Facilities Policy

For: The Stormont, Dundas and Glengarry County Library Board	**Policy No**.: 2024-05
Policy Type: Operational	**Effective Date**: May 23, 2024 Date of Last Revision: May 9, 2019 First Approved: April 13, 2017

Purpose:

The Stormont, Dundas and Glengarry County Library Board is committed to providing effective, relevant, and responsive library services to the residents, businesses and government bodies of the United Counties of Stormont, Dundas, and Glengarry. This will be accomplished by offering services at our physical branch facilities, by the provision of alternate service delivery methods such as the "Pop Up" Library (at community events), at "Library Express" depots in areas without facilities, and/or by the provision of "virtual" library services via the Library's website, www.sdglibrary.ca.

Responsibility of the Local Municipality:

It is the responsibility of the local municipality in which the branch library is located to provide a suitable space for its operation. Suitability is based on accepted guidelines provided by provincial library associations, using the expertise of those associations. Upon approval of the Library Board, the Library may also rent appropriate facilities from other organizations or individuals when a municipally provided space is not available.

1. Branch Library Facilities

1.1 Location and Number

The location, number and size of branch libraries will be planned with the approval of the Library Board and funded by the Council of the United Counties of Stormont, Dundas, and Glengarry.

1.1.1 Branch library facility requirements shall be determined by the Library Board in consultation with staff and with the opportunity to receive a presentation from the local municipality involved.

1.1.2 Co-location with other community services will be considered on a case-by-case basis.

1.1.3 Locations with easy access, parking and visibility in population centres will be preferred.

1.2 Space Requirements and Size

The amount of space required by a public library depends on the unique needs of the individual community. For new or re-located facility planning standards, the Board will use the *Administrators of Rural-Urban Public Libraries of Ontario (ARUPLO) Guidelines for Rural/Urban Public Library Systems* as a basic guide in determining the suitability of the space provided by or proposed by a municipality (see Appendix A).

1.3 Accessibility Standards

The Accessibility of Ontarians with Disabilities Act (AODA) standards for Accessible Built Environment and for Accessible Customer Service shall be used to determine the suitability of the space provided by or proposed by a municipality.

1.4 Leasing Standards

The Stormont, Dundas and Glengarry County Library Board will lease space from the facility provider using a standard lease agreement (see Appendix B).

1.4.1 The lease agreement will set out the respective responsibilities of the Board and the local municipality or organization or individual.

1.4.2 The lease agreement will be customized as appropriate for each branch facility.

1.5 Safety Standards

Library branch facilities must provide a safe and secure workplace for staff and must comply with pertinent legislation.

All public areas within the branch facilities must have clear lines of sight for adequate supervision of the space. Library entrances, staff entrances, pathways, pedestrian walkways, and parking areas should be adequately illuminated with appropriate exterior lighting to support the visibility of hazards.

Regular inspections at all branch facilities will be completed by the Joint Health and Safety Committee, and all concerns raised during the physical inspection will be recorded and signed by the member(s) performing the inspection. In the case of a recommendation made by the Joint Health and Safety Committee, the Director of Library Services will bring any facility issues to the Library Board, and the Director will respond within 21 days, indicating what action will, or will not be implemented as a result.

1.6 Facility Types and Service Levels

Effective evaluation and assessment of a Library branch's needs is best achieved if each facility is treated separately, keeping in mind its service area and needs of the municipality.

1.6.1 A *Resource Library branch* is intended to be "the" facility in a community where visitors can find a full range of services, including programs for all ages, informational training and resources, and access to government resources and services. It will include a number of public access computers and will provide free wireless access for Library members and visitors. This type of branch will include a broad range of services, as defined the Strategic Plan.

Every local municipality will strive to have at least one Resource Branch.

1.6.2 A *Neighborhood branch* serves the designated service area surrounding it. It may provide selective programs and services in addition to circulating popular fiction materials for all ages, modest information (non-fiction) collections, and/or a local history collection, but it will not offer the same level of service as a Resource branch. It will include one or more public access computers and will have free wireless access for Library members.

1.6.3 A *Library Express depot* will be established as a signed partnership with a local business and is intended to provide the population in a designated service area lacking a branch facility with access to the Library's circulating collections. Public access computers and free wireless access will not be provided unless already offered by the local business involved. Hours of operation will be concurrent with that of the business partner.

2. Service Level Review

The Library Board will review and assess services at each facility at least every two years using the following metrics: circulation, number of active users, amount of walk-in traffic, number of new patrons, program attendance, environmental conditions, accessibility standards and/or use of Library technologies at that branch.

3. Open Hours

The number of open hours for a branch will be decided by the Board, based on factors such as circulation and use statistics, service level review (see above) and recognized need in the community. Scheduling open hours will be determined by the Director of Library Services in consultation with staff.

4. Signage

4.1 Exterior Signage

The intent of exterior signage is to provide clear directional and identification   signage for branches of the Library. Visually appealing and consistent signage throughout will ensure Library branch identification recognition. The overall principles for all exterior library signs are that they will be durable (both weather and fade resistant) and easily changed as the need arises.

Any cost-sharing arrangements between the Library Board, the local municipality and fundraising bodies will be discussed on a case-by-case basis. Library staff will work cooperatively with the local municipality to determine the successful development, specifications, fabrication, installation, and ultimate maintenance of the exterior sign. Library staff will grant final approval for the sign artwork and its location.

4.2 Directional (Road) Signs

Directional road signage will indicate the presence and location of the Library in the community. Whenever possible, the Library will work with the Transportation and Planning Department of the United Counties of Stormont, Dundas and Glengarry to erect directional signage.

4.3 Interior Signs

Systemic interior signs will allow self-directed use of each branch facility.

APPENDIX A

ARUPLO
Guidelines for Rural / Urban Public Library Systems – 4th Edition
Administrators of Rural and Urban Public Libraries of Ontario
Revised June 2023

![ARUPLO logo]

Guidelines For Rural/Urban Public Library Systems

4th edition
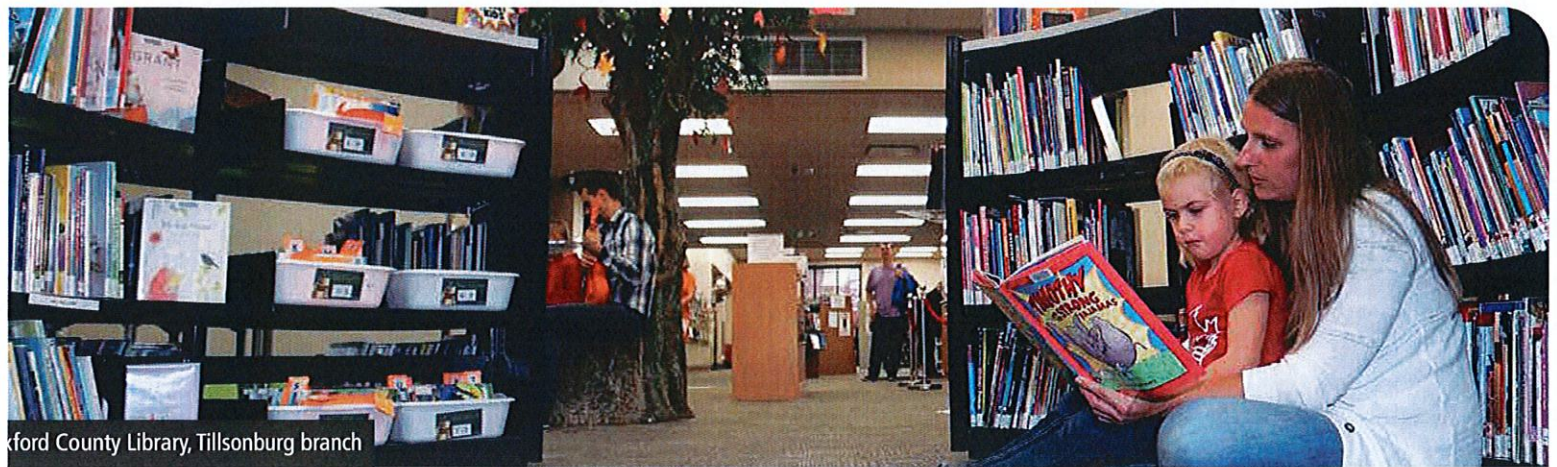
**Administrators of Rural and Urban
Public Libraries of Ontario**

Revised June, 2023

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1. Introduction

The Guidelines for Rural/Urban Public Library Systems are a developmental tool for rural/urban and county libraries. The Guidelines are expressed as targets for a library to provide an appropriate level of service for its community. They have been developed by the library administrators of ARUPLO public libraries based on:

- Their considerable collective expertise;
- Comparative data and research regarding other jurisdictions;
- Trends and changes in rural/urban Ontario.

Guidelines are generally regarded as quantifiable and can be benchmarked. They are recommendations as to how things should be done. *Best Practices* represent what is well done by peers and what should be an aspiration by those looking to be a site of excellence.

Municipal libraries must conform to provisions of the *Public Libraries Act*, the *Municipal Act, Accessibility for Ontarians with Disabilities Act*, and other relevant legislation and are accountable to the communities they serve. (The term "municipal libraries" herein references interchangeably county, union, and municipal libraries.)

Reports on general efficiency and effectiveness of service delivery are annual requirements for all municipal libraries. However, there is also a need for more specific guidelines and best practices relevant to rural/urban public libraries in Ontario.

These guidelines build on and are supplementary to the Ontario Public Library Guidelines.

The Intended Use of the Guidelines

ARUPLO Libraries have made the following commitments with respect to the guidelines:

- The guidelines and best practices describe an appropriate level of service for ARUPLO libraries;
- The guidelines and best practices will be used on a regular basis by ARUPLO libraries to evaluate current and plan future library services;
- While the guidelines and best practices will be used in conjunction with other similar products, including the Ontario Public Library Guidelines, they are considered most applicable to the multi-branch rural/urban nature of the ARUPLO library systems.

> The work of the Fourth Edition took place during a period of recovery from the COVID-19 pandemic. Significant service changes were made in reaction to the closures and public health restrictions imposed during the pandemic. The extent to which these changes will be retained, adapted, and incorporated in established service delivery models remains to be seen.
>
> The pandemic forced public libraries to pursue innovations, many of which created new ways for existing library clientele and new user populations to access library services, thus breaking down barriers.

2. Trends and Changes in Rural/Urban Ontario

The Guidelines for Rural/Urban Public Library Systems identify appropriate service levels that reflect the changing nature of municipalities and public libraries serving rural and rural/urban Ontario. Rural/Urban Ontario refers to those communities that are close to larger urban centres and that have integral service, schooling and shopping relationships with urban areas.

Rural Sustainability

Changing demographics are placing increasing pressures on the sustainability of rural communities, including the ability to provide an array of services, such as public libraries. The face of rural communities is changing rapidly as a result of increased urbanization across Ontario, an aging and increasingly diverse population, and the impact of technology and remote work and education on rural lifestyles. Rural communities need to find creative ways to sustain themselves and ensure that services can meet growing needs and expectations.

Factors affecting rural sustainability include:

1. Rural life is based on much more than agriculture; only a small percentage of rural residents work in agriculture. Much of modern agriculture is industrialized, intensified and automated.

2. Dominant rural employment is small to medium-sized manufacturing and services.

3. The ability to provide high-speed connectivity and communications infrastructure supports rural employment in knowledge-based, cultural, and creative occupations, increasingly through telecommuting and working from home. While highspeed Internet is becoming more readily available in rural areas, issues of affordability remain a serious barrier for low-income residents.

4. Many rural residents commute to a city for work, work from home, or are self-employed. Rural entrepreneurship is on the rise.

5. The influx of ex-urbanites to rural areas in search of more affordable housing and/or desirable lifestyle change is intensifying due to the post-pandemic rise in work-from-home arrangements. New residents to rural areas bring increased diversity and broader service level expectations reminiscent of what they enjoyed in larger urban communities.

6. While many ARUPLO member municipalities are experiencing rapid growth, others are not, with some seeing declining population numbers, thus creating a disparity in availability of growth-related funding.

7. Out-migration continues as young people leave rural areas for post-secondary education and tend not to return due to greater employment opportunities in larger urban centres.

8. Escalating housing costs and lack of affordable supply are impacting rural residents' housing choices.

9. Cottages and seasonal residences are being renovated to become permanent and retirement homes. The growth in work-from-home arrangements has intensified this trend.

10. Part-time and seasonal residents, particularly in high tourist areas, require access to library services and should be accounted for in population calculations, regardless of how Ministries or Census Canada counts these residents.

11. There is increased focus and investment in outdoor and tourism-based economic and social activities (eco-tourism, culinary/agri-tourism, trails systems, outdoor sports amenities).

12. Needs of an older adult population require investment in infrastructure for age-friendly housing, social and recreational services, long-term care, and health services.

13. Lack of public transit options creates car dependency and mobility problems for lower income, student, and other populations experiencing barriers to accessing services.

14. There is a shortage of recreational opportunities for children and teens.

15. There is increasing rates of homelessness, precarious housing, and mental health issues, senior isolation, food insecurities, and the need to support vulnerable populations in rural communities.

16. Traditional rural society was based on social gatherings and relationships, community involvement and volunteerism. Fewer community connections and declining volunteerism are threatening traditional rural social institutions.

> **Building a sense of connection to the community for residents is challenging, given that it requires involvement and investment, and it is not always clear how to start or where to go. The social constructs for community participation, including public library service, have to be able to understand, appeal to and fit with residents' interests and lifestyles.**
>
> **The public library has a role in bridging social capital. As a shared and accessible public space, the library can bring together diverse people, facilitate civic engagement, and help create a stronger community.**

## Libraries' Role in Rural Sustainability and Community Wellbeing

The library system contributes to municipal strategic initiatives through a strategic plan which:

- Reflects the vision in the municipalities' planning documents;
- Contains strategies that are complementary to those contained in the municipalities' strategic plans;
- Positions the library as an integral partner in community development.

The key to rural development and rural sustainability is a more informed, innovative, and inclusive community. The Ontario Public Library Guidelines state "The library has established partnerships with other organizations in the community in order to coordinate resources and actions, thereby jointly improving service to the community (e.g. with schools, literacy programs, chambers of commerce, heritage groups, government offices, and advocate groups)."

To help address the factors affecting rural sustainability, the library needs to:

1. Provide all residents with equitable access to quality information through connectivity and a comprehensive range of online resources and databases.

2. Facilitate the delivery of government services, as a local access point in the community providing trained staff, connectivity, and navigational assistance.

3. Locate library facilities in existing village and town clusters or rural service centres in order to maximize opportunities for co-locations and community hub models.

4. Practise community-led librarianship to develop and maintain relationships, understand needs, and share resources. Participate in community organizations and events.

5. Work with community agencies in the delivery of programs and resources that build and strengthen literacies and innovation.

6. Arrange for reciprocal borrowing arrangements with neighbouring city, town, and county library systems in order to serve residents who commute outside of their home community to work.

7. Form partnerships with local schools and post-secondary institutions, including reciprocal borrowing arrangements, to support student success and promote the use of public library services.

8. Provide services to those pursuing education through home schooling, distance education, and on-line learning.

9. Provide the technological tools and a climate of discovery to ensure that rural communities have access to new and emerging technologies and a place to learn, explore and collaborate.

10. Build relationships with local business communities and organizations. Provide access to business information resources and promote library spaces and services to home-based businesses and local entrepreneurs.

11. Facilitate the use of library spaces by community agencies to address the needs of vulnerable populations.

12. Effectively communicate the library's impact to local government leaders and partners.
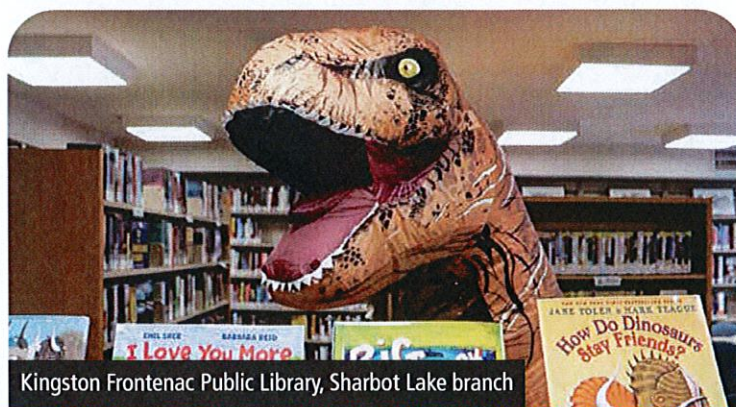
Kingston Frontenac Public Library, Sharbot Lake branch

3. Definitions

Guidelines define a level of service or a preferred manner of delivering a service that can be measured and is adopted as a minimum target appropriate for all ARUPLO libraries. Guidelines are expressed as targets for a library to provide an appropriate level of service for its community. Examples of guidelines include size of library space, open hours per week, and number of items in a collection. It is important to note that what is presented here are guidelines and not standards. Standards are mandatory and imply active monitoring and some form of sanction for not meeting them. Guidelines are discretionary and outline recommended ways to provide service within measurable categories.

Application of these guidelines is important for internal planning purposes and also to serve as a benchmarking tool relative to other systems.

Best practices describe an optimal level of service or manner of providing services that may or may not be measurable. In addition, it is acknowledged that unique local circumstances may affect the validity or importance of a best practice and they may not apply to all library systems in every circumstance. Examples of best practices include space and staff allocations for services to special groups.

In earlier editions of the ARUPLO Guidelines, Guidelines and Best Practices were listed separately in the document. In this version they are combined within each guideline section for easier reference.

> ***Both Branch Definitions and Catchment Areas are recognized as problematic, and local circumstances and rationales that fit the community's unique situation can override strict adherence to the guidelines.**

Branch Definitions

Many multi-branch systems serving rural areas seek creative ways to provide service to a variety of different communities. Service delivery options may be known locally as deposit stations, satellites, bookmobiles, book lockers, kiosks, among others. Service locations which fall significantly below guidelines may still be referred to locally as "public libraries" or "library branches", in recognition of their long-standing status as such within the community. However, it is neither feasible nor desirable to try to create guidelines for solutions that attempt to address unique and local circumstances. Every library system will have to address its own rationale for the existence, creation, or "grandfathering" of such local solutions. **As a best practice, it is highly recommended that any such options be dealt with in the context of the system's strategic planning process and articulated in a service delivery plan.**

For purposes of this document, four types of branches have been identified:

- Small Branches;
- Medium Branches;
- Large Branches;
- Urban Branches.

Each type can be determined by attributes including population size, local economic activity, and seasonal demand. It is up to each system to determine which branches it wishes to classify as small, medium, large or urban based on the strategic role that each branch plays within the system as a whole. Inability to meet one or more of the guidelines does not preclude it from being considered in a certain category if it meets most other guidelines.

Further, libraries may assign particular roles to specific branches, for example: functioning as a resource library to other smaller branches or a broader catchment population; hosting a makerspace or local history collection; or offering space for community partners' outreach programming.

Blue Mountains Public Library

Catchment Area / Population Served

The catchment area is the area from which users are drawn to a particular library service point. Catchment areas and the population contained therein can be determined by branch library surveys, census data, information from county or municipal offices, Canada Post postal code areas, and the information collected by school boards. Some libraries apportion the catchment population based on percentage of library cards affiliated with each branch, percentage of circulation of physical materials per branch, acknowledging that many borrowers use more than one branch or may use online resources exclusively.

The following are the general guidelines for branch catchment areas/population served:

| Small branches	Medium branches	Large branches	Urban branches
Generally serve catchment areas of **up to 5,000 population** as determined by each system.	Generally serve catchment areas of **5,000-10,000 population** as determined by each system.	Generally serve catchment areas of **10,000-35,000 population** as determined by each system.	Generally serve catchment area of **35,000 or more population** as determined by each system.

Local considerations are a critical component of determining catchment area/population served and whether a branch is considered small, medium, large or urban.

Examples of Local Considerations

- A branch may serve an immediate population of less than 10,000 people, thereby putting it in the medium category, but be considered a large branch by the system because it serves a strategic role such as having a larger collection, hosting system-wide functions such as inter-library loan or providing space for enhanced programming opportunities, Makerspaces, or non-traditional collections.

- Branches located in high tourist areas have an influx of visitors, whose needs must be supported, therefore their numbers need to be considered.

- Branches located in cottage country or popular rural areas may also have seasonal or weekend residents, who are not tourists, who also use the public library.

- Tie-ins between the library and economic development factors, e.g residents of neighbouring municipalities may in fact identify your branch's community as their "Community of Interest".

- A multi-branch system may have a mixture of types of branch within its member municipalities, with the strategic roles of each branch articulated in a service delivery model. The catchment area/population served of each branch therefore becomes less relevant against its unique strategic role and the relationships between branches within a "community of communities".
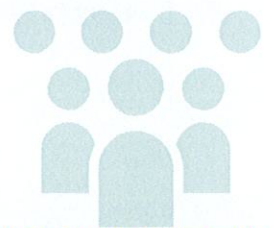
Huron County Library, Bayfield branch

4. Guidelines and Best Practices

4.1 Facilities

4.1.1 Guidelines

Library facilities should be developed to meet local community needs, library service strategies, projected populations and compliance with the *Accessibility for Ontarians with Disabilities Act*, building standards, other regulations and municipal policies. The following is a general guideline for the range of size for each library type:

	Small	Medium	Large	Urban
Net library space square footage (s.f.)	2,500 – 5,000	5,000 – 10,000	10,000 – 35,000	35,000+

Branch size is also affected by components such as programs, special collections, and other add-on functions attributed to the branch by the library system, for example an enhanced role as a resource library to other branches or service areas. Space may also be shared space such as library and gallery, or library and arena, or library and system storage/administration. In these cases, net library space is the space allocated for library services including programming spaces in the library, collections, gathering areas, seating, staff areas, and library storage, etc.

Additional non-assignable space is required for public washrooms, utilities, stairwells, elevators, corridors, foyers, custodian, closets, mechanicals, etc., which will vary based on the type of building. This is generally allocated at 27-30% in addition to the above net space required.

4.1.2 Best Practices

Space Allocation by Function

- User Seating: 5 user spaces per 1,000 capita @ 35 s.f. per user space
- Children's Area: self-contained area of 20 – 30% of the library's assignable area
- Teen Area: 10% of the library's assignable area
- Staff work space: 15% of the library's assignable area

Generally, the facility should be large enough to provide at least 1 s.f. of assignable space per population served or is projected to serve beyond minimum guidelines (e.g. if the catchment area is or will be 20,000 people, the facility should be 20,000 sq. ft. minimum).

Additionally, this calculation accounts for flexibility of type of space and seating, as well as providing more buffer space between individuals.

Branch Location

Members of the public travel no more than 30 minutes in a motorized vehicle under normal driving conditions to access basic library services offered by their municipal library system or by another municipal library system with reciprocal borrowing.

Flexible spaces

With the growing need for meeting spaces and creative and collaborative spaces, library spaces should be as flexible as possible to allow for reconfigurations as needed. This should guide the choice of furnishings and equipment (e.g. mobile shelving which can be moved by staff for programming flexibility) as well as space design.
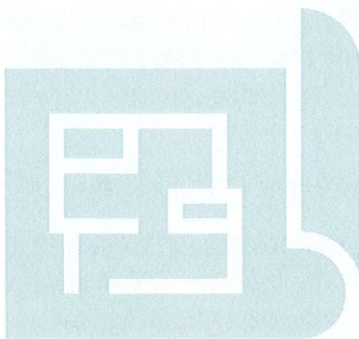
Universal Accessibility

Branch libraries should strive to be as accessible as possible, not only to meet the requirements of the the *Accessibility for Ontarians with Disabilities Act*, but in the spirit of providing welcoming space for everyone, such as families with strollers, individuals with low vision, mobility issues, etc. The following diagram demonstrates enhanced accessibility in shelving design.

Universally Accessible Shelving Design   Traditional Library Shelving Design
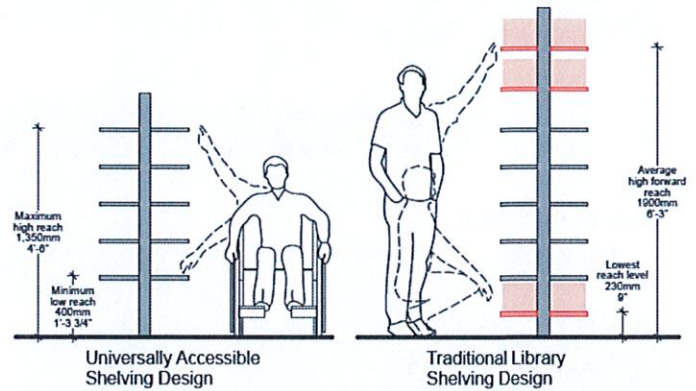
Libraries can also address ease of access with sloped lower shelves as illustrated in the following photo.
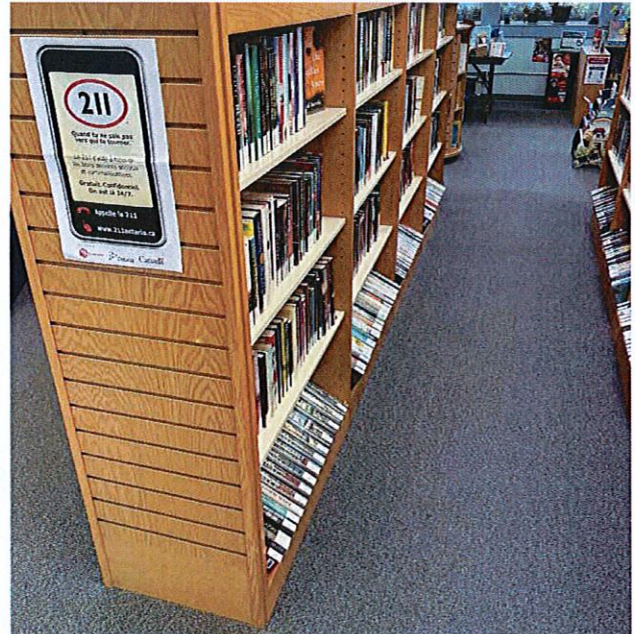
Shelving should be no more than 60 inches high and have electrical wiring on end caps for enhanced wayfinding/installation of OPACs.

4.2 Hours of operation

4.2.1 Guidelines

Public libraries operate in a 24/7 environment. The hours of operation for a system, including virtual hours, have to begin to approximate a 24/7 model to meet public expectations. Improved 24/7 service can be accomplished through virtual library services, online resources, and outdoor access to Wi-Fi at library locations.

The single greatest barrier to library use as reported in community needs assessments is open hours of operation. Staffed library hours of operation must be available in order for a library to provide an enhanced mandate of government services provision, information and technology assistance, literacy-based programming, and community gathering place. Library hours should be allocated to meet community needs. Minimum hours of operation by library type for a staffed "bricks and mortar" library are as follows:

	Small	Medium	Large	Urban
Hours of operation per week	20-25 over 4 days per week	25-45 over 5 days per week	45-65 over 6-7 days per week	65 + over 7 days per week

4.2.2 Best Practices

The library will consider creative ways of increasing hours (for example, after-hours enabled access using self-serve technology) for people whose needs cannot be served during traditional open hours.

4.3 Staff

4.3.1 Guidelines

With increasing public expectations, technology-based services and operations, and the rapid pace of change in library services, all library staff positions require formal library education and training. The guidelines indicate both the minimum number of staff and their professional qualifications. These guidelines are based on the organizational, communication and operational challenges of staffing a multi-branch system and ensuring a professional team is in place to deliver and manage all functional requirements of a library system providing a full range of library services. In addition to meeting public service needs, consideration must be given to staff safety concerns such as working alone and the need to provide off-desk administrative time.

Definitions:

Professional librarians are defined as having a Master's degree in library/ information science from an accredited university.

Library technicians are defined as having a diploma in library techniques from a community college.
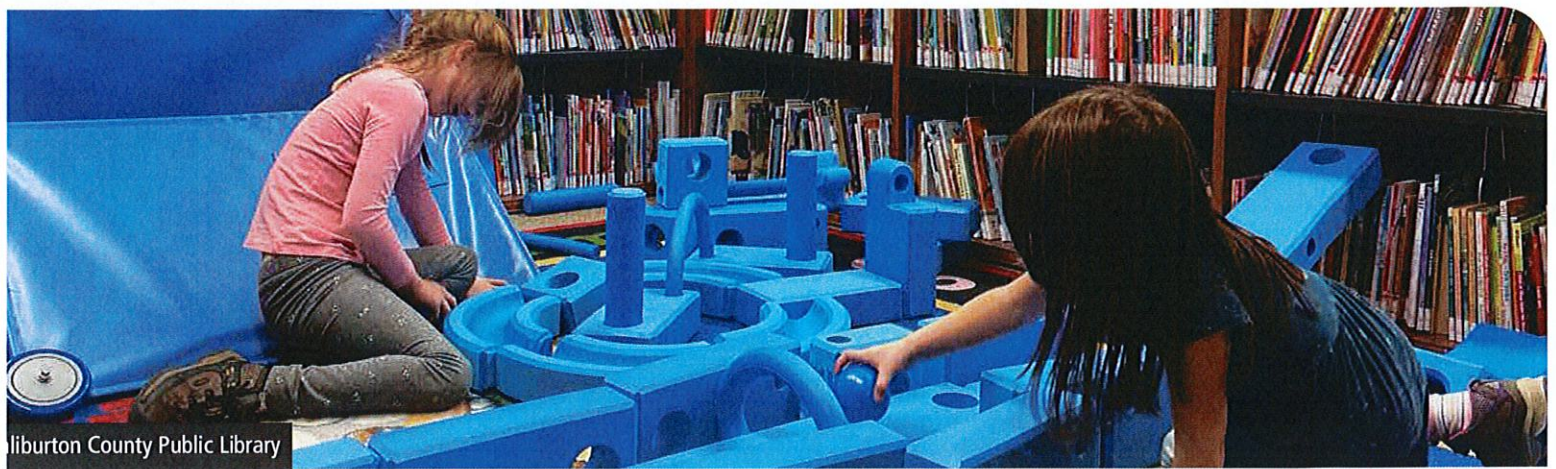
The EXCEL Certificate in Managing a Small Public Library is an online program for library workers without formal library training who wish to acquire core skills in all areas of public library service. It is administered by the Ontario Library Service.

The Advancing Public Library Leadership (APLL) Institute is a combination of in-person and virtual sessions for library CEOs, managers, and aspiring leaders who wish to expand their organizational leadership capacity. It is administered by the Ontario Library Service.

FTE = Full-time equivalent. (35 hours per week)

Each library system has professional librarians that are used on a system-wide basis. This helps ensure that branches receive equitable access to resources, reduces duplication, and relieves workspace pressures by centralizing some functions.

Haliburton County Public Library

	Small	Medium	Large	Urban
Staff complement (FTE)	1 – 2.5	2.5 – 5	5 – 17.5	17.5 +
Qualifications of Branch Supervisor	Library competency, e.g. post-secondary plus EXCEL, Library Techniques	Professional Librarian and APLL or other public administration certification	Professional Librarian and APLL or other public administration certification	Professional Librarian and APLL or other public administration certification
Qualifications of other staff		Paraprofessional qualifications relevant to the requirements of the position	2 additional professional librarians or a combination of additional professional librarians and/or appropriate paraprofessionals, relevant to the requirements of the positions	2 additional professional librarians or a combination of additional professional librarians and/or appropriate paraprofessionals, relevant to the requirements of the positions

4.3.2 Best Practices

Given the complexities of managing multi-branch library systems, it is recommended that the CEO hold an MLIS degree or equivalent, and in addition to that, further training such as APLL and/or other public administration certification is highly valued.

In accordance with the service levels of each category of branch, administrative time should be included in the staffing FTE, to allow for the completion of duties not able to be accomplished while providing direct public service during branch open hours. As an example, for every 20 hours scheduled on-desk, up to an additional 20% (or 4 hours) is allotted for branch administrative duties.

The library encourages and provides opportunities for continuing education and training for its staff and makes provision for this in its policy, its long-range plan, and in its professional development budget to an amount not less than 1% of the total staff budget (e.g. by providing any of in-house training programs, financial or other support for staff to enroll in the EXCEL Certificate, APLL, and to attend library conferences and other training programs and events). Staff wages for training are not included in the professional development budget. Cross functional, system-wide training is recommended for all staff.

4.4 Collections

4.4.1 Guidelines

An appropriate collection is a broad and diverse variety of materials offering equitable access to ideas and information. Each library's collection practices remain responsive to specific community needs.

Collection materials include a variety of physical, print and digital formats, and system-wide electronic resources. Resources are shared among branches:

- Every library system has a delivery system in place to move items from one location to another.
- Every library system has Collection Exchange procedures to refresh branch collections for browsing. This may consist of regular exchanges, or floating or rotating collections.

Collection size:

Many libraries are decreasing the size of their physical collections. Reasons for this include but are not limited to:

- growing use of and demand for digital resources;
- downward trends in use of print and A/V collections;
- publishing trends including rising costs of print materials;
- need to repurpose collection space for other library functions;
- replacement of shelving to comply with accessibility standards resulting in decreased capacity.

In spite of these trends, physical or print publications will continue to be an important component for ARUPLO communities.

Alternate collections (e.g. Library of Things) are not included in this Guideline given their larger space requirements and the common practice of storing such items centrally. However, each branch and central location should be prepared to store, promote, and grow their Library of Things with content and collections specific to their local communities' needs and interests. As a growing trend in library services, these needs should be monitored locally and be included within Strategic Planning.

The guidelines refer to the number of Print and A/V items located at each branch.

Small	Medium	Large	Urban
6,000 – 12,000	12,000 – 24,000	24,000 – 50,000	50,000 +
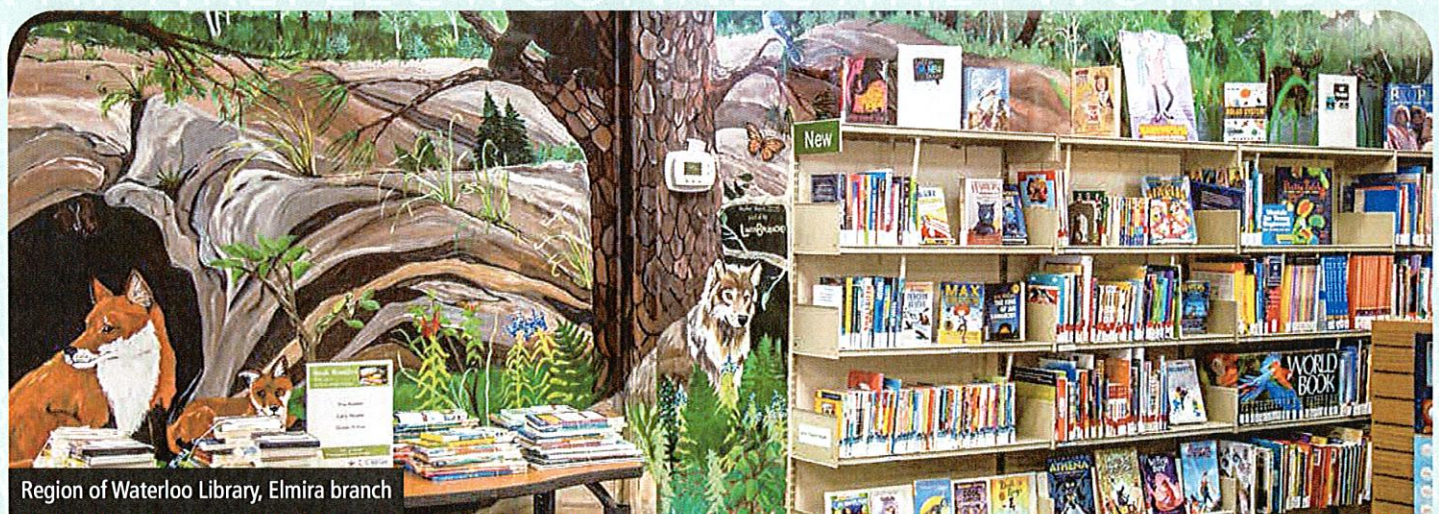
Region of Waterloo Library, Elmira branch

Elgin County Library, Dutton branch
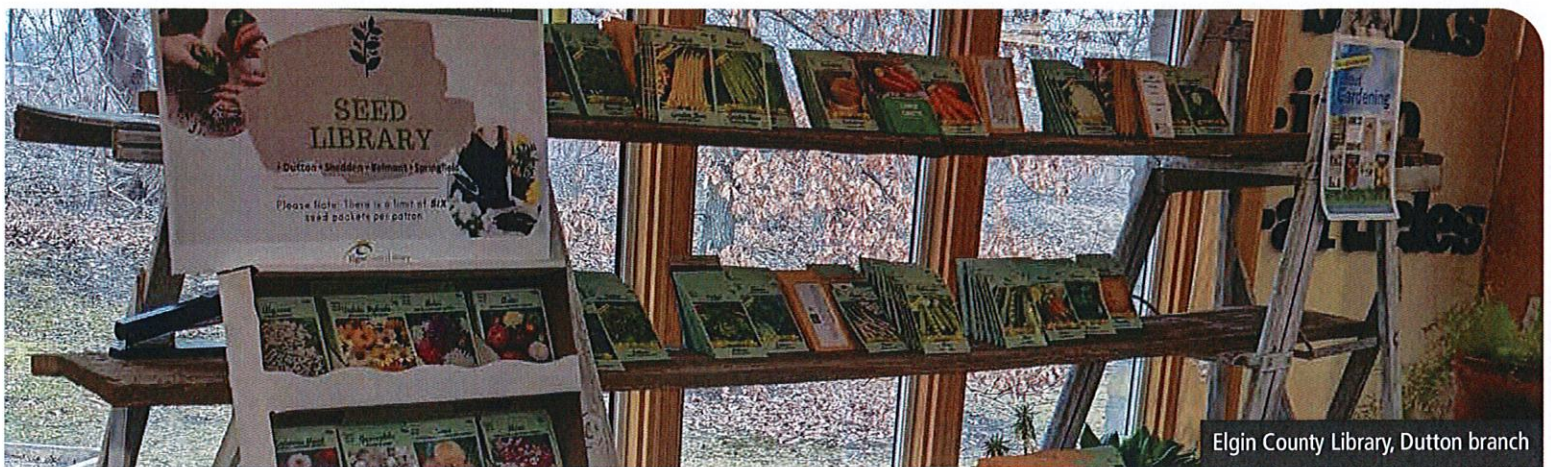
4.4.2 Best Practices

- **Adult/Children mix of Print and A/V:** In general, two-thirds of a branch library collection consists of adult material with one-third consisting of children's and young adult material.

- **Online and Alternate Collections:** A minimum of 25% of the acquisitions budget is spent on non-print formats including E-Collections, online databases and multi-media.

- **Acquisitions:** Each branch has an up-to-date collection, with a minimum of 50% of the materials purchased or published within the last five years.

- **Shared or Consortial Collections:** In order to provide the best possible access to digital resources, libraries participate in shared or consortial E-Collections.

- **Resource Sharing:** Library users receive requested items identified as available within another branch in the library system within 3 – 5 working days.

4.5 User Seating

4.5.1 Guidelines

User seating should be flexible and interchangeable to meet community needs. This includes seating for reading and independent work as well as collaborative activities, and seating for computer use, both library workstations and seating for Wi-Fi-enabled use of patrons' devices. Seating for separate meeting/conference rooms is not included in this guideline.

A general rule of thumb for barrier-free seating is that all libraries should provide some barrier-free seating of at least two units up to 80 seats, and 3% of the seating capacity with over 80 seats.

The guideline for the number of seats, including computer seating, is an intentionally broad range, in recognition of the fact that specific branches will have different roles and service levels within their library system. In general, a branch may offer:

- fewer user seats if the branch encourages shorter visits for browsing; with a greater proportion of floor space required for collections;
- additional seats if the branch offers spaces for long-term uses such as individual and group study.

Number of seats, including computer seating:

Small	Medium	Large	Urban
12 – 30	30 – 60	60 – 200	200+

Oxford County Library, Tillsonburg branch

4.6 Technology

4.6.1 Guidelines

Every library system should provide:

- access to an Integrated Library System which includes a public access catalogue of library holdings;
- an Internet presence that provides access to Web-based information sources (e.g. information about the library, library catalogue, virtual reference services, government and municipal information, community information, links to other library collections, on-line databases, etc.), and trained staff to assist the public in the effective use of these information sources;
- an active social media presence;
- access to emerging technologies and maker technology;
- digital literacy education programs to develop staff's and the public's digital competencies.

Each library branch should provide:

- the very best Internet service that is available;
- in-branch access to workstation hardware appropriate to that branch's needs;
- indoor and outdoor Wi-Fi for public use;
- access to training in how to use the electronic resources, technology, and alternate resources offered by the library;
- the ability for the user to duplicate (copy, print, etc.) from the Internet or online content or images;
- appropriate technical infrastructure to support the full range of staff operations;
- access to reliable telephone service (e.g. cellular or landline).

4.6.2 Best Practices

As a minimum threshold, each branch should have three public access workstations or a combination of PAC workstation and device stations.

The number of public access computers/device stations required will depend on each branch community's level of access to computer technology and Internet service, and the prevalence of patrons' use of their own devices in the branch.

5. Summary of Guidelines by Branch Type

	Small Minimum Range		Medium Minimum Range		Large Minimum Range		Urban Minimum Range
Net library space	2500 s.f.	5,000 s.f.	5,000 s.f.	10,000 s.f.	10,000 s.f.	35,000 s.f.	35,000 s.f.
Hours of operation per week	20	25	25	45	45	65	65+
Number of days per week	4	4	5	5	6	7	7+
Staff Complement	1 FTE	2.5 FTE	2.5 FTE	5 FTE	5 FTE	17.5 FTE	17.5+ FTE
Qualification of Branch Supervisor	Library competency, e.g. post-secondary plus EXCEL, library techniques.		Professional librarian and APLL or other public administration certification		Professional librarian and APLL or other public administration certification		Professional librarian and APLL or other public administration certification
Qualification of Other Staff			Paraprofessional qualifications relevant to the requirements of the position		2 additional professional librarians or a combination of additional professional librarians and/or appropriate paraprofessionals, relevant to the requirements of the positions		2 additional professional librarians or a combination of additional professional librarians and/or appropriate paraprofessionals, relevant to the requirements of the positions
Number of items in physical collection	6,000	12,000	12,000	24,000	24,000	50,000	50,000
User seating	12	30	30	60	60	200	200
Computers	3		3		3		

Appendix A • Sample of Branch Space Guidelines

Branch Space Guidelines

1. This spreadsheet can be used for planning purposes for new or renovated branch libraries and adjusted to meet local needs.

Component	Small Minimum Range		Medium Minimum Range		Large Minimum Range		Urban Minimum Range
Collections							
Collections @ 7 vol/s.f. (.14 per vol.)	840	1,680	1,680	3,360	3,360	7,000	7,000
Local history		100	100	200	200	400	400
Public Service Areas							
User seating* @ 35 s.f. ea.	420	1,050	1,050	2,100	2,100	7,000	7,000
Public computers* @ 35 s.f.	105	105	105	105	105	105	105
Program Room(s)		450	450	750	750	1,500	2,000
Meeting Room(s)				200	200	400	400
Study Room(s)		100	100	200	200	400	400
Maker Space(s)		100	150	300	300	500	500
Staff Service Areas							
Service/circulation desk(s)	175	250	250	350	350	500	500
Work room	200	300	300	500	500	800	800
Storage	100	150	150	200	200	300	300
Branch Manager's office			150	150	150	150	150
Other Professional offices						100	200
Staff lunchroom and lockers	100	100	100	200	200	350	350
Staff washroom (barrier-free)	150	150	150	150	150	150	150

Areas highlighted refer directly to ARUPLO Guidelines.

* Program rooms and meeting rooms can be variously configured with dividing walls, and should include kitchenette facilities and their own storage areas for furniture and A/V equipment.

Components total	2,090	4,535	4,735	8,765	8,765	19,655	20,255
"Per-capita approach, for comparison (net)"	2,500	5,000	5,000	10,000	10,000	35,000	35,000

Both the Components Approach and Per Capita Approach would require 27 - 30% additional space for non-assignable use.

Reference Sheet for Branch Space Guidelines

	Small		Medium		Large		Urban
	Minimum Range		**Minimum Range**		**Minimum Range**		**Minimum Range**
Number of items in physical collection	6,000	12,000	12,000	24,000	24,000	50,000	50,000
User seating	12	30	30	60	60	200	200
Computer seating	3	3	3	3	3	3	3

Branch Space Guidelines

Libraries should consider their specific needs when developing or assessing the requirements for each branch library. The space requirements (unit sizes) used are the consultants' and architect's recommendations based on experience and barrier-free access. They were originally taken from the book, Making the Case for Your Library Building Project, published by the Southern Ontario Library Service in 2010, https://resources.olservice.ca/ld.php?content_id=34842770 and subsequently updated to reflect current library trends and barrier-free requirements and goals.

Area	Unit Sizes (s.f.)	Notes
Collections	0.14	Blended collections. Accessible shelving.
User seating	35	Blended seating, assuming a mix of lounge and desk. Some might need 40 s.f. for barrier free.
Program Room	15 per user	Minimum to accommodate a class of 30 students. May also include kitchenette and storage.
Group study room	165	1 table and 6 chairs
Additional spaces	Unit Sizes (s.f.)	Also to consider Library Café, Friends' book shop, literacy centre, maker spaces, etc.
Staff service/circ	175 per staff	Emerging trend for a smaller service desk, roaming staff, self check-out stations.
Workrooms	100	Assumes some tech and support services provided by admin offices elsewhere. Includes private offices as required.
Staff lunchroom	35 per staff	Branch libraries may have several part-time staff, need to plan for not just FTE.
Non-assignable spaces	27%	Corridors, foyer, waiting areas, public washrooms, including universal. Loading areas, garbage, recycling, custodian, storage, closets. Wall thicknesses, building services, chases, mechanical. Assumes single storey building, FADS standards.

Wellington County Library, Hillsburgh branch

Appendix A • Additional Resources

Planning documents are available to assist with ensuring public libraries meet their local needs. Some examples of these documents follow, in no particular importance or order. Documents retrieved April 2023.

Ontario Public Library Guidelines Monitoring and Accreditation Council. *Ontario Public Library Guidelines*. Updated annually.
https://ontariopubliclibraryguidelines.ca/

Southern Ontario Library Service. *Making the Case for Your Library Building Project*. 2010.
https://resources.olservice.ca/ld.php?content_id=34842770

City of Brantford, *2010 Facility Accessibility Design Standards.*
https://www.brantford.ca/en/business-and-development/resources/Documents/Facility-Accessibility-Design-Standards-FADS.pdf

Province of Manitoba. *Municipal and Regional Public Library Standards and Guidelines.*
https://www.gov.mb.ca/chc/pls/_docs/librarystandardsguidelines_e_web.pdf

Alberta Government. *Best Practices for Public Libraries in Alberta*. 2018.
https://open.alberta.ca/publications/9780778592891-2018

Wisconsin Department of Public Instruction. *Wisconsin Public Library Standards, 6th ed.* 2018.
https://dpi.wi.gov/sites/default/files/imce/libraries/Publib/Planning/Wisconsin_Public_Library_Standards_6th_edition_2018_FINAL.pdf

Australian Public Library Alliance. Standards and Guidelines for Australian Public Libraries. 2021.
https://read.alia.org.au/apla-alia-standards-and-guidelines-australian-public-libraries-may-2021

People Places: a guide for planning public library buildings. State Library of New South Wales, 2022.
sl.nsw.gov.au/public-library-services/people-places

Dahlgren, Anders C. *Public Library Space Needs: A Planning Outline*. 2009.
https://dpi.wi.gov/pld/boards-directors/space-needs

Vinjamuri, David. Library Space Planning: A PLA Guide. Public Library Association, 2019.
https://www.alastore.ala.org/content/library-space-planning-pla-guide%E2%80%94eeditions-pdf-e-book

Wellington County Library, Hillsburgh branch

Acknowledgments

"Wellington County prides itself on its beautiful library spaces. The ARUPLO guidelines have proven to be a key resource to us whether we are renovating an existing building or building a new one."

Wellington County Library Board

ORROW.LEARN.LEAD.PARTNER.D
ILITATE.SUPPORT.ENCOURAGE.ME
SPIRE.CHANGE.TARGET.EVALUAT
LECT.CONNECT.NETWORK.BORRO
UILD.SUSTAIN.ACCESS.FACILITAT
OLLECT.HOST.HELP.TEACH.INSPIRE

APPENDIX B

Lease Agreement Template

LEASE AGREEMENT

THIS LEASE AGREEMENT (this "**Agreement**") made as of this ___ day of _____, 2024 (the "Effective Date").

BETWEEN:

*(Name of Municipality/Township)***,** hereinafter referred to as "the **Lessor**"

-and-

The Stormont, Dundas and Glengarry County Library Board hereinafter referred to as the "**Library**"

WHEREAS the Lessor is a duly incorporated local Municipality in the province of Ontario, incorporated pursuant to the *Municipal Act*, 2001 R.S.O. 2001 c. M. 25 (the "Municipal Act, 2001"), and subject to all legislation and regulations, as amended from time to time, applicable to such corporations;

WHEREAS the Library is a County Library Board, which is a corporation established pursuant to the *Public Libraries Act*, R.S.O. 1990, c.P.44, and subject to all legislation and regulations, as amended from time to time, applicable to such corporations;

WHEREAS the Lessor and the Library wish to provide and maintain public library services in (community) for the benefit of library users within the United Counties of Stormont, Dundas and Glengarry.

NOW THEREFORE, in consideration of the rents, covenants, and agreements contained herein, the Lessor and the Library agree as follows:

1. **PREMISES**
   In consideration of the rents, covenants and agreements of the Library to be paid, observed and performed, the Lessor hereby leases the Library the Lease Premises as more particularly defined in Schedule "A" attached hereto (the "Leased Premises"), which shall include the legal description of the Property, the site location, and the approximate square footage of the Leased Premises for the purposes of Rent (as defined below).

2. **TERM**
   This Agreement will be in force for a term of five (5) years, commencing January 1, 2024 (the

"Commencement Date"). Either party may give notice to terminate this Agreement by providing ninety (90) days written notice to the other.

3. **OVERHOLDING**

    If the Library continues to occupy the Leased Premises after the termination of this Agreement, with the consent of the Lessor, and without any further written Agreement, the Library shall be a yearly tenant.

4. **RENT**

    The Library will pay to the Lessor an annual rental fee calculated at a rate of $10.04 per square foot of usable interior area, exclusive of applicable taxes. The annual rent paid for each subsequent year of the term of the Agreement shall be subject to an Annual CPI Adjustment.

    "Annual CPI Adjustment" means an annual adjustment, to the amount of the annual rent compared to the previous year, in an amount equivalent to the increase, if any, to the rate of inflation as determined by the Statistics Canada – Consumer Price Index, monthly, not seasonally adjusted, Ontario – all items (Table 18-10-0004-01).

    The Annual CPI adjustment shall be calculated based on the change in the average CPI over the two preceding years, from January to December of each year. The Annual CPI Adjustment shall be applied retroactively to January 1st of each year of this Agreement beginning in 2025.

5. **INSURANCE**

    Each party, at their own expense shall maintain insurance requirements for the duration of the agreement as noted below:

    Municipal Liability issued on an occurrence basis for an amount of not less than $5,000,000 per occurrence / $5,000,000 annual aggregate for any negligent acts or omissions relating to their obligations under this Agreement. Such insurance shall include but is not limited to bodily injury and property damage including loss of use; personal injury; contractual liability; premises, property & operations; non-owned automobile; broad form property damage; products & completed operations; owners & contractors protective; occurrence property damage; employees and volunteers as Additional Insured(s); contingent employers liability; tenants legal liability cross liability and severability of interest clause.

    The *Lessor* shall add the United Counties of Stormont, Dundas & Glengarry (the "Counties") and the Library as Additional Insured, subject to a waiver of subrogation. This insurance shall be non-contributing with and apply as secondary and not as excess of any insurance available to the Counties and the Library.

    The United Counties of Stormont, Dundas & Glengarry and the Library shall add the *Lessor* as Additional Insured subject to a waiver of subrogation. This insurance shall be non-contributing with and apply as primary and not as excess of any insurance available to the *Lessor*.

Each party shall be responsible for the physical damage to their property used in providing services as outlined in the agreement.

Any applicable Deductible to any insurance coverage shall be the sole responsibility of the Named Insured and the additional Insured shall bear no cost towards such deductible.

Each party shall provide the other parties with a certificate of insurance evidence of the above noted coverage including a 30-day notice of cancellation.

In addition to General Insurance, each party shall provide evidence of WSIB or its equivalent.

6. **GENERAL PROVISIONS**
   The Library covenants with the Lessor:

   a) To use the facilities only for the purpose of the SDG Library and other uses consistent with the objectives of the Library and for no other purpose;
   b) To be solely responsible for the legal governance (supervision, financial costs, standards of practice and liability) of its staff;
   c) To comply with all federal, provincial and municipal laws, rules, regulations and by-laws, and to hold the Lessor harmless from the consequences of its failure to do so;
   d) Amendment to this Agreement shall be permitted only in writing, approved and executed by duly authorized officers of each of the Parties hereto;
   e) If any clause or parts thereof in this Agreement are determined to be unenforceable, they shall be considered separate and severable from the Agreement and the remaining provisions of the Agreement shall remain in full force and effect.

7. **COVENANTS OF THE LIBRARY**
   The Library shall:
   a) Maintain and provide public library services at the premises supplied by the *Lessor* for the benefit of library users;
   b) Provide custodial services required for the general maintenance of the premises exclusively used by the Library;
   c) Report, in writing, any broken or damaged or non-functioning infrastructure equipment immediately to the Lessor;
   d) Maintain all Library owned equipment in safe and good repair at its own expense;
   e) Replace, at its own expense, any costs associated with painting and flooring;
   f) Gather all refuse, litter, garbage or loose material in a central location for removal, as per Schedule C;
   g) Not alter, demolish, add to, reconstruct, or in any way vary the facility without first having obtained the consent, in writing of the Lessor, which consent may be withheld without cause or reason. It is understood that the Library houses within the facility moveable equipment such as furniture, computers, shelves, and other movable

equipment for the purpose of business operations and may replace, add to, or remove such items at their discretion;

    h) Acknowledges that all requests for facility repairs, replacements or improvements are subject to the final approval of the Municipal Council.

8. COVENANTS OF LESSOR

The *Lessor* shall:

    a) Provide ongoing maintenance and repair of the Leased Premises and the Property, ensuring that they are maintained to the same quality as the original work, including but not limited to the tasks outlined in Schedule "B";

    b) Provide garbage, recycling and winter snow removal services in accordance with Schedule "C";

    c) Manage the ongoing maintenance of the grounds (exclusive of the gardens), parking and building access areas (on which the premises is located);

    d) Maintain the elevator in the Leased Premises (if applicable);

    e) Provide custodial services required for the building, other than the space used for library purposes;

    f) Upon satisfactory review by the Lessor, permit the placement of appropriate signage on the exterior and interior of the building in a manner that is consistent with all other Lessor signage and in accordance with the Lessor's sign by-law;

    g) Provide an outdoor salt storage bin (with scoop), in a location easily accessible and adjacent to the Leased Premises' door and walkway. The bin shall be stocked with a deicer compound (not rock salt) for the use of deicing sidewalks and walkways;

    h) Have the right to enter and conduct periodic inspections of the premises, viewing the state of maintenance and repair;

    i) Have the right to coordinate and carry out any maintenance deemed necessary from the site inspections.

9. INDEMNIFICATION

The *Lessor* covenants and agrees to defend, indemnify and save harmless the United Counties of Stormont, Dundas & Glengarry and the Library their elected officials, officers, employees and volunteers from and against any and all claims, actions, losses, expenses, fines, costs (including legal costs), interest or damages of every nature and kind whatsoever, including but not limited to bodily injury or to damage to or destruction of tangible property including loss of revenue arising out of or allegedly attributable to the negligence, acts, errors, omissions, whether willful or otherwise by the *Lessor*, their officers, employees, agents, or others who the *Lessor* is legally responsible, in respect to this Agreement. This indemnity shall be in addition to and not in lieu of any insurance to be provided to the County and the Library in accordance with this Agreement and shall survive this Agreement.

The United Counties of Stormont, Dundas & Glengarry and the Library, covenants and agrees to defend, indemnify and save harmless the *Lessor*, their elected officials, officers, employees and from and against any and all claims, actions, losses, expenses, fines, costs (including legal costs), interest or damages of every nature and kind whatsoever, including but not limited to bodily injury or to damage to or destruction of tangible property including loss of revenue arising out of or allegedly attributable to the negligence, acts, errors, omissions, whether willful or otherwise by the County and the Library, their officers, employees, agents, or others who the County and the Library are legally responsible, in respect to this Agreement. This indemnity shall be in addition to and not in lieu of any insurance to be provided to the *Lessor* in accordance with this Agreement and shall survive this Agreement.

IN WITNESS WHEREOF the parties hereto have executed this Agreement under signature of their duly authorized officers on the date set forth:

THE CORPORATION OF THE MUNICIAPLITY OF <mark>XXXXXXXX</mark> (the "Lessor")

PER: _____

     Name:

     Title:

PER: _____

     Name:

     Title:

We have authority to bind the Lessor

THE STORMONT, DUNDAS AND GLENGARRY COUNTY LIBRARY BOARD (the "Library")

PER: _____

     Name:

     Title:

PER: _____

     Name:

     Title:

We have authority to bind the Library

SCHEDULE "A"

1. **Legal Description**

[ENTER LEGAL DESCRIPTION]

2. **Site Location**

[ENTER SITE LOCATION]

3. **Approximate Square Footage of Leased Premises**

[ENTER APPROXIMATE SQUARE FOOTAGE OF LEASED PREMISES]

SCHEDULE "B"

1. Repair and Maintenance

As per Section 7a), the Lessor's specific responsibilities, at its own cost and expense shall include:

Service	Frequency
Performing all necessary building repairs and capital improvements within the building envelope	As required
Repairing and replacing the roof	As required
Repairing and maintaining the exterior façade of the Building	As required
Replacing plumbing, heating, lighting, water and ventilation systems and conducting major repairs	As required
Replacing broken windows	As required
Cleaning the exterior façade and windows	Annually, or at the discretion of Library staff
Replacing light fixtures (including the ballasts)	As required
Conducting pest control measures	Monthly
Inspections of fire extinguishers and emergency lighting	Annually
Maintaining smoke alarms and other fire safety systems in proper working condition	As required
Supplying electric power, water and sewer charges, heat and air conditioning	Daily
Performing regular elevator maintenance (if applicable)	As required

2. Accessibility

The Lessor and the Library acknowledge the importance of accessibility in the Leased Premises. The Lessor shall ensure that the Leased Premises comply with all applicable laws, regulations, and standards related to accessibility for individuals with disabilities, including but not limited to the *Accessibility for Ontarians with Disabilities Act*, 2005 (AODA). The Lessor shall take all reasonable steps to make the Leased Premises accessible for individuals with disabilities, including but not limited to providing accessible parking, washrooms, entrances, and other facilities. The Lessor shall bear all costs associated with making the Leased Premises accessible. The Library shall cooperate with the Lessor in making the Leased Premises more accessible, including but not limited to granting access to common areas and providing reasonable accommodation for construction and renovation. The Lessor shall keep the Library informed of its progress in making the Leased Premises more accessible and shall promptly notify the Lessor of any issues or concerns related to accessibility.

<div align="center">**SCHEDULE "C"**</div>

1. Site Specific Services

As per Section 7a), the Lessor's specific responsibilities, at its own cost and expense shall include:

SDG Library – [ENTER BRANCH NAME]	
Garbage Removal	[ENTER SITE SPECIFIC INFORMATION]
Recycling Removal	[ENTER SITE SPECIFIC INFORMATION]
Snow Removal	[ENTER SITE SPECIFIC INFORMATION]
Deicer	[ENTER SITE SPECIFIC INFORMATION]
SDG Library – [ENTER BRANCH NAME]	
Garbage Removal	[ENTER SITE SPECIFIC INFORMATION]
Recycling Removal	[ENTER SITE SPECIFIC INFORMATION]
Snow Removal	[ENTER SITE SPECIFIC INFORMATION]
Deicer	[ENTER SITE SPECIFIC INFORMATION]
SDG Library – [ENTER BRANCH NAME]	
Garbage Removal	[ENTER SITE SPECIFIC INFORMATION]
Recycling Removal	[ENTER SITE SPECIFIC INFORMATION]
Snow Removal	[ENTER SITE SPECIFIC INFORMATION]
Deicer	[ENTER SITE SPECIFIC INFORMATION]