# Ontario Public Library Guidelines
# Introduction and Resource Materials
## *2021 Edition*

March 2021

Since 1987, the Ontario Public Library Guidelines Monitoring and Accreditation Council has published the *Ontario Public Library Guidelines*. While the seventh edition was published in 2017, in 2020 a decision was made to publish more continuous updates through an Annual Update released at the beginning of each year. The current edition is the 2021 edition.

**What are the Guidelines?**

All Ontarians, regardless of where in Ontario they live and work, have a right to public library service that meets basic, widely accepted norms of library practice and service. The Guidelines are essentially a developmental tool. They provide a self-regulated process, designed to analyze the state of development of a public library and to measure itself against a set of objectives, widely accepted guidelines. They also provide public library boards, managers and staff and local governments with up-to-date public library guidelines on policies, resources and services. Individual public libraries can choose to follow or exceed these Guidelines, regardless of whether they decide to pursue accreditation.

A further voluntary step in this self-regulated process enables a public library to submit its services to an external assessment and seek accreditation by its peers. The accreditation audit process is described in detail in the document entitled **"OPLG Accreditation Process: Information for Libraries."**

**Who is responsible for the Guidelines?**

The guidelines presented represent community-based norms for public libraries and public library development in Ontario. They are developed, monitored and revised by a broadly-based group, representative of the Ontario public library community called the Ontario Public Library Guidelines Monitoring and Accreditation Council. This Council was established in 1987 by the Ontario Public Libraries Strategic Directions Council (SDC).

**Purpose of the Guidelines**

The purpose of the Ontario Public Library Guidelines Monitoring and Accreditation Council is threefold:

1. To monitor the continuing effectiveness of the Guidelines and make revisions as required.

2. To arrange for peer audits of those public libraries which so request.

3. To bestow the special designation of "Accredited Ontario Public Library" upon those public libraries that successfully completes the Guidelines accreditation process.

**Goals of the Guidelines**

The Guidelines have four principal goals:

1. To build upon and improve the current Ontario-wide public library system and its governance through updated guidelines and policy frameworks.

2. To maintain and enhance strong public library operations including services, information technology, and spaces supported by updated standards that all size libraries can meet or exceed.

3. To make available to public libraries a comprehensive development tool based on standards and guidelines, to raise the level of public library service province wide.

4. To recognize, through an accreditation process, the achievement of those public libraries which meet and exceed the Guidelines requirements.

**Benefits of the Guidelines**

- *Evaluation of local library service and direction for development*
  The Guidelines facilitate an organized, objective approach to the evaluation of local library service. The Guidelines ensure that a local evaluation process is fair and comprehensive, concentrating neither on strengths nor weaknesses, but giving direction to and assistance with a review of the whole spectrum of services and operations.

- *Improved accountability*
  By using the Guidelines, the library is able to demonstrate the quality and value of library service currently being offered to the public and improves accountability to the taxpayer. By adhering to a province-wide set of expectations, the individual library is in a better position to benefit from co-operation and sharing arrangements with other libraries in a province-wide library system, thereby demonstrating a commitment to maximizing local tax dollars.

- *Assistance in the planning process*
  Use of the Guidelines provides the library with an understanding of those matters which require attention and upgrading and those which are considered appropriately developed or superior in their function. From this assessment of the adequacy of current service delivery, the board and administration can consider appropriate directions for development of the library and formalize these into an organized plan.

- *Consistency of service across Ontario*
  Regardless of geographic location or size, a public library which meets the requirements of the Guidelines is assured that it is equipped to contribute to the Ontario public library infrastructure, to the greater benefit of its users and community.

- *Enhancement of the library's position in the community and with funding bodies*
  The Guidelines, and the plans developed because of their application, assists boards in providing justification for securing municipal and other funding to implement the plans. Libraries achieving accreditation through the Guidelines program reap the benefits of an enhanced profile and reputation in their communities and demonstrate to their funding bodies that tax dollars invested in the public library are dollars well-spent.

Libraries should consider discussing the accreditation process early on with their governing body, present it as an opportunity to work together on an important project and encourage council to be part of the process. This has the effect of increasing the council's awareness of the work involved in accreditation, as well as its value and benefits.

You may also want to read "Benefits of Accreditation for Ontario Public Libraries" *Municipal World*, December 2013.

**Organization of the Guidelines document**

The present editions of the Guidelines are separated into "system-wide" elements and those which require "site observation".  There are five system-wide areas:
  I.      Governance/Administration
  II.     Planning Documents & Process
  III.    Policy
  IV.    Personnel & Human Resources
  V.     General

Under the 'site observations' section, there are two sections:
  VI.    Collections & Services
  VII.   Physical & Facilities

The total number of guidelines for this audit is 184, with 121 guidelines in the system-wide section and 63 in the 'site observation' section.  It is possible that the total number of guidelines for both the system and

'site observations' sections required for a library system may be reduced if a specific guideline is deemed to be 'not-applicable', e.g., if the library is a single floor facility or does not have a public meeting room.

If a library wanted to use the Guidelines as a self-assessment tool, then they would want to achieve a "yes" response to each of the guidelines.  If a library wanted to go through the accreditation process, a library system must achieve no less than a 90% score of total possible points in Sections I to V and must achieve no less than a 90% score in **each** of the five topic areas.  In addition, a library system must meet any guidelines the Council designates as mandatory.  Similarly, for a library branch to receive accreditation, it must achieve no less than a 90% score of total possible points in Sections VI and VII.   Where a library system has more than one branch, the overall score will be calculated from the score for the system-wide score plus the score given to the main library in the observation section.  The score for the second and subsequent branches will be used to determine if that individual branch passes the accreditation audit.

**Appendix 1**
**Terms used in the *Ontario Public Library Guidelines***

The main element of Ontario Public Library Guidelines documentation is a checklist of standards to which a library would answer "yes" or "no" and then tabulate a score for the library system. To ensure that everyone understands the terms used in the OPL Guidelines document, this list of terms used is provided. The definitions should be read before working through the checklist to ensure consistent understanding of each term.

**Assessment of Service Hours (Guideline 7.4)**: "The open hours of the library reflect the needs of its community and include evenings and/or weekends. During the last four years the library has assessed how well its open hours match community need. Where there are multiple branches, each branch's hours are tailored to its surrounding community." As this Guideline is about an assessment of service hours, it was noted that the focus was on assessment of hours, so that if a library had completed an assessment and decided against evening or weekend hours, then the requirements of this guideline would be met.

**Branch** - A stationary service outlet within a library intended to deliver a range of library services to a designated area of the community.

**Chief Executive Officer (CEO)** - The position which bears overall responsibility for managing the operations of the library and its staff. The title used by individual libraries may differ, e.g. Chief Librarian, City Librarian, Library Director, Program Director.

**Community Information Referral**– The public library may have an important role to play as a source of general information about community organizations and events provides referrals to other local organizations programs and services.

**Governing Body:** While most municipal, county or union libraries operate with a public library board, there are some public libraries in Ontario which operate under different governance structures. In First Nation communities, the library is commonly governed by the Band Council. Special legislation previously passed allows four county/regional library systems to operate under a committee of council rather than a board. The term "governing body" has been used to incorporate all situations found within Ontario public libraries.

**LEED (Guideline 28.11):** LEED stands for Leadership in Energy and Environmental Design, and it is the most widely used certification system for green buildings throughout the world. LEED offers various certification frameworks, adapting to the needs of all types of projects. The certification is based on accumulating points across various sustainability categories, and there are four certification levels based on the score obtained: Certified, Silver, Gold and Platinum.

**Mandatory Guideline** - A guideline, designated by the symbol *M*, which must be met in order for a library to receive accreditation.

**Policy** - Policies are tools that aid in governing and fulfilling the library's mission. A library's policy manual is a written set of statements that form a framework to assist the library staff in making day-to-day decisions. Policies grow out of, and give definition to, the library's mission in the community, and they provide the basis for consistent operational procedures.

**Policy Governance Model (Carver):** While most library boards have responsibility for approving library policies, a library governing body operating under the "Policy Governance Model" (commonly called Carver Model) would have created a governance structure in which the CEO creates the majority of the Library's policies, which are not usually put to the governing body for approval.  In this edition, the guidelines have been written to accommodate both Carver and non-Carver governing bodies.

**Population served** - The total number of residents of the community served by a library, including the residents of communities which contract with that library for service.

**Procedure** - Procedures detail how things are to be done. Once policies are set, library staff can develop procedures and make decisions within the realm of established policies. Procedures are specific directions, established by the staff, to implement the library policies. While boards are concerned with the 'what' of library operation, staff are concerned with the 'how'.

**Readers' advisory service:** The process of matching users with materials, and materials with users. It answers questions dealing with users' leisure needs rather than with their information needs.

**Reference service** - Library staff provide reference service to customers by responding to their information needs and which meet the unique library needs of specific populations.

**Service outlet -** A stationary or mobile facility for delivering public library service.

**Statement** –A written communication or declaration setting forth facts, particulars, and/or position on a specific topic.

**Appendix 2**
**Aids to Measurement**

Library planners often ask for comparative information between libraries. The materials in this appendix have been gathered from the Ministry's Annual Survey of Public Libraries and from the standards and recommendations document of the Administrators of Rural and Urban Public Libraries of Ontario (ARUPLO). In addition, in the areas of lighting and load bearing, we have referenced library sources and the Ontario building code. Information has been collected in these seven areas:

- Area 1 – Staffing
- Area 2 – Collection Size (in Volumes)
- Area 3 – Collection Use (Circulation and Turnover rate)
- Area 4 – Space (including user seating)
- Area 5 –Hours Open to the Public
- Area 6 - Load bearing of floors
- Area 7 – Interior lighting

**Explanatory Note #1: Information on catchment area**

In 2017, ARUPLO released the 3rd edition of the *Guidelines for Rural/Urban Public Library Systems* **(**posted at http://aruplo.weebly.com/uploads/2/8/3/7/2837807/guidelines_3rd_edition.pdf). In Areas 1, 2, 4 and 5, we used information supplied by ARUPLO for their members. These guidelines offer another option for libraries to consider. We did want to highlight their definition of catchment area.

**"Catchment Area / Population Served** – The catchment area is the area from which users are drawn to a particular library service point. Catchment areas and the population contained therein can be determined by branch library surveys, census data, information from county or municipal offices, Canada Post postal code areas, and the information collected by school boards. Determining catchment area / population served by individual branches can be problematic given available data and factors such as municipal boundaries. As a result, this is not the only consideration as to whether a branch is considered small, medium, large or urban. For instance, a branch may serve an immediate population of less than 10,000 people, thereby putting it in the medium category, but be considered a large branch by the system because it serves a strategic role such as having a larger collection, providing enhanced reference services, hosting system-wide functions such as inter-library loan or providing space for enhanced programming opportunities.

- Small branches - Generally serve catchment areas of up to 5,000 population as determined by each system.
- Medium branches - Generally serve catchment areas of 5,000-10,000 population as determined by system.
- Large branches - Generally serve catchment areas of 10,000-35,000 population as determined by system.
- Urban branches - Generally serve catchment area of 35,000 or more population as determined by system."

**Explanatory Note #2 - Information about tables created from the *Annual Survey of Public Libraries***

For comparative information, we used data from the *Annual Survey of Public Libraries* program. Current and historical statistical reports of information from the Annual Survey are available through the Ministry's website at http://www.mtc.gov.on.ca/en/libraries/statistics.shtml.  This data is from the 2019 Annual Survey.

**Population Category** - The figures have been arranged in seven columns, each one representing a 'Population Category' as presented in the Ministry's statistical pages. Each category represents a population range (less than 2,500, 2,500 to 5,000, 5,000 to 15,000, 15,000 to 30,000, 30,000 to 50,000, 50,000 to 100,000 and over 100,000).  For those measures which describe 'per capita' service levels, the population categories are based on **resident,** as given in the Annual Survey itself.  Libraries showing no local operating support and/or no staffing expenditure were excluded in determining the percentiles.  When searching for comparative data, find the population category which covers your service population.

**Levels** – For each 'Population Category', the results are divided into four 'levels' representing the quartiles of data.  Each level represents the responses on the Annual Survey arranged by quartile.  Basically, for each population category, all the responses to a question are "lined" up in order, lowest number to highest number and then divided into four equal groups representing 25% of the answers in that population category.  You want your library to fall into the 75-100 category.

As an example, here is 'Annual Circulation Per Capita' for the Population Category of 5000 to 15000:

| Quartile | Population category 5,000 to 15,000 | Notes |
|---|---|---|
| 0-25 | 2.6 | For this row, the average number of items circulated per person (per capita) of the lowest 25% of the responses within this population category in the year is 2.69 circulations in the service population. |
| 25-50 | 4.7 | |
| 50-75 | 6.7 | |
| 75-100 | 10.2 | For this row, the average number of items circulated per person (per capita) of the highest 25% of the responses in this population category in the year is 10.2 circulations in the service population. |
| Overall | 6.1 | The average number of circulations per capita for ENTIRE population category – that is, for each person in a library within this population category, there were 6.1 circulations (each person took out 6.1 items) |

To use these 'aids to measurement' library staff should run the same data from the 2019 Annual Survey of Public Libraries – noting the annual circulation and the resident population.

| | Resident pop | Annual Circulation | Circulation per capita | Which quartile? |
|---|---|---|---|---|
| Library A | 5159 | 24383 | 4.73 | 25-50 |
| Library B | 6466 | 51325 | 7.93 | Half way between 50-75 & 75-100 |
| Library C | 8706 | 25338 | 2.91 | Just above 0-25 |

Looking at these results, it is Library C with a bit of work to do to increase circulation at the library, and Library B which can illustrate that it is a very busy spot with good usage by the citizens.

# Area 1 - Staffing

Staffing in the library is covered in Section 16 of the OPLG Guidelines. There are many different ways to look at staffing levels, with two different aids to measurement presented here.

**Option A - Using *Guidelines for rural/urban public library systems*, 3rd edition, Administrators of Rural and Urban Public Libraries of Ontario (ARUPLO), September 2017.**

With increasing public expectations, technology-based services and operations, and the fundamental change in library services, all library employees require formal library education and training. The guidelines indicate both the minimum number of staff and their professional qualifications. These guidelines are based on the organizational, communication and operational challenges of staffing a multi-branch system and ensuring a professional team is in place to deliver and manage all functional requirements of a full library system. In addition to meeting public service needs, consideration must be given to staff safety concerns such as working alone.

Definitions:
- Professional librarians are defined as having a master's degree in library or information science from an accredited university.
- Library technicians are defined as having a diploma in library techniques from a community college.
- The EXCEL Certificate Program in Managing a small library is a distance education program for library workers without formal library training and is administered by the Ontario Library Service.
- FTE = Full-time equivalent. (35 hours per week)

Each library system has professional librarians that are used on a system-wide basis. The Library Administrator for each system is a professional librarian. One third of all system-wide staff are professional librarians; For every 10,000 people or part thereof, one of the full-time equivalent staff is a qualified librarian.

|  | **Small** | **Medium** | **Large** | **Urban** |
|---|---|---|---|---|
| Staff complement (FTE) | 1-2.5 | 2.5-5 | 5-17.5 | 17.5+ |
| Qualifications of Branch Supervisor | Library competency, e.g. post-secondary plus Excel or Library Tech. | Professional Librarian or Library competency, e.g. post-secondary plus Excel or Library Tech | Professional librarian | Professional librarian |
| Qualifications of other staff |  | Library competency, e.g. post-secondary plus Excel or Library Tech | 2 additional professional librarians | 2 additional professional librarians |

**Option B - Using Comparative figures based on Ontario Public Library statistics gathered by the Ministry**.

**Table 1: FTE Staff -** *Average* **of FTE (@35 hours/week) per 1,000 population –** 2019 data (collected in 2020)

| Quartiles | less than 2,500 | 2,500 to 5,000 | 5,000 to 15,000 | 15,000 to 30,000 | 30,000 to 50,000 | 50,000 to 100,000 | 100,000 + | Grand total over all of the population categories |
|---|---|---|---|---|---|---|---|---|
| **0-25** | 0.25 | 0.17 | 0.18 | 0.30 | 0.32 | 0.28 | 0.29 | 0.24 |
| **25-50** | 0.80 | 0.40 | 0.35 | 0.40 | 0.51 | 0.41 | 0.43 | 0.53 |
| **50-75** | 1.50 | 0.65 | 0.52 | 0.47 | 0.59 | 0.49 | 0.51 | 0.87 |
| **75-100** | 4.24 | 0.88 | 0.77 | 0.61 | 0.75 | 0.61 | 0.61 | 1.98 |
| **Number over the entire population category** | 1.71 | 0.52 | 0.46 | 0.44 | 0.54 | 0.44 | 0.46 | 0.90 |

**Table 2: Staff Training Expenditure as a Percentage of Total Staff Expenditure -** 2019 data

| Quartiles | less than 2,500 | 2,500 to 5,000 | 5,000 to 15,000 | 15,000 to 30,000 | 30,000 to 50,000 | 50,000 to 100,000 | 100,000 + | Grand total over all of the population categories |
|---|---|---|---|---|---|---|---|---|
| **0-25** | 0.0% | 0.1% | 0.3% | 0.4% | 0.4% | 0.5% | 0.4% | 0.2% |
| **25-50** | 0.0% | 0.5% | 0.7% | 0.8% | 0.7% | 0.8% | 0.6% | 0.5% |
| **50-75** | 0.8% | 1.2% | 1.2% | 1.1% | 0.9% | 1.0% | 0.8% | 1.0% |
| **75-100** | 11.8% | 2.1% | 2.2% | 1.4% | 1.3% | 1.4% | 1.2% | 5.3% |
| **Percent over the entire population category** | 3.2% | 1.0% | 1.1% | 0.9% | 0.8% | 0.9% | 0.7% | 1.7% |

## Area 2 - Collection Size

Within the ***Ontario Public Library Guidelines***, the size of the physical collection in a public library is referenced in Guideline 8.1.

**Option A - Using *Guidelines for rural/urban public library systems*, 3rd edition, Administrators of Rural and Urban Public Libraries of Ontario (ARUPLO), September 2017.**

"The following guidelines were adopted for collections; an appropriate collection is a variety of materials responsive to specific community needs. These guidelines have been developed at a time when the publishing industry for physical/print publications is in considerable flux and transition. Within this context there is a recognition that:

a) Collection materials include a variety of physical, print and digital formats, and system-wide electronic resources.
b) Physical or print publications will continue to be an important component for ARUPLO communities.
c) Resources are shared among branches.
d) Collections are responsive to each community's needs."

The guidelines refer to the number of physical items of any format located at each branch.

|  | Small | Medium | Large | Urban |
|---|---|---|---|---|
| Number of items in physical collection | 6,000-12,000 | 12,000-24,000 | 24,000-50,000 | 50,000 + |

**Option B - Using Comparative figures based on Ontario Public Library statistics gathered by the Ministry.**

**Table 3: Total volumes held per capita – All materials except periodicals – 2019 data** (collected in 2020)

| Quartile | less than 2,500 | 2,500 to 5,000 | 5,000 to 15,000 | 15,000 to 30,000 | 30,000 to 50,000 | 50,000 to 100,000 | 100,000 + | Grand total over all population categories |
|---|---|---|---|---|---|---|---|---|
| 0-25 | 2.8 | 3.2 | 2.0 | 1.6 | 1.7 | 1.3 | 1.1 | 2.2 |
| 25-50 | 7.7 | 4.7 | 3.2 | 2.0 | 2.3 | 1.7 | 1.4 | 4.4 |
| 50-75 | 12.2 | 6.1 | 3.8 | 2.4 | 2.6 | 2.0 | 1.7 | 6.4 |
| 75-100 | 23.8 | 9.4 | 5.1 | 3.3 | 3.2 | 3.1 | 2.3 | 11.5 |
| Number over the entire population category | 11.7 | 5.8 | 3.5 | 2.3 | 2.4 | 2.0 | 1.6 | 6.1 |

## Area 3 - Collection Use (Circulation)

With the *Ontario Public Library Guidelines*, reference to having a lending collection which can be circulated for a period of time is found in Guideline 24.1

**Comparative figures based on Ontario Public Library statistics gathered by the Ministry**.

**Table 4: Annual circulation per capita – 2019 data (collected in 2020)**

| Quartile | less than 2,500 | 2,500 to 5,000 | 5,000 to 15,000 | 15,000 to 30,000 | 30,000 to 50,000 | 50,000 to 100,000 | 100,000 + | Grand total over all population categories |
|---|---|---|---|---|---|---|---|---|
| 0-25 | 0.7 | 2.3 | 2.6 | 4.8 | 4.6 | 4.5 | 5.6 | 2.7 |
| 25-50 | 3.4 | 4.1 | 4.7 | 6.4 | 6.5 | 5.8 | 7.8 | 4.8 |
| 50-75 | 6.5 | 5.5 | 6.7 | 7.9 | 8.2 | 6.7 | 9.6 | 7.0 |
| 75-100 | 14.4 | 10.6 | 10.2 | 11.3 | 11.6 | 9.5 | 12.7 | 12.1 |
| Number over the entire population category | 6.3 | 5.6 | 6.1 | 7.5 | 7.7 | 6.5 | 8.9 | 6.6 |

**Table 5: Annual Turnover rate (Actual circulation divided by circulating volumes) – 2019 data**

| Quartile | less than 2,500 | 2,500 to 5,000 | 5,000 to 15,000 | 15,000 to 30,000 | 30,000 to 50,000 | 50,000 to 100,000 | 100,000 + | Grand total over all population categories |
|---|---|---|---|---|---|---|---|---|
| 0-25 | 0.1 | 0.5 | 0.7 | 1.7 | 1.7 | 1.9 | 2.7 | 0.9 |
| 25-50 | 0.3 | 0.9 | 1.3 | 2.5 | 2.6 | 2.6 | 4.9 | 1.5 |
| 50-75 | 0.7 | 1.2 | 1.8 | 3.1 | 3.5 | 3.2 | 5.8 | 2.0 |
| 75-100 | 2.9 | 3.1 | 3.3 | 4.3 | 4.8 | 4.9 | 7.8 | 3.8 |
| Rate over the entire population category | 1.0 | 1.4 | 1.8 | 2.9 | 3.1 | 3.1 | 5.3 | 2.1 |

## Area 4 - Space

Library facilities and space arrangements should be developed to meet library service strategies, projected populations, and community needs.  In addition, consideration should be given to compliance issues related to the *Accessibility for Ontarians with Disabilities Act*, building standards, fire codes, and other regulations. Branch size is also affected by components such as programs, special collections, and other add-on functions attributed to the branch by the library system.  The issue of user seating is not a question on the Annual Survey of Public Libraries, so no comparative information is available in the *Ontario Public Library Statistics* files.   Planning documents are available to assist with ensuring public libraries meet their local needs including these three documents:

Dahlgren, Anders C. *Public Library Space Needs: A Planning Outline*. Wisconsin Department of Public Instruction, 2009.  https://dpi.wi.gov/pld/boards-directors/space-needs

*Library space planning guide*, Connecticut State Library, 2011. http://libguides.ctstatelibrary.org/dld/construction/spaceplanning

*Making the Case for Your Library Building Project*. Southern Ontario Library Service, 2010. https://resources.learnhq.ca/library-space-and-facilities

The **Guidelines for rural/urban public library systems**, 3rd edition, states that the following should provide a general guideline for the **range of size** for each library type.

|  | **Small** | **Medium** | **Large** | **Urban** |
|---|---|---|---|---|
| Net library space (s.f.) | 2,500-5,000 | 5,000-10,000 | 10,000-35,000 | 35,000 + |

**Space: User seating**

The issue of user seating is not a question on the *Annual Survey of Public Libraries*, so no comparative information is available in the Ontario Public Library statistics files.  The **Ontario Public Library Guidelines** includes the following guideline on user space (seating):

| 28.12 M | **User Space (Seating)** - The library provides seating for use of library services and materials by the public on library premises. (e.g. - leisure reading, computer use, as well as table space and/or carrels for study purposes and consultation of library materials). |
|---|---|

The **Guidelines for rural/urban public library systems**, 3rd edition, contains this explanation and chart. That "user seating should be flexible and interchangeable to meet community needs. This includes seating for independent work as well as collaboration with other people, and computers provided by the library for use by the public."

|  | **Small** | **Medium** | **Large** | **Urban** |
|---|---|---|---|---|
| Number of seats, including computer seating | 15-30 | 30-60 | 60-200 | 200 + |

## Area 5 - Hours Open to the Public

The *Ontario Public Library Guidelines* includes this specific mandatory guide on minimum hours of operation:

| 27.1 M | **Minimum Hours**– The main library service outlet is open to the public at least 20 hours per week. In the case of multi-branch library systems, any branch service outlets within the system are open a minimum of 12 hours per week. |
|---|---|

The *Guidelines for rural/urban public library systems*, 3rd edition, contains this explanation and chart:

Public libraries operate in an increasingly 24/7 environment. The single greatest barrier to library use as reported in community needs assessments is time. The hours of operation for a system, including virtual hours, have to begin to approximate a 24/7 model to meet public expectations. Full 24/7 service can be accomplished through virtual library services, online resources, and wifi at library locations. Library hours of operation must be available in order for a library to provide an enhanced mandate of government services outlet, public access to the Internet, and community gathering place. Library hours should be allocated to meet community needs. Minimum hours of operation by library type are noted for a "bricks and mortar" library with staff are as follows.

|  | Small | Medium | Large | Urban |
|---|---|---|---|---|
| Hours of operation per week | 20-24 | 25-45 | 45-65 | 65 + |

## Area 6 - Load bearing on floors

Information from the Building and Development Branch of the Ministry of Municipal Affairs and Housing (MMAH).

The requirements for "loading" are the same in the National Building Code and the Ontario Building Code. The requirement for a stack area is 150 lbs/square foot and the requirement for a reading room is 60 lbs/square foot.  No specific definitions were given for these types of rooms, but that where the Building Code did not define, you are to use the general meaning or understanding that one might find in a dictionary.  In the case of the stack, it is a concentration of books/shelves in an area that the public is not generally allowed.  The definition of reading room is desk and chairs only.  Most libraries do not have book areas into which the public is not allowed, so the key part of the phrase is the "place for the books".

By comparison, the Building Code load-bearing requirements for a municipal office are 100 lbs on the lower level and 50 on the upper floors.

# Area 7 - Interior Lighting

From: "Lighting for Libraries**.**" 2001, Revised 2005, created by David Malman**,** *Architectural* Lighting *Design*. Sections of his text are reprinted in ***Interior Design for Libraries: Drawing on Function & Appeal,*** *b*y Carol R. Brown.

Beyond the factors of glare, orientation and glare, a commonly used measure of illumination is the foot-candle, and the Illuminating Engineering Society Handbook (IES) provides recommended lighting levels:

| Area | Foot-candles |
|---|---|
| **General reading areas** (measured horizontally at desk-top) | 30-40 |
| **Patron reading tables or carrels** (same level as general reading but with task lighting added where appropriate) | 30-40 |
| **Bookstacks** (measured vertically on the stack face at a height of 30") | 30 |
| **Staff service desks** (measured at countertop, with careful coordination of computer-screen locations and orientations to avoid reflected glare) | 50 |
| **Staff work areas** (measured horizontally at desktop, but could be that desired lighting level in staff areas can be achieved through a combination of general and task lighting, with 50 at desk and tables and 30 elsewhere in work areas) | 50 |
| **Small conference and group study rooms** (measured horizontally at desktop) | 30-40 |
| **Large meeting or community rooms** (measured with all lights on, but separately controlled lighting for podium and lights should be dimmable to produce 2 foot-candles for note-taking during an audio-visual presentation) | 40 |