



Opening Calgary's New Central Library

– Sarah Meilleur, Janet Hutchinson, Avnish Mehta and Evan Woolley





OUR ORGANIZATION

Our strategy

We're working together to make citizens' lives better, every day. We're focusing on what's important to you, improving how we do business, and ensuring we plan for our future to build a strong, resilient Calgary.



Calgary: a great place to make a living, a great place to make a life"

A smiling man in a dark blue button-down shirt is holding a stack of books in a library. He is standing in front of wooden bookshelves filled with books. The background is slightly blurred, focusing on the man.

Library Services

Loaning of books & materials, learning, discussion, & community programs

[Back to Our Services](#)

Service description

The Calgary Public Library empowers our communities by connecting Calgarians to ideas, experiences, and inspiration. Calgary's libraries are community hubs that promote learning, discussion, invention, and action. We want to help create a sense of belonging, empowerment in civic decision-making, an ability to empathize with others, personal meaning, capacity and connectedness, and a positive, enthusiastic and hopeful outlook on the future.

CALGARY



RENOVATIONS OF ALL COMMUNITY LIBRARIES

Seton Library



Rocky Ridge Library



Quarry Park Library



Nicholls Family Library



SYSTEM WIDE GROWTH

	2015	2018	Change
Visits	6,254,570	6,949,996	11%
Members	498,044	687,493	38%
Outreach	3,459	4,522	31%
Programs	10,538	16,253	54%
Volunteer Hours	53,000	91,000	72%
Hours of Service	54,244	68,444	26%
Library Square Footage	483,200	581,563	20%

SITE AND ARCHITECT SELECTION

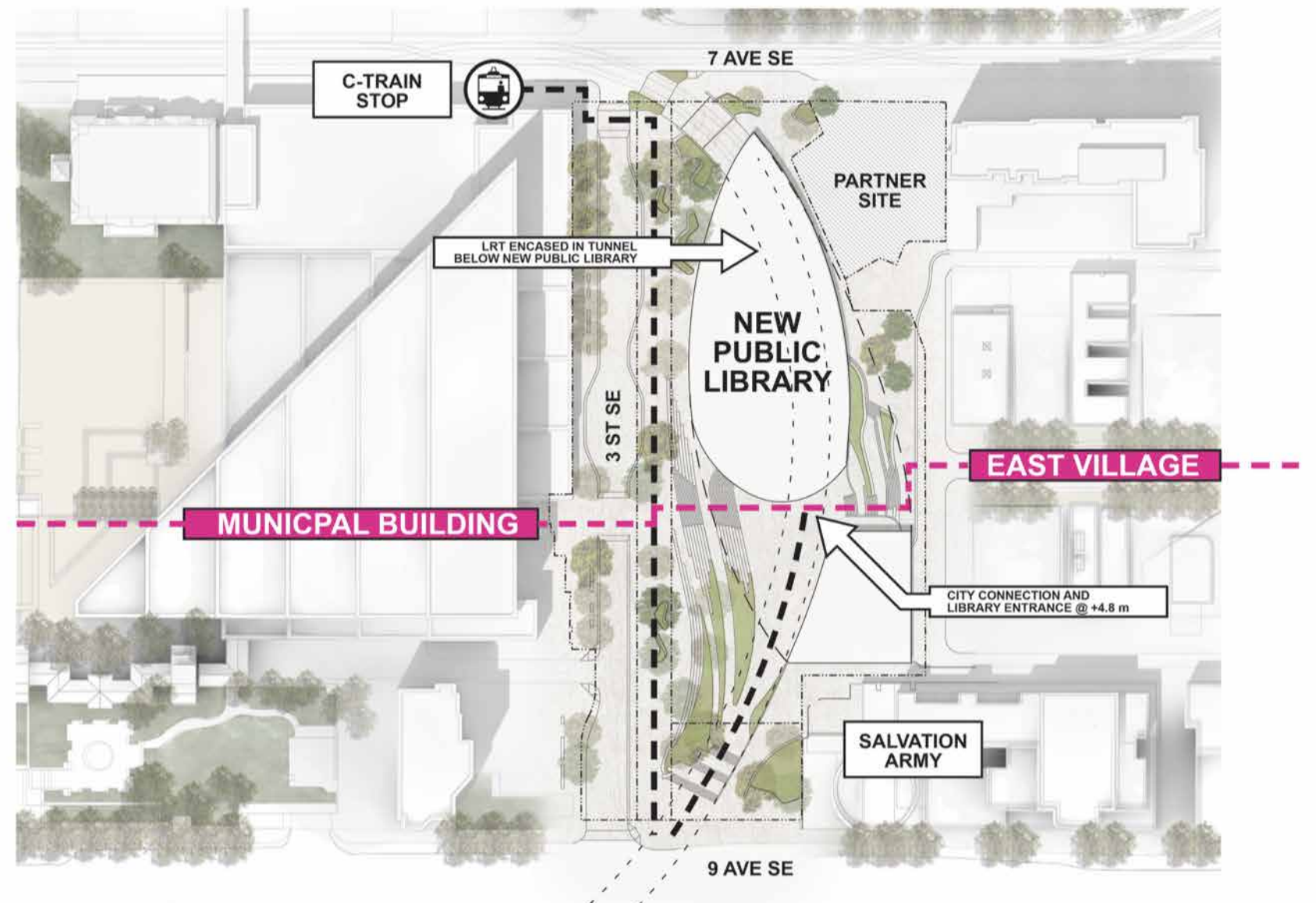
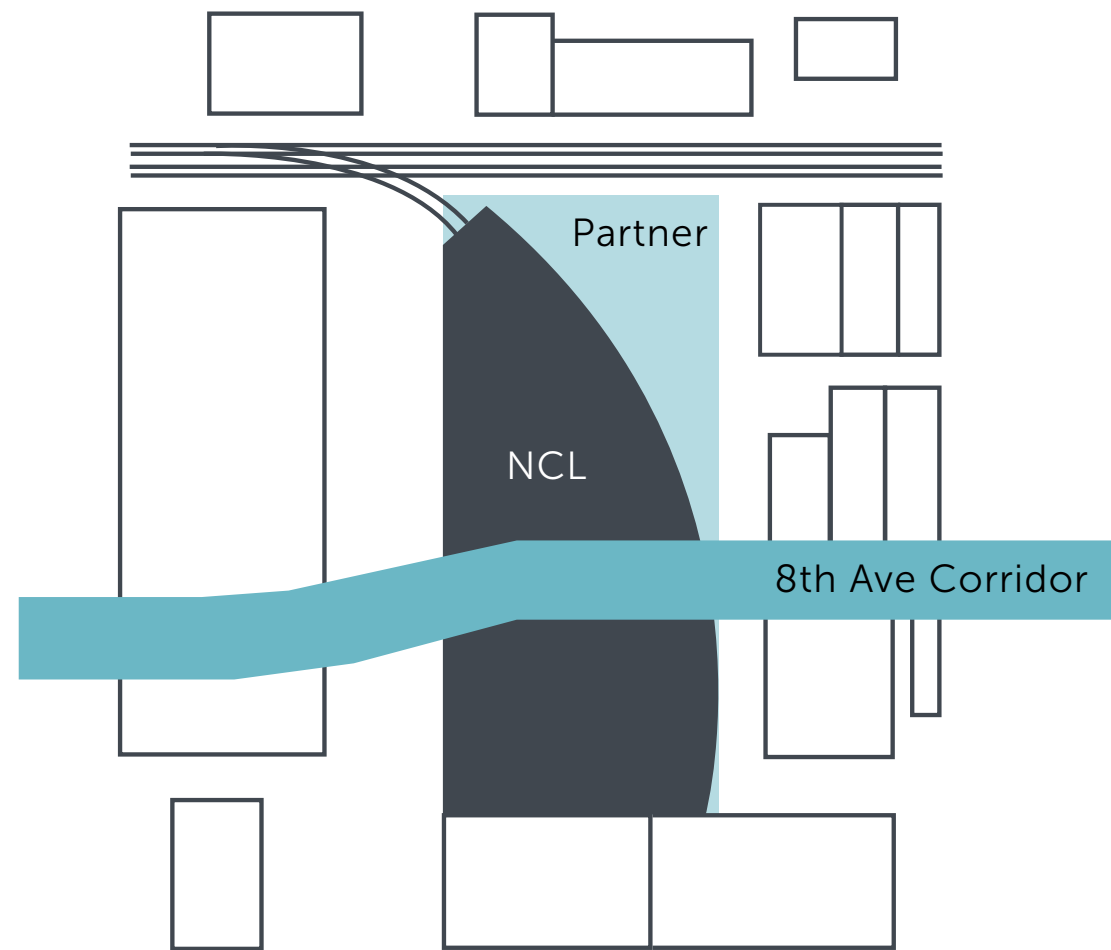


PROJECT LOCATION

The location of the new Central Library adjacent to City Hall will strengthen the fabric of community life by weaving East Village, the original heart of Calgary, back into the story of Centre City.



The City of Calgary and Calgary Public Library completed a thorough site selection process during which five potential sites were evaluated for the New Central Library. The process concluded in July 2011 with support from the Board of the Calgary Public Library Board and City Council for Block 127 in East Village.





THE SITE

38

**international
submissions**

Selection Committee consisting of members of the Calgary Public Library
City of Calgary and independent architectural consultants
Ian Chodikoff (former editor of Canadian Architect Magazine)
Jim Barnes (Foster + Partners)

narrowed to 4

3XN and AECOM (Denmark and Calgary)

KPMB and BKDI (Toronto and Calgary)

REX and Group2 (New York and Calgary)

Snohetta and Dialog (Oslo/New York and Calgary)

Decision made in **October 2013.**

Snohetta and Dialog (Oslo/New York and Calgary)

6-month

public engagement program

16,500+

Calgarians shared their ideas, aspirations and hopes

for the New Central Library online and in person at over 150 events

May 9, 2014
SHANNESSY

FORWARDTOGETHER



INFO
ENSURE there's enough STAFF
ONE to one interaction = better NAVIGATION

MAKE IT EASY

email + text reminders on PINES
self checkout (with smartphone)

email me customized program info

online renewals - of library card
VIRTUAL membership CARD
CPL advertise

SEARCHING online - make it friendly
author name look is did overhaul! catalogue!

feels... LIKE HOME

Safe learning environment

ACCESS

OPEN: longer hours + every Sunday
CPL all year hours

stroller parking
stroller friendly
accessible

WHAT DO YOU WANT FROM YOUR LIBRARY NOW?

MORE FOR TEENS

LESSONS
teaching chess
Science demos
Crafts

KIDS Programs

discussions
MOVIES in all branches

WHAT DO YOU WANT FROM YOUR LIBRARY IN 2020?

INTEGRATED IN THE COMMUNITY

Volunteering - Scholarships

Streaming Videos
Free WiFi Easy!
FASTER INTERNET
better soft ware

cheaper printing
NO 2-HR LIMIT
More Computers

VIRTUAL Storytime (esp when it snows)

Digital

games: educational
"my email keeps me connected to friends"

WEBINARS - using CPL to leverage reliable info
Kids' game area - in branch and ONLINE

We @CPL but ... we live in the country + it's hundreds of \$

Province wide
out of town access

accessible materials - for people with disabilities
Kids' online content

MORE BOOKS
LEGO games
more chapter books
popular titles

Science books
COMICS
dinosaur movies

MORE

BOOKS
ebooks
audio - accessible & other languages
GAMES
Science - Comics - Toys

more DVDs - tailored locations
more audiobooks

grade 1-2 books + DVDs
more archives about Calgary (showcase in a big hall)

more french + for kids (french)
game rentals
more e-books

JOB

oil + gas industry info
connection to industry
small business centre

Dad + kid active living programs

play dates + teambuilding
School prep work-shops

play dates + teambuilding

close bus stop + transit
robot book retrieval

robot book retrieval
kids reading
COMFY!

Cafe
COMFY!
more chairs
Study spaces

Community can book board room

Spaces

Safe, Fun kid's area

Water is Calming
Music - a hub for creativity

adjustable tables
multi-tiered library
QUIETER

Library is like a TREASURE ISLAND

DRAWN LIVE BY Sam Bradd - drawing change.

RESULTS

Four major themes:

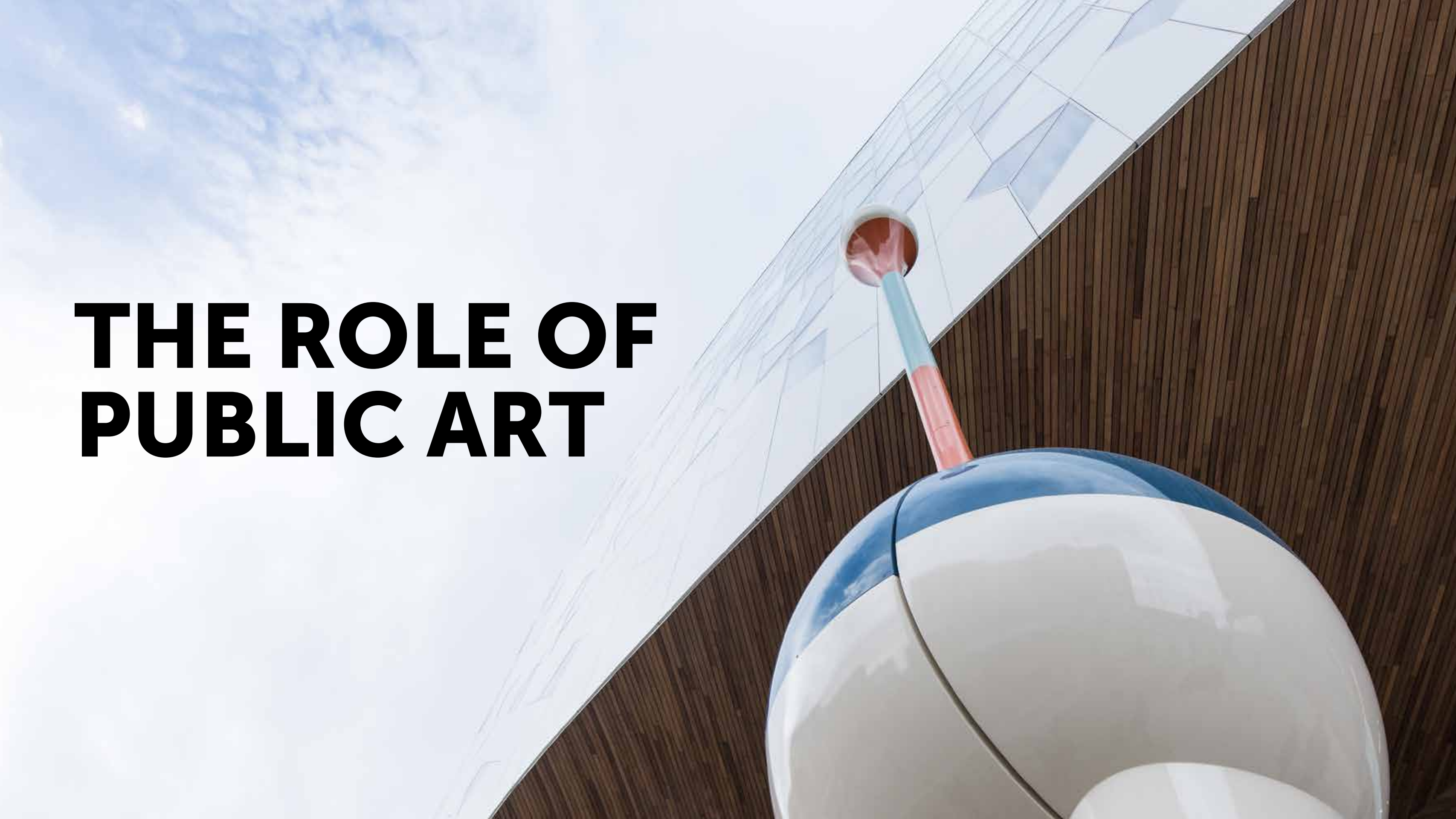
Awesome **Spaces** and Virtual Places;

Powerhouse **Programs** and Signature **Services;**

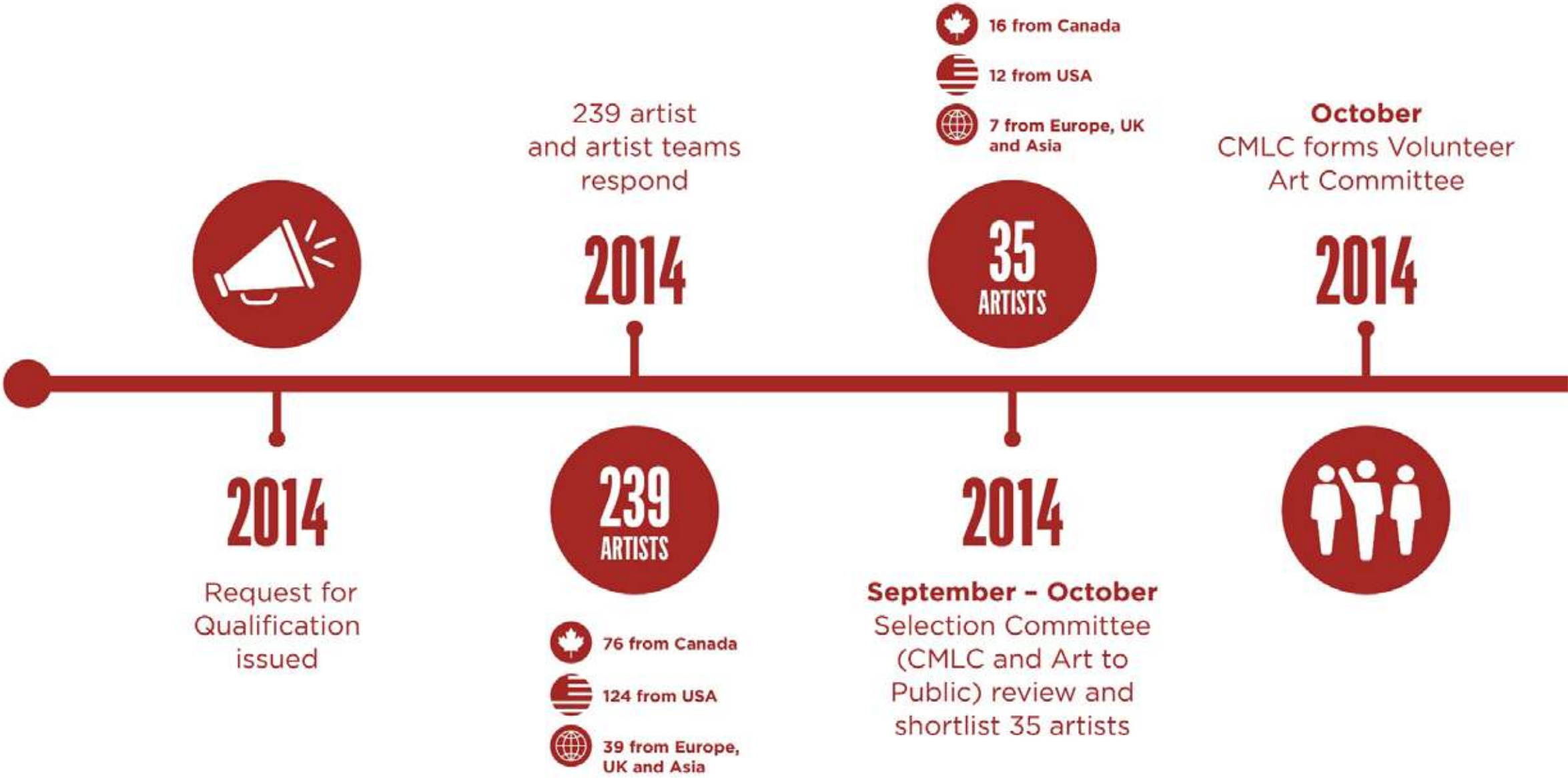
Diverse **Collections** and Inspiring Resources;

The Role of the Library in Complete **Communities**

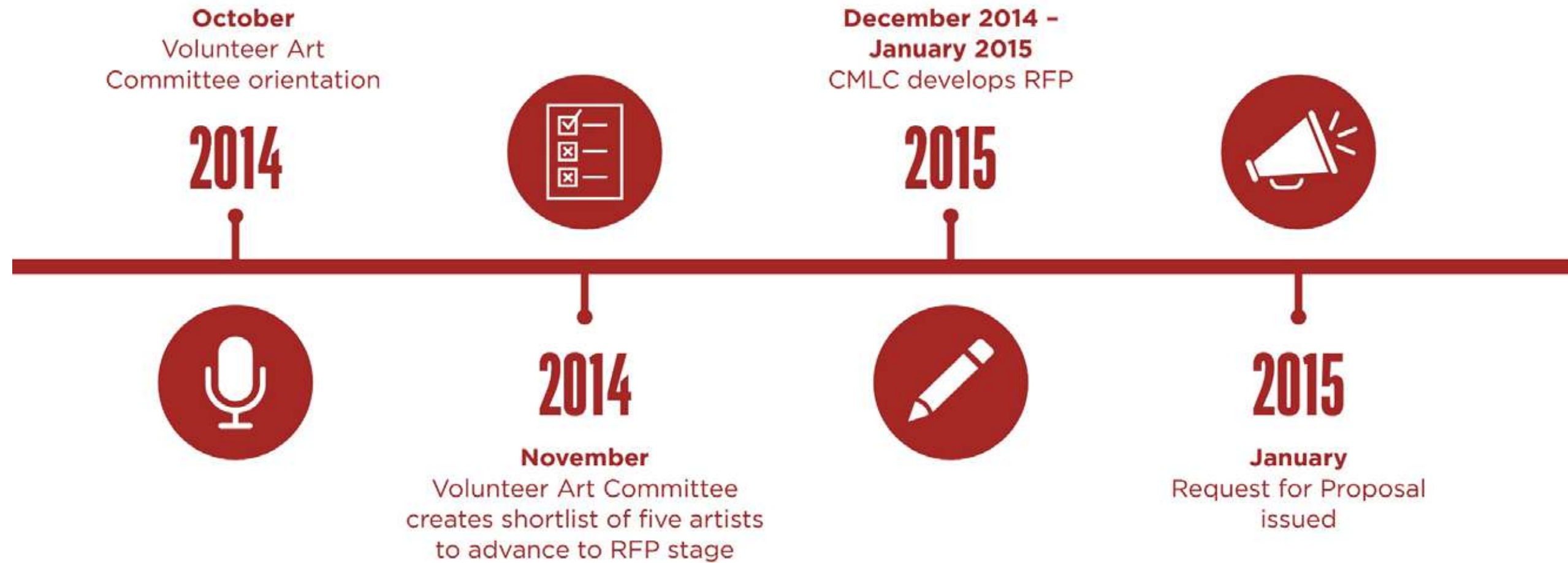
THE ROLE OF PUBLIC ART



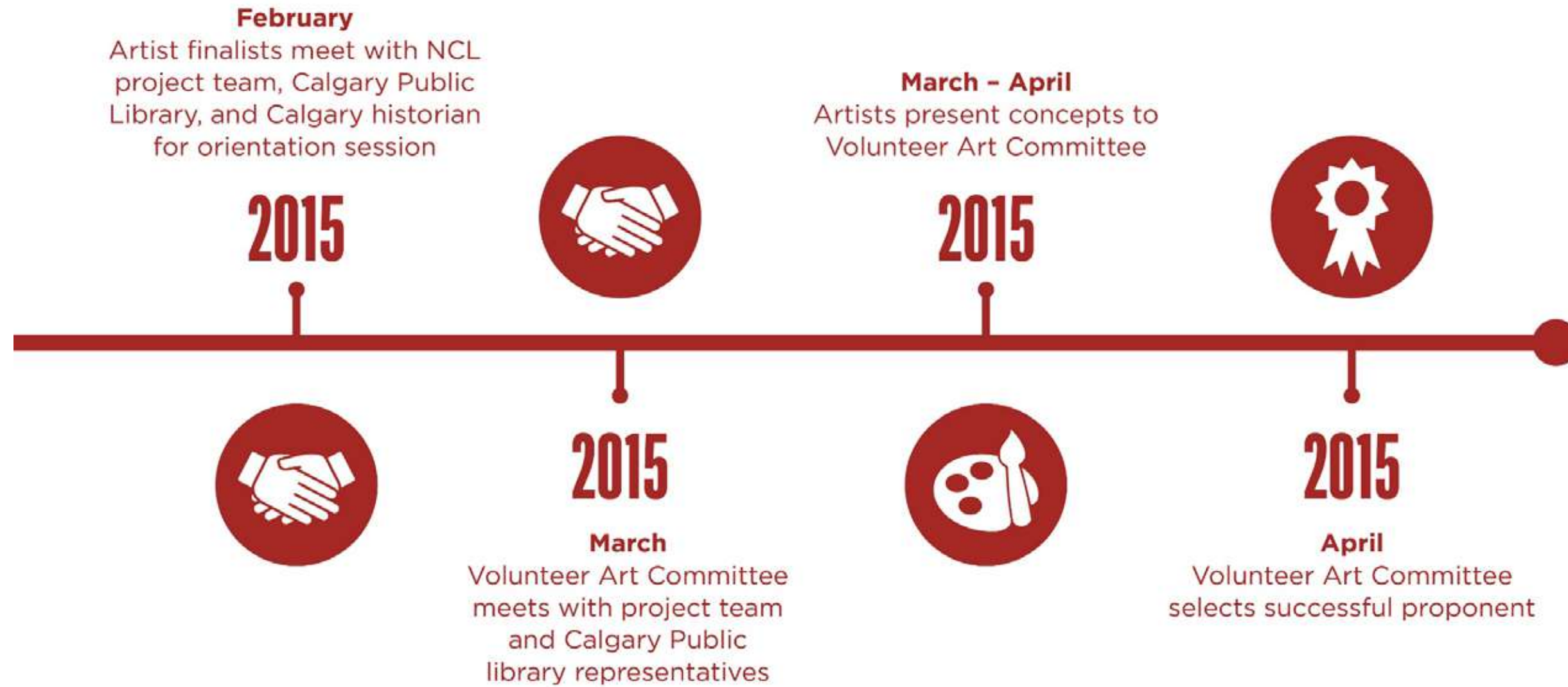
NCL PUBLIC ART TIMELINE



NCL PUBLIC ART TIMELINE



NCL PUBLIC ART TIMELINE





FISH

TRIO

ON DISPLAY



ARTIST IN RESIDENCE





INDIGENOUS PLACEMAKING



PLAN FOR INNOVATION

Learning and Education

Delight and Play

Social Connection

Personalized Empowerment



TD Great Reading Room

Entrance & Lobby

Exterior Spaces

Meeting Rooms

Digital Corridor

Newcomers

Teens



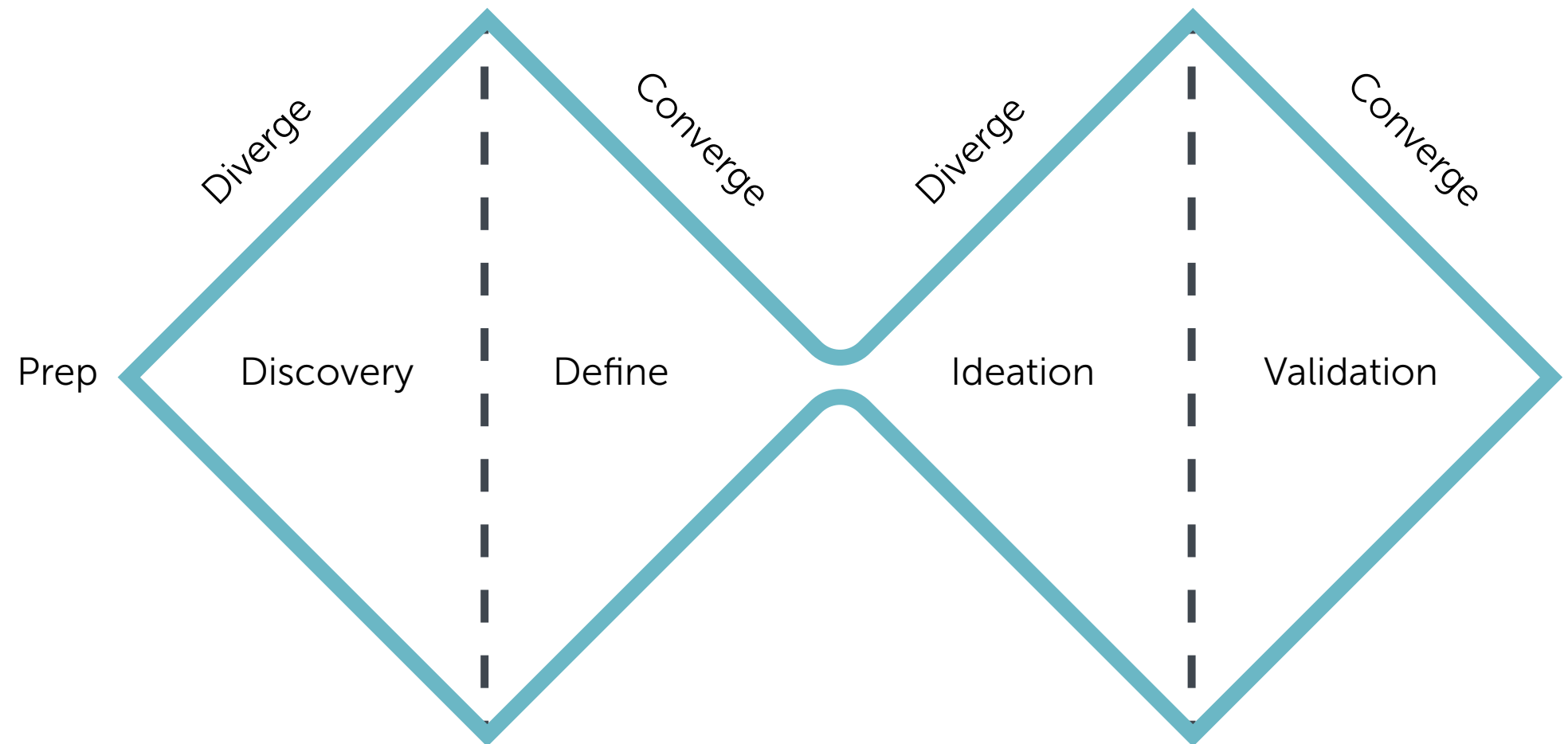
CHARETTE FORMAT

- Pre-assignments/Observations
- Ideation
- Dotmocracy

CHARETTE TWO:

- Refining ideas
- Piloting/Prototyping

Convergent/Divergent Ideation Process



PRE-ASSIGNMENT

TOP SECRET

4th Floor Observation Mission

Spaces: Quiet space, shared tables, & local history room

1. Who is using the spaces? (e.g. children, adults, men, women...)
 2. How are people use the physical space? (e.g. personal space, posture, plug-ins, etc.)
 3. What are people doing in the space? (e.g. reading books? Watching videos? Talking? Eating?)
- Date & time completed: Aug 30 2:54pm

Shared long tables

- lds have space, but ppl are sharing tables across light?
- QUIET → headphones
- Watching videos IIII
- E-reader I
- using plugs IIII
- Reading books IIII
- Gaming I
- saw a patron - regular, in the corner, who was out fast smoking earlier → here all day?
- people in spots are regulars?
- shared square tables
- one table with a child → looks like family
- looking for jobs at the I

from each other → to be closer to the IIII

slouched holding head

leg up on chair

↑ injury

Talking about stuff

under 30 IIII

over 40

Female

Male

male IIII

female IIII

reading at the

studying

Local history room

- looking at microfiche
- ↳ scanning historical newspapers
- ↳ 3rd floor has a much more diverse demographic
- ↳ shifted main floor p to 4th floor
- ↳ Library staff lots of regular people, vce
- ↳ sitting in "regular"
- ↳ b/c of the computers specifically
- ↳ Are you planning more tables and chairs??
- ↳ We need longer hours. 24/7.
- ↳ old patron DVD player
- ↳ clearly know each other
- ↳ headphones
- ↳ seats by the window all full
- ↳ 10 using plugs on walls
- ↳ staff comes by to sweep for materials
- ↳ all individual tables, no shared tables
- ↳ websites & online chatting & messenger IIII
- ↳ language learning I
- ↳ mix of tablets & laptops
- ↳ reading books IIII
- ↳ studying II
- ↳ No chairs in other places. Had to read up stairs.
- ↳ socially isolate

Female

Male

over

Female IIII

Male I

(All under 30)

3c

3c

learn & res

hunker out

- Interview someone & ask them:**
1. What is your Calgary story?
 2. What questions do you have about the history of Calgary?
 3. How would you like to experience Calgary's history at NCL?

Interview tips:
 Don't be afraid of silence. People need time to think. Encourage stories. Find something to be deeply curious about.

Date/Time/Person: Sept 11 / 5:00pm / Meghan

1. - Grew up here
- how much has changed here since I was a kid
- HS & uni - really hated it - suffocating, oppressive
- "I keep leaving and I keep coming back."
- found my community (university)
- more diverse
- undergoing growth - necessary changes to an energy system
- I want to contribute to making Calgary a really great city in 10 years.
2. - Q's about particular buildings - e.g. Inglewood
- ↳ stories of places
- they're on my way to work, where I buy spirit
- stories & voices lost to colonizers
- I wish I knew more about first peoples here
- LGBTQ history in Calgary - individual stories
- don't care about politicians and old white men
- ↳ that's what I usually hear about

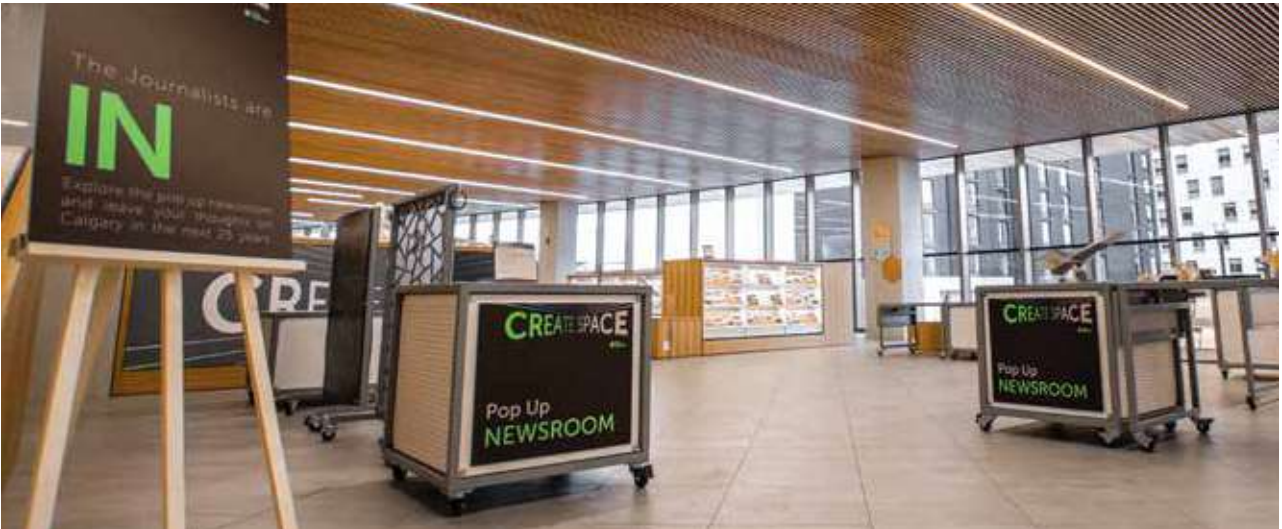
PILOTING



Final



Pilot



Pilot



Final



LESSONS LEARNED



PROJECT MANAGEMENT



STAFF READINESS



COMMUNICATION



BUILDING INFRASTRUCTURE





OPENING MONTH AT THE NEW CENTRAL LIBRARY 2018

200,000+
VISITS

7,600+
NEW MEMBERS

450+ PROGRAMS
8,200 ATTENDEES



100,000+
ITEMS CHECKED OUT



150 TOURS
GIVEN

2,200
ROOM BOOKINGS

15,000
COMPUTER SESSIONS



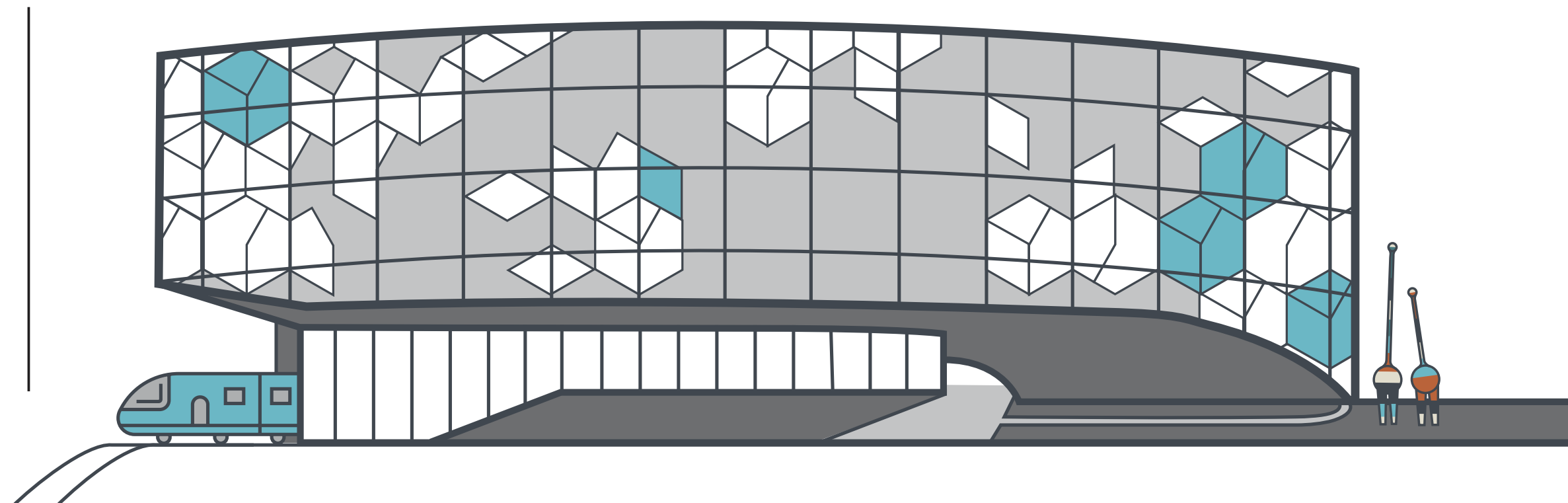
18,000
PRINT JOBS



1.6 MILLION
TOTAL IMPRESSIONS

TWITTER | FACEBOOK | INSTAGRAM

1059 #HELLOCENTRAL POSTS



NOVEMBER 1 2018 TO APRIL 23 2019

 **868,424**
VISITS

30,832
NEW MEMBERS

450+ PROGRAMS | **49,481 ATTENDEES**
2,407 INDIVIDUAL PROGRAM CLASSES

432,959
ITEMS CHECKED OUT

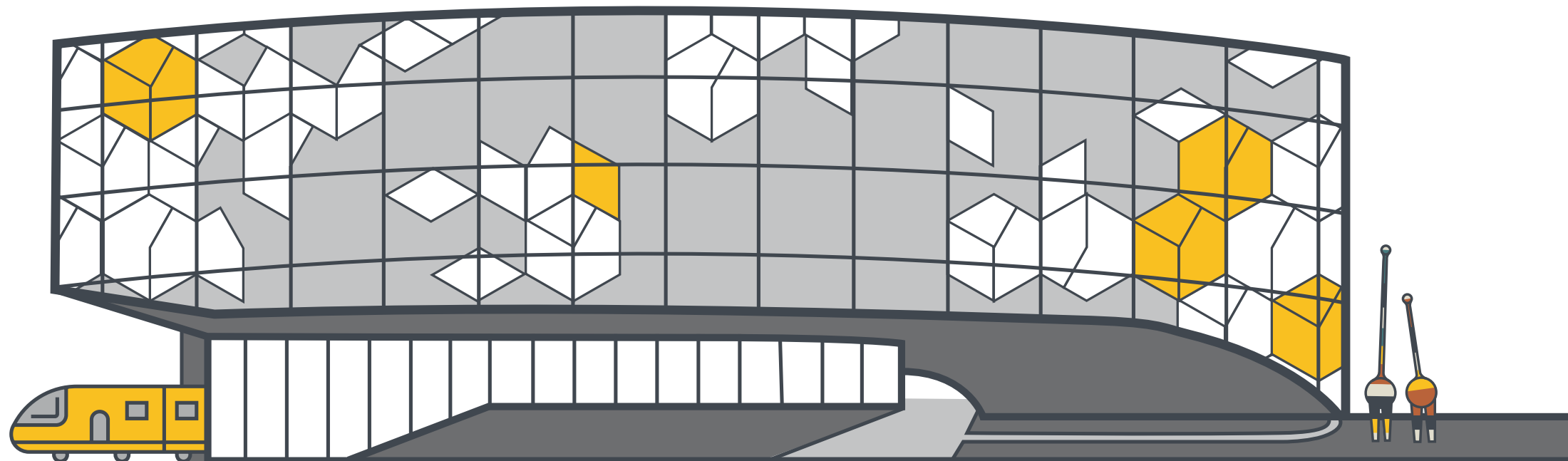
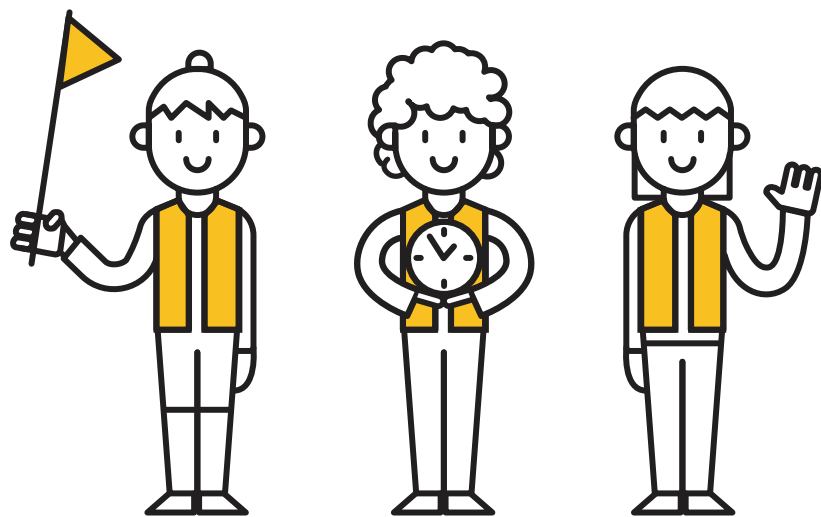


428 **TOURS**
GIVEN

11,098
ROOM BOOKINGS

119,022 
COMPUTER SESSIONS

 **661,205**
PRINT JOBS

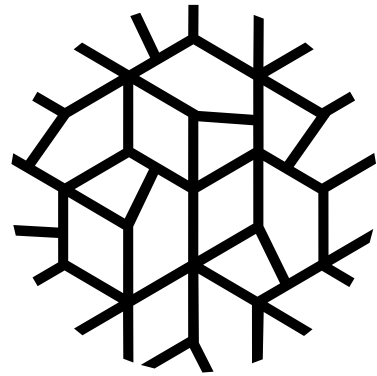


On November 1, 2018, a new Central Library opened in Calgary



0:00.00





CALGARY
PUBLIC
LIBRARY

QUESTIONS?