



“Open and inviting; a place I want to go.”

EPL Customer

What We Heard.

Edmontonians share what they want from the revitalized Stanley A. Milner Library

“Space to run around and burn that energy, and quiet places to sit and read.”

EPL Customer



Overview

In the fall of 2014 City Council approved \$62.5 million for the revitalization and renewal of the Stanley A. Milner Library, with \$52.5 million committed from the City of Edmonton and the expectation that \$10 million come through community support and fundraising.

As EPL's most visited location, an anchor in the downtown core and the Library's central location, getting community input from a variety of stakeholders from around the city is an important part of our planning process. We want to engage Edmontonians both to get their feedback on the vision and priorities for the downtown library, but also to create excitement and energy for what is coming and what is possible.

To meet this need a series of public engagement activities were planned and implemented to gather staff, customer and community feedback, with the first commencing in May 2015 and conversations continuing until August 2015.

We gave library customers, community members, partners and staff several opportunities to share feedback with us, and the response was great!



Altogether almost **2,000** participants from around the city and from all walks of life shared their ideas with us!

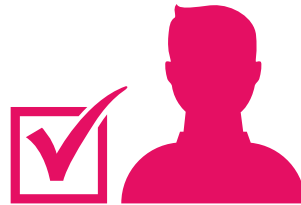
Here's What We've Done to Get Your Feedback (so far)

Visioning Sessions



130 Staff and
Community
Members

Public Consultation



9,982 Votes
1,000+ Customers

Online Survey



210
Responses

Insight Community Forum



270 Posts
120 Participants

EPL Staff Consultation



200 Staff

Think-Tank Session



20 Edmonton
Community and
Business Leaders

Think Tank

On June 1, 2015 Edmonton business and community leaders gathered at the Stanley A. Milner Library to share their ideas regarding the upcoming revitalization of the space. Small groups were asked to discuss how the downtown library can best serve the changing needs of our city.

Broad themes emerged including:

Space to meet different needs: Meeting rooms, collaborative work space, quiet work space, teaching rooms, outdoor spaces, more programming spaces.

Flexible spaces: Adaptable spaces that can be converted as needed.

Accessibility, connection, flow: Multiple entrances, connected to downtown via pedways/tunnels, parking, "interconnectedness with our city," "building that offers ability to flow-through."

Safe spaces: Open space and easy sightlines.

Commercial spaces: Cafés, local booksellers, "like a museum giftshop with funds going back to EPL."

Sustainability: A sustainable, energy efficient space; something that will last.

WHAT YOU TOLD US

The Vision

Through a visioning session at the downtown library on May 12, 2015 and through feedback gathered along the way, Edmontonians shared great ideas relating to what the library represents in Edmonton and what the vision for the new downtown library should be. A number of themes emerged:

A Destination & Experience

Somewhere people come to from all around the city; somewhere visitors to Edmonton come.

A City Hub for Learning & Ideas

"Idea incubation," a place for new ideas and thinkers, a place for lifelong learning.

Anchor of Edmonton

EPL as the "heartbeat," the "living room" of our city, a "beacon," the leader for all city organizations, a "showcase" for Edmonton's brand.

A Place of Diversity & Acceptance

A place that models diversity and acceptance for all of Edmonton.

WHAT YOU TOLD US

The Big Picture

We collected a lot of diverse comments from a wide variety of sources over the consultation period. While borrowing stuff remained very popular through all consultations, your feedback also told us you were looking to EPL as a place to spend time. Here are some of the activities you told us about that show you want EPL to be **a destination, a place to hang out, somewhere you want to go.**



Indoor Refuge



Books & Other Stuff to Borrow



Programs (movies, music & entertainment)



Quiet Study Space



Play Space



Great Architecture & Colour



Café/Restaurant



Daycare



Increased Computer Time



Comfortable Seating



Collaboration Space



Hands On Maker Activities

YOUR WORDS WERE CLEAR:

“WELL LIT, OPEN, inviting areas with beautiful art & architecture, MAKE THE LIBRARY A **DESTINATION** and **GATHERING PLACE.**”

“Open concept with a variety of furniture and tables for **GATHERING** and **PEOPLE WATCHING** and similar, small and **COZY NOOKS** for quiet reading or **COMPUTER WORK**, DIFFERENT SEATING in each different area depending on purpose but all **comfortable.**”

“It has places to talk with friends, family as well as **QUIET spaces.**”

“As a retired person I would like to spend my time there for **INTELLECTUAL** and **SOCIAL GROWTH.**”

“My ideal library has **COMFY** COUCHES, CHAIRS AND TABLES with lots of electrical outlets to plug my laptop/phone/tablet into and **free Wi-Fi.**”

“A place to watch movies & discuss them.”

“The library can be a meeting point for **INDIVIDUALS, INTEREST GROUPS** and **COMMUNITIES** etc. to **SHARE IDEAS:** political, interfaith etc. Just like what the Greeks used to in the times of **Plato & Aristotle & Socrates.**”

“**A MEETING PLACE.**”

WHAT YOU TOLD US

The Nitty Gritty

We asked Edmontonians a series of questions to help us better understand what you want to see and do at the revitalized downtown library. Across all channels the following areas received the highest and most consistent support and mentions:

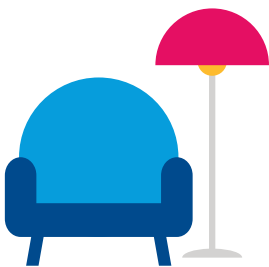


Green Space, Light, Windows – An Indoor Refuge (589 votes)

- 1. Participants consistently selected green space as a desirable feature of a new downtown library.** The lack of downtown greenspace (Churchill Square was specifically mentioned) and the increase in downtown apartment dwellings, along with our long winter, were cited in consultation events as drivers for more greenspace and lots of natural light in the downtown library.

Specific customer comments included:

- *“A living wall would improve winter blues and better our air year round.”*
- *“A solarium reading/working area for the dark days of winter with full spectrum lighting and plants.”*



Quiet Space & Small Meeting Rooms (523)

- 2. Quiet study spaces received strong customer support in all discussions we had.** Customers also noted that EPL has space like this in other locations but it is lacking at the downtown library.

Specific customer comments included:

- *“A QUIET room where one can escape the noise & traffic to quietly read or write.”*
- *“An ‘OLD FASHIONED LIBRARY’ room that is quiet and has real paper books.”*



Books & Other Stuff to Borrow (499)

- 3. Even with the expansion of our services to include more classes and activities people still want to borrow stuff from the library. A desire to borrow non-traditional library materials** like obsolete devices, gardening equipment and city attractions passes was also shared.

Specific customer comments included:

- *“A huge warehouse with items that can be ordered online only. An increased collection.”*



Café/Restaurant (462)

4. When we hang out somewhere we want to **eat and drink**, so not surprisingly a lot of people liked the idea of a café or restaurant inside the new library.

Specific customer comments included:

- “A café on the top floor overlooking Churchill Square.”
- “A **LOCALLY OWNED** café and restaurant.”



Making Activities (449)

5. **Overall customers ranked the idea of making highly.** Our technology makerspace remains popular but art and music were the top picks. Other making activities like crafts and food preparation were also popular choices.



Indoor/Outdoor Children's Play Space (412)

6. A desire for more places for children to play is supported by a relatively high level of interest in indoor/outdoor space overall, and relates directly to the idea of green-space, light and windows. **People are looking for ways to enjoy the library and our city in winter and summer.**

Specific customer comments included:

- “Indoor playground area. Preferably next to the café or restaurant.”
- “A slide from the 2nd floor to main!”



Gaming (226)

7. **Edmontonians want both electronic and board games to play and use.** Requests covered more space for gaming, more individual gaming, more group gaming, separating of gaming from the makerspace, retro gaming, and the addition of board games and space to play cards.

Specific customer comments included:

- “A designated teen room to offer games & spoken word for teens to participate in.”
- “A bigger space so that the high tech games are separate from creative work.”

Another 36 items received more than 100 votes from participants including:



Customer lockers (182)



Giftshop/library store (177)



Daycamps (182)



Live music, plays, movies, entertainment (137)

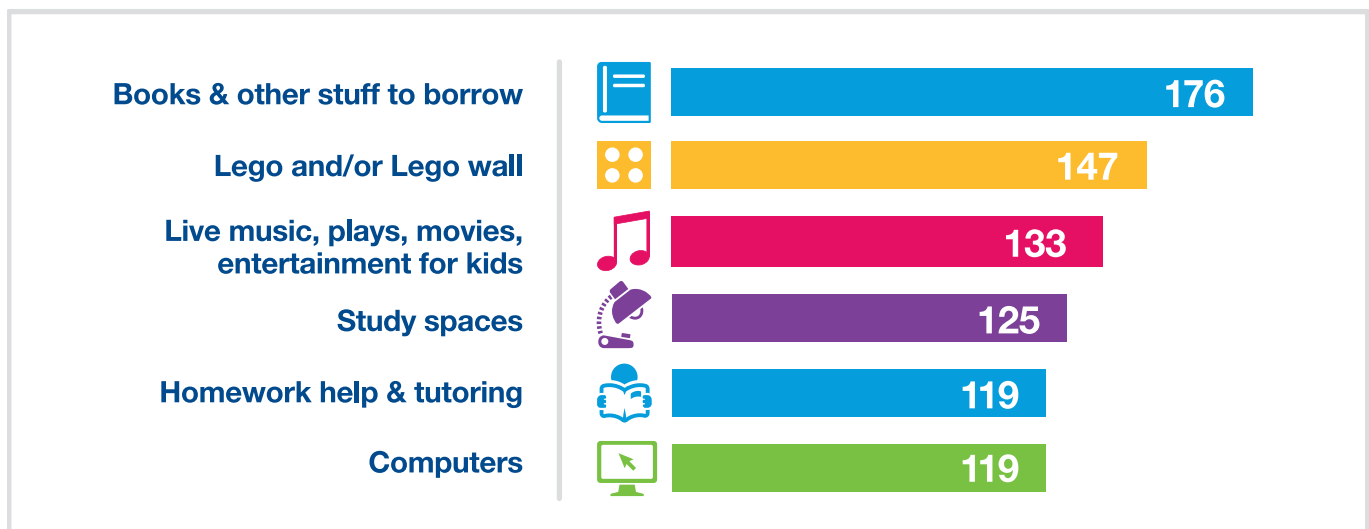
FOCUS AREAS

Because of the importance of both our Children's area and Makerspace, we asked two specific questions to gather customer insights and opinions in these areas.

Children's Library

Think about an awesome, fun, inspiring children's library. What does it include?

The Top 5 Choices Were:



Customer Ideas Included:

- Quiet areas/reading nooks/a time out space
- Interactive games/toys/spaces (including interactive floor/wall)
- Kids movies on weekends
- Music & video stations
- Discovering, learning, thinking activities
- Art display area for kids
- Stuff for climbing & exploring

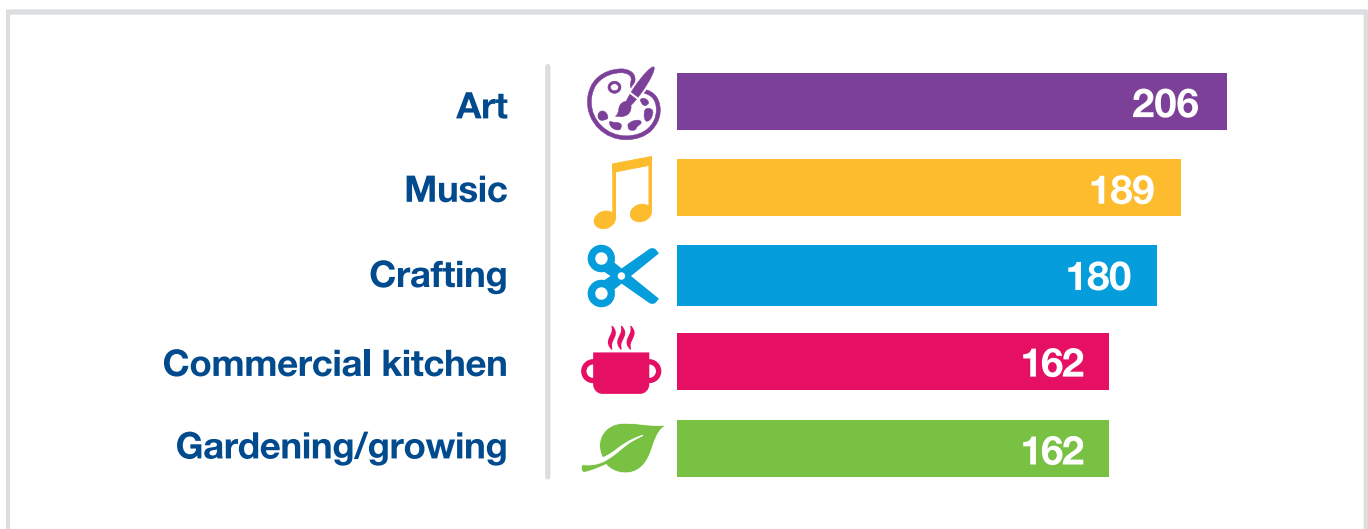
Continued dedicated **safe space for kids and families** to hang out, flexible quiet and loud spaces for a variety of activities, a connected indoor/outdoor play area, interactive elements, entertainment and toys/displays - both digital and not-digital - computers and stuff to borrow were all popular and regular choices.

FOCUS AREAS

Makerspace

EPL's downtown technology makerspace is an awe-inspiring space for learning about and experimenting with technology. What other things do you want to make?

The Top 5 Choices Were:



Customer Ideas Included:

- Software - AutoCAD, SAP, GIS
- Robotics design
- Industrial/applied technology - CNC machines, waterjet
- Tool lending library
- Non-technology crafts - sewing, knitting, carpentry, sculpture, painting, drawing, other crafts, wool carding, spinning, preserving
- Cutting machines, die cuts, laser cutters
- Photography
- Small motor repair
- Interactive projections
- More programming around making activities (e.g. Paint night)
- Prototyping space



“There’s a huge advantage in having technology available that people wouldn’t be able to access at home and not necessarily at school. Things like architectural, engineering and robotics design, GIS, and graphics design using specialized tools and software - activities where you can make something and do something.”

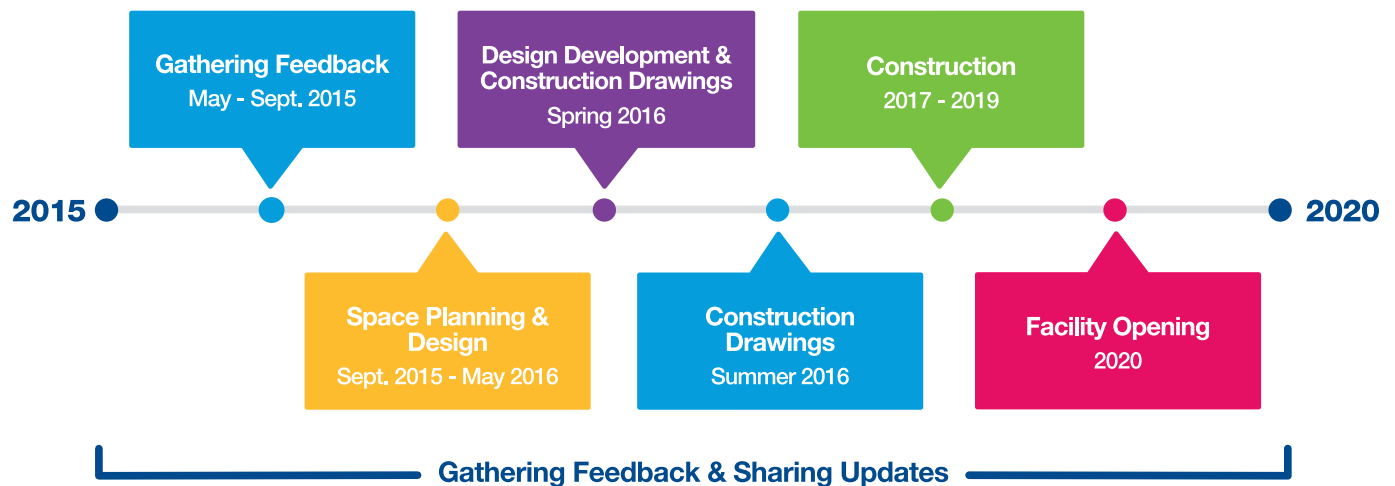


What's Next?

Thanks for your great ideas and input! Feedback from Edmontonians is a key component in the design of the revitalized Stanley A. Milner Library. This feedback is being considered and incorporated where possible into our service and space design plans.

EPL will continue to reach out to gather feedback from the community to help shape the plan for the downtown library. A preliminary timeline for the road ahead is included below.

Overview of Timing



Stay tuned and visit epl.ca/imaginemilner for updates along the way.