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Board Policy Facilities

Facilities

Purpose

The purpose of this policy is to ensure [Vancouver Island Regional Library \(VIRL\)](#) 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 are developed, maintained and operated in alignment with the organization's Foundational Documents, and recognizing both the fiscal and complex regulatory environments in which VIRL operates.

~~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. VIRL prefers to own its facilities, to ensure we meet the disparate and complex regulatory considerations within which we operate.~~

~~S~~ervice Delivery Models

~~To maximize efficiencies and effectiveness VIRL offers a multi-tiered service delivery model. Requests for contracting library services from VIRL will be between the political jurisdiction and the Board of the Vancouver Island Regional Library. Discussions will be undertaken with individual or local interest groups.~~

~~Books by Mail~~

~~Books by Mail is an individualized service offered to communities of less than 799 people. All requests are handled at the nearest resource hub. The associated political jurisdiction can make a request in writing to the Board to consider the development of a permanent 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.~~

~~eLibrary~~

Policy Approved: June 11, 2011
Revisions Approved: September 15, 2012

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 place of work, or other locations within the community to library services, whether from within library branches or from home. 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. 30% of VIRL's collections are presently electronic, and include e-books, journals, magazines, streaming audio and video.

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 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 nonprint 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.~~

~~Standards: Size and Site~~

~~Standards are 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.~~

Facilities Development and Operations

VIRL prefers to own its facilities, to balance the complex regulatory and service considerations in our operating environments.

VIRL's building program strikes a balance between aesthetic, fit, form, function, durability, adaptability and affordability. We work in collaboration with member local governments, the BC Social Procurement Initiative, engineering, trades, and architectural partners to develop Capital Projects in the public interest.

In communities meriting multiple VIRL branches, we seek to balance service delivery and cost-effectiveness, and anticipate hub and spoke service delivery models will become more prevalent in the years ahead, in both urban and rural environments.

VIRL will:

- For VIRL-owned facilities:
 - Design, build, ~~Establish and~~ maintain and operate libraries attractive, functional, accessible, and cost-effective facilities, in alignment with its VIRL's Foundational Documents and the complex regulatory environment within which we operate according to the service delivery model.
 - ~~VIRL prefers to own its facilities, to balance the complex regulatory and service considerations in our operating environments.~~
 - ~~Locate facilities as best possible utilizing site selection criteria.~~

Policy Approved: June 11, 2011
Revisions Approved: September 15, 2012

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- ~~○ Use a recognized source (PCensus or Stats Canada, BC Stats or others) to access population and demographic information on which to base needs for new or expanded facilities. Calculations of population, demographics and catchment will be dictated by the methodology included in the Facilities Master Plan.~~
- ~~○ Consider mobile infrastructure, standalone facilities, and mixed and multi-use Capital projects approaches.~~
- ~~— Consider ownership, Public and private lease options—including build to suit. VIRL prefers to own its facilities, to ensure we meet the disparate and complex regularly considerations within which we operate.~~
- ~~○ Consider opportunities to access grants or other external sources of capital funding in order to maximize the impact of VIRL's capital budget, and partner with the relevant local governments as required~~

⊖

- For VIRL leased facilities:

- ~~○ Operate attractive, functional, accessible, and cost-effective facilities, in alignment with its~~VIRL's Foundational Documents and the complex regulatory environment within which we operate.
- ~~—~~
- ~~○ Consider opportunities to access grants or other external sources of capital funding specific to renovations/retrofits in order to maximize the impact of VIRL's capital budget, and partner with the relevant local governments as required~~Consider public and private lease options, including build to suit

~~— Implement a minimum target size of 2,750 sq ft or 0.6 sq ft per capita.~~

- For all VIRL facilities:

- ~~— Use the approved Facilities Master Plan as the primary tool for identifying capital priorities~~Adhere to the facilities development processes described in the current Facilities Master Plan
- ~~○ Locate new facilities as best possible utilizing site selection criteria, and~~
- ~~—~~
- ~~— Use a recognized source (Stats Canada, BC Stats or others) to access population and demographic information on which to base needs for new or expanded facilities~~
- ~~— Collaborate with the BC Social Procurement Initiative~~
- ~~— Consider opportunities to access grants or other external sources of capital funding to maximize the impact of VIRL's capital budget~~

Policy Approved: June 11, 2011
Revisions Approved: September 15, 2012

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— Consider opportunities to access grants or other external sources of capital funding specific to renovations/retrofits to maximize the impact of VIRL's capital budget

- Recognize the difference between urban and rural delivery by:

- ~~Grandfathering~~ Maintaining legacy existing ~~sites~~ leased facilities in their present ~~geographic location~~ until such time as population or other determinants ~~increases~~ warrant replacement consideration of alternate models or locations.

- Maintaining grandparented legacy facilities with a focus on issues related to the BC Building eCode, and health and safety, ~~and that maintain grandfathered parented branches be maintained~~ facilities with a focus on WCBorksafeBC and health & safety issues, subject to funding provided by the additional maintenance 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.

- ~~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. , and accessibility~~

- ~~Consider one or more rural branches and one urban branch per year be considered by the Board for renovation, expansion or replacement when requested by the~~ Local Government member ~~jurisdiction.~~

- As part of the annual budget process, prepare a prioritized listing of potential projects based on the weighted criteria established in the Facilities Master Plan for consideration by the Board

- As part of the annual budget process, establish the capital levies required to effectively manage VIRL's capital portfolio and address determine priority Capital projects per the Facilities Master Plan capital priorities in future years. The funding for VIRL's capital plan comes from two levies: created under the 2010 CFMP.

- Facilities levy: minimum of 1.25% (based on previous year's total member levy) per year for construction of new facilities and/or major renovations

- Maintenance levy: minimum of 1% (based on previous year's total member levy) per year for preventative maintenance, furniture and equipment, IT equipment and infrastructure, and replacement of delivery vehicles Facilities

Policy Approved: June 11, 2011
Revisions Approved: September 15, 2012

levy: minimum of 0.76% per year for construction of new facilities and/or major renovations.

- Furniture, Fixtures, Equipment and Systems (FFE&S) levy: minimum of 0.61% per year for preventative maintenance, furniture and equipment, IT equipment and infrastructure, and replacement of delivery vehicles.

○

~~—Work with First Nations to identify opportunities to advance reconciliation efforts~~

Development of a new VIRL facility location – Roles and Responsibilities

- It is the responsibility of the associated Local Government member to make a request in writing to the Board to consider the development of a new VIRL facility location. A population threshold of 4,600 is expected to be met in 20 years time for a new facility to be considered by the Board. If the Board approves the request, it is the associated Local Government's responsibility to conduct a public consultation process, inclusive of adjacent First Nations communities.
- ~~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~~

Donation of Property: refer to *Donations and Corporate Sponsorship Policy*

~~Standards: Hours of Operation~~

~~Core Service Model~~

~~5 days per week maximum~~

~~20 hours minimum to maximum 42 hours~~

~~2 consecutive closed days (contractual requirement)~~

~~Variety of morning and evening hours~~

~~Open hours between 10am – 8pm~~

~~Community Service Model~~

~~5 – 7 days per week~~

Policy Approved: June 11, 2011
Revisions Approved: September 15, 2012

~~60-hour maximum
4-evenings per week
Variety of morning and evenings
Open hours between 10am—8pm
Sunday 12:30 pm—4 pm if funding available~~

Hub Service Model

~~7 days per week
65 hours per week plus
4-evenings per week
Variety of mornings and evenings
Open between 10am—8pm
Sunday 12:30pm—4pm~~

Standards: Staffing Specifications

Core Service Model

Classification	FTE
Page	> 0.5
Clerical	1 - 2.5
Technician	1 - Is assigned to the zone and works under the direction of a librarian

Community Service Model

Classification	FTE
Page	> 2
Clerical	2.5 – 5
Librarians	2 - 3
Library Manager	1

Hub Service Model

Classification	FTE
Page	2 – 5
Librarian	2 – 6
Library Manager	1

**Policy Approved: June 11, 2011
Revisions Approved: September 15, 2012**

~~Prototype Library Building 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
Total	2,750	

~~Site Selection Criteria~~

		Site 1	Site 2	Site 3	Site 4	Site 5
Physical Site						
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 (i.e. flood plane or restrictive covenants)					
8	Library use permitted by existing zoning					
Site Access						
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					
Building						
13	Meets minimum area requirement (for branch size)					
14	Meets building code standards					
15	Barrier free access					

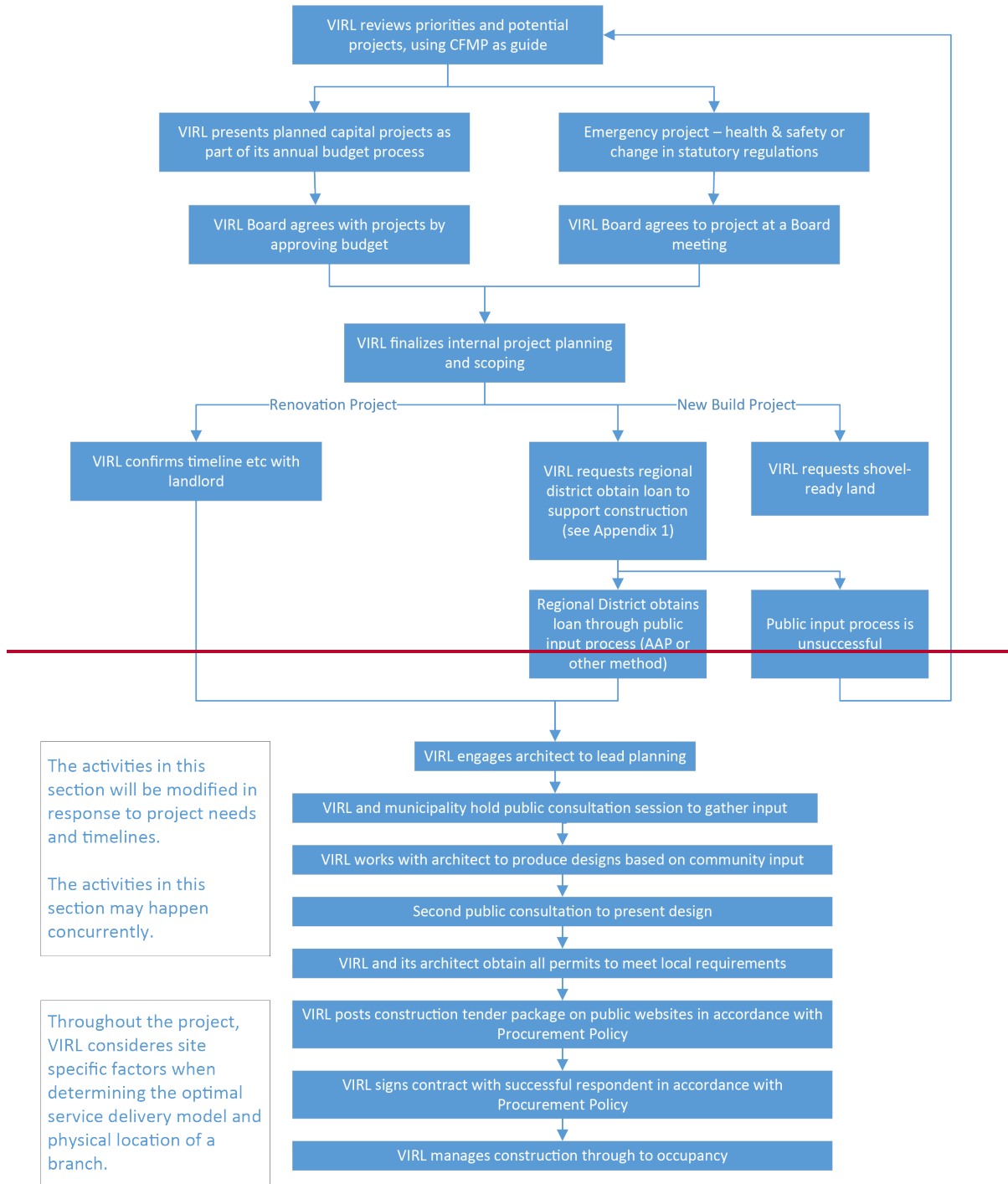
Policy Approved: June 11, 2011
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16	Access to telephone, Internet, cable, communication infrastructure					
17	Overall premises / building is in good condition					
18	Available for long term period (20 years)					
19	Affordable					
20	Separate entrance					
Total (maximum score = 100):						

Policy Approved: June 11, 2011
Revisions Approved: September 15, 2012

Facility Decision Process



The activities in this section will be modified in response to project needs and timelines.

The activities in this section may happen concurrently.

Throughout the project, VIRL considers site specific factors when determining the optimal service delivery model and physical location of a branch.



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 - Consider standalone facilities, and mixed and multi-use approaches.
- For VIRL-leased facilities:
 - Operate attractive, functional, accessible, and cost-effective facilities, in alignment with VIRL's Foundational Documents and the complex regulatory environment within which we operate.
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 - Adhere to the facilities development processes described in the current Facilities Master Plan.
 - Locate new facilities as best possible utilizing site selection criteria.
 - Use a recognized source (Stats Canada, BC Stats or others) to access population and demographic information on which to base needs for new or expanded facilities.

- Collaborate with the BC Social Procurement Initiative.
- Consider opportunities to access grants or other external sources of capital funding to maximize the impact of VIRL's capital budget.
- Consider opportunities to access grants or other external sources of capital funding specific to renovations/retrofits to maximize the impact of VIRL's capital budget.
- Recognize the difference between urban and rural delivery by:
 - Maintaining legacy existing leased facilities until such time as population or other determinants warrant consideration of alternate models or locations.
 - Maintaining legacy facilities with a focus on issues related to the BC Building Code, and health and safety.
 - Consider one or more rural branches and one urban branch per year for renovation, expansion or replacement when requested by a Local Government member.
- As part of the annual budget process, determine priority Capital projects per the Facilities Master Plan. The funding for VIRL's capital plan comes from two levies:
 - Facilities levy: minimum of 0.76% per year for construction of new facilities and/or major renovations.
 - Furniture, Fixtures, Equipment and Systems (FFE&S) levy: minimum of 0.61% per year for preventative maintenance, furniture and equipment, IT equipment and infrastructure, and replacement of delivery vehicles.

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