	THE CORPORATION OF THE COUNTY OF LAMBTON LAMBTON COUNTY LIBRARY POLICY MANUAL		
	Subject: Library Facility Standards Policy	**Section O04**	**Index #01**
	Effective Date: October 5, 2023	Approved By: Lambton County Council	
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PURPOSE

The Library Facility Standards Policy ("the Policy") establishes minimum standards for Lambton County Library ("the Library") and Property Owners providing land and buildings for library services in order to provide generally consistent library designs and amenities to residents of Lambton County living in each lower-tier municipality. The Policy shall guide the construction of new Library Facilities, guide the redevelopment of existing Library Facilities as categorized through the Lambton County Library Facility Classification System, and establish standards for facility maintenance.

POLICY

The intent of this Policy is to inform shared responsibilities between Lambton County Library and its municipal/institutional partners that provide built facilities for library services. The Policy establishes design specifications, amenities and maintenance standards for Library Facilities that have regard for the Lambton County Library Facility Classification System, the ARUPLO Guidelines for Rural/Urban Public Library Systems, and the Ontario Public Library Guidelines.

RESPONSIBILITY

The responsibility for the implementation of this policy lies with the Manager, Library Services.

DEFINITIONS

"Library Facilities" include all library spaces, buildings and property where Lambton County Library operates service.

"Property Owners" include any entity – including lower-tier municipalities and school boards – that owns or leases land and/or buildings through which Library services are delivered.

REGULATIONS

System Wide Design

1. **General Design**

   Library Facilities shall comply with applicable legislation including, but not limited to, the Ontario Building Code. Library Facilities shall reflect the broad needs of the public by providing appropriate spaces for collections and materials, equipment, storage, program delivery, user seating and staff work areas. Adequate consideration will be given to creating comfortable user experiences through use of in-library furniture including provisions for children and persons with disabilities, climate control systems, and more.

2. **Accessibility**

   Library Facilities shall comply with the Accessibility for Ontarians with Disabilities Act (AODA) and approved facility accessibility design guidelines established by the County of Lambton or lower-tier municipalities where a Library Facility is located. Library Facilities shall be reflected in Accessibility Plans prepared by the County of Lambton, and lower-tier municipal Accessibility Advisory Committees established under the authority of the AODA. Property owners will work to proactively provide barrier-free accessibility in existing facilities, and where barrier-free accessibility is not achievable, commit to identifying an alternative service delivery location that is suitable. Decision making concerning Library Facilities shall be made in accordance with the Library's Accessibility Policy (A24.01).

3. **Environmental Stewardship**

   In accordance with the County of Lambton Strategic Plan and its outcomes related to Environmental Stewardship, Library Facilities shall strive to promote energy conservation, reduce greenhouse gas emissions, and demonstrate resiliency to climate change through progressive design. Energy conservation and demand management audits shall be periodically undertaken under the direction and at the cost of Property Owners.

4. **Equity, Diversity & Inclusion**

   The design of Library Facilities shall have regard for the Ontario Human Rights Code and the rights of individuals to be free from discrimination when they receive goods or services or use facilities.

The design of Library Facilities will explore opportunities to advance reconciliation and inclusion of Indigenous Peoples using findings from the Truth and Reconciliation Commission of Canada, the Canadian Federation of Library Associations, and local Indigenous communities.

The design of Library Facilities will include strategies to promote usability, inclusion, safety, ergonomics, quality lighting, and mental and physical wellness. Design shall also address inclusion across race, culture, gender, age, disability, neurodiversity, 2SLGBTQIA+ identity and other aspects of human diversity.

Decision making concerning Library Facilities will be made in accordance with the Library's Equity, Diversity and Inclusion Policy (R02.12) and the Library's Indigenous Awareness and Reconciliation Policy (R02.11).

5. **Safety**

All public areas within a library shall have clear lines of sight for adequate supervision of the space or measures to address design or other facility challenges related to visibility of activity. Library entrances, staff entrances, pathways, pedestrian walkways and parking areas shall be clearly illuminated with appropriate exterior lighting to support the visibility of hazards so that drivers and pedestrians can safely move through them. Property Owners will ensure that Library Facilities offer dedicated parking for library staff and adequate parking for patrons, and ensure that these parking areas and walkways are in a state of good repair and maintenance. Emergency and lifesaving equipment shall be provided in accordance with appropriate legislation.

Jointly, the County of Lambton and Property Owners shall review Library Facilities using the CPTED (Crime Prevention through Environmental Design) evaluation criteria or similar principles and findings shall inform their respective capital budgets and/or asset management plans.

Where practical, Lambton County Library will install, maintain and manage video surveillance at Libraries to safeguard assets and support the health and safety of patrons and staff in accordance with Lambton County Library Video Surveillance Policy (A20.01).

6. **Access**

Access to the Library shall be in accordance with Lambton County Library Community Use of Space Policy (A21.01). Use of the library outside of regular hours of operation is not permitted except in the circumstances of planned or emergency maintenance or in consultation with the Library.   Property Owners may be asked to facilitate access to library buildings for vendors contracted by the Library.

7. **Library Signage**

    All libraries must be easily identified by exterior signage incorporating the Lambton County logo and visual branding standards in a prominent, visible location(s). The Library will hold responsibility for the purchase and installation of signage. Where libraries are located in shared facilities, Property Owners will accommodate internal wayfinding signage directing patrons to the library. Municipalities shall be requested to include libraries as part of wayfinding signage initiatives to provide directional information within communities.

8. **Library Material Drop Boxes**

    The Library will provide a means for library materials to be returned by the public 24 hours a day, including but not limited to, a secure and weatherproof drop box. Property Owners shall ensure a location in close proximity to the entrance and at a strategic location operationally that allows for accessibility and, ideally, covered from the elements, is designated for this use and regularly maintained.

9. **Interior Elements**

    The physical layout of libraries shall be organized in a way that is systematic, easy to navigate and convenient for users while enabling library staff to carry out their work safely and effectively. Adequate lighting levels shall be provided in all areas of a library.

10. **Technology**

    The Library will provide high-speed, effective, reliable, internet access to be used at public access workstations, in-library lending equipment or on personal devices. Property Owners will provide an adequate amount of electrical outlets shall be a focus, aiming to have at least one outlet for every study table or carrel for one or more users to connect to. Electrical outlets shall also be available along with spaces to accommodate the availability of technology / Maker labs.

11. **Shelving**

    The Library shall ensure the highest shelf will not exceed a maximum height of 60 inches for adult and teen collections with no less than 8 inches from the floor. There must be no more than 5 shelves in height with no less than 12 inches between each shelf. For children's areas, the highest shelf must be a maximum of 48 inches with bottom shelves being no less than 7 inches from the floor. Floor space between book stacks shall be no less than 36 inches to accommodate the needs of persons with disabilities.

12. **Washrooms**

   Property Owners will ensure washrooms are available for public use, including washroom facilities with barrier-free features and strong consideration to the availability of universal/gender-neutral washrooms. Where the public area of a library occupies more than one floor, barrier-free access shall be provided between levels.

13. **Intra-Library Lending**

   The Library shall have a delivery system in place to move items from one location to another and will work with Property Owners to ensure space exists to allow the efficient administration of such tasks. Space will include but is not limited to barrier-free access for the safe and efficient operation of courier delivery service, as well as appropriate areas for loading and unloading, material storage, lending bin storage, bin unpacking, etc.

Maintenance and Repairs

14. **Health and Safety**

   All maintenance performed by the Library or the Property Owners must be done to a standard that meets the regulations of the Occupational Health and Safety Act (OHSA). Property Owners shall ensure each Library Facility undergoes an annual building and fire safety inspection to ensure all features are operating safely and efficiently, and where applicable, must complete a Hazardous Materials Survey for the Library Facility on an annual basis as required under the OHSA.

15. **State of Good Repair**

   Property Owners shall ensure the overall appearance of Library Facilities shall be clean and free from maintenance deficiencies such as peeling paint, ragged carpets, holes in walls, cracked or broken windows, building envelope deficiencies that contribute to water penetration and pests, etc.

16. **Communication Protocols**

   Property Owners of land and buildings that house libraries shall identify a primary point of contact for correspondence regarding facility service and maintenance. Lambton County Library's Facilities Supervisor will generally be the primary point of contact with representatives of the Property Owners in relation to facility service and maintenance, with involvement by Lambton County Library's Manager, Library Services as required.

All service or maintenance requests shall be communicated to the Property Owner's primary point of contact. Property Owners shall acknowledge receipt of the request within five (5) business days and articulate a course of action. Minor service and maintenance requests shall be completed within twenty (20) business days of the initial request, while more complex or major requests will be dealt with on a case-by-case basis and may be facilitated by other staff working for the County of Lambton and its Property Owner partners.

Notice of planned maintenance work that involves a building closure shall be provided to the Library's Facilities Supervisor sixty (60) days in advance of the start date which will ensure adequate communication to library patrons concerning service level changes or will ensure the ability to alter employee work schedules. Notice of planned maintenance work that does not involve a building closure shall be provided to the Library's Facilities Supervisor in advance of the start date.

Property Owners will provide the name of an emergency contact for each library, should after-hours contact be required to report an emergency.

17. Annual Facilities Standards Review Meeting

An annual site visit and walk through of each library will be conducted with the Library's Facilities Supervisor and the primary point of contact between the months of May and September each year in anticipation of the next budget cycle. The purpose of the Review Meeting is to observe general conditions and assess alignment with the Facilities Standards Policy, discuss priority needs, inform asset management plans, and ensure the capital budget requests of the Property Owners and County of Lambton are aligned.

18. Capital Projects

Capital improvement projects identified for libraries shall be coordinated through the collaboration of the Property Owners' primary point of contact and the Library's Facilities Supervisor. A minimum of sixty (60) days' notice is required prior to the start of any work to allow for necessary project planning between the parties. Advanced consultation and joint planning will minimize service disruption to patrons and impacts to staff scheduling, while also ensuring that potential opportunities to align work are not overlooked (e.g. coordination of flooring replacement by Property Owner with shelving replacement by Lambton County Library).

Design of Urban Libraries

19. Design

An Urban Library defined under the Library Facility Classification System generally serves catchment areas of 35,000 or more population and provide a minimum Gross Floor Area of 35,000 square feet. These libraries are to be located with maximum access and user convenience and strategically located in the community.

20. Collections

Urban Libraries provide a wide range of collections, including reference, electronic resources, children's, multilingual, local history and special collections which reflect the community. The minimum size of the physical collection shall be no less than 50,000 materials, occupying a minimum of 7,400 square feet.

21. Public Services and Programs

Urban Libraries offer services for people of all ages. Services include 500 square feet of maker space, 2,000 square feet of program rooms, 400 square feet of meeting rooms and 400 square feet of study rooms. The children's area shall be 20 to 30% of the library's area and the teen's area shall be 10% of the library's square feet. Additionally, a minimum of 200 seats are to be provided for computer seating and personal use. The number of public access computers / device stations required will depend on each community's level of access to computer technology and Internet service, and the prevalence of patrons' use of their own devices in the library. Urban Libraries provide the largest range of programs with more niche interest programming.

22. Staff Service Areas

Each Urban Library shall have a central service point that supports information and circulation services with 4 workstations. Multi-story facilities shall have service points that support information services. As support, an additional 1 to 3 self-checkout stations shall be available. The service area shall be at a minimum of 500 square feet while areas for a staff work room, lunch room, storage and washrooms shall collectively total approximately 1,600 square feet.

Design of Large Libraries

23. Design

A Large Library defined under the Library Facility Classification System will generally serve a catchment area of 10,000 to 35,000 population and provide a Gross Floor Area between 10,000 and 35,000 square feet. Large Libraries should be centrally located in a neighbourhood and in close proximity to other services.

24. Collections

Large Libraries provide access to collections, information and services relevant to the community at large. These libraries will provide a physical collection of 24,000 to 50,000 materials ranging from popular materials to multilingual and children's materials occupying 3,560 to 7,400 square feet. A Large Library will also provide access to electronic collections and shall include some local history materials.

25. Public Services and Programs

Large Libraries offer services for people of all ages. The number of public access computers / device stations required will depend on each community's level of access to computer technology and Internet service, and the prevalence of patrons' use of their own devices in the library; however, services provided at these libraries should include a minimum of three public access computers. Large libraries should also include 300 to 500 square feet of maker space, 750 to 1,500 square feet of program rooms, 200 to 400 square feet of meeting rooms, and 200 to 400 square feet of study rooms. The children's area shall be 20 to 30% of the library's area and the teen's area shall be 10% of the library's square feet. These spaces will be accompanied by 60 to 200 user seats to be provided for computer or personal use. Core programs and services at this level may include book clubs, computer courses and children's programming.

26. Staff Service Areas

All Large Libraries shall have 1 service point with 2 to 3 workstations. This service point shall be supplemented with 1 to 2 self-checkout stations. Customer service/circulation desks should account for between 350 to 500 square feet of library space. Additionally, the staff area should be between 1,050 to 1600 square feet which would consist of a work room, lunch room, storage and washroom.

Design of Medium Libraries

27. Design

A Medium Library defined under the Library Facility Classification System will generally serve a catchment area of 5,000 to 10,000 population and provide a Gross Floor Area between 5,000 to 10,000 square feet. This type of library is optimally centrally located within a neighbourhood and will primarily service the surrounding population.

28. Collections

Medium Libraries provide access to collections, information and services relevant to their local community, including local history. A Medium Library should house between 12,000 to 24,000 physical materials occupying 1,780 to 3,560 square feet.

29. **Public Services and Programs**

The number of public access computers / device stations required will depend on each community's level of access to computer technology and Internet service, and the prevalence of patrons' use of their own devices in the library; however, services provided at these libraries should include a minimum of three public access computers. Additionally, Medium Libraries should include 150 to 300 square feet of maker space, 450 to 750 square feet of program rooms, 200 square feet of meeting rooms, and 100 to 200 square feet of study rooms. The children's area shall be 20 to 30% of the library's area and the teen's area shall be 10% of the library's square feet. These spaces will be accompanied by 30 to 60 user seats to be provided for computer or personal use. Core programs and services at this level may include book clubs and children's programming.

30. **Staff Service Areas**

All Medium Libraries should have 1 service point with 2 workstations. If required, the service point can be complemented by 1 self-checkout station. The service desk area should be around 250 to 350 square feet with an additional 700 to 1,050 square feet of staff space to accommodate a work room, lunch area, storage and washroom.

Design of Small Libraries

31. **Design**

A Small Library defined under the Library Facility Classification System will generally serve catchment areas of up to 5,000 population and provide a Gross Floor Area of 2,500 to 5,000 square feet.

32. **Collections**

Small Libraries provide access to collections, information and services relevant to their local community. A Small Library shall also provide access to local history materials. Small Library collections should range from 6,000 to 12,000 physical materials occupying 840 to 1,780 square feet.

33. **Public Services and Programs**

The number of public access computers / device stations required will depend on each community's level of access to computer technology and Internet service, and the prevalence of patrons' use of their own devices in the library; however, services provided at these libraries should include a minimum of three public access computers. Small Libraries should include a maximum of 100 square feet of maker space, a maximum of 450 square feet of program room(s), and a maximum of 100 square feet of study room(s). The children's area shall be 20 to 30% of the library's area and the teen's area shall be 10% of the library's square feet. These spaces will be accompanied by 12 to 30 user seats to be provided for computer or personal use.

Core programs and services provided at this level of library may include book clubs and children's programming.

34. Staff Service Areas

Each Small Library should have 1 patron service point between 175 to 250 square feet in size, containing 1 workstation for information queries and to provide assistance with customer transactions. An additional 550 to 700 square feet should be allocated for a staff work room, lunch room, storage and washrooms.

ASSOCIATED DOCUMENTS

Lambton County Library Joint Library Facilities Review, 2023
Division of Responsibilities between Municipalities and Lambton County Library, 1989
ARUPLO Guidelines for Rural/Urban Public Library Systems, 4th Edition, 2023
Ontario Public Library Guidelines, 2021 Edition
Lambton County Library Video Surveillance Policy (A20.01).
Lambton Count Library Equity, Diversity and Inclusion Policy (R02.12)
Lambton County Library Indigenous Awareness and Reconciliation Policy (R02.11)
Lambton County Library Community Use of Space (A21.01)
Lambton County Library Accessibility Policy (A24.01)

POLICY HISTORY

REVISION	DATE	PREPARED BY
Created	August, 2023	Manager, Library Services