

Thompson-Nicola Regional Library

Foundation for the Future

Facilities Master Plan 2020

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Executive Summary

The purpose of this Facilities Master Plan is to guide the Thompson-Nicola Regional Library (TNRL) in its assessment and planning of service locations, strengthening its foundation for forward-thinking and sustainable library facilities.

Ten Key Priorities have been identified:

1. A third Kamloops library
2. A five year plan for major library renovations or replacement
3. A library in Sun Peaks
4. Universal accessibility in all libraries
5. An ROI study for the implementation of Radio Frequency Identification (RFID) throughout the system and Automated Materials Handling (AMH) in high circulation libraries
6. Support for rural sustainability through the Thompson-Nicola Regional Library Service Extender
7. Creation of spaces and branding that recognize TNRD's unique identity and heritage, including Indigenous peoples
8. Maximization of flexibility in new and existing facilities to accommodate service changes
9. Creation of community meeting and program spaces in all locations
10. Creation of dynamic children's and teen spaces

Aligning with the TNRD's growth strategy, the Library should address the marked growth in Kamloops while maintaining strong services to outlying communities. Population growth in Kamloops is quickly outstripping the capacity of the two library buildings that currently exist. Municipal expansion will continue in the city's southwest, and the Aberdeen community or a location immediately adjacent should be identified by the TNRD to commence planning for the third Kamloops library. An additional branch in the southeast will also be needed in the longer term.

In general, the outlying communities in the region are adequately served by the library buildings that currently exist. Buildings that have not been renovated or updated in the last ten years should be evaluated, but size and placement are appropriate. The exception to this is the Sun Peaks community; resources for planning a branch in this area have been set aside and this new location should be pursued.

A schedule for upgrading existing libraries should be implemented that prioritizes universal accessibility upgrades where needed and injects flexibility into all facilities by incorporating mobile furnishings and shelving to accommodate evolving library services.

Technology is driving rapid and continuing change in library services. The recent introduction of self-service has brought significant operational efficiencies to the library and has enabled its shift from transactional services to increased programming. Further efficiencies could be

realized by incorporating RFID and, in the busiest libraries, AMH systems. To guide decision-making, a study of the potential return on investment should be undertaken in the short-term. Additionally, TNRL is well-poised in its smallest, rural libraries to support sustainability by extending hours of service (staff-less) through self-service and surveillance.

Services to all populations must be incorporated in all locations, with elements embracing the cultures of all residents, including Indigenous peoples. Attention to the visual identity of all branches will clarify the value of both the library and the TNRD.

To support increased programming and community engagement, separate program and community meeting spaces should be made available in all but the smallest branches.

Finally, by investing in dynamic children and youth spaces, the library will grow future generations of patrons and strengthen all TNRD communities.

Proposed Key Priorities

1. A third Kamloops library
2. A five-year plan for major library renovations or replacement
3. A library in Sun Peaks
4. Universal accessibility in all libraries
5. An ROI study for the implementation of RFID throughout the system and AMH in high circulation libraries
6. Support for rural sustainability through the Thompson-Nicola Regional Library Service Extender
7. Creation of spaces and branding that recognize TNRD's unique identity and heritage, including Indigenous peoples
8. Maximization of flexibility in new and existing facilities to accommodate service changes
9. Creation of community meeting and program spaces in all locations
10. Creation of dynamic children's and teen spaces

Introduction

The purpose of this Facilities Master Plan is to guide the Thompson-Nicola Regional Library (TNRL) in its assessment and planning of service locations, laying the groundwork for a forward-thinking and sustainable model for library facilities. It describes the current model of facility types and associated scope of services, recommends changes to the number and type of facilities, and outlines key priorities for projected future needs.

The TNRL

The Thompson-Nicola Regional Library (TNRL) is located in the central interior of British Columbia and is headquartered in the City of Kamloops. It serves an area of 45,279 square kilometres with a population of 132,663 (2016 Census). As the largest department of the Thompson-Nicola Regional District (TNRD), the library system's goals align with those of the District (See Appendix A), prioritizing residents' quality of life and encouraging development in current urban areas and community nodes.¹

[The library's] core mission is to help people elevate themselves and improve their situation. Libraries do this, principally, by providing free access to the widest possible variety of cultural materials to people of all ages, from all ethnicities and groups.²

One key component to maintaining and improving quality of life for TNRD residents is access to excellent public library service. The TNRD includes 11 diverse municipalities, 22 Indigenous communities and numerous rural and remote unincorporated communities in ten electoral areas. The TNRL provides materials, resources and programming to people of all ages. The public library is a great equalizer, welcoming everyone. Continued and deliberate engagement with diverse populations – Indigenous peoples, persons with disabilities or special needs, the growing senior demographic, those whose first language is not English (or French), and other vulnerable populations – will sustain universal service.

Public libraries lay a foundation of literacy from school readiness to literacy programs, and information services free of charge. Library programs build community and combat isolation. In the Thompson-Nicola region, unemployment is higher than that of both British Columbia and Canada as a whole.³ The library system plays an important role in helping people find jobs, build employment skills, and promote economic development⁴. It supports home-based businesses and serves as a point of stable broadband for those without home connectivity.

Current Thompson-Nicola Regional Library Facilities

In broad terms, the distribution of TNRL facilities follows the pattern of population within the district. There are currently 13 branches and a Mobile Library. Historically, branches have been divided into three categories based on community size and library use patterns.

The Big Three Libraries:

Located in the two cities in the TNRD; they serve 77% of the district population

- Kamloops
- North Kamloops
- Merritt

The Mid Six Libraries:

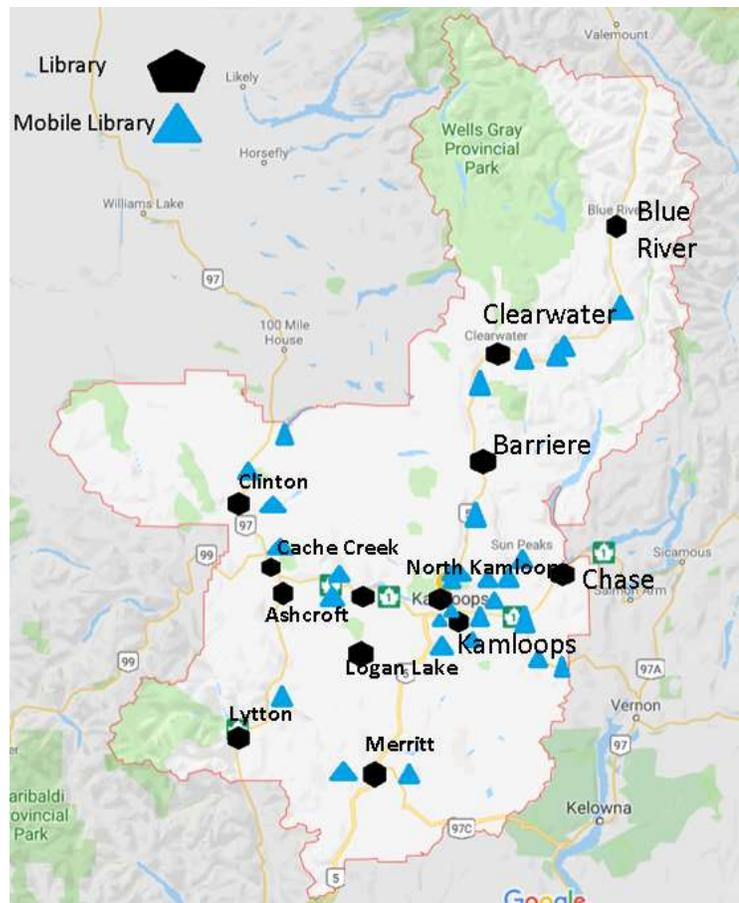
Located in the five communities between 1,000 and 5,000 population plus the Mobile Library; they serve 21% of the district population

- Ashcroft
- Barriere
- Chase
- Clearwater
- Logan Lake
- Mobile Library

The Gateway Libraries:

Located in the five smallest villages; they serve 2% of the district population

- Blue River
- Cache Creek
- Clinton
- Lytton
- Savona



Renovations, Maintenance, and Library Development

The TNRD maintains, renovates and replaces their facilities in response to library condition, operational requirements and patron needs. All library buildings are owned by the District, a wise capital investment that controls costs, demonstrates the TNRD's commitment to library services, and ensures the quality of upkeep and maintenance. Nine of the 13 locations have been constructed or renovated since 2000.

Repairs and more substantial maintenance work for libraries is coordinated by the Capital Projects & Facilities department (a TNRD shared service).

To create operational efficiencies and redirect staff efforts to higher-value patron services, self-check has been installed at all libraries except Blue River and self-pickup of holds is available at all libraries. Comfortable seating and mobile shelving have been added at several locations. In response to increasing demand, resources have been set aside for the planning and construction of a library in the resort community of Sun Peaks.

Timeline of Completed Major Capital Projects

- 2002
 - New Lytton Library opened
- 2004
 - New Barriere Library opened
- 2005
 - New Savona Library opened
- 2010
 - New North Kamloops Library opened
- 2013
 - New Cache Creek Library opened
 - New Logan Lake Library opened
- 2018
 - Modernization of Kamloops Library
 - New state-of-the-art Mobile Library replaced nearly 20-year-old Bookmobile
- 2019
 - Modest update to North Kamloops to incorporate one-desk service model

Key Priorities

Ten proposed Key Priorities for short and long-term library facilities planning are identified as follows:

Key Priority 1: A third Kamloops library

The City of Kamloops

The population in the Regional District is expected to grow over the next 25 years, with an estimated increase of 29,000 people and 18,000 new housing units. 85% of these new residents are expected to locate within the cities of Kamloops and Merritt; district populations outside the city are declining, continuing a national and global trend of people migrating from rural to urban areas.^{5,6} A variety of natural and man-made features such as extreme elevation changes and major roadways, along with an expansive area of nearly 300 square kilometers, create barriers that make travel between Kamloops neighbourhoods difficult.

Kamloops Library

Located in downtown urban Kamloops, this library is housed in the TNRD Civic Building and co-located with TNRD administration and the Kamloops Arts Gallery. The library comprises approximately 18,000 square feet, was renovated in 2018 and is well-used despite limited parking. It is a two-story space with a robust collection and three public meeting/study rooms. The Civic Building also houses TNRL administration, as well as library support services.

The library is open and welcoming, with a service desk immediately visible upon entering. The main floor is busy, especially at the service desk and the public computers. This level also features popular reading and audio visual collections, and the children's collection and area with an adjacent family washroom. The study/meeting rooms and programming space on the upper floor are in high demand, but the collection and seating area on this level appear to be underused.

This building now houses an 880 square foot café, in space that was formerly part of the library. While still in the early days of operation, it has already become a popular place for coffee and snacks for both library patrons and the general public. This provides an amenity for the surrounding area and will likely result in increased library usage.

North Kamloops Library

North Kamloops is the second-largest library in the TNRL system and is located on the North Shore along the well-travelled Tranquille corridor. Serving the northern part of Kamloops, it is very busy, with high user numbers and circulation. A modest investment was recently made to reconfigure and consolidate services at a single service desk, secure the staff workroom, create better sightlines, and add self-checkouts with more space for merchandising of collections.

This location shares a parking lot with retail and residential units. The ten-year-old library is in need of updating, including décor, flooring, and furnishings to better utilize its footprint and exterior space. North Kamloops is home to TNRL's Library Home Service, which provides home delivery and audiobook services to people with disabilities.

Mobile Library

The North Kamloops Library also houses the Mobile Library and support spaces for its staff and collections. This location is problematic for the Mobile Library for several reasons:

- Safety is a major concern. Parking the vehicle involves backing into an extremely tight garage off an increasingly busy street. There have been several close calls involving staff, pedestrians and other vehicles
- The Mobile Library itself is vulnerable to damage when entering and exiting the building due to very little clearance in both the width and height of this confined space
- The Mobile Library currently uses a paved portion of the privately-held property across the street to negotiate the turn into and out of the garage. It's probable that this will not be an option when the property is developed, making it more difficult, dangerous, and likely impossible to park in the garage in the future
- The small size of the garage causes workflow problems for Mobile Library staff; because the stairs are blocked when the vehicle is in the garage, the vehicle's wheelchair lift must be used for entry and loading
- The garage is situated far from most Mobile Library service stops as well as major routes, causing long travel times and high fuel usage



As of 2018, the Mobile Library has expanded delivery from its former 22 stops to the current 30 delivery locations. This includes seven popular weekly stops within the Kamloops city limits, as compared to three in the previous schedule. This is a strong indicator of the need for expanded services within the City of Kamloops.

The Mobile Library stop schedule can be modified as needed in response to evolving community needs; for example, when the Sun Peaks branch is completed, the scheduled Sun Peaks Mobile Library stop will be redeployed to another location within the TNRD. Similarly, a library in southwest Kamloops would eliminate the stops in this area and make it possible to serve other neighbourhoods or communities.

Aberdeen Bookdrop

As a stop-gap effort to serve patrons in southwest Kamloops, a large collection drop box has been located at Aberdeen Mall since 2009. Until recently, this return box was emptied once per week; however, as of 2019 it must be emptied three times weekly in order to keep up with the high volume of returns. The increased use of this return box is another strong indication of the need for an additional branch in the southwest.

Building Size and Capacity

The metric of square footage per capita (sf/cap) is one way to measure a library's capacity to absorb changes in service provision and projected population increases.

The square footage per capita for Kamloops is currently 0.43. When compared to libraries in similar population centres, Kamloops is lagging behind in both square footage and in number of locations. The large geographic footprint of Kamloops and functional barriers between neighbourhoods further underscores the need for an additional location.

City	City Population (2016)	Square Kilometers of City	Number of Library Buildings Within City Limits	Total Space per Capita (sq. ft.)
Kamloops	90,280	297	2	0.43 (0.32 in 2039)
Kelowna	127,400	211	3*	0.44
Nanaimo	90,504	91	3	0.54
Red Deer	100,400	69	3	0.58

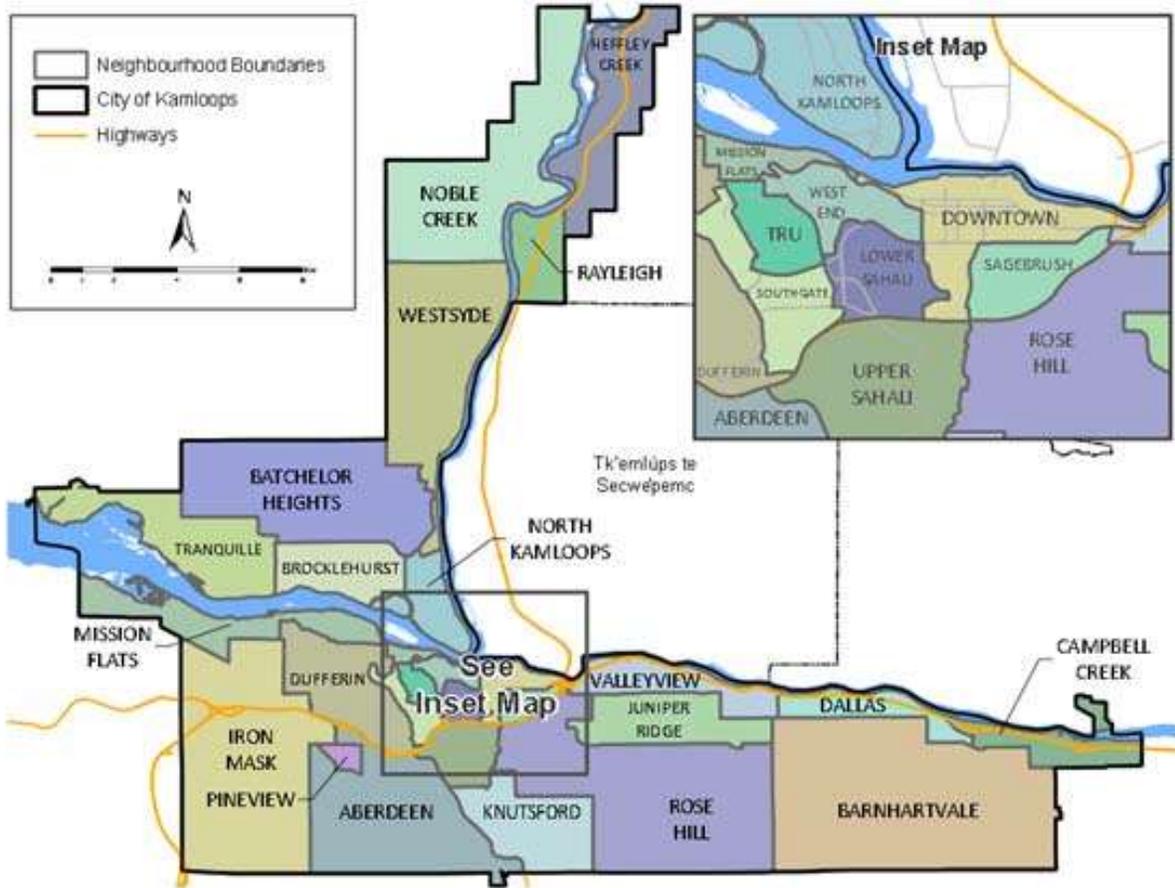
*Additionally, the Westbank and Lake Country branches are in close proximity to Kelowna city limits.

Projected Population Growth

According to the 2017 City of Kamloops Official Community Plan (KAMPLAN), the city's population will grow to 120,000 over the next 20 years. If the total library square footage stays the same, this would bring the sf/cap to only 0.32.

The most significant growth will be in the southwest part of the city, an area already underserved by TNRL:

- Southwest: 43% of new growth, primarily in Aberdeen
- Core: 20% of new growth
- Southeast: 19% of new growth, primarily Juniper Ridge and Orchard's Walk
- Northwest: 18% of new growth. Primarily infill. Limited land available, except possible Tranquille lake development
- Northeast: Rayleigh and Heffley. Insignificant growth⁷



Map of Kamloops Neighbourhoods⁸

The downtown Kamloops Library is not appropriately located to accommodate this projected growth. Distance to a library is a key factor in determining library use; the closer a library is to a person's home, the higher the probability of regular use. A 2012 general study of library usage indicates that "the majority of users lived within a two-mile [3.2 kilometre] radius, and [it was] concluded that distance is a determining factor in the physical accessibility of public libraries."⁹

In addition to distance, population growth triggers the need for additional service locations. Consideration should be given to the adoption of principles that will guide new library development, such as the Edmonton Public Library's Library Service Development principles. They recommend that planning for a new library should begin when:

- an area's population has reached 20,000 and is projected to grow to 30,000 to 35,000 within the next five years, and,
- where there is not another library branch within 4 to 5 km.¹⁰

Most of the new population in Kamloops will be concentrated in the neighbourhood of Aberdeen, which also encompasses a busy commercial district and a section of the Coquihalla Highway. These factors position Aberdeen or an adjacent location as the best site for a new

public library. It's likely that this library will become more heavily used than the downtown Kamloops location.

Long-term consideration of an additional location in the southeast, as well as expansion of the North Kamloops branch, will also be required to handle the growth projected for those neighbourhoods as well – 19% in the Juniper Ridge/Orchard's Walk area, and 18% in northwest Kamloops.

Recommendation 1: Plan a new library in southwest Kamloops

A new library in the city's southwest is required to serve the needs of the growing population. The new facility will accomplish several goals and solve existing problems:

1. With thoughtful siting, the library will become a hub for community activity, encouraging walkability and helping create more compact and complete communities. Public library buildings have been shown to stimulate economic development in the surrounding areas.
2. The Library Home Service department should be moved here from the North Kamloops library, providing necessary expansion space for that branch. As stated, North Kamloops is expected to absorb 18% of the population growth, and more space devoted to front-of-house library functions will be required.
3. The footprint of the downtown Kamloops library could be reduced. It is recommended that the main floor and its services be retained, together with the very busy public meeting rooms and program space on the library's second floor. The west side of the upper floor could be allocated to either the Library Administration and Support Services departments, or to other TNRD departments in need of space.
4. The Aberdeen location would be a safer, more practical and efficient home base for the Mobile Library, with better access to highways & services and far shorter travel times, saving fuel. A functional pull-through garage for the Mobile Library would protect the TNRL's significant investment in the vehicle, currently at risk due to the poorly located and configured garage.
5. It may be advantageous to relocate TNRL Administration to the new location, freeing up more space in the Civic Building for other functions.

This facility will require approximately 25,000 square feet of public space, with an additional 5,000 square feet (approximate) for Mobile Library, Library Home Service and staff work space. These recommendations for library development and space will result in a 0.56 square foot per capita at the 100,000 population mark for Kamloops. It anticipates future growth of the city and citizen needs for public library service. Co-locating with other community services or a school, or public/private partnerships should be pursued.

A planning process with community and staff input, resulting in a detailed library building program, is required to determine the final size of the new branch with associated staffing levels and parking.

Key Priority 2: A five year plan for major library renovations or replacement

The TNRD's commitment to maintain and upgrade facilities should be continued, and four branch locations should be assessed for refurbishment or replacement over the next 5 years due to age:

1. Clearwater (1974)
2. Clinton (1974)
3. Ashcroft (1975)
4. Chase (1974)

Blue River (1997) should be considered in the following five-year window starting at 2025.

Additionally, updates to the décor, flooring, furnishing and millwork of several other TNRL branches should be addressed over the next 5 years.

Recommendation 2: Develop a plan for scheduled renovation/replacement of libraries

Working with TNRD Capital Projects and Facilities Department, TNRL should conduct onsite building condition assessments at all libraries. This will serve as the basis for a system-wide plan to create an ongoing schedule of branch renovation or replacement.

Key Priority 3: A library in Sun Peaks

Funding has been set aside by the TNRD for the creation of a library at Sun Peaks in response to this resort community's dramatic increase of population. The number of year-round residents grew from 317 (2011 Census) to 550 in the 2016 Census. The Sun Peaks economy continues to grow, creating more year round employment. Sun Peaks enjoys regularly schedule library service via the Mobile Library. Visitors to the Mobile Library along with the number of items borrowed at this location has been consistent and shows a steady increase in use.

Recommendation 3: Plan a new branch for the Sun Peaks community

The TNRD should commence planning for a bricks and mortar library at Sun Peaks. This will support not only the year-round residents, but also approximately 500 seasonal residents who work there during the winter months. Co-locating with other community services or a school is

advisable. A strong digital offering, flexible programming space, and extension of hours of access through electronic means and security will contribute to this library's success.

Key Priority 4: Universal accessibility in all libraries

Public libraries are open to everyone, and physical accessibility for patrons with disabilities or impairments is paramount. As Federal and Provincial legislation regarding accessibility in public spaces is expected in the coming years, TNRL should be proactive in prioritizing universal accessibility.

Recommendation 4: Implement accessibility upgrades

Upgrades are needed as follows:

- Access ramps with required slope and handrails:
 - Chase
 - Clinton
- Accessible public washrooms
 - Civic Building (for the Kamloops Library)
- Power doors:
 - Civic Building parkade (for the Kamloops Library)
 - Clinton Library
 - Blue River Library

Key Priority 5: An ROI study for the incorporation of Radio Frequency Identification (RFID) throughout the system and Automated Materials Handling (AMH) in high circulation libraries

Technology can be utilized to increase the efficiency of staffing and services:

- Radio frequency identification (RFID) is an alternative to standard barcoding of materials. RFID is a generic term for technology that uses radio waves to identify individual items. This process inserts a computer-readable chip into each library item, coding the chip to a full description in the library catalogue. Benefits of the technology include faster and more efficient circulation of materials, fewer repetitive stress injuries, and a streamlined inventory process.¹¹ It has been used in libraries for over 20 years and costs for implementing RFID have dramatically declined in recent years.

- TNRL would greatly benefit from the implementation of an Automated Materials Handling system (AMH) in its high-circulation locations (i.e. Kamloops libraries). These machines use RFID to automatically sort returned items into separate bins by shelving location. This significantly reduces the time and labour required to get materials back onto the shelves and available to the next patron.

Recommendation 5: Conduct an ROI study for RFID and AMH

Conduct a cost/benefit analysis regarding the implementation of RFID and AMH technology for TNRL libraries system-wide.

Key Priority 6: Support for rural sustainability through the Thompson-Nicola Regional Library Service Extender

Changing demographics are challenging the sustainability of rural communities, with declining populations and economies. At the same time, libraries outside of Kamloops serve a critical role in maintaining the communities in which they are located. They are also often the only source of broadband Internet in the area.

The staff in rural and remote libraries develop close relationships with their patrons and are able to provide a high level of personalized service. Given smaller populations, library hours are limited in these rural areas. Traditional library services in rural communities could be supplemented in these ways:

- Automated branches, such as Bibliotheca's Open+ product¹²
 - Some libraries have established automated branches to provide options beyond core operating hours. These work much like an ATM lobby, with an electronic lock triggered by the patron's library card. Some are a small portion of an existing branch, providing access for those who cannot use the library during regular open hours
- Lobby, outdoor, or remote lockers with a return box for after-hours hold pickup & return
 - These have been very successful at remote locations, transit stations and shopping centres
 - Mobile Library stops would be good candidates for placement of lockers

TNRL locations that would benefit from automated services are:

- Blue River
- Cache Creek
- Clinton
- Lytton
- Savona

Recommendation 6: Conduct testing of extended services

Pilot automated branch services to extend library hours by enabling patron access through lockers and/or electronic means. Implement automated services at Sun Peaks in library design.

Key Priority 7: Creation of spaces and branding that recognize TNRD's unique identity and heritage, including Indigenous peoples

The Thompson-Nicola Regional District's visual identity system gives all the of the regional district's communications, facilities, programs and services a unified and recognizable brand. The TNRD's largest department is the TNRL with its 13 locations and Mobile Library. All library branches require a consistent identity to increase the visibility and understandability of TNRD's role and specifically library services as a service provider in the region's communities. The goal is to convey information visibly and clearly over a sustained period of time.

For a visual identity system to reflect the TNRD in an effective and positive way, it must be applied consistently. Along with the correct use of the logo, care must be taken to establish a signage system based on solid principles of typography and readability. It's important to design these types of signs keeping the communications needs of both visitors and employees in mind.

Extending the TNRD's logo and brand, the library as a purpose-driven environment can leverage its strength by integrating visual identity into all spaces through interior design, signage, wayfinding, coloration, millwork, furnishings and collections merchandising. To some extent this already occurred in 2018 with the deployment of the Mobile Library and the renovations to the Kamloops Library.

Moreover, as a regional district serving communities representing 11 diverse municipalities including 22 Indigenous communities and remote unincorporated areas, all libraries should be inclusive and welcoming to all Canadians and reflect the Region's diverse cultures.

Representation of Indigenous peoples is especially important, as recognized in the Canadian

Federation of Library Associations Truth and Reconciliation Report that recommends the “[decolonization of] Libraries and Space by recognizing and supporting Indigenous cultures, languages and knowledges through culturally appropriate space planning, interior design, signage, art installations, territorial acknowledgements of geographic-specific traditional territories and public programming in collaboration with local Indigenous stakeholders.”¹³

Recommendation 7: Incorporate strong visual identity in all locations

Built on the TNRD Visual Identity Guidelines, comprehensive standards should be developed for the Library. Application of these standards will help ensure consistency by providing specifications for the use of TNRD’s visual identity in a variety of situations. The manual should be followed for all communications, both physical and virtual, and extend to all uses of the TNRD logo and its visual elements, as well as library signage and wayfinding,

Specifications for coloration, millwork, shelving, furnishings and collections merchandising in all library spaces should be developed. This extended branding will support the identity of the TNRD as well as the library. The next major capital project, whether the development of a Sun Peaks Library or the establishment of a new library in Kamloops, is an opportune time for testing and implementing this work. It will help guide the library in procurement and decision-making.

Additional recommendations to be respectful and reflective of local Indigenous peoples and others include:

- Creating display signage including translation in the local Indigenous language(s)
- Incorporating regional Indigenous collections and art into library program spaces, and
- Engaging with Indigenous architects and stakeholders so as to incorporate authentic Indigenous designs during renovations or new construction projects.¹⁴

Key Priority 8: Maximization of flexibility in new and existing facilities to accommodate service changes

Over the last 50 years, technology has become the backbone for public library service offerings. Online information has largely replaced print for rapidly changing information, such as government documents, medicine and science/technology. Libraries will continue to need to adapt to new technologies. This means incorporating as much flexibility into buildings, furniture and equipment as possible.

With the rise of digital information, downloadable and streaming collections of e-books, e-audiobooks, e-magazines, and videos are in demand. Robust and stable broadband must also be prioritized to support services and collections in all areas of the Region.

Patron expectations are now shaped by corporations such as Amazon, Starbucks, and Netflix. In order to remain relevant, public libraries are responding by shifting their service model to become more nimble and adaptable to the “instant gratification” culture. More and different types of space are required to offer the types of programming and service that have become expected in recent years, such as quiet and collaborative study spaces, creation space of various types, and community meeting space and self-service options.

User input and feedback will support successful library design decision-making.

Recommendation 8: Incorporate maximum flexibility in all locations

All future builds and renovations must incorporate maximum design flexibility. Successful design should incorporate the best practices listed in Appendix B of this report.

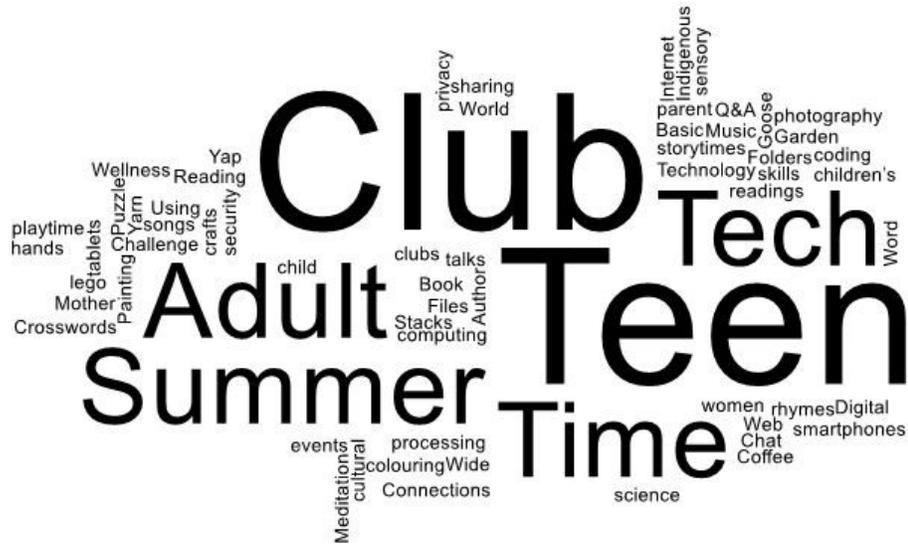
Key Priority 9: Creation of community meeting and program spaces in all locations

In recent years, programs in libraries have become increasingly popular. Traditional storytimes and summer reading programs have been a staple in children’s rooms for decades. The challenge in keeping up with technology has spawned numerous computer literacy programs. Casual but intentional ways to socialize like knitting and puzzle groups often benefit seniors and encourage intergenerational interaction. In recent years, programming for teens and the Maker Movement have taken hold.



The TNRL offers a variety of programs for all ages across all locations. Many of these programs make do with less than ideal spaces. The demand for library-sponsored programs is expected to continue increasing, and these offerings would be enhanced and expanded with better dedicated program spaces.

This word cloud illustrates the variety of programs currently offered by the TNRL, while the following chart provides program statistics.



Programs & Program Space by Location					
	Number of programs 2018	Program attendance 2018	Separate space for programs		Space can be booked by outside groups
			Square Footage	Capacity (seated)	
Ashcroft	179	1,488	459	27	Yes
Barriere	82	748	240 (apx)	25	No
Blue River	33	Not counted	n/a		
Cache Creek	76	409	n/a		
Chase	129	1,029	n/a		
Clearwater	113	747	442	35	Yes
Clinton	52	358	432	18	Yes
Kamloops / Room 1	451	12,040		6	Yes
Kamloops / Room 2				13	Yes
Kamloops / Room 3				6	Yes
Kamloops / Children's					No
Logan Lake	81	1,089	Flex space	24	No
Lytton	44	130	n/a		

Merritt	1,176	4,493	480 (apx)	35	No
N Kamloops / Meeting room	515	11,255		8	Yes
N Kamloops / Multi-purpose room				60	No
N Kamloops / Quiet study room				9	No
Savona	149	1,510	n/a		

Community Meeting Space

Public libraries are gathering places for community members to meet and work collaboratively. The chart above indicates that only four branches (Ashcroft, Clearwater, Clinton, Kamloops, and North Kamloops) have rooms that are available for outside community organizations to book. The allocation of additional spaces for local group meetings throughout the TNRL will enhance the libraries’ role as a community hub.



Recommendation 9: Evaluate and improve program and meeting spaces

A comprehensive evaluation of meeting and program spaces, with a view to expanding and improving them whenever possible, is required. Resources should be allocated to support these enhanced spaces.

Key Priority 10: Creation of dynamic children’s spaces and teen areas

The importance of public library service to children, delivering support for early learning and readiness for school, is well understood and cannot be over-emphasized. Providing lively, engaging spaces for infants, preschoolers, and school-age children enhances their experience and keeps them coming back and reaping the benefits of literacy services.

Preschool and younger school-age children are a prime demographic for public libraries, but keeping older kids engaged with the library is challenging. Spaces specific to teens can go a long way to helping them feel welcome, and a space tweens and/or teens can call their own should be provided wherever possible. Consultation with teens is important when furnishing these areas. “Cool” items don’t remain stylish for very long, and this age group is often surprisingly conservative.

Recommendation 10: Reinvigorate children’s and teen spaces

A design and furniture plan for children’s and teen areas should be implemented. Furniture, millwork and shelving specifications should be developed to take advantage of unit costs and flexibility of furniture movement within the system. Over the next five years, the system should refresh or renovate all children’s areas with appealing décor and furnishings, create spaces specifically for teens where possible, and provide appropriate technology and furnishings in all branches.

TNRL Key Priorities Matrix

Check marks indicate where focus is required at each library	KA	NK	ME	AS	BA	CH	CR	LO	ML	BL	CA	CT	LY	SA
1. A Third Kamloops Library	✓	✓							✓					
2. A five year plan for major library renovations or replacement	✓	✓	✓	✓	✓	✓	✓					✓		
3. A library in Sun Peaks									✓					
4. Universal accessibility in all libraries	✓					✓	✓			✓		✓		
5. An ROI study for the incorporation of RFID throughout the system and AMH in high circulation libraries	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
6. Support for rural sustainability through the Thompson-Nicola Regional Library Service Extender										✓	✓	✓	✓	✓
7. Creation of spaces and branding that recognize TNRD's unique identity and heritage, including Indigenous peoples	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓
8. Maximization of flexibility in new and existing facilities to accommodate service changes		✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓
9. Creation of community meeting and program spaces in all locations		✓	✓	✓	✓	✓		✓		✓	✓		✓	✓
10. Creation of dynamic children's and teen spaces	✓	✓	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓

Thompson-Nicola Regional Library Branch Profiles

Proposed Key Priorities

1. **A third Kamloops library.**
2. **A five-year plan for major library renovations or replacement**
3. A library in Sun Peaks
4. **Universal accessibility in all libraries**
5. **An ROI study for the implementation of RFID throughout the system and AMH in high circulation libraries**
6. Support for rural sustainability through the Thompson-Nicola Regional Library Service Extender
7. **Creation of spaces and branding that recognize TNRD's unique identity and heritage, including Indigenous peoples**
8. Maximization of flexibility in new and existing facilities to accommodate service changes
9. Creation of community meeting and program spaces in all locations
10. **Creation of dynamic children's and teen spaces**

Kamloops Library
 100-465 Victoria Street
 Kamloops, BC V2C 2A9
 Phone 250-372-5145



Total Open Hours Per Week:
 51 June to September
 55 October to May (Sunday openings)

DISTANCE & CENSUS INFORMATION			
Distance to Administration / Kamloops Library: N/A			
2011 Census:	85,678		
2016 Census:	90,280		
RECENT ANNUAL STATISTICS			
	2018 (closed for renovations Jan-Apr 2018)	2017	2016
Visitors	139,456	173,509	189,573
Circulations	189,900	236,384	288,082
Program Attendance	12,763	13,871	13,236
LIBRARY BUILDING INFORMATION & IMPROVEMENTS			
Square footage:	19,000 square feet. 2 floor facility with elevators, co-located with Civic Building and Kamloops Art Gallery		
Library Program Rooms:	1		
Public Meeting Rooms:	3		
Computer Lab:	No		
Roof:	1998		
Furnace:	2014		
LED Light Conversion:	2018		
Hot water tank:	2018		
Siding:			
Flooring:	2018		
Interior Paint:	2018		
Parking Lot:	N/A		
Carbon Monoxide Detectors:	2019		

Recommended Action:

- Contingent on the development of a southwest Kamloops library, determine the future space requirements of Kamloops Library

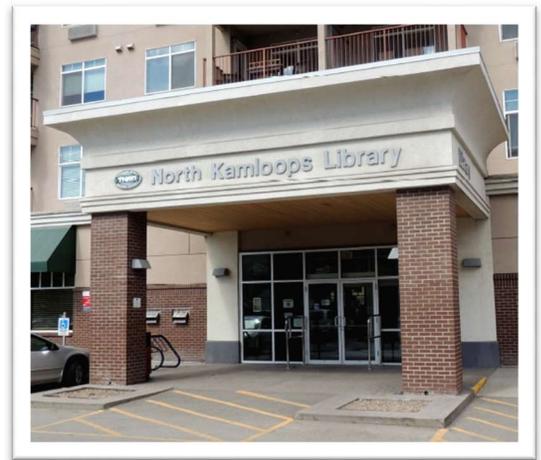
Proposed Key Priorities

1. **A third Kamloops library**
2. **A five-year plan for major library renovations or replacement**
3. A library in Sun Peaks
4. Universal accessibility in all libraries
5. **An ROI study for the implementation of RFID throughout the system and AMH in high circulation libraries**
6. Support for rural sustainability through the Thompson-Nicola Regional Library Service Extender
7. **Creation of spaces and branding that recognize TNRD's unique identity and heritage, including Indigenous peoples**
8. **Maximization of flexibility in new and existing facilities to accommodate service changes**
9. **Creation of community meeting and program spaces in all locations**
10. **Creation of dynamic children's and teen spaces**

North Kamloops Library

693 Tranquille Road
 Kamloops, BC V2B 3H7
 Phone 250-554-1124

Total Open Hours Per Week: 51



DISTANCE & CENSUS INFORMATION			
Distance to Administration / Kamloops Library: 4.3 km			
2011 Census:	85,678		
2016 Census:	90,280		
RECENT ANNUAL STATISTICS			
	2018	2017	2016
Visitors	149,901	132,961	121,621
Circulations	289,041	262,245	276,269
Program Attendance	11,352	10,582	10,062
LIBRARY BUILDING INFORMATION & IMPROVEMENTS			
Square footage:	20,500 square feet. Includes Mobile Library and Library Home Service.		
Public Meeting Rooms:	2: 1 currently used as a 'quiet study' room.		
Library Program Rooms:	1		
Computer Lab:	1		
Roof:	2010		
Furnace:	2010		
LED Light Conversion:	Partial conversion 2016		
Hot water tank:	2010		
Siding:	2010		
Flooring:	2010		
Interior Paint:	2010		
Parking Lot:	2010		
Carbon Monoxide Detectors:	2010		

Recommended Action:

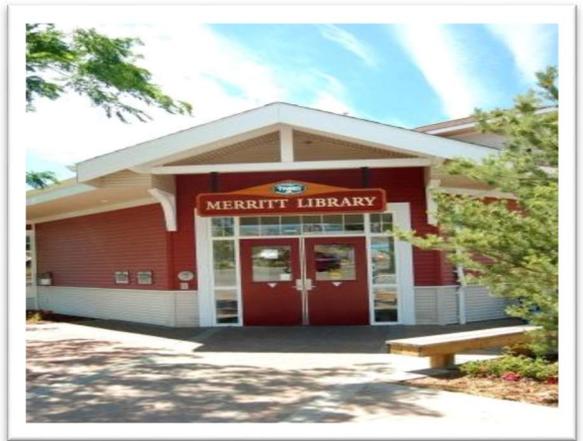
- Update décor, flooring, and furnishings to better utilize footprint and exterior space within 5 years
- Contingent on the development of a southwest Kamloops library, convert back workroom that currently houses Mobile Library and Library Home Service staff and collections to public space

Proposed Key Priorities

1. A third Kamloops library
2. **A five-year plan for major library renovations or replacement**
3. A library in Sun Peaks
4. Universal accessibility in all libraries
5. **An ROI study for the implementation of RFID throughout the system and AMH in high circulation libraries**
6. Support for rural sustainability through the Thompson-Nicola Regional Library Service Extender
7. **Creation of spaces and branding that recognize TNRD's unique identity and heritage, including Indigenous peoples**
8. **Maximization of flexibility in new and existing facilities to accommodate service changes**
9. **Creation of community meeting and program spaces in all locations**
10. **Creation of dynamic children's and teen spaces**

Merritt Library

PO Box 1510
 1691 Garcia Street
 Merritt, BC V1K 1B8
 Phone 250-378-4737



Total Open Hours Per Week: 45

Recommended Action:

DISTANCE & CENSUS INFORMATION			
Distance to Administration / Kamloops Library: 89 km			
2011 Census:	7,113		
2016 Census:	7,139		
RECENT ANNUAL STATISTICS			
	2018	2017	2016
Visitors	47,391	53,209	45,975
Circulations	91,945	98,146	108,474
Program Attendance	5,411	5,378	8,889
LIBRARY BUILDING INFORMATION & IMPROVEMENTS			
Square footage:	7,840		
Library Program Rooms:	1		
Public Meeting Rooms:	No. Unused office could be converted		
Computer Lab:	1		
Roof:	2001, repaired in 2015		
Furnace:	2001		
LED Light Conversion:	2016		
Hot water tank:	2011		
Siding:	2001		
Flooring:	2015		
Interior Paint:	2014		
Parking Lot:	2001		
Carbon Monoxide Detectors:	2019		

Recommended Action:

- Develop and implement a functional space plan and upgrade millwork, paint and furniture within 5 years

Proposed Key Priorities

1. A third Kamloops library
2. **A five-year plan for major library renovations or replacement**
3. A library in Sun Peaks
4. Universal accessibility in all libraries
5. **An ROI study for the implementation of RFID throughout the system and AMH in high circulation libraries**
6. Support for rural sustainability through the Thompson-Nicola Regional Library Service Extender
7. **Creation of spaces and branding that recognize TNRD's unique identity and heritage, including Indigenous peoples**
8. **Maximization of flexibility in new and existing facilities to accommodate service changes**
9. **Creation of community meeting and program spaces in all locations**
10. **Creation of dynamic children's and teen spaces**

Ashcroft Library

PO Box 789
 201 Brink Street
 Ashcroft BC V0K 1A0
 Phone 250-453-9042



Total Open Hours Per Week: 26

DISTANCE & CENSUS INFORMATION			
Distance to Administration / Kamloops Library: 94.4 km			
2011 Census:	1,628		
2016 Census:	1,558		
RECENT ANNUAL STATISTICS			
	2018	2017	2016
Visitors	11,255	10,414	10,337
Circulations	22,164	20,674	21,979
Program Attendance	1,523	923	501
LIBRARY BUILDING INFORMATION & IMPROVEMENTS			
Square footage:	3,600 square feet		
Library Program Rooms:	None		
Public Meeting Rooms:	2: -459 sq ft -324 sq ft currently used for storage		
Computer Lab:	None		
Roof:	2016		
Furnace:	2014		
LED Light Conversion:	2016		
Hot water tank:	2010		
Siding:	Hardiplank, 2016		
Flooring:	2017		
Interior Paint:	Touch ups, 2014		
Parking Lot:	Repaved, 2016 (no lines)		
Carbon Monoxide Detectors:	1 Installed 2019		

Recommended Action:

- Conduct an onsite building condition assessment and develop and implement a plan for complete renovation within 5 years.

Proposed Key Priorities

1. A third Kamloops library
2. **A five-year plan for major library renovations or replacement**
3. A library in Sun Peaks
4. Universal accessibility in all libraries
5. **An ROI study for the implementation of RFID throughout the system and AMH in high circulation libraries**
6. Support for rural sustainability through the Thompson-Nicola Regional Library Service Extender
7. **Creation of spaces and branding that recognize TNRD's unique identity and heritage, including Indigenous peoples**
8. **Maximization of flexibility in new and existing facilities to accommodate service changes**
9. **Creation of community meeting and program spaces in all locations**
10. **Creation of dynamic children's and teen spaces**

Barriere Library

PO Box 100
4511 Barriere Town Road
Barriere BC V0E 1E0
Phone 250-672-5811

Total Open Hours Per Week: 26



DISTANCE & CENSUS INFORMATION			
Distance to Administration / Kamloops Library: 65.3 km			
2011 Census:	1,773		
2016 Census:	1,713		
RECENT ANNUAL STATISTICS			
	2018	2017	2016
Visitors	13,419	12,663	12,355
Circulations	27,327	25,700	27,886
Program Attendance	748	344	311
LIBRARY BUILDING INFORMATION & IMPROVEMENTS			
Square footage:	3,369 Square feet		
Library Program Rooms:	1		
Public Meeting Rooms:	No		
Computer Lab:	No		
Roof:	2004		
Furnace:	2004		
LED Light Conversion:	2016		
Hot water tank:	2014		
Siding:	2004		
Flooring:	2004		
Interior Paint:	Interior 2013, Exterior 2014		
Parking Lot:	2004/Lines painted in Spring 2019		
Carbon Monoxide Detectors:	2 installed 2018		

Recommended Action:

- Develop and implement a plan for refurbishment including millwork, paint and furniture within 10 years.

Proposed Key Priorities

1. A third Kamloops library
2. **A five-year plan for major library renovations or replacement**
3. A library in Sun Peaks
4. **Universal accessibility in all libraries**
5. **An ROI study for the implementation of RFID throughout the system and AMH in high circulation libraries**
6. Support for rural sustainability through the Thompson-Nicola Regional Library Service Extender
7. **Creation of spaces and branding that recognize TNRD's unique identity and heritage, including Indigenous peoples**
8. **Maximization of flexibility in new and existing facilities to accommodate service changes**
9. **Creation of community meeting and program spaces in all locations**
10. **Creation of dynamic children's and teen spaces**

Chase Library

PO Box 590
614 Shuswap Avenue
Chase, BC V0E 1M0
Phone 250-679-3331

Total Open Hours Per Week: 30



DISTANCE & CENSUS INFORMATION			
Distance to Administration / Kamloops Library: 56.7 km			
2011 Census:	2,495		
2016 Census:	2,286		
RECENT ANNUAL STATISTICS			
	2018	2017	2016
Visitors	15,674	14,073	13,698
Circulations	30,560	27,021	30,001
Program Attendance	1,036	1,033	736
LIBRARY BUILDING INFORMATION & IMPROVEMENTS			
Square footage:	3,320 square feet		
Library Program Rooms:	No		
Public Meeting Rooms:	No		
Computer Lab:	No		
Roof:	2016		
Furnace:	2014		
LED Light Conversion:	2016		
Hot water tank:	2012		
Siding:	2014		
Flooring:	2010		
Interior Paint:	Interior paint: 2013, exterior paint: 2014		
Parking Lot:	2011		
Carbon Monoxide Detectors:	2019		

Recommended Action:

- Upgrade access ramp with required slope and handrails within 2 years
- Conduct an onsite building condition assessment and develop and implement a plan for a modest refurbishment including millwork and a functional floorplan within 5 years

Proposed Key Priorities

1. A third Kamloops library
2. **A five-year plan for major library renovations or replacement**
3. A library in Sun Peaks
4. **Universal accessibility in all libraries**
5. **An ROI study for the implementation of RFID throughout the system and AMH in high circulation libraries**
6. Support for rural sustainability through the Thompson-Nicola Regional Library Service Extender
7. **Creation of spaces and branding that recognize TNRD's unique identity and heritage, including Indigenous peoples**
8. **Maximization of flexibility in new and existing facilities to accommodate service changes**
9. Creation of community meeting and program spaces in all locations
10. **Creation of dynamic children's and teen spaces**

Clearwater Library
 422 Murtle Crescent
 Clearwater, BC V0E 1N1
 Phone 250-674-2543

Total Open Hours Per Week: 30



DISTANCE & CENSUS INFORMATION			
Distance to Administration / Kamloops Library: 125 km			
2011 Census:	2,331		
2016 Census:	2,324		
RECENT ANNUAL STATISTICS			
	2018	2017	2016
Visitors	14,121	14,055	14,677
Circulations	35,512	35,130	38,191
Program Attendance	747	455	215
LIBRARY BUILDING INFORMATION & IMPROVEMENTS			
Square footage:	4,203 square feet		
Library Program Rooms:	No		
Public Meeting Rooms:	1		
Computer Lab:	No		
Roof:			
Furnace:	2011		
LED Light Conversion:	2015		
Hot water tank:	2014		
Siding:	1988		
Flooring:	2016		
Interior Paint:	Partial Paint in 2018		
Parking Lot:	Lines painted in 2018		
Carbon Monoxide Detectors:	2019		

Recommended Action:

- Conduct an onsite building condition assessment and develop and implement a plan for complete renovation, including exterior, within 5 years

Proposed Key Priorities

1. A third Kamloops library
2. A five-year plan for major library renovations or replacement
3. A library in Sun Peaks
4. Universal accessibility in all libraries
5. **An ROI study for the implementation of RFID throughout the system and AMH in high circulation libraries**
6. Support for rural sustainability through the Thompson-Nicola Regional Library Service Extender
7. **Creation of spaces and branding that recognize TNRD's unique identity and heritage, including Indigenous peoples**
8. **Maximization of flexibility in new and existing facilities to accommodate service changes**
9. **Creation of community meeting and program spaces in all locations**
10. **Creation of dynamic children's and teen spaces**

Logan Lake Library
 130 Chartrand Avenue
 Logan Lake, BC V0K 1W0
 Phone 250-523-6745

Total Open Hours Per Week: 30



DISTANCE & CENSUS INFORMATION			
Distance to Administration / Kamloops Library: 74 km			
2011 Census:	2,073		
2016 Census:	1,993		
RECENT ANNUAL STATISTICS			
	2018	2017	2016
Visitors	15,387	15,164	16,322
Circulations	30,472	32,099	34,058
Program Attendance	1,367	1,406	1,549
LIBRARY BUILDING INFORMATION & IMPROVEMENTS			
Square footage:	Main floor: 2,708 square feet. Basement: 2,560 square feet		
Library Program Rooms:	Flex Space		
Public Meeting Rooms:	No		
Computer Lab:	No		
Roof:	2013		
Furnace:	2013		
LED Light Conversion:	2013		
Hot water tank:	2013		
Siding:	2013		
Flooring:	2013		
Interior Paint:	2013		
Parking Lot:	2013		
Carbon Monoxide Detectors:	2019		

Recommended Action:

- Continue to explore tenancy in lower level space

Proposed Key Priorities

1. **A third Kamloops library**
2. A five-year plan for major library renovations or replacement
3. **A library in Sun Peaks**
4. Universal accessibility in all libraries
5. **An ROI study for the implementation of RFID throughout the system and AMH in high circulation libraries**
6. Support for rural sustainability through the Thompson-Nicola Regional Library Service Extender
7. Creation of spaces and branding that recognize TNRD's unique identity and heritage, including Indigenous peoples
8. Maximization of flexibility in new and existing facilities to accommodate service changes
9. Creation of community meeting and program spaces in all locations
10. Creation of dynamic children's and teen spaces

Mobile Library

693 Tranquille Road
 Kamloops, BC V2B 3H7
 Phone 250-554-1124
 Toll free: 1-855-552-2665



Average Open Hours Per Week: 17
 Average Travelling Hours Per Week: 18.25

DISTANCE & CENSUS INFORMATION			
Distance to Administration / Kamloops Library: 4.3 km			
2011 Census:	128,471 (Total TNRD)		
2016 Census:	132,663 (Total TNRD)		
RECENT ANNUAL STATISTICS			
	2018 (service in mini-van Jan-May)	2017	2016
Visitors	7,640	7,464	8,961
Circulations	30,984	35,138	35,342
Program Attendance	503	1,632	1,428
LIBRARY BUILDING INFORMATION & IMPROVEMENTS			
Square footage:	314 square feet		
Library Program Rooms:	N/A		
Public Meeting Rooms:	N/A		
Computer Lab:	N/A		
Roof:	2018		
Furnace:	2018		
LED Light Conversion:	N/A		
Hot water tank:	N/A		
Siding:	N/A		
Flooring:	2019		
Interior Paint:	N/A		
Parking Lot:	N/A		
Carbon Monoxide Detectors:	2018		

Recommended Action:

- Contingent on the development of a southwest Kamloops library, redeploy south Kamloops stops and develop a plan to relocate Mobile Library, staff and collections to the southwest Kamloops library building
- Contingent on the development of a Sun Peaks library, redeploy Sun Peaks stop

Proposed Key Priorities

1. A third Kamloops library
2. A five-year plan for major library renovations or replacement
3. A library in Sun Peaks
4. **Universal accessibility in all libraries**
5. **An ROI study for the implementation of RFID throughout the system and AMH in high circulation libraries**
6. **Support for rural sustainability through the Thompson-Nicola Regional Library Service Extender**
7. **Creation of spaces and branding that recognize TNRD's unique identity and heritage, including Indigenous peoples**
8. **Maximization of flexibility in new and existing facilities to accommodate service changes**
9. **Creation of community meeting and program spaces in all locations**
10. **Creation of dynamic children's and teen spaces**

Blue River Library

PO Box 47

829 Cedar Street

Blue River, BC, V0E 1J0

Phone 250-673-8235

Total Open Hours Per Week: 16



DISTANCE & CENSUS INFORMATION

Distance to Administration / Kamloops Library: 231 km

2011 Census: 230

2016 Census: 157

RECENT ANNUAL STATISTICS

	2018	2017	2016
Visitors	1,590	1,793	1,809
Circulations	2,129	2,849	2,889
Program Attendance	235	276	87

LIBRARY BUILDING INFORMATION & IMPROVEMENTS

Square footage: 1,008 square feet

Library Program Rooms: No

Public Meeting Rooms: No

Computer Lab: No

Roof: 2016

Furnace: 2011

LED Light Conversion: 2015

Hot water tank: 2012

Siding: 1997

Flooring: 2016

Interior Paint: 2015

Parking Lot: 1997

Carbon Monoxide Detectors: 2019

Recommended Action:

- Conduct an onsite building condition assessment and develop a plan for refurbishment within 10 years
- Consider automated branch services to extend library hours by enabling patron access through electronic means

Proposed Key Priorities

1. A third Kamloops library
2. A five-year plan for major library renovations or replacement
3. A library in Sun Peaks
4. Universal accessibility in all libraries
5. **An ROI study for the implementation of RFID throughout the system and AMH in high circulation libraries**
6. **Support for rural sustainability through the Thompson-Nicola Regional Library Service Extender**
7. **Creation of spaces and branding that recognize TNRD's unique identity and heritage, including Indigenous peoples**
8. **Maximization of flexibility in new and existing facilities to accommodate service changes**
9. **Creation of community meeting and program spaces in all locations**
10. **Creation of dynamic children's and teen spaces**

Cache Creek Library

PO Box 429
 1025 Trans Canada Hwy S.
 Cache Creek, BC V0K 1H0
 Phone 250-457-9953



Total Open Hours Per Week: 16

DISTANCE & CENSUS INFORMATION			
Distance to Administration / Kamloops Library: 84 km			
2011 Census:	1,040		
2016 Census:	963		
RECENT ANNUAL STATISTICS			
	2018	2017	2016
Visitors	6,042	5,580	5,701
Circulations	10,805	11,262	11,444
Program Attendance	409	181	79
LIBRARY BUILDING INFORMATION & IMPROVEMENTS			
Square footage:	1,672 square feet		
Library Program Rooms:	No		
Public Meeting Rooms:	No		
Computer Lab:	No		
Roof:	2013		
Furnace:	2013		
LED Light Conversion:	N/A		
Hot water tank:	2013		
Siding:	2013		
Flooring:	2013		
Interior Paint:	2013		
Parking Lot:	2013		
Carbon Monoxide Detectors:	2019		

Recommended Action:

- Consider automated branch services to extend library hours by enabling patron access through electronic means
- Modify floor space to accommodate children's and programming space and relocate public computer workstations within 5 years

Proposed Key Priorities

1. A third Kamloops library
2. **A five-year plan for major library renovations or replacement**
3. A library in Sun Peaks
4. **Universal accessibility in all libraries**
5. **An ROI study for the implementation of RFID throughout the system and AMH in high circulation libraries**
6. **Support for rural sustainability through the Thompson-Nicola Regional Library Service Extender**
7. **Creation of spaces and branding that recognize TNRD's unique identity and heritage, including Indigenous peoples**
8. **Maximization of flexibility in new and existing facilities to accommodate service changes**
9. Creation of community meeting and program spaces in all locations
10. **Creation of dynamic children's and teen spaces**

Clinton Library

PO Box 550
1506 Tingley Street
Clinton, BC V0K 1K0
Phone 250-459-7752



Total Open Hours Per Week: 16

DISTANCE & CENSUS INFORMATION			
Distance to Administration / Kamloops Library: 124 km			
2011 Census:	636		
2016 Census:	641		
RECENT ANNUAL STATISTICS			
	2018	2017	2016
Visitors	4,597	4,347	4,293
Circulations	10,915	9,523	10,346
Program Attendance	358	436	104
LIBRARY BUILDING INFORMATION & IMPROVEMENTS			
Square footage:	1,977 square feet		
Library Program Rooms:	No		
Public Meeting Rooms:	1		
Computer Lab:	No		
Roof:	Repaired 2018		
Furnace:	2012		
LED Light Conversion:	2016		
Hot water tank:	2014		
Siding:	1980		
Flooring:	2016		
Interior Paint:	2010 Interior and Exterior		
Parking Lot:	N/A		
Carbon Monoxide Detectors:	2019		

Recommended Action:

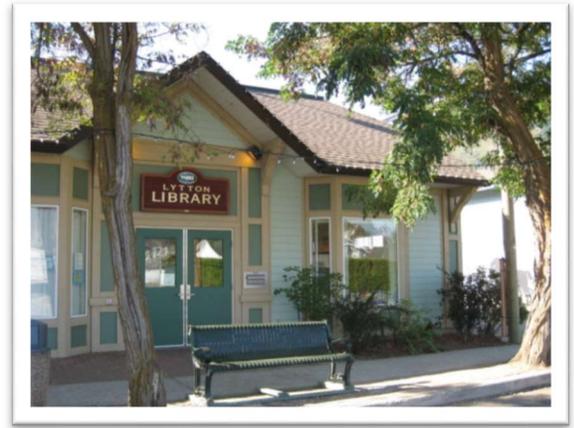
- Install access ramp with required slope, handrails and power doors within 2 years
- Conduct an onsite building condition assessment and develop and implement a plan to upgrade millwork, paint and furniture within 2 years
- Consider automated branch services to extend library hours by enabling patron access through electronic means

Proposed Key Priorities

1. A third Kamloops library
2. A five-year plan for major library renovations or replacement
3. A library in Sun Peaks
4. Universal accessibility in all libraries
5. **An ROI study for the implementation of RFID throughout the system and AMH in high circulation libraries**
6. **Support for rural sustainability through the Thompson-Nicola Regional Library Service Extender**
7. **Creation of spaces and branding that recognize TNRD's unique identity and heritage, including Indigenous peoples**
8. **Maximization of flexibility in new and existing facilities to accommodate service changes**
9. **Creation of community meeting and program spaces in all locations**
10. **Creation of dynamic children's and teen spaces**

Lytton Library

PO Box 220
121-4th Street
Lytton, BC V0K 1Z0
Phone 250-455-2521



Total Open Hours Per Week: 16

DISTANCE & CENSUS INFORMATION			
Distance to Administration / Kamloops Library: 168 km			
2011 Census:	228		
2016 Census:	249		
RECENT ANNUAL STATISTICS			
	2018	2017	2016
Visitors	5,315	4,835	5,174
Circulations	9,599	9,638	9,910
Program Attendance	130	363	675
LIBRARY BUILDING INFORMATION & IMPROVEMENTS			
Square footage:	1078 square feet		
Library Program Rooms:	No		
Public Meeting Rooms:	No		
Computer Lab:	No		
Roof:	2001		
Furnace:	2001		
LED Light Conversion:			
Hot water tank:	2012		
Siding:	2002		
Flooring:	2018		
Interior Paint:	2002		
Parking Lot:	N/A		
Carbon Monoxide Detectors:	2019		

Recommended Action:

- Develop and implement a plan to upgrade millwork, shelving, paint and furniture within 5 years
- Consider automated branch services to extend library hours by enabling patron access through electronic means

Proposed Key Priorities

1. A third Kamloops library
2. A five-year plan for major library renovations or replacement
3. A library in Sun Peaks
4. Universal accessibility in all libraries
5. **An ROI study for the implementation of RFID throughout the system and AMH in high circulation libraries**
6. **Support for rural sustainability through the Thompson-Nicola Regional Library Service Extender**
7. **Creation of spaces and branding that recognize TNRD's unique identity and heritage, including Indigenous peoples**
8. **Maximization of flexibility in new and existing facilities to accommodate service changes**
9. **Creation of community meeting and program spaces in all locations**
10. **Creation of dynamic children's and teen spaces**

Savona Library

PO Box 169
60 Savona Street
Savona, BC V0K 2J0
Phone 250-373-2666



Total Open Hours Per Week: 16

DISTANCE & CENSUS INFORMATION

Distance to Administration / Kamloops Library: 45.9 km

2011 Census:	519
2016 Census:	538

RECENT ANNUAL STATISTICS

	2018	2017	2016
Visitors	4,522	4,801	4,510
Circulations	10,110	9,194	9,523
Program Attendance	1,510	1,687	1,542

LIBRARY BUILDING INFORMATION & IMPROVEMENTS

Square footage:	1,400 square feet
Library Program Rooms:	No
Public Meeting Rooms:	No
Computer Lab:	No
Roof:	2006
Furnace:	2006
LED Light Conversion:	2016
Hot water tank:	2006
Siding:	2006
Flooring:	2006
Interior Paint:	2016
Parking Lot:	N/A
Carbon Monoxide Detectors:	2019

Recommended Action:

- Develop and implement a plan to upgrade shelving within 5 years
- Consider automated branch services to extend library hours by enabling patron access through electronic means

Conclusion

The Thompson-Nicola Regional Library is an integral part of the Thompson-Nicola Regional District, providing essential services to area residents and visitors. In order to serve the rapidly changing information needs of the District, increased attention to facilities is required. The ten Key Priorities and associated recommendations outlined above will inform a new Strategic Plan; when implemented, these practical and concrete steps will serve as the foundation for a future of excellent library services, with the ability to change and adapt as needed for decades to come. This in turn will lead to better quality of life for all residents of the Thompson-Nicola Regional District.

Appendix A: Thompson-Nicola Regional District Vision

OUR REGIONAL VISION: a Sustainable Future

To create a balance among goals relating to human settlement, economic development and environmental conservation, to ensure that development actions do not significantly limit the options of future generations.



TNRD Vision Statement

The TNRD is a unique region of diverse urban and rural communities, wilderness and natural resource opportunities, and a vibrant economy.

Building on this diverse mix of urban and rural, resource and wilderness settings shall be the dominant guiding principle as new development is encouraged. Urban places will grow while retaining their existing scope and character; rural places will remain rural while accepting appropriate new development; and settlement in resource areas will be limited and carefully managed.

Appendix B: Best Practices in Flexible Public Library Design

Flexibility in future planning of libraries is critical to stay current with library service provision. Some best practices include:

Flexibility in spaces and furnishings

Mobile shelving and furniture offer the possibility of reconfiguring the library for differing functions on a daily,



2 Portable workspace: Dayton OH Central Library

weekly, seasonal, or occasional basis. Mobile furniture and shelving makes it possible to turn almost any

area into a multi-use space. Inexpensive shelving and furniture is usually difficult to move and/or doesn't hold up. Thorough research and testing of all products under consideration is essential for the best long-term outcome.



1 Mobile shelving, Whistler BC Public Library

Smaller service desks

Traditional circulation and reference desks are large and imposing, and often serve as a barrier between staff and patrons. Smaller and even movable service desks create flexibility and facilitate a culture of staff "coming out from behind the desk" to help patrons one-on-one.



3 Mobile service desk, Dayton OH Central Library

Maximization of sightlines



4 Open floor plan, Boston MA Public Library, East Boston branch

Unlike past eras, buildings filled with high shelving are not necessary or relevant to the library's mission. Especially in small libraries with minimal staffing levels, lower shelving creates good sightlines and a feeling of openness and welcome. This in turn promotes safety and security for both patrons and staff.

Self service

Giving patrons the choice of self-checkout and self-pickup of holds caters to those who are looking for quick, in-and-out service. Options for hold pickup via external, unstaffed lockers makes it possible to extend library hours without increasing operations budgets.



5After-hours pickup lockers, Erving MA Public Library



6Quiet study cubicles

Quiet space

Public libraries are no longer silent places for contemplation and research. They are vibrant, active spaces with accompanying noise. Despite this, a significant number of patrons have an expectation for quiet space and libraries should provide an area whenever possible. Acoustical separation with walls that go floor to ceiling and sound dampening finishes are required to prevent sound transmission into such areas.

Program space

Libraries are no longer warehouses for collections. Programs of all types and for all ages are increasingly expected and needed for the library to remain relevant. All locations should have the capacity to provide programs without disrupting the day to day business of the library. As with quiet study spaces, these rooms should be acoustically separated.

Meeting and Collaboration Space

Space for public meetings are increasingly needed in every community, and many patrons of all ages are looking for a space to do group projects or hold small meetings. Libraries should have the ability to provide spaces for patrons to work together and for nonprofit and community groups to meet. The spaces also require acoustic separation. Ideally, the main meeting room is located adjacent to washrooms and this area can be locked off for community use after library hours.

Creation/innovation space

The implementation of Makerspaces is another way libraries are fostering community and empowering patrons. These spaces can be targeted for any age and can provide equipment and materials for a wide variety of creative endeavours. Maker activities can be as simple as a knitting club or a passive colouring table, or as complex as an A/V production studio or a 3-D printing and laser cutting lab.



7 Mobile cart with 3-D printer

Access to power

Outlets and USB ports for device use and charging are a critical service. When power is provided only at wall outlets, cords are strung across walkways, causing a tripping hazard. Power is now often provided at table or desktops and via floor outlets adjacent to seating.



8 Portable chargers, Wellesley MA Free Public Library

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- ¹ Thompson-Nicola Regional District: Regional Growth Strategy, Bylaw No. 2409, 2013, p. 15.
- ² Klinenberg, Eric: *Palaces for the People: How Social Infrastructure Can Help Fight Inequality, Polarization, and the Decline of Civic Life*. New York: Crown, 2018, p. 37.
- ³ Census Profile, 2016 Census (<https://www12.statcan.gc.ca/census-recensement/2016/dp-pd/prof/index.cfm?Lang=E>).
- ⁴ San Francisco Public Library: *Reinvesting and Renewing for the 21st Century: A Community and Economic Benefits Study of San Francisco's Branch Library Improvement Program* (<https://sfpl.org/pdf/about/commission/ReinvestingRenewing.pdf>).
- ⁵ Thompson-Nicola Regional District, p. 4.
- ⁶ Census Profile, 2016 Census.
- ⁷ KAMPLAN: *City of Kamloops Official Community Plan*, 2017, p. C-4.
- ⁸ KAMPLAN, p. B-2.
- ⁹ Park, Sung Jae: *Measuring Public Library Accessibility*, *Library & Information Science Research* 34 (2012), 13–21.
- ¹⁰ Edmonton Public Library: *Service Point Development*, 2017, p. 1.
- ¹¹ Narver, Jeff: *Top 10 Reasons Why Canadian Public Libraries Implement RFID* (<https://multimedia.3m.com/mws/media/4474980/why-public-librarys.pdf>).
- ¹² Enis, Matt: *Bibliotheca Offers Unstaffed Hours Solution*, *Library Journal Online*, May 11, 2018 (<https://www.libraryjournal.com/?detailStory=bibliotheca-offers-unstaffed-hours-solution>).
- ¹³ Canadian Federation of Library Associations: *CFLA-FCAB Truth and Reconciliation Report* (http://cfla-fcab.ca/en/indigenous/trc_report/), 2017, p. 6.
- ¹⁴ Canadian Federation of Library Associations, p. 40.