) locations.

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Space Requirements:

Ref	Space	Units	nsm/unit	nsm	Remarks
01	Arrival Orientation and Display Area	1		7.5	Incl. collection resources
	Staffed Service Point			0	See Entrance and Borrower Services
	Copier/Printer Station			0	See Entrance and Borrower Services
	Program Space			0	See Meeting Rooms and Community Forum
02	Informal Seating	6	2.5	15.0	
03	Individual Table	10	3.0	30.0	
04	Magazine Collection	1		13.0	Incl. 250 titles on 13 bays, 5 shelves high, 4 titles per shelf, 20 items per bay
05	Stack-End Access Station	2	1.0	2.0	
	Total			**67.5**	**Component Area = 85 CGSM @ 1.25 grossing factor**

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5. TEEN SERVICES

This component accommodates collection resources and accommodation designed for teen users in a distinct self-contained zone. The collection includes fiction, non-fiction, and graphic novels. Meetings of the Teen Advisory Group, school class visits, lecture series, maker/discovery activities, concerts etc. will occur in the central Meeting Spaces/Public Forum.

Features:

- Fiction and non-fiction collection arranged by subject matter with intermittent access stations
- Medium height shelving with face-out and/or flat displays
- Higher shelving along wall surfaces

- Individual and group patron lounge seating, study and computer workstations
- Enclosed small scale, multi-purpose project /social space

Activities:

- Storage and display of specialized teen fiction and non-fiction collection
- User browsing of collection resources

- Small group collection-focussed, project-related and mentoring and social activities
- Individual user recreational reading
- Individual user study

Factors Determining Size:

- Size of the collection: 2,940 volumes with 2,695 on shelves
- Density of collection storage
- Sizes of groups attending this space concurrently
- Patron Station:
  - 1 quick info stations
  - 2 computer stations
  - 1 stack end access station
  - 4 casual seats
  - 12 group table seats
- Open program area

EXISTING AREA	78 CGSM
FUTURE AREA:	**79.5 NSM**
	100 CGSM

**Teen collection storage and display,
Seating,
Project space**

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Affinity Criteria

1	Principal Exterior Arrival Area	Provide <u>convenient</u> access by <u>general</u> circulation to the principal exterior arrival area of the building for the arrival and departure of staff and visitors.
2	12. Meeting Rooms/ Community Forum	Provide <u>direct</u> access by <u>general</u> circulation to Meeting Rooms/ Community Forum for the movement of teen users and library staff to library program (and maker space) locations.

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Kingston Frontenac Public Library -
Kingston Central Library
Master Program **3.20**

Space Requirements:

Ref	Space	Units	nsm/unit	nsm	Remarks
01	Arrival Orientation and Display Area	1		7.5	Incl. collection resources, events signage and display, 1 info station
	Staffed Service Point			0	See Entrance and Borrower Services
	Copier/Printer Station			0	See Entrance and Borrower Services
02	Open Program Space	1		20.0	
03	Informal Seating	4	2.5	10.0	
04	Group Table	2	8.0	16.0	Accommodates 6 each
05	Computer Station	2	3.5	7.0	
06	Fiction Collection	1		9.0	Incl. 1,543 items on 9 bays, 5 shelves high, 35 items per shelf, 175 items per bay
07	Graphic Novels	1		3.0	Incl. 411 items on 3 bays, 4 shelves high, 40 items per shelf, 180 items per bay
08	Magazines	1		2.0	Incl. 194 items on 1 bay, 4 shelves high, 48 items per shelf (4 titles), 192 items per bay
09	Books	1		4.0	Incl. 548 items on 4 bays, 5 shelves high, 30 items per shelf, 150 items per bay
10	Stack End Access Station	1		1.0	
	Total			**79.5**	**Component Area = 100 CGSM @ 1.25 grossing factor**

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6. CHILDREN'S AREA

This component accommodates collection resources, services, user accommodation, and adjacent program space required for library users between the ages of 0 and 12 years (and their caregivers) in a distinct self-contained zone including an adjacent multipurpose program space.

Features:

- Fiction and non-fiction children's collection resources arranged by subject matter with intermittent catalogue access stations
- Low and medium height shelving with face-out and/or flat displays in central areas
- Higher shelving along wall surfaces
- On-site staffed service point
- Children's and parent washroom
- Individual and group lounge seating

- Individual and group workstations
- Spatial containment ensuring security of small children
- Self-service photocopier/fax station/catalogue access point- see Entrance and Borrower's Services
- Multipurpose program space, with sink, counter, reconfigurable furniture and ample storage

Activities:

- Storage and display of specialized children's resources, including fiction and non-fiction collection
- Browsing of collection resources
- Many spontaneous activities occurring adjacent to the collection

- Patron group collection-focussed, project-related and social activities
- Recreational reading
- A wide array of interactive program activities

Factors Determining Size:

- Size of the collection: 20,996 items with 18,445 accommodated on shelving
- Density of collection storage
- Patron Stations: 2 stack-end access stations
       16 casual seats
       34 group table/seats
- Open creative play area
- Program Room: 25-40 people

EXISTING AREA	523 CGSM
FUTURE AREA:	**337.0 NSM**
	440 CGSM

**Children's collection, storage and display,
Seating areas,
Patron project space**

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Affinity Criteria

1   Principal Exterior
     Arrival Area

Provide <u>convenient</u> access by <u>general</u> circulation to the principal exterior arrival area of the building for the arrival and departure of staff and visitors.

2   12. Meeting Rooms/
     Community Forum

Provide <u>direct</u> access by <u>general</u> circulation to Meeting Rooms/ Community Forum for the movement of teen patrons and library staff to library program (and maker space) locations

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Space Requirements:

Ref	Space	Units	nsm/unit	nsm	Remarks
01	Arrival Orientation and Display Area	1		10.0	Incl. directional, collection resources, events signage & display
02	Stroller Parking	1		8.0	
	Staffed Service Point			0	May use a patron station when required
	Copier/Printer Station			0	See Entrance and Borrower Services
03	Parent and Child Washroom	2	5.0	10.0	
04	Open Multi-Purpose Program Area	1		20.0	Incl. Literacy Centres, creative play areas
05	Children's Lounge Seating	12	1.5	18.0	
06	Children's Group Table	5	6.0	30.0	Accommodates 4 to 6 each
07	Adult's Lounge Seating	4	3.0	12.0	Accommodates parent and 1 or 2 children
08	Adult's Two-Person Table and Chairs	2	6.0	12.0	
09	Board Books Collection	1		3.0	Incl. 282 items on 3 bays, 2 shelves high, 60 items per shelf, 120 items per bay
10	Picture Book Collection	1		22.0	Incl. 3,198 items on 22 bays, 2 shelves high, 75 items per shelf, 150 items per bay
11	Beginning Readers Collection	1		26.0	Incl. 3,108 items on 26 bays, 2 shelves high, 60 items per shelf, 120 items per bay
12	Novels Collection	1		14.0	Incl. 2,231 items on 14 bays, 4 shelves high, 40 items per shelf, 160 items per bay
13	Graphic Novels Collection	1		2.0	Incl. 242 items on 2 bays, 4 shelves high, 60 items per shelf, 120 items per bay
14	Non-Fiction Collection	1		37.0	Incl. 6,496 items on 37 bays, 3 and 4 shelves high, 50 items per shelf, 150 to 200 items per bay
15	Stack-End Access Station	2	1.0	2.0	
16	French Books Collection	1		8.0	Incl. 1,242 items on 8 bays, 3 and 4 shelves high, 50 items per shelf, 150 to 200 items per bay

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Ref	Space	Units	nsm/unit	nsm	Remarks
17	Parenting/Caregiver Collection	1		3.0	Incl. 270 items on 3 bays, 5 shelves high, 25 items per shelf, 125 items per bay
18	Reference Collection	1		3.0	Incl. 142 items on 3 bays, 2 shelves high, 30 items per shelf, 60 items per bay
19	Magazine Collection	1		3.0	Incl. 302 items on 3 bays, 3 shelves high, 4 titles (48 items) per shelf, 144 items per bay
20	AV Collections (CDs, DVDs, and Books on CD)	1		8.0	Incl. 932 CDs, DVDs and Books on CD on 8 bays, 1 shelf, 150 items per bay
21	Program Space	1		54.0	Incl. sink, storage cupboards, can be used for crafts as well as maker space; locate at edge of Children's Area so that it can be used for adult programming
22	Children's Theatre Alcove	1		12.0	Low stage, enclosable; also includes storage
23	Storage	1		8.0	Storage for puppet stage
24	Maker Space Alcove	1		12.0	Garage door connection to Program Space, accommodates 3-D printer, storage of supplies and tools.
	Total			**337.0**	**Component Area = 440 CGSM @ 1.30 grossing factor**

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7. NON-FICTION COLLECTION AND LEARNING COMMONS

This component accommodates the main non-fiction collection of the central library. It includes various types of user accommodation, including the library's main electronic access resources and workspaces.

Features:

- Non-fiction collection arranged by Dewey Classification with intermittent catalogue access stations
- Medium height shelving, with face-out and/or flat displays in central areas
- Higher shelving along wall surfaces
- Microfilms storage and vertical files

- Individual and group lounge seating
- Individual and group learning commons and computer workstations
- Service point for roving staff and occasional user consultation
- Self-service photocopier/fax station/catalogue access point-

Activities:

- Storage and display of non-fiction collection
- Browsing of collection resources
- Access to electronic collection resources

- Recreational reading and study space
- Individual and group computer-assisted study
- Limited library program activity adjacent to collection areas

Factors Determining Size:

- Size of the collection: 32,917 non-fiction circulating volumes and 3,606 reference volumes with 31,750 non-fiction volumes accommodated on shelves
- Density of collection storage
- Patron Station: 4 stack-end access stations
  8 computer stations
  4 casual seats
  16 group table seats
  20 individual tables
  Photocopy/print station

EXISTING AREA	678 CGSM
FUTURE AREA:	**407.0 NSM**
	490 CGSM

**Non-fiction collection storage and display,
Service Desk,
Seating,
Learning Commons workstations**

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Affinity Criteria

1 | 8. Local History and Research | Provide <u>direct</u> access by <u>general</u> circulation to the Local History and Research for the frequent movement of library users and library staff.

2 | 12. Meeting Rooms/ Community Forum | Provide <u>direct</u> access by <u>general</u> circulation to Meeting Rooms/ Community Forum for the movement of library users and library staff to library program (and maker space) locations.

3 | 1. Entrance and Borrower Services | Provide <u>convenient</u> access by <u>general</u> circulation to the Entrance and Borrower Services component for the frequent movement of library users and library staff.

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Space Requirements:

Ref	Space	Units	nsm/unit	nsm	Remarks
01	Arrival Orientation and Display Area	1		12.0	Incl. collection resources, events signage and display
02	Staffed Service Point			6.0	Also see Entrance and Borrower Services
03	Computer Stations	1		24.0	Incl. 8 workstations
04	Copier/Printer Station	1		10.0	
	Program Space			0	See Meeting Rooms and Community Forum
05	Informal Seating	4	2.5	10.0	
06	Individual Table	20	3.0	60.0	
07	Group Table	4	10.0	40.0	Accommodates 4 each
08	Non Fiction Collection	1		239.0	Incl. 31,480 circulating volumes on 210 bays, 5 shelves high, 30 items per shelf, 150 items per bay and 3,594 reference volumes on 29 bays, 5 shelves high, 25 items per shelf, 125 items per bay
09	Over-Sized Collection	1		2.0	Incl. 269 volumes, 4 shelves high, 35 items per shelf, 140 items per bay
10	Stack-End Access Station	4	1.0	4.0	
	Total			**407.0**	**Component Area = 490 GSM @ 1.20 grossing factor**

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8. LOCAL HISTORY AND RESEARCH

This component accommodates the local history special collection and the main research space in the central library. This is a semi-formal reading room characterized by a quieter research atmosphere.

Features:

- Local History collection, some rare/valuable books
- Genealogy card catalogue
- Secured shelving/cabinets
- Large tables allowing access to oversize resource materials

- Individual and group conventional and computer-equipped research workstations
- Service point for roving staff and occasional user consultation
- Microfilm readers, self-service photocopier/fax station/general catalogue access point

Activities:

- Storage and display of local history collection
- Browsing of collection resources
- Access to electronic collection resources

- Recreational reading and study space
- Individual and group computer assisted study

Factors Determining Size:

- Size of the collection: 6,340 volumes
- Density of collection storage
- Patron Station:　　　4 computer stations
　　　　　　　　2 casual seats
　　　20 individual and group tables
　　　　3 microform stations

EXISTING AREA	187 CGSM
FUTURE AREA:	**143.9 NSM**
	180 CGSM

Local history collection storage and display, Patron study and research workstations

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Master Program　**3.31**
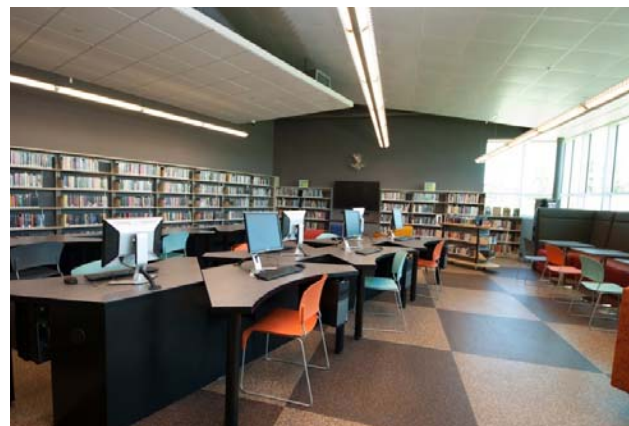
Affinity Criteria

1 | 7. Non-Fiction Collection and Learning Commons |

Provide <u>direct</u> access by <u>general</u> circulation to the Non-Fiction Collection and Learning Commons for the frequent movement of library patrons and library staff.

2 | 12. Meeting Rooms/ Community Forum |

Provide <u>direct</u> access by <u>general</u> circulation to Meeting Rooms/ Community Forum for the movement of library patrons and library staff to library program (and maker space) locations.

3 | 1. Entrance and Borrower Services |

Provide <u>convenient</u> access by <u>general</u> circulation to the Entrance and Borrower Services component for the frequent movement of library patrons and library staff.

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Master Program   **3.32**

Space Requirements:

Ref	Space	Units	nsm/unit	nsm	Remarks
01	Arrival Orientation and Display Area	1		7.5	Incl. collection resources display, unstaffed service point
02	Research Computer Stations	1		12.0	4 stations
	Staffed Service Point			0	See Non-Fiction Collection
	Copier/Printer Station			0	See Non-Fiction Collection
	Program Space			0	See Meeting Rooms and Community Forum
03	Informal Seating	2	2.5	5.0	
04	Individual/Group Tables	20	3.0	60.0	
05	Microform Reader/Printer	3	3.0	9.0	
06	Local History Collection	1		32.0	Incl. 4,657 items on 32 bays, 5 shelves high, 30 items per shelf, 150 items per bay
07	Special Books	1		12.0	Incl. 1681 items on 12 bays, 5 shelves high, 30 items per shelf, 150 items per bay; lockable
08	Microform Cabinet	8	0.8	6.4	
	Total			**143.9**	**Component Area =180 CGSM @ 1.25 grossing factor**

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9. ADMINISTRATION AND STAFF WORKSPACE

This component accommodates the individual office, meeting and general workspace required to support senior administration, human resources, accounting, administrative support, operational and service planning and management, and virtual and network services and coordination.

Features:

- Private offices for senior administration and librarians
- Shared offices with multiple workspaces
- Program support workroom
- Meeting room
- Support spaces, including office workroom

- Server room and network administration team workspace
- Virtual services team workspace
- Staff lounge, lockers, and kitchen
- Staff washrooms

Activities:

- Senior administrative activity
- Office support activity
- Meetings and interviews
- Planning of professional services and activities

- General operational coordination
- Coordination of network services
- Management and professional meetings
- Corporate records storage

Factors Determining Size:

- Numbers of staff requiring private offices
- Number of staff requiring shared offices
- Amount of IT and of network equipment
- Meeting room for 8
- Staff lounge for 12

EXISTING AREA	732 CGSM
FUTURE AREA:	**459.4 NSM**
	620 CGSM

Library Administration, Professional & Support Staff, Virtual Services, Systems, Staff Lounge

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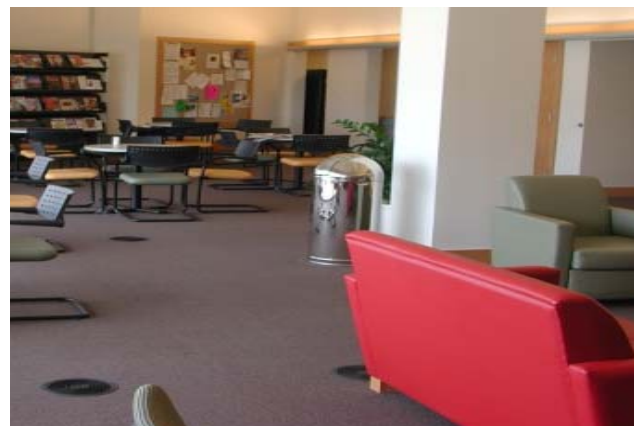
Affinity Criteria

1   Elevator Access Lobbies

Provide <u>direct</u> access by <u>general</u> circulation to the elevator to facilitate the arrival and departure of staff and visitors and the movement of staff throughout the building.

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Space Requirements:

Ref	Space	Units	nsm/unit	nsm	Remarks
01	Reception Area	1		8.0	Incl. 4 seats
02	Meeting Room	1		18.0	Incl. seats for 8
03	Office, Chief Librarian/CEO	1		18.0	Incl. desk and chair, 2 bays for books, filing cabinet, 3 side chairs and small meeting area
04	Washroom	1		3.5	
05	Office, Administrative Assistant	1		9.2	Incl. desk and chair, 2 filing cabinets
06	Office, Director	4	16.0	64.0	Incl. desk and chair, 1 bay for books, filling cabinet, 2 side chairs
07	Shared Office, General Administration	1		19.2	Incl. 3 workstations for Office Technician, Office Assistant (2)
08	Office, Budget/HR Analyst	1		9.2	Incl. desk and chair, 2 filing cabinets
09	Office, Manager	2	12.0	24.0	For Manager, Branch Operations and Manager, Programs and Outreach; incl. desk and chair, bookcase, filing cabinet, side chair
10	Office, Librarian, Shared	3	15.0	45.0	Accommodates 5 Librarians, including Collections Librarian, Local History, Teens and New Adults, Adult Programs (2) and 1 drop-in station
11	General Workspace, Branch Operations (LA, Library Technicians)	1		22.4	Accommodates 4 drop-in workstations
12	General Workspace, Programming and Outreach (LA, Library Technicians)	1		16.8	Accommodates 3 drop-in workstations
13	Project Workroom	1		20.0	Incl. table, 6 chairs, shelving and whiteboards along perimeter
14	Office Support Space	1		12.0	Incl. photocopier, stationery stores
15	File Storage	1		12.0	
	Boardroom			0	See Meeting Rooms/Community Forum
16	Office Area, Systems	1		32.0	Incl. 5 workstations with work counter along one side
17	Network Server Room	1		20.0	Incl. server racks, equipment storage
18	Storage	1		12.0	Utility shelving

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Ref	Space	Units	nsm/unit	nsm	Remarks
19	Imaging Room	1		12.0	Accommodates up to 8 computers for imaging
20	Office Area, Virtual Services/Web Team	1		25.6	Accommodates 4 workstations
21	Staff Room	1		25.0	Incl. 12 seats
22	Kitchen	1		8.0	Incl. double ss sink and counter, microwave, dishwasher
23	Quiet Room	1		10.0	Incl. recliner, medicine cabinet, sink
24	Washroom, Male	1		4.5	Incl. I toilet, sink
25	Washroom, Female	1		9.0	Incl. 2 toilets, 2 sinks
	Total			**459.4**	**Component Area = 620 CGSM @ 1.35 grossing factor**

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Master Program   **3.38**

10. SORTING, MAINTENANCE, STACK COLLECTION

This component accommodates the workspace required to support shipping and receiving, collection circulation, storage of lesser used collection items, and book club materials, as well as general operations storage functions. This is a non-public component.

Features:

- Access to adjacent loading dock
- Shipping and receiving marshalling area
- Book drop from parking
- Higher density long term (non-public) collection storage
- Maintenance workroom with table saws, drill press, tool storage and exhaust fans
- Staff lockers and washrooms
- Recyclable materials marshalling

Activities:

- Receiving and shipping activities including for Technical Services
- General supplies receiving and shipping activities
- Storage of office supplies, housekeeping supplies, shelving
- Storage of lesser used collection items
- Storage of Friends of the Library materials
- General maintenance storage
- Exterior garbage shed, snow blower shed

Factors Determining Size:

- Area required for the marshalling and movement of incoming and outgoing shipments
- Stack collection (133 bays)
- Friends collection area (14 bays)
- Small staff room (4 seat)

EXISTING AREA	788 CGSM
FUTURE AREA:	**443.0 NSM**
	510 CGSM

Shipping and receiving, sorting, Inter-library loan, collection development, collection storage, general storage

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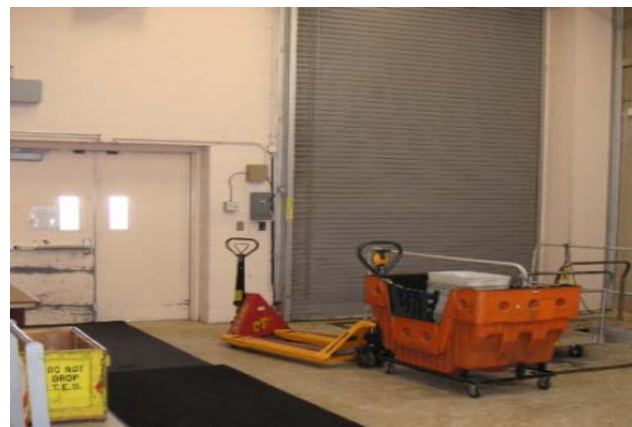
Affinity Criteria

1 | Delivery Bay and Receiving Dock

Provide <u>direct</u> access by <u>dedicated</u> circulation to the delivery bay and receiving dock for the frequent receiving and shipping of collection materials and operational supplies.

2 | Elevator Access Lobbies

Provide <u>direct</u> access by <u>general</u> circulation to the elevator access lobbies on each level of the building to facilitate the movement of staff throughout the building.

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Space Requirements:

Ref	Space	Units	nsm/unit	nsm	Remarks
01	Staging Area	1		30.0	
02	Storage, Recycling	1		12.0	
03	Storage, Garbage	1		12.0	
04	Book Drop	1		10.0	From parking area
05	Sorting Room	1		60.0	Provide connection to book drop
06	Branch Bin Storage	1		10.0	Locate adjacent to service entrance
07	Office, Manager, Building Services	1		12.0	
08	Staff Room and Lockers	1		15.0	Incl. sink, counters, 10 lockers, seating for 4
09	Washroom, Staff	1		8.0	Incl. 1 toilet, sink
10	Storage, Janitorial	1		18.0	
11	Maintenance Workshop	1		30.0	Incl. workbenches, tool storage
12	Storage Non-Public Collection	1		120.0	133 bays of materials
13	Government Documents (Open)	1		12.0	Incl. ? items on ? bays, ? shelves high, ? items per shelf, ? items per bay
14	Storage, Friends of the Library	1		14.0	14 bays of materials and 2 lockable storage units
15	Storage General	1		80.0	Incl. furniture, shelving, supplies
	Total			**443.0**	**Component Area = 510 CGSM @ 1.15 grossing factor**

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11.   TECHNICAL SERVICES, INTER-LIBRARY LOAN AND OUTREACH

This component accommodates the workspace required to support Technical Services collection development and processing, and Inter-Library loan processing, and Extension Services processing, receiving and shipping. This is a non-public component.

Features:

- Shipping and receiving area
- Collection processing area for Technical Services
- Collection processing area for Inter-library Loan
- Collection processing area for Extension Services

Activities:

- Technical Services processing activities, including unpacking, sorting, invoicing checking, cataloguing, sticker installation, packaging for destination branches
- Inter-Library Loan activities, including mail reception, parcel preparation prior to shipment
- Outreach Services activities, including assembly of collection materials for outreach

Factors Determining Size:

- Area required for the marshalling and movement of incoming and outgoing shipments using book-trucks
- Staff workstations for Technical Services (4), Inter-Library Loan (3) and Extension (3)

EXISTING AREA	141 CGSM
FUTURE AREA:	**92.6 NSM**
	125 CGSM

Technical Services receiving, processing, temporary storage, shipping, Inter-Library Loan receiving, assembly and shipping

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Affinity Criteria

1   10. Sorting,
Maintenance, Stack
Collection

Provide <u>direct</u> access by <u>dedicated</u> circulation to the marshalling area, receiving dock and delivery bay in Sorting, Maintenance, Stack Collection for the frequent receiving & shipping of collection materials.

2   Elevator Access
Lobbies

Provide <u>direct</u> access by <u>general</u> circulation to the elevator access lobbies on each level of the building to facilitate the movement of staff throughout the building.

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Master Program*   **3.44**

Space Requirements:

Ref	Space	Units	nsm/unit	nsm	Remarks
01	Open Office, Technical Services	1		42.0	Accommodates 4 workstations, and 2 processing stations
02	Technical Services Workroom	1		25.0	Incl. 2 bays shelving 5 shelves high, book truck parking, supply storage, work counters/tables, filing cabinets
03	Interlibrary Loan	1		25.6	Incl. 2 bay shelving, 5 shelves high, book truck parking, work counter, 3 workstations
	Total			**92.6**	**Component Area = 125 CGSM @ 1.35 grossing factor**

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12. MEETING ROOMS/ COMMUNITY FORUM

This component consists of the library's meeting rooms and associated support spaces. *Each space will be designed as a multipurpose maker space.* Spaces in this component will often be accessed when the main library space is closed. (An additional meeting room will be located in Children's Services and another small meeting room in Administration.

Features:

- Dedicated access from outside secure library area
- Direct access from inside secure library area
- Large (1), medium (2), and small (1)meeting rooms
- Seating and presentation areas in each
- Projection capabilities, retractable screens, smart boards, WiFi, and wired systems
- Flat floors, no carpet, moveable podiums, risers
- Piano, reconfigurable furniture, large work surfaces

- Variable general and task lighting systems
- Daylight and black-out capability
- Sinks, and counters, readily cleanable floors and walls
- Equipment /furniture storage
- Business centre: See Non- Fiction
- Catering kitchen and storage
- Public washrooms

Activities: *(Note: some activities will occur when the library itself is closed)*

- Library programs
- Community programs
- Tribunals
- Library Board meetings
- Civic meetings

- Concerts and recitals
- Films
- Author readings
- Book club meetings

Factors Determining Size:

- Number of simultaneous meeting room attendees
- Large meeting room (1) capacity: 100
- Medium meeting room (2) capacity: 25 each
- Small meeting room (1) capacity: 12

EXISTING AREA	423 CGSM
FUTURE AREA:	**411.0 NSM**
	495 CGSM

Independent access, foyer, large, medium and small meeting rooms/maker spaces, catering kitchen, support spaces

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Affinity Criteria

1 | Principal Public Arrival Lobby

Provide <u>convenient</u> access by <u>dedicated</u> circulation to the principal public arrival lobby of the building for the arrival and departure of library users and other visitors.

2 | Stair / Elevator Arrival Points

Provide <u>direct</u> access by <u>general</u> circulation from the stair and/or elevator arrival points on the first and second levels of the building for the movement of users inside secure library areas.

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Space Requirements:

Ref	Space	Units	nsm/unit	nsm	Remarks
01	Foyer	1		50.0	Incl. coat storage, display screens
02	Large Meeting Room	1		170.0	Seats 100, stage, projection surfaces, black out blinds
03	Green Room/ Change Room	1		5.0	Incl. if possible
04	Storage, Furniture	1		12.0	
05	Storage, Equipment	1		8.0	
06	Medium Meeting Room	2	50.0	100.0	Seats 25, projections surfaces, board room table and chairs
	Business Centre			0	See Non-Fiction Collection
07	Small Meeting Room	1		25.0	Seats 12, with movable table, chairs, large screen TV
08	Catering Kitchen	1		14.0	Incl. sinks, counter, stove, microwave, dishwasher, refrigerator
09	Washroom, Male	1		13.5	Incl.1 toilet, 1 urinal 2 sinks
10	Washroom, Female	1		13.5	Incl. 2 toilets, 2 sinks
	Total			**411.0**	**Component Area = 495 CGSM @ 1.20 grossing factor**

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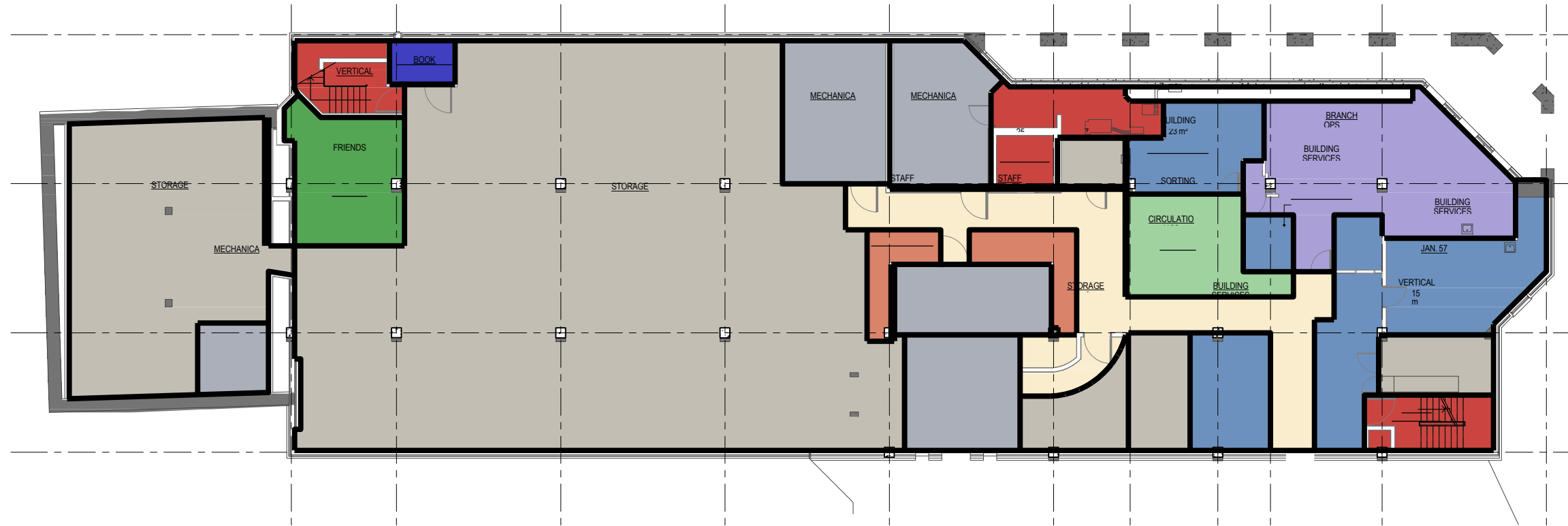
APPENDIX A: EXISTING FACILITIES

EXISTING COMPONENT AREAS

The table below summarizes the areas by component and by floor of the Kingston Frontenac Public Library. The areas were taken from drawings provided by HDR Architects.

Component	CGSF	CGSM	Basement m2	1st Floor m2	2nd Floor m2	3rd Floor m2	Mezzanine m2
1 Entrance and Borrower Services	2,295	213	-	195	18	-	-
2 Marketplace	3,445	320	-	320	-	-	-
3 Fiction	3,350	311	-	311	-	-	-
4 Magazine Collection	765	71	-	71	-	-	-
5 Teen Services	840	78	-	-	78	-	-
6 Children's Area	5,630	523	-	-	523	-	-
7 Non-Fiction and Learning Commons	7,300	678	-	678	-	-	-
8 Local History and Research	2,015	187	-	187	-	-	-
9 Administration and Staff Workspace	7,880	732	22	13	31	589	77
10 Sorting, Building Services, Stack Collection	8,480	788	771	4	7	6	-
11 Technical Services Inter-Library Loans	1,520	141	69	-	-	72	-
12 Meeting Rooms Community Forum	4,555	423	-	-	423	-	-
Total Component Gross	**48,075**	**4,465**	**862**	**1,779**	**1,080**	**667**	**77**
Non-assignable	**6,265**	**582**	**264**	**181**	**73**	**49**	**15**
Total Building Gross	**54,340**	**5,047**	**1,126**	**1,960**	**1,153**	**716**	**92**
Component to Building Grossing Factor		1.13	1.31	1.10	1.07	1.07	1.19

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A.2

EXISTING BASEMENT

STORAGE

MECHANICA

VERTICAL

FRIENDS

BOOK

STORAGE

MECHANICA

MECHANICA

STAFF

STAFF

BUILDING
23 m²

SORTING

BRANCH
OPS

BUILDING
SERVICES

BUILDING
SERVICES

CIRCULATIO

STORAGE

JAN. 57

VERTICAL
15
m

BUILDING
SERVICES

HDR

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EXISTING FIRST FLOOR

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EXISTING SECOND FLOOR

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EXISTING THIRD FLOOR & MEZZANINE

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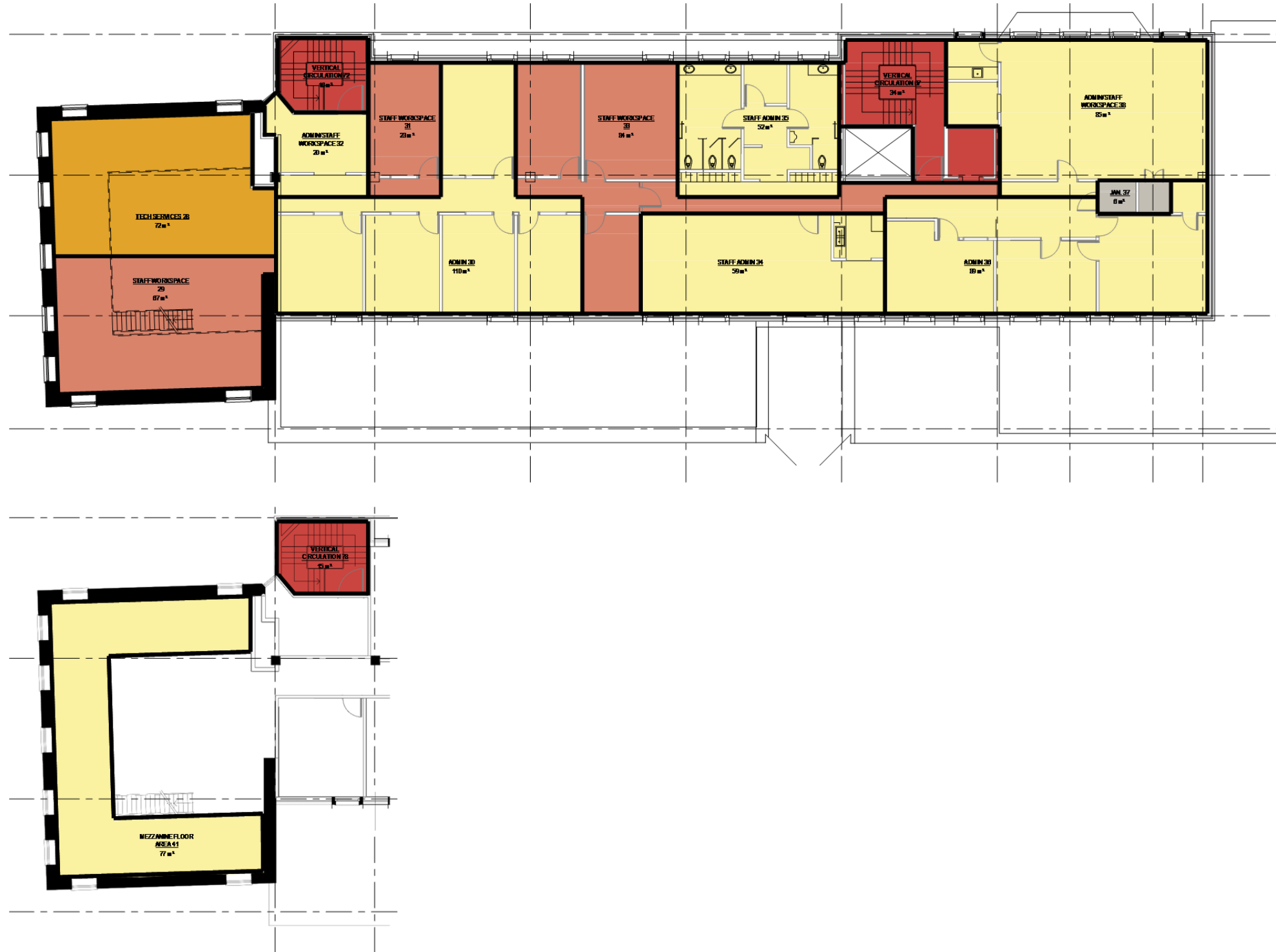
APPENDIX B: COLLECTIONS SUMMARY AND ASSUMPTIONS

COLLECTIONS SUMMARY AND ASSUMPTIONS

The following table identifies the number of items in the KFPL collection requiring storage, the assumptions about number of shelves and items that comprise a bay, and the bays allocated on that basis.

Component		Collection	Overall Collection	% Circulation	Collection Items Requiring Storage	Number of Shelves	Items per Shelf	Items per Bay	Number of Bays Calc'd	Number of Bays Alloc'd
2.	Marketplace	Fiction/ Paperback			1,757	4	20	80	21.96	22
		Non-Fiction			696	4	20	80	8.70	9
		Large Print			90	4	20	80	1.13	2
		Graphic Novels			18	3	25	75	0.24	1
		Biography			146	4	20	80	1.83	2
		DVDs/AV Material			2,072	1		160	12.95	13
		CDs			2,494	1		160	15.59	16
		SPW			1,412	1		160	8.85	9
		GAME			186	1		48	3.88	4
3.	Fiction Collection	Fiction/ Paperback			17,210	4	30	120	143.42	144
		Graphic Novels			313	3	45	135	2.32	3
		Large Print			3,175	4	25	100	31.75	32
		French			1,483	4	30	120	12.36	13
		International Languages - Adult			681	4	30	120	5.68	6
		DVDs/AV Material			218	5	30	150	1.46	2
4.	Magazines	Magazines			8,495	5	48	240	35.40	36
5.	Teen Services	Fiction			1,543	5	35	175	8.81	9
		Graphic Novels			411	4	45	180	2.28	3
		Magazines			194	4	48	192	1.01	2
		Books			548	5	30	150	3.66	4
6.	Children's Area	Board Books			282	2	60	120	2.35	3
		Picture Books			3,198	2	75	150	21.32	22
		Beginning Readers			3,108	2	60	120	25.90	26

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Component	Collection	Overall Collection	% Circulation	Collection Items Requiring Storage	Number of Shelves	Items per Shelf	Items per Bay	Number of Bays Calc'd	Number of Bays Alloc'd
	Novels			2,231	4	40	160	13.94	14
	Graphic Novels			242	2	60	120	2.02	2
	Non-Fiction			6,496	3.5	50	175	37.12	37
	French			1,242	3.5	50	175	7.10	8
	Parenting/ Caregiver			270	4	25	100	2.70	3
	Reference			142	2	30	60	2.37	3
	Magazines			302	3	48	144	2.10	3
	CDs			332	1		150	2.21	3
	DVDs			353	1		150	2.36	3
	Books on CD			247	1		150	1.65	2
7. Non-Fiction Collection and Learning Commons	Non-Fiction			31,480	5	30	150	209.7	210
	Oversized			269	4	35	140	1.92	2
	Reference			3,594	5	25	125	28.75	29
8. Local History and Research	Books			4,657	5	30	150	31.04	32
	Special Books			1,681	5	30	150	11.21	12
Total				**103,268**					**746**

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**APPENDIX C: DEFINITION OF TERMS**

DEFINITION OF TERMS

AFFINITY CRITERIA: Affinity Criteria indicate the priorities of the component for its location relative to other components.

There are 3 definitions of terms used in the external relationship description as follows:

1. Direct Access by Internal Circulation

    "Direct access by internal circulation" refers to components which are essentially horizontally contiguous or very close and linked internally. This form of access avoids movement through the general circulation system of the facility.
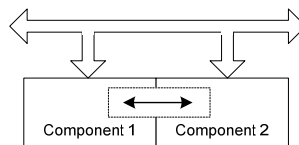

2. Direct Access by General Circulation

    "Direct access by general circulation" refers to components linked by an important but minimal or moderate amount of horizontal and/or vertical general circulation.
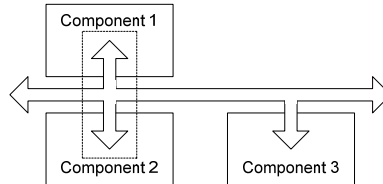
3. Convenient by General Circulation (Desirable)

    "Convenient access by general circulation" refers to components which are linked by extended horizontal and/or vertical general circulation.
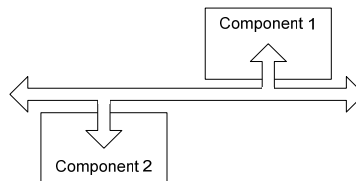
AV (AUDIO VISUAL SYSTEMS): Systems which communicate information to participants by means of audio-supported image and audio displays.

BUILDING GROSS AREA or BUILDING GROSS SQUARE METRE (BGSM)
The sum of all building floor areas measured to the outside face of exterior walls for all stories or areas having floor surfaces. Building

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gross area includes component gross areas, general circulation, mechanical and electrical space and exterior walls.

COMPONENT A cohesive grouping of activities or spaces related by service or physical arrangement. A planning component may or may not be a department or agency section, since the terms "department" and "agency" refer to an administrative organization rather than a functional organization or space and activities.

COMPONENT GROSS SQUARE METRES (CGSM) That portion of a building assigned to a specific component/department, including net areas, internal circulation, partitions, building structure and small mechanical shafts. Component gross area is measured to the inside face of exterior walls and to the centre line of partitions adjoining other components or general circulation space. General circulation, base building systems and exterior wall thicknesses are excluded from this measurement.

GENERAL CIRCULATION: the total system of connecting links that enable movement of people and materials throughout the library, between rather than through components: i.e. main corridors, elevators, stairs, etc.

GROSS AREA: The sum of floor areas within the outside faces of the exterior walls for all building levels which have floor surfaces.

GROSSING FACTORS: Multiplication factors applied (1) to net areas for each room or element within a component, and (2) to gross component areas. These factors allow for space requirements not included in net element or room measurements; see "Component Gross Square Metre" and "Building Gross Square Metre".

HEADCOUNT: The number of people actually working in an area at peak utilization. This includes part-time and full-time employees.

MAXIMUM OCCUPANCY: The maximum number of people expected to be within an area at peak utilization. This figure includes patrons and employees.

NET AREA or NET SQUARE METRES (NSM) The horizontal area of space assignable to a specific function. The net area of rooms is measured to the inside face of wall surfaces.

VERTICAL CIRCULATION: The upward or downward movement of people and materials via elevators, stairs, etc., to connect with other floors within the building.

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