



Item .....  
Meeting..... 2016 May 09

## COUNCIL REPORT

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**TO:** CITY MANAGER

**FROM:** CHIEF LIBRARIAN  
BURNABY PUBLIC LIBRARY

**SUBJECT:** BURNABY PUBLIC LIBRARY WINS A BC LIBRARY ASSOCIATION  
MERIT AWARD FOR A BUILDING PROJECT

**PURPOSE:** To advise Council of a recent award.

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### RECOMMENDATION:

THAT Council receive the following report for information.

### REPORT

At its "Open" Meeting of 2016 April 21, the Library Board received the attached report and directed that it be forwarded on for Council's information.

The award will be presented during the BC Library Association's Annual General Meeting set for Wednesday, May 11 in Richmond. Vice-Chairperson Katy Alkins-Jang will be on hand to receive the award on behalf of the library.

Edel Toner-Rogala  
CHIEF LIBRARIAN  
BURNABY PUBLIC LIBRARY



## Burnaby Public Library

### BRANCH / DEPARTMENT MANAGER'S REPORT

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**TO:** CHAIR AND TRUSTEES  
BURNABY PUBLIC LIBRARY BOARD

**FROM:** DEPUTY CHIEF LIBRARIAN  
BURNABY PUBLIC LIBRARY

**SUBJECT:** BCLA MERIT AWARD FOR A BUILDING PROJECT

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#### RECOMMENDATION:

**THAT** the Board receive for information the following report.

#### REPORT

Our recent renovations at the Bob Prittie Metrotown Branch have been selected by the BC Library Association's Awards Committee for the Merit Award for a Building Project. The award will be presented during the BC Library Association's Annual General Meeting planned for Wednesday, May 11.

The nomination focused on our success in meeting the goals of the project:

- Providing a barrier free and welcoming entrance into the library
- Allowing self-serve options for check out and holds pick-up for convenience and privacy
- Making better use of available space
- Making better use of natural light and upgrading lighting
- Providing more flexibility in use of space and shelving options for future needs
- Upgrading signage

#### Work Completed:

- ✓ The old layout had three circulation desks. Two sets of flapper gates and one set of loss prevention gates were marked IN and OUT traffic flows. The new Service Desk consolidates all circulation functions in one area, and the row of clear glass loss prevention gates allows for barrier free access for anyone with a mobility impairment.

- ✓ Display shelving is on wheels for repositioning as needed.
- ✓ Previous audio-visual shelving created barriers to using natural light and the space to good effect. The new layout reorients the shelving to provide better natural light from atriums and a large bay window in the south end of the building. The shelving is white with colourful end panels and is standard metal shelving for maximum flexibility.
- ✓ Formerly, back issues of magazines were shelved separately from the current issues. Replacing this shelving with units that allow them to be shelved together made better use of the available space.
- ✓ New, more portable tables replaced heavy tables in the adjoining Reading Lounge, and power outlets were added in two of the four tables.
- ✓ Pot lights in corridors and atrium lighting were replaced with LED fixtures that provided brighter light and more energy efficiency.
- ✓ The upgrade to the signage was done at the end of the project and created a more consistent, professional look and better wayfinding for patrons.

How we met specific project goals:

- *Providing a barrier free and welcoming entrance into the library*  
While we have not received any specific patron comments about this, we have noticed that no one has difficulty navigating the entrance.
- *Allowing self-serve options for check out and holds pick-up for convenience and privacy*  
Approximately 75% of our circulation now goes through the self-service checkout machines.
- *Making better use of available space*  
The area feels more spacious and welcoming and is more physically accessible with less millwork and more efficient and flexible shelving options.
- *Making better use of natural light and upgrading lighting*  
The new arrangement and lighter colour of the A/V shelving allows for better use of the natural light coming in through two atriums and from a tall bay window on the south end of the building. LED pot and atrium lights are brighter and will need less frequent replacement.
- *Providing more flexibility in use of space and shelving options for future needs*  
All shelving is standard and able to be adjusted, added to, or removed as needed for future uses. CD shelving is adaptable for a variety of other formats and uses and is on wheels, so it can be moved out of the way when needed.  
Display shelving is all on wheels and can be moved to other areas or repositioned as needed.  
The Service Desk is built in modules bolted together, so units can be moved to new locations or removed if necessary. The check-in tables are height-adjustable, so 6-foot-plus clerks can work as comfortably as 5-foot-or-less clerks. They are also on wheels, so they can be repositioned if necessary.
- *Upgrading signage*  
The new signage has created a consistent and professional look throughout the first floor, and similar design elements will be used to upgrade signage on the

second floor during upcoming renovations. Sign changes included the new Program Room sign – large enough to be seen from some distance and adding a splash of leaf green to the area – and a glass covered tack board above the Recommended Reads shelving that allows for eye-catching and colourful rotating signs over the displays.

Patron response has been very positive:

- “The new checkout kiosks are excellent. They scan quickly and accurately, and I appreciate the option to email the receipt.”
- “Love the new self-checkout system as long as no one lost their job.” [staff said that no one had and he replied “Win, win!”]
- Older gentleman stopped by the Reference desk to let us know that he thought the choices we made in the renovations blended very nicely with the existing aspects of the building – particularly referenced the green end panels and the cherry wood panels on the walls above this area. He liked that it was more open and light. “Two thumbs up.”
- 11 or 12-year-old boy and his mom just walked by. Boy: “The renovation is really great, isn’t it?” Mom: “Yeah!”
- “Library looks great after the reno.”
- “We are quite impressed with the renovations at the library.”
- “Great upgrade and renovation – worth the wait!”
- Overheard teen on public computer, simultaneously on cellphone to friend: “Have you seen the new library? It is SO cool. It got totally renovated and it looks SO FREAKIN’ COOL!”
- “Good service, nice books, nice architecture.”
- “The renovated space is very functional, looks refreshing and the self-service system works well. You all placed a lot of thought in the renovation of the space. Well done! Bravo!”
- “The revamped library is lovely to look at and well-organized.”
- “I love the new CD shelves. The CDs are so much more visible, and it’s so much easier to read the covers to identify what we want.”

We are grateful for the support of the City of Burnaby, the Library Board and our patient, creative and resilient staff for the success of the project.



Deb Thomas  
DEPUTY CHIEF LIBRARIAN  
BURNABY PUBLIC LIBRARY