

## Facilities Policy approved

As part of its systematic review of all policies, the Board approved an updated Facilities Policy that details VIRL's multi-tiered service delivery model designed to best serve the needs of the diverse communities in the library region. The policy flows from the set of recommendations contained in the *Consolidated Facilities Master Plan* and approved by the Board at its June 2010 meeting. The Facilities Policy outlines the process to contract services from VIRL and the additional levies required over a 10-year period to implement the policy, and establishes the following service delivery models: *Books by Mail* for communities with fewer than 1,000 people or without a branch; *Core Library* with target size of 2,750 sq ft; *Community Library* of up to 18,000 sq ft, based on population; *Resource (Hub) Library* that exceeds 18,000 sq. ft., based on population; *eLibrary* that offers electronic resources. The Facilities Policy is attached.

## Printing/Photocopying fee standardized

The Board approved a standardized fee structure of \$0.25 per page for Internet printing and photocopying. The revised fee structure will go into effect on August 1, 2011. Previously, customers were charged \$0.15 for Internet printing, and \$0.25 for photocopying.

## Procedural Bylaw adopted

The Board adopted the revised Procedural Bylaw that governs the proceedings of the Vancouver Island Regional Library Board and its committees. The Bylaw, which had not been reviewed for many years, was revised to reflect current practice and to incorporate elements of BC's Library Act.

## Grant for French materials

The Board was informed that VIRL has received \$10,000 from the provincial Francophone Affairs Program to increase the selection of French materials.

## Presentation on new catalogue

The Board received a presentation on the new, user-friendly catalogue, which has already received positive responses from customers. During the strategic planning process, participants consistently called for improvements to the online catalogue system.

## Facilities Update

The Board received an update on facilities.

### *Small/rural branches*

**Bella Coola:** A new location is being sought as the new owner of the building that houses the branch is not interested in a long-term lease.

**Chemainus:** The Town of Chemainus, as part of its Official Community Plan, has expressed interest in a new location for the branch and is investigating potential future sites.

**Cowichan Lake:** Work continues with the Town of Lake Cowichan and the Cowichan Valley Regional District to establish a new, expanded branch for which they are providing land and facilitating financing.

**Cortes Island:** The lease has expired and a new location is being investigated.

**Cumberland:** Plans are proceeding to move the branch to the new location, subject to the successful proponent finalizing a land purchase.

**Gabriola Island:** Negotiations are underway to expand the branch.

**Quadra Island:** Plans are proceeding to move the branch from Heriot Bay to the Cove Centre at Quathiaski Cove.

**Port Alice:** The landlord is in the process of upgrading lighting and HVAC.

#### ***Urban branches***

**Nanaimo North:** Regional District of Nanaimo has agreed to facilitate a loan from the Municipal Finance Authority, subject to electoral approval under the alternative approval process, to renovate the Central Services building and establish a new branch to serve the Nanaimo north region. The building will also house some of VIRL's administrative offices.

**Sidney:** While the branch is undersized, there is no room for expansion at the current site. To modernize the branch, staff is reviewing the potential for improving workflow and updating lighting.

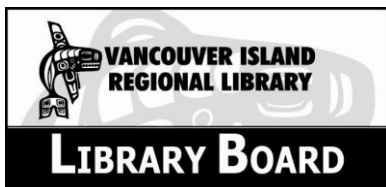
**Sooke:** The Town of Sooke has expressed interest in a new location for the branch in 2013, at the earliest.

**Qualicum Beach:** The landlord is in the process of replacing flooring.

### **2011 Board Meeting Dates**

September 24

November 26



# Board Policy

<b>Title:</b>	Facilities
<b>Approved:</b>	October 2007
<b>Revised:</b>	June 2011

The purpose of this policy is to ensure facilities meet the mission of the Vancouver Island Regional Library (VIRL) Board by maintaining and further developing an integrated network of service points, underpinned by designated resource hub libraries offering and supporting the delivery of in-depth information and readers' advisory services system-wide. Together, these approaches are designed to be responsive to the needs and expectations of VIRL customers. Facilities are designed to best meet the community needs. Ideally, library facilities are flexible, functional, attractive and adaptable.

## Development of a Permanent Service Delivery Location

It is the responsibility of the associated political jurisdiction to make a request in writing to the Board to consider the development of a permanent service delivery location. A population threshold of 4,600 is expected to be met in 20 years' time in order for a branch to be considered by the Board. If the Board approves the request, it is the associated political jurisdiction's responsibility to conduct a public consultation process.

## Service Delivery Models

To maximize efficiencies and effectiveness VIRL will offer a multi-tiered service delivery model. Requests for contracting services from VIRL will be between the political jurisdiction and the Vancouver Island Regional Library Board. Discussions will not be undertaken with individuals or local interest groups. Support of the local jurisdictions is a prerequisite.

### Books-by-Mail

Books-by-Mail is an individualized serviced offered to communities of less than 1,000 people. All requests are handled at the nearest resource hub.

### Core Library

The Core Library is located in a concentrated area of expressed need. The physical size of the Core Library is a target of 2,750 square feet, serving a population up to and including 4,600. The service is valued as a focal point of the community identity, a community meeting place and a destination for all. It may be co-located. It provides convenient access to the resources of the entire library system. Core children's services (including programming) and services to targeted groups such as teens or seniors may

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be stressed. The collection may contain up to 15,000 popular items. Electronic information resources provide access to a broad range of reference and support materials. Access to the Internet will be provided in relation to the population served.

### **Community Library**

The Community Library is a local community focal point and is a gathering place and an intentional destination. It may be co-located. The Community Library is up to 18,000 square feet. The building should support the growth of the community for 20 years. These libraries focus their services on recreational and informational needs, providing access to a full range of print and non-print items. Their collections, based upon demand, support browsing and general information. The base core collection is further developed to support a broader range and scope of information. The Community Library delivers information and reader's advisory services, programming for all targeted groups, outreach, reading lounge, designated study space and multipurpose meeting space are all part of their mandate. Access to the Internet will be provided in relation to the population served.

### **Resource (Hub) Library**

The Resource (Hub) Library underpins the delivery of information and readers' advisory services throughout the Board's service area. Further to that it provides community needs to the local area. It may be co-located. The Resource Library exceeds 18,000 square feet based on population. The building should support the growth of the community for 20 years. Its extensive collections serve the recreational and informational needs through a mix of circulation and electronic materials. Local or special collections may also be developed and housed in hub libraries. The resource hub library has an important role in supporting the print and non-print infrastructure of the library system through the development and provision of specialized in-depth collections and staff expertise. It provides the full range of services for children and adults, programming, outreach, distribution centre for the hub, and multipurpose meeting space are all part of its mandate.

### **eLibrary**

It is the vision of the Vancouver Island Regional Library to become a provincial leader in the integration of technology into library services. Electronic resources and technological access to information and services will not result in the demise of the library as a destination. Rather, technology will be expanded and used to enhance customer access to library services, whether from within library branches or from home, place of work, or other locations within the community. Using new tools customers and staff will access information resources more effectively and communicate in new and innovative ways. Services offered electronically will be tailored to the individual needs of customers, recognizing the diversity of the community, social and economic barriers faced by all its members.

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## Standards

Standards may be defined as a degree or level of requirement, excellence or attainment that serve as a point of reference. They are a framework for planning and achieving best practices and excellence in the management and provision of library service. At the same time, standards provide a baseline measure for the development of facilities.

VIRL will:

- Establish and maintain libraries according to the service delivery model.
  - Locate facilities as best possible utilizing site selection criteria.
  - Use a recognized source (PCensus or Stats Canada) to access population and demographic information on which to base needs for new or expanded facilities.
  - Implement a minimum target size of 2,750 sq ft or 0.6 sq ft per capita.
  - Recognize the difference between urban and rural delivery by:
    - Grandfathering existing sites in their present geographic location until such time as population increases warrant replacement, and that grandfathered branches be maintained with a focus on WCB and health & safety issues subject to funding provided by the additional maintenance levy above, and that priority maintenance be given to the rural branches as identified in the CFMP report.
    - Base rural priorities on a weighted basis (10% population 30% date of most recent move/work, 30% compliance with minimum requirements, 30% physical condition) as outlined in this report.
    - Consider one or more rural branches and one urban branch per year be considered by the Board for expansion or replacement when requested by the local jurisdiction.
  - An additional levy of 1.25% per year for facilities over a 10 year period, and an additional levy of 1% per year for maintenance over a 10 year period, is required to implement this policy.
  - Implement as opportunities arise the preferred ownership model.
    1. VIRL ownership
    2. Public sector ownership
    3. Private sector ownership
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### Prototype Library Program / Minimum 2,750 sq ft.

	Total Area (SF)	Description / Standard
Collection Space	1,000	15,000 books @ 15bk/sf
Circulation Desk	150	
Public Access Catalogues	40	
User Seating	240	8 seats x 30sf
Children's Area	300	12% of area
Teen Area	100	4% of area
Public Access Computer Space	100	4 users
Work / Storage Room	250	11% of library area
Washrooms	80	1 male 1 female
Circulation	490	19% of net area
<b>Total</b>	<b>2,750</b>	

### Site Selection

		Site 1	Site 2	Site 3	Site 4	Site 5
<b>Physical Site</b>						
1	Site accommodates facility which meets area standard for catchment area					
2	Central to catchment area					
3	Site is in future growth area					
4	High visibility within community					
5	Close to commercial node / activity					
6	Close to other community facilities					
7	Site restrictions (ie flood plane or restrictive covenants)					
8	Library use permitted by existing zoning					
<b>Site Access</b>						
9	Accessible by public transit					
10	Vehicle parking is maximum permitted by zoning					
11	Bicycle parking is provided (as per zoning if applicable)					
12	Access for service and delivery vehicles					
<b>Building</b>						
13	Meets minimum area requirement (for branch size)					
14	Meetings building code standards					
15	Barrier free access					
15	Access to telephone, Internet, cable, communication infrastructure					
17	Overall premise / building is in good condition					
18	Available for long term period (20 years)					
19	Affordable					
20	Separate entrance					
<b>Total (maximum score = 100)</b>						



## Facility Decision Process

