



August 23, 2011

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Re: Glanworth Library Branch, London Public Library Internet

This submission to London City Council, from London Public Library (LPL), is to advise Council that, at its meeting of August 11, 2011, the London Public Library Board voted to close the Glanworth Branch Library (motion L11/58.1) and also to provide you with background reports related to that decision.

The Glanworth Branch Library has been in operation under the direction of the London Public Library Board since 1993 following annexation. It is a building that requires repairs and does not meet the current City of London Facility Accessibility Design Standards FADS and proposed Accessibility for Ontarians with Disabilities Act (AODA) Built Environment Standard accessibility requirements, such as the presence of entrance stairs, lack of ramp, narrow door widths and restricted interior layout of services. The branch currently has no water or sewer connections and no washroom. The branch is approximately 320 sq. ft. which could not accommodate an interior accessible washroom.

On December 17, 2009, the Library Board received a staff report that described the potential financial impact of the AODA Built Environment Standard to be introduced as part of the Ontario government's initiative to improve accessibility for Ontarians with disabilities. Now that the AODA standards are moving closer to becoming approved and funds will be required to renovate the location, the Library Board felt that it was prudent to evaluate what options might be available and review the potential financial impact. The first background report attached to this submission includes a "Business Case with Options for the Glanworth Library" which provides information about: demographics,

branch utilization, operating costs and projected capital requirements to renovate the branch and bring it to accessibility design standards.

<http://www.londonpubliclibrary.ca/sites/default/files/7F2012Budget&BusinessPlanBusinessCaseOptionsforGlanworthBranchLibrary.pdf>

In July, London Public Library (LPL) procured the services of an architectural firm to act as a consultant in undertaking the "Building Assessment" for the Glanworth Branch Library. Alison Hannay, along with Bob Reed, of Cornerstone Architecture, completed the work for LPL. The second background report attached to this submission includes this assessment which provides: background information; building and site assessment; barrier-free accessibility requirements; estimated associated costs; and recommendations.

<http://www.londonpubliclibrary.ca/sites/default/files/7DGlanworthBranchLibrary.pdf>

The Library Board received the consultant's report in August, 2011 and voted to close the Glanworth Branch with an effective date of December 31, 2011. The Library Board's motion also included direction to Library Administration to undertake community consultation commencing in September regarding continued library services for residents and to develop a transition plan for the building and property. Designated Customer Service & Branch Operations Managers have been available at the branch during opening hours since the August Board Meeting to seek initial feedback regarding community response and to provide this feedback to the Library Board.

Please contact Susanna Hubbard Krimmer or me, if further information is required.

Yours truly,

A handwritten signature in black ink, appearing to be 'J. Morgan', with a long horizontal flourish extending to the right.

Josh Morgan
Chair, London Public Library Board

cc: C. Saunders, City Clerk



REPORT TO THE LIBRARY BOARD

MEETING DATE: JUNE 23, 2011

Session:	Public Session
Subject:	2012 Budget & Business Plan: Business Case - Options for Glanworth Branch Library
Prepared By:	Anne Baker, Barbara Jessop, Susanna Hubbard Krimmer, Peter Scala, Terry Wilkes
Presented By:	Anne Baker, Susanna Hubbard Krimmer
Purpose of Report:	For Approval <input checked="" type="checkbox"/>

RECOMMENDATION:

It is recommended the Library Board receive this report and the attached business case and provide management with direction regarding the options relating to the future of the Glanworth Branch Library.

ISSUE/OPPORTUNITY:

At the current time, London Public Library has been advised that its budget increase for 2012 is limited to 1.5%. As part of the process for submission of the 2012 Business Plan and Budget to the City of London and, in alignment with the *2010-2013 LPL Strategic Plan: Enriching Lives & Empowering People* and its strategic initiatives, business cases for expenditures in excess of \$50,000 that fall outside of the 1.5% budget increase are required. Due to the City's timelines for business case submissions, a high level business case with three options was submitted to the City; however, because of the capital costs involved, the option to close the Branch was recommended. The purpose of this report is to provide the Board with a detailed business case that explores the three options for the Glanworth Branch Library more fully so that the Board can determine the direction it prefers on a go-forward basis.

BACKGROUND & REVIEW:

The Glanworth Branch has been in operation under the direction of the London Public Library Board since 1993 following annexation. Built in 1923, it is a one-room building that requires repairs and presents serious accessibility challenges. A report was provided to the Library Board on December 17, 2009 that described the potential financial impact of the Accessibility for Ontarians with Disabilities Act (AODA) Built Environment Standard to be introduced as part of the Ontario government's initiative to improve accessibility for Ontarians with disabilities. Now that the AODA standards are moving closer to becoming

approved and funds will be required to renovate the location, it is prudent to review again the potential financial impact and evaluate what options might be available.

The business case is attached as Appendix A.

Appendix A

BUSINESS CASE

OPTIONS FOR GLANWORTH BRANCH LIBRARY



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SUMMARY

The Glanworth Branch Library has been in operation since 1923 and part of the London Public Library system since 1993. It is a branch unique to the system in that it is a small and aged facility that consists of only one room and located in a rural area. Hours of operation are limited to four hours per week due to the absence of a washroom, low local population base and utilization.

It is apparent that the Glanworth Branch is in need of repairs, upgrading and renovations. The facility does not meet the City of London's Facility Accessibility Design Standards (FADS) nor will it be in compliance with the proposed Built Environment Standard for the Accessibility for Ontarians with Disabilities Act (AODA).

Cost estimates for renovations needed to comply with these standards were done in 2009; however, no renovations were undertaken at that time. Now that the implementation of accessibility standards appears to be getting closer and given the need to present a business case to the City of London for any requested expenditures in excess of \$50,000 and over and above the budget allocation, it is prudent to review again the potential costs for renovations.

The purpose of this business case is to provide information to assist the Board with its decision making regarding the Glanworth Branch. As part of the business case, the Branch's history, location, utilization and the environment in which it operates were examined. Three options for the Glanworth Branch have been identified:

- Branch Closure;
- Renovation of the Branch to fully meet accessibility standards; or
- Maintenance of the status quo.

Alignment with the London Public Library's Vision, Mission, Values and 2010-2013 Strategic Plan and the City's strategic priorities have been referenced as well as potential risks for each option.

Selecting an appropriate option for today and the future presents a challenge and an opportunity to balance customer expectations, our commitment to provide relevant and exceptional customer service while at the same time contributing to the economic, social and cultural capital of our community, and exercising effective stewardship of community's resources.

HISTORICAL OVERVIEW

The Glanworth Branch Library was built in 1923 with money collected from the community and became part of the Middlesex County Library system in 1963. In 1993 it was acquired by the London Public Library Board as a result of annexation. The annexation agreement dated October 31, 1992 had an expiry date of December 31, 1997.

LOCATION

The Glanworth Branch is located at 2950 Glanworth Drive in Ward 14. It is situated in a rural area, approximately 15 km. from downtown London.

glanworth library - Google Maps

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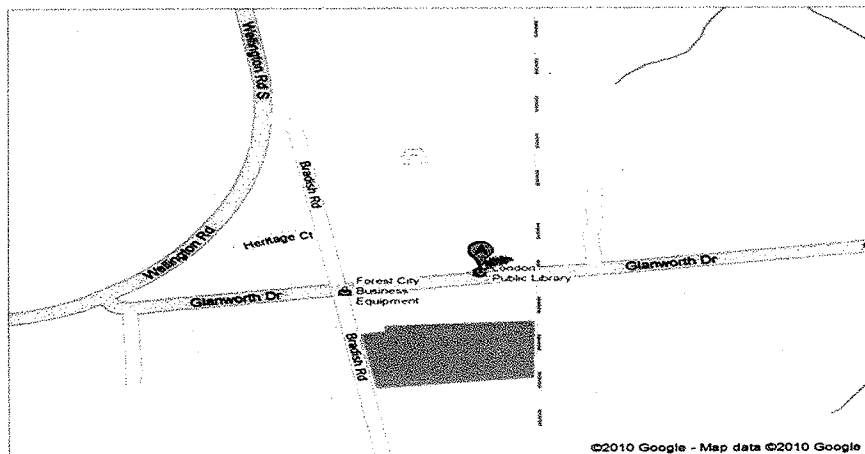
Google maps glanworth library
Canada

Notes

[Print](#)

A. **London Public Library**
2950 GLANWORTH DR, London, Ontario N6N
1N8 - (519) 681-6797

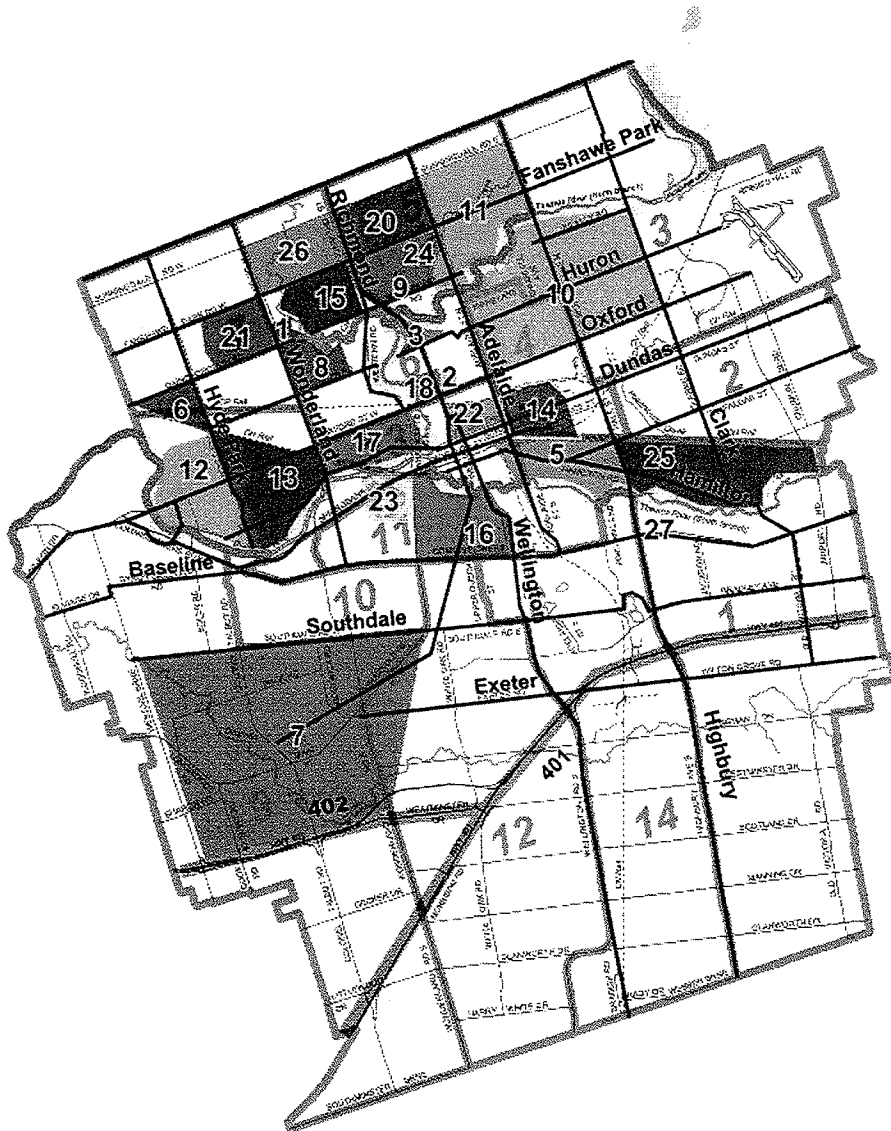
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<http://maps.google.ca/maps?hl=en&q=glanworth+library&ic=UTF8&sl=42.867456,-81.1...> 11/6/2010

Source: Google Maps

City of London Electoral Wards



Source: City of London website

INTERNAL ENVIRONMENT

The Facility – Current Status

The facility is a 320 square foot building built on a 1750 square foot block of land, surrounded by other local houses and backing onto a farm. The building consists of one small room with a staff desk, a computer station, a table with six chairs, and a small collection of books, CD's and DVD's. The building has electricity, telephone and internet; however, there is no washroom, no rear exit, no wheelchair access, no water and no septic system / sewer connection. Parking is available only on the street in front of the Library.

The Branch is in need of repairs / refurbishments and presents serious accessibility challenges and some security risk as there is no rear exit. To mitigate the security risk staff is provided with a pendant alarm monitored by the Library's security provider. The facility is currently not compliant with the City of London's Facility Accessibility Design Standards (FADS) and it is anticipated that it would not meet the proposed Accessibility for Ontarians with Disabilities Act (AODA) Built Environment Standards.

The Facility – Repair / Renovation Requirements

At the time of acquisition several building repairs were done by the London Public Library. Since that time minor repairs and routine maintenance have continued. In 2009 a review of the repair and renovation needs was completed and a report provided to the Board. A subsequent review of the repair and renovation needs for the Glanworth Branch was undertaken in May 2011 by Terry Wilkes, Manager, Facility Services with the assistance of the City of London Facilities Technologist - Architectural. The following minor repairs and upgrades were identified:

Type	Approximate Costs
Building exterior repair and paint	\$3,500
Rear door and steps	\$2,600
New roof	\$2,755
TOTAL	\$8,855

In order to meet FADS and the proposed AODA Built Environment Standards, the need for further renovations was also assessed. This would involve the addition of approximately 250 square feet for the installation of washrooms. The renovations listed on the next chart were deemed essential to achieving compliance with the Standards:

Type	Approximate Costs
Feasibility study	\$4,000
Addition of 250 square feet to accommodate two washrooms and janitor closet	\$65,000
Septic System	\$45,000
Front entry ramp	\$35,000
Electrical system upgrade	\$2,500
Accessible front door - replacement	\$4,000
Window repair / replacement	\$2,500
Architect consultant fees	\$20,000
TOTAL	\$178,000

The total capital costs to complete repairs, upgrades and meet accessibility requirements plus tax is: \$211,146. Since these costs represent estimates only, additional monies have been added for contingencies with the result that the estimated total cost is \$250,000. The City of London's estimated 2008 market value of the land is \$20,000. The building value has been amortized to zero.

DEMOGRAPHICS

The Glanworth Planning District Profile reveals that the population of this area is quite small with few dwellings and little growth. In contrast, the Lambeth area, also a result of annexation, and served by the Lambeth Branch Library, had a 2006 population of 4415, representing twenty-three percent growth over 2001. Citizens between the age of forty-five and sixty-four represent the largest cohort. The majority are employed. There are no recent immigrants.

Category	1996	2001	2006
Total Population	1,000	465	490
Female Population	490	285	245
Male Population	510	180	245
Age: 0-19	280	130	95
Age: 20-44	365	175	135
Age: 45-64	240	110	175
Age: 65+	130	70	95
# Private Dwellings	335	175	185
Average Family Income	64,814	59,800	96,070

Category	1996	2001	2006
Total Labour Force	555	310	325
Drive /Car-pool to Work	350	220	250
Mother Tongue English	910	435	435
Mother Tongue French	0	0	40
Mother Tongue Non-Official Language	85	20	10
Other Languages Spoken – Dutch, Italian, Mandarin	n/a	n/a	35
Recent Immigrants	n/a	n/a	0

Source: City of London website

GLANWORTH BRANCH UTILIZATION

The Glanworth Branch is open four hours per week – two hours on Tuesday evening and two hours on Saturday morning. It is staffed by one Library Assistant who works at the Byron Branch location during other scheduled hours of work.

Services provided include: collections, lending, reference, reader's advisory and referral services, computer with internet access, children's crafts and the Summer Reading Program. There is no wireless connection available for customers. On average, patrons have used the computer sixteen times per month in the last quarter of 2010 when high speed access was initiated. Meeting space for programs is non-existent.

On average, over the past three years, approximately seven to eight customers visited the Branch each hour. Patrons use the Branch to pick up and drop off materials obtained from the Glanworth Branch as well as other locations and meet with other local residents. The Glanworth Branch represents 0.05% of the London Public Library system's total attendance and 0.13% of its circulation.

Attendance & Circulation

	2010	Ch %	2009	Ch %	2008	Ch %	2007	Ch %	2006	Ch %	2005
Attendance	1603	5.5	1519	14.6	1325	(11.8)	1501	10.1	1363	6.7	1277
Circulation	5372	(5.1)	5663	1.9	5559	28.4	4329	(7.9)	4699	3.1	4556

Source: LPL database (Millennium)

Customer Demographics

As of June 2011 the Glanworth Branch has forty-seven active patrons, twenty-seven of whom are London residents. Approximately thirty percent of these patrons reside in the Glanworth area (N6N postal code) while seventeen percent reside in the Tempo neighbourhood, a Planning District with a population of 480, located immediately to the west of the Glanworth Branch.

City of London Neighbourhoods



Source: City of London website

Twenty users are non-residents, residing outside of the City's boundaries, in Elgin County. Borrowing is free to residents of Middlesex, Oxford and Elgin Counties (excluding the towns of Woodstock and Tillsonburg) under reciprocal borrowing agreements. Residents of these counties must present proper address identification and a current County, Strathroy or St. Thomas library card.

Patron Residence	Patrons with Glanworth as Home Branch		Active Patrons	
	#	% of Total	#	% of Total
London – N6N	43	40.6	14	29.8
London – N6L	11	10.4	8	17.0
London – N6P	5	4.7	4	8.5
London – N6M	2	1.9	1	2.1
London – N6H	1	0.9	0	0.0
Total London	62	58.5	27	57.4
St. Thomas	32	30.2	15	31.9
Belmont	9	8.5	3	6.4
Aylmer	2	1.9	1	2.1
Southwold	1	0.9	1	2.1
Total Elgin County	44	41.5	20	42.6
GRAND TOTAL	106	100	47	100

As the chart below illustrates, in 2010, eleven adults, three seniors and twelve children / students living in the City of London used the Glanworth Branch. Male / female use was almost equal.

Patron Type	M	Resident	Non-resident	F	Resident	Non-resident
Adult	7	4	3	18	7	11
Senior	0	0	0	3	3	0
Student (College)	1	1	0	4	2	2
Student (Secondary 16+)	1	1	0	1	1	0
Student (Secondary 15 & Under)	2	1	1	0	0	0
Child (Elementary)	5	5	0	3	1	2
Child (Pre-school)	0	0	0	1	0	1
TOTAL	16	12	4	30	14	16

Source: LPL database (Millennium)

OPERATING COSTS

	2010 \$	2009 \$	2008 \$	2007 \$	2006 \$	2005 \$	2004 \$	2003 \$
Fine Revenue	224	140	167	250	325	414	174	68
Library Merchandise	0	0	12	0	0	0	0	0
Miscellaneous Revenue-Bags	0	0	0	0	0	0	0	0
Total Income	224	140	179	250	325	414	174	68
Salaries- Permanent	7017	7,050	6,897	3,447	0	0	0	0
Telephone & Fax-General	2249	2,192	2,080	1,960	1,898	1,819	1,808	1,829
Salaries- Temporary	0	0	0	2,718	3,456	3,489	0	2,227
Salaries- Casuals	279	388	271	397	2,280	2,240	4,757	2,710
Heat, Light & Water-Electric	858	850	845	918	849	1,013	1,202	1,225
R & M-Grounds	1,574	1,562	1,346	1,346	1,260	300	300	250
R & M-Security	242	240	247	201	0	231	231	238
R & M-Electrical	235	221	153	204	198	193	0	464
R & M- Purchased Services	0	297	0	0	423	0	0	0
R & M-Cleaning- Carpets	0	0	169	72	65	0	65	62
R & M-Window Cleaning	0	105	180	0	0	0	0	0
R & M-General	17	39	11	172	0	0	0	36
Programs- General	47	54	50	72	50	0	0	0
Heat, Light & Water-Water	0	0	0	0	0	0	0	0
Salaries-Perm.- Add'l Hours	46	0	0	0	0	0	0	0
R & M-Fire Service	2	0	2	0	0	0	0	0
Total Costs	12,566	12,998	12,250	11,507	10,479	9,284	8,362	9,041
Net Costs	(12,342)	(12,858)	(12,071)	(11,256)	(10,153)	(8,870)	(8,188)	(8,973)
Cost per Person Served	\$7.70	\$8.46	\$9.11	\$7.50	\$7.46	\$6.95	\$8.77	\$8.03

Revenues generated through fines, sales of Library merchandise and bags have been almost negligible. The average cost to operate the Glanworth Branch over the past three years was approximately \$12,000. Factoring in the revenues generated, the cost per person served at the Glanworth Branch in 2010 was \$7.70 while the average branch operating cost per person served was \$2.20.

EXTERNAL ENVIRONMENT

Economic Perspective

The recession continues to have an impact on the London community and recovery appears to be taking longer than anticipated. The City, as are many organizations and individual citizens, is challenged to manage in this environment of constraint and rising costs. The City's budget target for London Public Library has been reduced from what was originally anticipated for the past two years. For example, in 2010 the budget increase approved for 2011 was only 0.6% versus a prior approval of two percent. Similarly, a 2.5% increase was originally approved for 2012 and at the current time a 1.5% increase has been allocated. Any requests for expenditure above and beyond the budget target and greater than \$50,000, such as the renovation of the Glanworth Branch, must be supported by a business case.

London Public Library has a long history of allocating resources consistent with the objectives of the Library's Vision, Mission and Service Excellence Model and the priorities of its Strategic Plan and reducing costs and seeking efficiencies wherever possible while at the same time maintaining quality service to the public. For the last several years, London Public Library has had significant difficulty achieving the budget targets set by City Council due to:

- Increased attendance and circulation, often related to economic downturns;
- Personnel costs resulting from negotiated wage settlement, higher minimum wage, and rising benefits costs;
- Collections costs and public demand for new and emerging formats;
- Technology costs required to support Millennium, the Library's backbone "Integrated Library System"; and
- Energy costs.

In 2007/2008 a Sustainability Plan was developed and presented to the City of London, an outcome of which was improved funding for 2009. A strategic priority for the 2010-2013 Strategic Plan is the development of a financial Sustainability Plan to manage the growth of services and operations and to address the potential loss of provincial grants.

Customer Perspective

In 2007/2008 when the Library reviewed potential options for financial sustainability, closure of the Glanworth Branch was discussed. At that time, the Library received a letter from the Rector of the local church on behalf of those expressing concern over its possible closure. A petition was attached to the letter and signed by twenty-eight people "from Glanworth or with close ties to the community".

In January 2011, the Library received an e-mail communication from one Glanworth resident which was provided to the Board in public session at its January Board meeting. In the communication, the resident stated that the closure of the Branch would have a cultural and psychological impact in that it is one of the last connections those living in Glanworth have to their local history in that other services have disappeared since the time of annexation. During the 2011 budget discussions, representatives from the Glanworth community attended a council meeting at City Hall in which the Glanworth Branch was discussed as part of an overall discussion to achieve a zero percent budget; however, City officials did not endorse its closing.

Middlesex County Perspective

Middlesex County Library System closed three of its small locations – one in October 2010 and the other two in early 2011- as they were located in substandard buildings which would have required major renovations and cost to add washrooms, wheelchair access and security features. Currently, there are fifteen branch locations in this Library System.

OPTIONS

As a result of this review, three options for the Glanworth Branch were identified:

- Option 1: Branch Closure;
- Option 2: Renovation of the Branch to fully meet accessibility standards; or
- Option 3: Maintenance of the status quo.

Critical Success Factors

Option selected must:

1. Align with London Public Library's Mission, Vision, Value Promise and Strategic Plan;
2. Align with London Public Library's Values of universal access, inclusiveness and diversity, and community engagement;
3. Be financially sustainable in the short term and ideally, in the long term;
4. Meet legislative requirements for accessibility;
5. Ensure that service alternatives exist;
6. Fit with the City of London's Strategic Priorities.

Analysis of Options

Option 1: Branch Closure

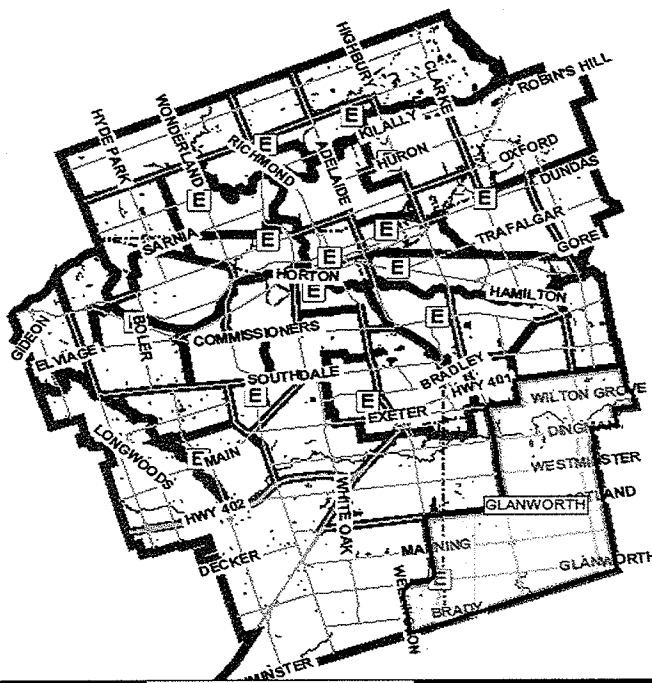
The closure of any location presents a challenge. On the one hand, this option supports the City's and the Library's strategic priority of financial stability through cost avoidance as the estimated \$250,000 that would need to be expended for renovations would not be incurred. On the other hand, the community it serves, no matter how small, perceives a loss unless viable alternatives are identified and communicated.

Service Alternatives

1. Other Locations

The Glanworth Branch is part of a network of sixteen Library locations situated throughout the City of London. Other service delivery channels include telephone service (Telefact and Ask-A-Librarian) and the Library's "Virtual Branch" available for those with Internet access. The "Virtual Branch" includes access to the catalogue, and the ability to place holds / renew materials and access content such as databases, full magazines, etc. The map below indicates the location of the various branches in the London Public Library system:

E= Library Branch Location



0 kilometres 10 20 30 40
Source: City of London website
©2011 City of London ON

The Jalna Branch is 8.5 km. (14 minutes) from the Glanworth Branch while the Westmount and Lambeth Branches are 13.5 km. (16 and 20 minutes respectively) from the Glanworth Branch.

Current City of London Residents Travel Distance (Km.) & Travel Time (Minutes)

Home Address*	# Res	# Households	Glanworth		Jalna		Westmount		Lambeth	
			Km	Min	Km	Min	Km	Min	Km	Min
A	13	10	0-1.5	0-3	8.8	14	13.5	16	13.5	20
B	1	1	<1	<1	8.3	13	13.0	15	13.0	18
C	1	1	4.3	8	10.6	18	12.0	17	11.4	17
D	3	2	3.9	7	11.8	19	13.7	17	11.9	18
E	2	1	1.9	5	10.1	18	14.7	20	15.8	24
F	1	1	4.9	8	8.1	13	8.4	12	10.2	15
G	1	1	7.5	9	7.8	13	12.5	15	17.9	17
H	3	1	10.0	13	7.8	10	3.8	5	5.6	7
I	1	1	12.7	15	5.0	9	13.5	13	15.1	14
J	1	1	15.0	18	6.8	12	3.2	7	0.8	2
	27	20								

*Represents street name and number of City of London patrons living on same street

Glanworth Branch patrons who reside within the City of London drive 0 – 15.0 km. to reach the Glanworth Branch from their home address, depending upon their location. Closest alternative branches are: Jalna, Westmount and Lambeth Branches. For those patrons who would have a greater distance to travel, travel time would increase by 14 minutes maximum.

Current Non-Residents Travel Distance (Km.)

Home Address*	Glanworth	Jalna	Westmount	Lambeth
St. Thomas	11.9	20.0	22.0	22.0
Belmont	10.0	19.1	20.4	20.5
Aylmer	27.2	35.2	41.4	39.7

Those non-residents who live in Elgin County and currently use the Glanworth Branch drive longer distances to access this location. With the closure of the Glanworth Branch, travel time to access other branches within the London Public Library System would increase; however, there are local libraries located in Belmont, Aylmer and St. Thomas.

In fact, ten libraries form part of the Elgin County library network. St. Thomas also has its own library which is currently undergoing a building revitalization expected to be

completed in November 2011. When it is completed this may mean that fewer St. Thomas residents will be attending the Glanworth Branch.

2. Alternate Service Delivery Model

In 2008, the Libro Library Road Show began as a community outreach initiative to reach out to those in the community who were unable to come to the Library and to help promote the Library as a valuable resource. During the spring and summer months, the Road Show van, equipped with laptops, wireless access, a small collection and program resources attends a variety of venues throughout the City, including those where special events are held. In the winter, the van has been used by Facility Services in the event of shortage of facility delivery vehicles. Periodic visits by the Road show to the Glanworth site for outreach, program delivery, materials pick up and drop off could be explored as a potential alternate option for residents who live in the Glanworth area.

Option 2: Renovation of the Branch to fully meet accessibility standards

This option aligns with the City of London's Strategic Priority: Infrastructure Renewal & Expansion in that the renovation of the Branch would contribute to asset life extension.

All other Branch locations are attractive and welcoming to the public and have been refurbished as needs arise. Option 2 supports the Library's vision to be a community hub, its mission to make a difference in our community by engaging its citizens and delivering service excellence, and aligns with the Library's strategic theme relating to being inclusive and accessible.

A capital outlay of approximately \$250,000 represents a significant cost to ensure that the Branch is compliant with legislated AODA Built Environment Standards, especially considering the low utilization of the Branch by City of London residents.

According to the Ontario Public Library Guidelines and the Southern Ontario Library Service (SOLS) guidelines, a building of 1000-2,500 square feet is considered a deposit station and provides basic service. Buildings serving fewer than 1,000 people providing basic service should be 2,500 square feet or 2.50 square feet per capita whichever is greater. As the building is only 320 square feet and the lot size on which the Glanworth Branch is located is less than 2000 square feet, it does not meet these guidelines. The addition of 250 square feet to accommodate washrooms would increase the total square footage to almost 600 square feet; however, it would likely actually decrease the space available for collections, computers, and patron and staff usage. This may conflict with a community expectation of expanded service, such as the addition of more materials to the collection and computers.

Option 2 may not even be possible as it is unknown if the lot size would be sufficient to handle a larger building footprint, the addition of water and a septic/sewer system and any parking requirements. Therefore, it is recommended that an architect be engaged as a consultant to conduct a feasibility study prior to any renovations being undertaken.

Option 3: Maintenance of the status quo

The performance of minor repairs and upgrades as described earlier would enhance security and somewhat improve the external appearance of the Glanworth Branch building. However, the expenditure of approximately \$10,000 to perform these repairs would only be a stopgap measure and does not support the Library's Strategic Plan relating to the provision of inclusive and accessible service.

Analysis Summary

Option	\$ Cost	\$ Savings	Potential Risks	Probability & Risk Mitigation
<i>Option 1 – Branch Closure</i>	0	\$262,000 (approx.)	Negative feedback from the Glanworth community	High: Other library locations are available within a short driving distance. Options for alternative service, such as Libro Library Roadshow, could be examined.
<i>Option 2 – Renovate Branch to fully meet accessibility requirements</i>	\$250,000 (approx.)	0	Significant cost to ensure the Branch is compliant with legislative requirements and standards. Land size may not be sufficient to handle a larger building footprint, water and septic / sewer. Community expectation of expanded service, e.g. collections and computers.	High: Additional capital budget request above the 1.5% allowable budget increase. High: Engage the services of an architect to complete a feasibility study prior to undertaking any major renovations. High: Renovations will deal with the shortcomings of the current building and will not provide additional space for service expansion.
<i>Option 3 – Maintain status quo and perform minor repairs / upgrades</i>	\$8,855 (approx.)	0	Branch would not be in compliance with legislative requirements when enacted	High: Additional budget request in order to make required changes.

Conclusions

This document represents an overview of the Glanworth Branch, including its history, the environment in which it operates, customer perspective, utilization by the community and facility needs. Three options have been identified for the Glanworth Branch along with the inherent risks for each of those options addressed. These options represent a choice of actions that will provide either short term or long term solutions to address the physical shortcomings of the building.

REFERENCES

AODA Built Environment Standards

<http://www.mmss.gov.on.ca/en/mcss/programs/accessibility/OntarioAccessibilityLaws/DevelopingStandards/buildEnvironment.aspx>

City of London Statistics and Community Research Planning District Profile

http://www.london.ca/About London/PDFs/13_Glanworth.pdf

Chapter Closes on Three Middlesex Libraries

<http://lfpres.com/news/london/2011/01/26/17040481.html>

London Public Library 2010-2013 LPL Strategic Plan: Enriching Lives & Empowering People

http://www.londonpubliclibrary.ca/files/strategic_plan2010_13.pdf

London Public Library, Report to the Library Board, December 17, 2009, Glanworth Branch Accessibility

<http://www.londonpubliclibrary.ca/sites/default/files/u3/aboutmylibrary/board2009/December/9EGlanworthBranchAccessibility.pdf>

City of London Facility Accessibility Design Standards

<http://www.london.ca/d.aspx?s=/Accessibility/accessibilitystandards.htm>

Ontario Public Library Guidelines, For Municipal and County Public Libraries, Fifth Edition, Ontario Public Library Guidelines Monitoring & Accreditation Council

<http://www.fopl.ca/OntarioPublicLibrariesMonitoringandAccreditationCouncil/>

Library Development Guide, Guide 5 – Making the Case for Your Building Project, Southern Ontario Library Service (SOLS)

<http://www.sols.org/publications/guides/index.htm#Building>

Middlesex County Library website

<http://www.middlesex.library.on.ca/>

Elgin County website

<http://www.elgincounty.ca/ElginCounty/CulturalServices/Library/default.php>

St. Thomas Public Library

<http://www.st-thomas.library.on.ca/>

iGoogle, Maps & Driving Directions

<http://www.google.ca/ig/directory?hl=en&type=gadgets&url=gwidgets.com/liq/gpa/charles447/google-maps-driving-directions.xml>



REPORT TO THE LIBRARY BOARD

MEETING DATE: AUGUST 11, 2011

Session:	Public Session
Subject:	Glanworth Branch Library
Prepared By:	Susanna Hubbard Krimmer, Anne Baker, Barbara Jessop, Terry Wilkes Alison Hannay & Bob Reed, Cornerstone Architecture
Presented By:	Susanna Hubbard Krimmer, Alison Hannay
Purpose of Report:	For Receipt <input checked="" type="checkbox"/>

RECOMMENDATION:

It is recommended the Library Board receive this report and the attached report, *Glanworth Assessment*, prepared by Cornerstone Architecture, and provide Administration with direction regarding the options relating to the future of the Glanworth Branch Library.

ISSUE/OPPORTUNITY

At the June 2011 meeting of the London Public Library Board, the Board received the following report: *2012 Budget & Business Plan: Business Case - Options for Glanworth Branch Library*.

The Board directed Staff to undertake next steps, including that:

- A building assessment of the Glanworth Branch Library be completed;
- The Chair and CEO meet with Councillor Sandy White;
- A community consultation be held to discuss options for the Glanworth Branch Library pending the results of the assessment; and that
- This information be discussed by the Library Board at its meeting of August 11, 2011.

BACKGROUND & REVIEW

Building Assessment Report

In July, London Public Library (LPL) procured the services of an architectural firm to act as a consultant in undertaking the "Building Assessment" for the Glanworth Branch Library. Alison Hannay, along with Bob Reed, of Cornerstone Architecture, completed the work for LPL. The report which is attached includes:

- Background information;
- Building and site assessment;
- Barrier Free Accessibility requirements;
- Estimated associated costs; and
- Recommendations.

Communications with Councillor Sandy White

In late June, Library Board Chair Josh Morgan and CEO & Chief Librarian Susanna Hubbard Krimmer both had follow up phone conversations with Councillor White. Mr. Morgan and Ms. Hubbard Krimmer provided information about the Library Board direction, the assessment process being undertaken and the importance of the assessment in what comes next regarding any decisions related to the branch. Councillor White, on her own initiative, had made contacts with two firms to seek fund raising support should we be able to renovate or rebuild the Glanworth Branch Library. While Councillor White indicated that she understood that the Library needs to take the steps to determine what is and is not feasible in terms of options for the branch, she did encourage us to be in contact with these firms. Ms Hubbard Krimmer was able to connect with the principal of one of the firms and made arrangements for representatives of the firm to meet with key senior Library Staff at the branch early in July.

Consultation Process

Due to matters of timing related to the assessment process, the timelines did not give ample time for a community consultation process to take place before the August 11th meeting of the Library Board. Timing of the consultation is especially significant in the process as it is important to have as much information as possible, including the findings of the assessment report about what is feasible, so as to not create false expectations with the community.

Ms Hubbard Krimmer sent an email to the Library Assistant who works at Glanworth Branch Library and the Branch Supervisor who oversees this location, to provide information about the process being undertaken.

Glanworth Branch Library

London Public Library

Assessment Report

August 2011



CORNERSTONE
ARCHITECTURE

BACKGROUND INFORMATION

Glanworth Branch Library is a 29.7m² (340 ft²) single storey building on a 0.1012 hectare (0.25 acre) site located at 2950 Glanworth Drive in London Ontario. It is a raised wood frame cottage style building with a hipped wood frame roof, built on a concrete foundation with a crawl space. The building consists of a one room library space, and there are no washrooms facilities or running water available. Parking is currently provided on Glanworth Drive (off site).

Although London Public Library records indicate that the building was constructed in 1923, the City of London Inventory of Heritage Structures (1998) indicates that it was constructed in 1875. This document indicates that the building is a Priority 2 structure, although it is not designated. According to this document; "Priority 2 buildings warrant designation under Part IV of the Ontario Heritage Act on application by the owner. They have significant architectural and/ or historical value and may be worthy of protection by whatever incentives may be provided through zoning considerations, bonusing, or financial advantages".

The site is zoned NF1 (Neighbourhood Facility) which permits Library uses.

Libraries are classified as Group A (Assembly Occupancy) Division 2 buildings according to the Ontario Building Code (2006).

BUILDING/ SITE ASSESSMENT

1. Site Services
The site is serviced with hydro, telephone and internet services. The site is not serviced with gas, municipal water, sanitary or storm sewers. A 50mm gas service is available on the north side of Glanworth Drive. A 150mm water service is located on the south side of Glanworth Drive, as well as a fire hydrant. Sanitary and storm sewers are not available on Glanworth Drive.
2. Building Condition
 - a. Foundations
Foundations are cast-in-place concrete, and there is a fixed access point indicating that there is a crawl space below the main floor of the building. Extreme and significant cracking at all corners and at the midpoint of the east wall is visible.
 - b. Exterior Walls
Exterior walls consist of wood frame construction with painted wood siding. The structure appears to be straight and square. It is expected that the walls are uninsulated. The exterior siding is cracked and peeling.

c. Windows and Doors

The building is provided with 4 aluminum single hung/ single glazed windows with aluminum storm windows on the South, East and West Elevations. It appears that all windows are operable.

The main entrance consists of a painted solid wood door, 812mm (32") wide, with an exterior aluminum screen door. The door is sheltered by a small wood frame porch, approximately 2.3 metres (7'-9") wide by 2.3 metres (7'-9") deep and is accessed by 4 precast concrete steps (not original). The porch is 710mm (28") above grade.

There is a rear door, which is currently fixed shut, and is approximately 710mm (28") above grade, but is not provided with access to grade.

d. Roof

The hipped roof consists of wood frame construction with asphalt shingles, aluminum gutters and downspouts. It is expected that the attic is uninsulated. The asphalt shingles are in poor condition and require replacement. The downspouts are damaged and are pulled away from the gutters. The roof also requires ventilation at both the soffit and peak levels.

An existing masonry chimney appears to be in acceptable condition (as observed from ground level).

e. Interior

The interior consists of a single space that accommodates a staff desk, a computer station, a table with six chairs and a small collection of books, CD's and DVD's. Walls and ceilings have a painted wood finish. Bookshelves are located on exterior walls, so it was difficult to assess their condition, but the ceiling seemed to be in good condition. The floor is carpet, which is worn and requires replacement.

f. Mechanical/ Electrical

As noted above, there is no water service to the building, and therefore no plumbing/ washroom facilities. As well, there is no ventilation or cooling to the building (except for operable windows).

The building is heated by electric baseboard heaters. Lighting is provided by surface mounted incandescent fixtures.

Telephone and internet connection is available in the building.

g. Security

Although a second exit from this building is not required by the Ontario Building Code, due to the size and occupant load of the building, it has been noted that the lack of a second exit poses a security risk to staff at this location.

h. Conformance to Ontario Building Code

Libraries are identified as Group A (Assembly Occupancy) Division 2 buildings, and as such, require the following amenities if constructed as new, or altered in any way. The existing building makes no provision for the following requirements.

- 1) Washroom Facilities: For a Group A, Division 2 building with an occupancy load of 10 or less, 1 toilet can be provided to serve both male and female occupants (Article 3.7.4.2(8)).
- 2) Accessibility: Barrier Free Access must be provided to all occupancies.
 - i) At least one barrier free entrance must be provided (Article 3.8.1.2) to the building from the sidewalk. Entrances must consist of a door with a minimum clear opening of 850mm (Article 3.8.3.3(1), and must be able to be operated without requiring a tight grasping or twisting of the wrist (Article 3.8.3.3(3)). Also, doors without a power door operator, must be provided with 300mm (12") clear on the push side, and 600mm clear (24") on the pull side (Article 3.8.3.3(10) to allow access to the door hardware.
 - ii) A barrier free washroom is required to conform to Articles 3.8.3.8 to 3.8.3.12.

BARRIER FREE ACCESSIBILITY

In addition to the requirements of the Ontario Building Code noted above, the imminent requirements of the Accessibility for Ontarians with Disabilities Act (AODA), and the City of London's commitment to provide access to all buildings that provide municipal services with the Facility Accessibility Design Standards (FADS), will impose requirements for significant changes at the Glanworth Branch Library. In particular, more stringent requirements apply at entrances and for washroom facilities:

- a. Entrances: Section 4.1.6 of the Facility Accessibility Design Standards (FADS) requires that entrances are provided with power door operators. Doors must be provided with a minimum clear opening of 950mm (37½").
- b. Washrooms: Section 4.2.7 of the Facility Accessibility Design Standards (FADS) requires that a turning radius of 2440mm (8') is provided in individual washrooms, as well as a change table. Doors are required to have power door operators, as noted above.

In addition, there are numerous requirements regarding contrasting colours at doorways, lighting levels, access to controls and access to shelves and circulation desks that would have to be addressed as part of any upgrade to the existing building.

RECOMMENDATIONS

The following course of action is recommended to bring the existing building into compliance with the Ontario Building Code, the Accessibility for Ontarians with Disabilities Act and the City of London's Facility Accessibility Design Standards.

1. Site/ Exterior
 - a. Parking
 - Create a barrier free parking space on the street, as well as other required parking spaces. A curb cut and ramp would be required at the street/sidewalk. A Minor Variance would be required to achieve this, but given the amount of usage of the building, it would be more cost effective than creating on-site parking.
 - b. Barrier Free Path of Travel
 - Create a barrier free path of travel from the parking area to the building. This would require a ramp to negotiate the grade from the sidewalk to the finished floor level of the building.

2. Building
 - a. Addition
 - Create an addition to the existing building to provide a barrier free entrance, which would allow the main entrance to remain unchanged, and a barrier free washroom. Based on the occupancy of the building, one fixture that is accessible will meet the requirements for washroom facilities, as well as barrier free access.

The addition of a washroom will require the provision of a new water service to the building as well as a septic system.

3. Building Maintenance

The following items are recommended for repair or replacement:

 - Cracks in foundation wall
 - Repair and repaint exterior walls
 - Replace roof and provide ventilation
 - Replace windows and doors
 - Paint interior
 - New flooring
 - New lighting
 - New HVAC

Refer to attached estimate for anticipated costs for the recommendations noted above.

Glanworth Branch Library - Barrier Free Upgrades
 Projected Project Estimate

Category/Item	units (ft2)	rates (\$/ft2)	total
Site			
parking alterations @ Glanworth Drive			2,500
barrier free path of travel			20,000
water service			15,000
septic system			35,000
landscaping/ grading			5,000
Building			
new construction	150	250	37,500
repair foundations			10,000
paint/ repair siding			4,500
repair porch/ stairs			2,500
repair roof/ add ventilation			3,500
replace windows			6,000
replace doors			1,500
flooring (existing)			1,600
painting (existing)			1,000
lighting			2,500
HVAC			5,000
miscellaneous repairs			5,000
subtotal			158,100
contingency @15%			23,715
total construction estimate			181,815
Services & Fees			
professional fees			18,182
soil testing			2,000
minor variance application			1,000
building permit			500
total services & fees			21,682
subtotal			203,497
HST @13%			26,455
total project estimate			229,951

NOTE: The above estimate is based on construction costs for current market conditions for the 2nd quarter of 2011, excluding furniture and equipment. As well, a design has not been completed for the proposed addition.