Towards A NEW CENTRAL LIBRARY

Use and limitations of the Spring Garden Road Library and projected needs for a new central facility

March 1996

Towards a New Central Library

Present use and limitations of the Spring Garden Road Library and projected needs for a new central facility.

March 1996

Towards A NEW CENTRAL LIBRARY

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Halifax City Regional Library

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Executive Summary

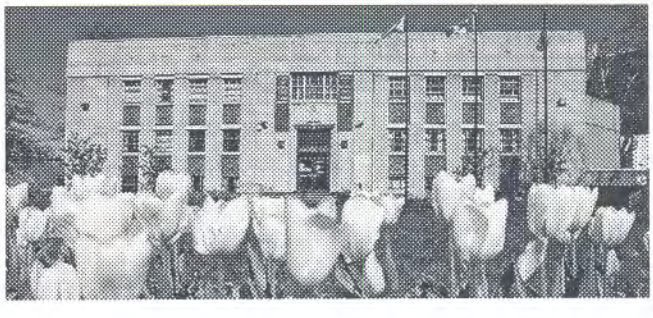
A central library is the hub and focal point of a public library system. It provides specialized collections and staff expertise which service the entire library system.

History of the Spring Garden Road Library

The Spring Garden Road Library building opened in November 1951 to serve the citizens of the City of Halifax (which consisted of just the peninsula area). Between 1965 and 1991, three other Halifax City Regional Library branches opened and the Spring Garden Road Library continued to serve the peninsula and take on the role as the central library for the expanded system.

In 1973-74, the Spring Garden Road Library was enlarged from 25,000 sq. ft. to 38,000 sq. ft. By 1987 it was obvious that this addition was insufficient to meet the increasing demands for space. A site analysis, conducted by Duffus Romans Rounsefell Ltd., indicated that a 100,000 square foot building was achievable on the existing site. **The Halifax City Regional Library Space and Services: Needs Assessment Study** (1994), conducted by Beckman and Associates for the City of Halifax, recommended an expanded facility of 84,000 square feet be built to serve the City of Halifax and users from the greater Metropolitan area.

In 1993, the estate of Marion G. Keshen made a bequest, presently valued at $3.7 million, to the Halifax City Regional Library Board to help pay the cost of a central library in the City of Halifax.



Amalgamation Announced

With the announcement of the amalgamation of the Halifax Metropolitan area, plans for a new library had to be viewed from a wider perspective. The Joint Amalgamation Committee of the three regional library boards agreed, in the fall of 1995, that a new central library would be needed to serve the new Halifax Regional Library system and that the site should remain in the present downtown area.

Central Library Study

This study was initiated to identify the perceived limitations of the Spring Garden Road Library building, to study requirements for space, service and collection needs of a central library, to identify present use of materials and services in the Spring Garden Road Library, and to develop a profile of users of this library building. The Marketing Clinic was hired to work with board and staff to assist with the study.

Plans were developed to administer a random community survey, an in-house reference survey, an in-school youth survey, and focus group meetings, and to analyse the Halifax City Regional Library statistics.

What Was Learned

All branches of the present Halifax City Regional Library system are well used. People who live on the peninsula use the Spring Garden Road Library as their major library resource. When looking at borrowing patterns, it is clear that the largest percentage of borrowers use their local branch library and visit the Spring Garden Road Library for additional materials.

The Spring Garden Road Library is used by many people and used often. The community survey showed that 48% of those who come to the Spring Garden Road Library used it at least once a month or more. Seventy-two percent of the reference department users visit at least once a month or more. While there are excellent branch libraries throughout the area, many people from all parts of the region use the Spring Garden Road Library because it is near their place of work or study and because it maintains many specialized resources unavailable at other branches because of the prohibitive cost of duplicating specialized collections.

Almost half of the users come by car, while nearly 30% walk to the library. In the reference survey, almost 68% of respondents said they walked to the library, even though over a third of them didn't even live on the peninsula. This confirms that while library users live elsewhere, they either work downtown, or are in the city's core for other reasons.

The two major uses of the Spring Garden Road Library are for information related to specific interest or needs (44.1%) and leisure reading material (43.5%). School related needs rated the highest use for those answering the youth survey.

Thirty-eight percent of all materials borrowed on inter-branch loan from the three Halifax City Regional Library branches are from the Spring Garden Road Library collection. It is anticipated that this use will increase once libraries in the new Halifax Regional Library system become automated and users can see the total collection on the amalgamated library catalogue.

The community agrees with the building limitations identified by the 1994 Beckman Study: inadequate space for books/library materials, inadequate quiet reading areas, inadequate study/seating space, no passenger drop-off area, and no convenient affordable parking. Focus group participants agreed that parking needs are also a municipal and business concern, not only a library issue.

People with disabilities and seniors find the present Spring Garden Road Library very difficult to use. The elevator is inconvenient and too small, the space between shelves is too narrow, and the children's department is difficult to get into and use.

Respondents indicated that staff assistance to find information and materials is most important to them, followed closely by quiet work space. Comments on the surveys showed an overwhelming appreciation of staff in spite of crowded conditions.

Next Steps Toward a Central Library

A building program needs to be developed. This should:

a) identify performance guidelines including aesthetic, functional and operational criteria ;

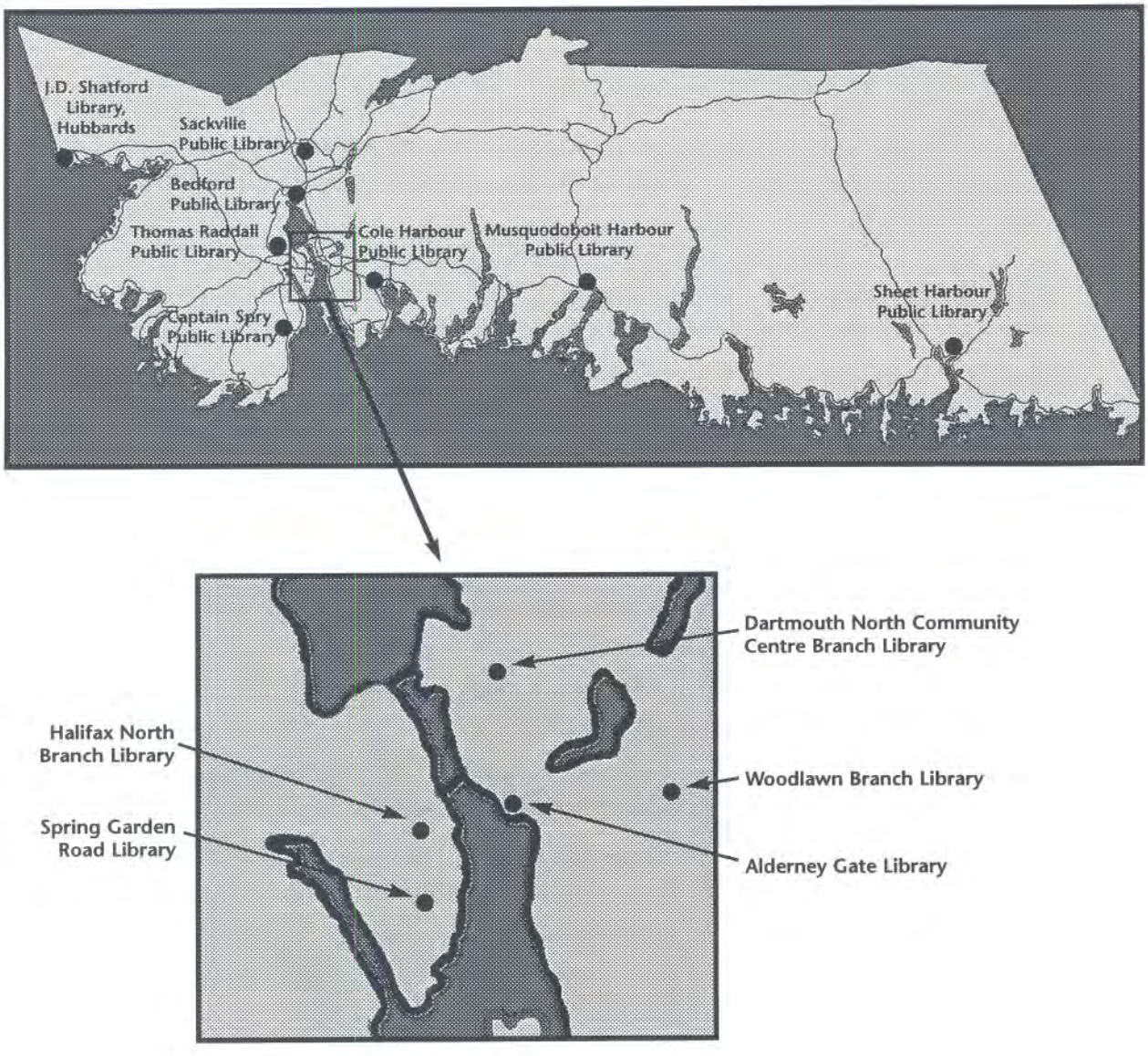
b) identify spatial guidelines indicating room sizes and relationships, and costs. (Proposed 1996-97 capital budget request).

A building campaign funding program must be developed to augment the generous bequest from the Marion G. Keshen estate, presently valued at $3.7 million.

The limitations of the present library building are obvious. A new amalgamated library system will be in need of an up-to-date, efficient, and technologically smart central library building to provide for its citizens into the next century.

In 1999, Halifax will be celebrating its 250th anniversary. The Halifax Regional Municipality will want to commemorate this event. A new Central Library serving all citizens of the region would send a clear message of the municipality's vision going into the next century. A municipality supporting culture ana learning is a municipality reflecting its metropolitan character and concern for the quality of life for all.

HALIFAX REGIONAL LIBRARY BRANCHES



Introduction

Role of a Central Library

A central library is the hub and focal point of a library system. It provides specialized collections for the entire library system, many of which are too expensive to duplicate in all of its branches. Staff expertise is developed to provide support to the branch librarians who serve as generalists. With amalgamation, there will be 13 libraries in the Halifax Regional Library System, each serving its local community. Branch library service will be strengthened with the new automated catalogue providing access to the total library collection.

An efficient central library needs to locate these collections and services on one site adjacent to other important centres such as business, government, post-secondary institutions, health care facilities and academic libraries. It also establishes a highly visible focus for library services within the community.

Vision Statement: Halifax City Regional Library Board

Free access to information and ideas is a democratic right of every citizen. Public libraries ensure this right by providing the public with opportunities to participate fully in a changing society through access to a wide range of humanity's thoughts, ideas, information and expressions of creative imagination.

To meet these goals, the Halifax City Regional Library Board has actively promoted the development of branch libraries throughout the pre-amalgamated City of Halifax. It has been 22 years since the Main Library on Spring Garden Road has expanded. It is no longer a functional nor an efficient structure for a modern public library service. Since 1987, various steps, including discussions, studies, and presentations, have been taken to address the building's serious limitations.

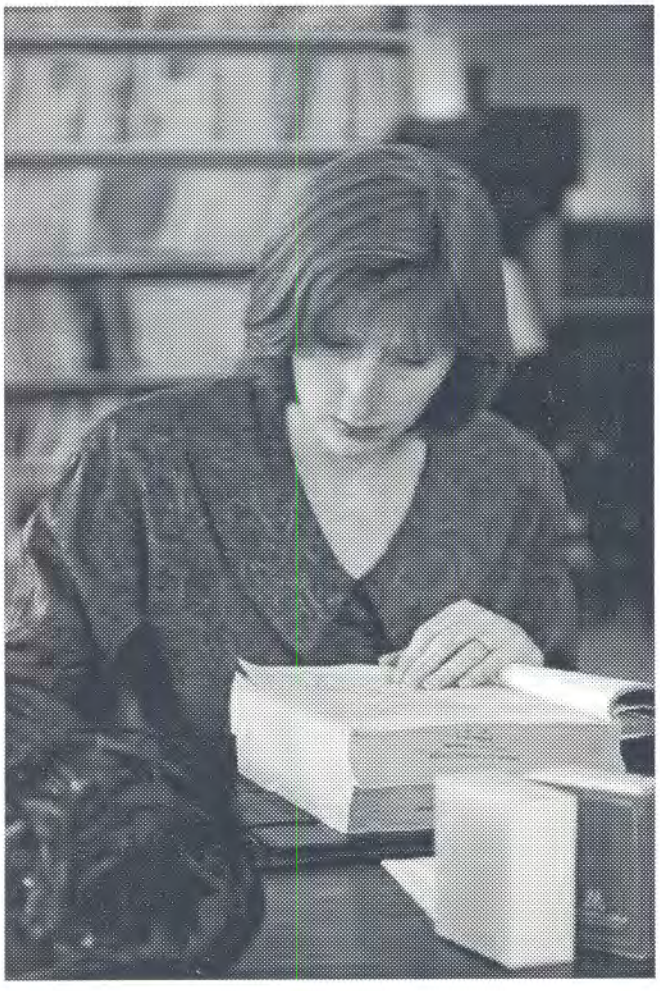
This study was initiated by the Halifax City Regional Library Board to identify perceived limitations of the Spring Garden Road Library building, to study requirements for space, service and collection needs of a central library, to identify present use of materials and services in the Spring Garden Road Library and to develop a profile of its users.

Funds to assist with this study were provided in the 1995-96 capital budget of the Halifax City Regional Library. With the announcement of the amalgamation of the Halifax

Metropolitan Area, plans for a new central library had to be viewed in a fresh light. The objectives of the study were approved by the Joint Amalgamation Library Committee and the Marketing Clinic was hired to work with staff and board. Karen Blotnicky, the primary consultant, met regularly with senior staff from the Halifax City Regional Library as well as the Chief Librarians from the Dartmouth Regional Library and the Halifax County Regional Library.

Plans were developed to administer a random community survey, an in-house reference survey, an in-school youth survey, and focus group meetings, and analyse the Halifax City Regional Library user statistics.

This study provides the groundwork upon which the new Halifax Regional Library Board can develop a building program for a new central library serving the citizens from Ecum Secum to Hubbards.



History of the Present Facility

The present building, located at 5381 Spring Garden Road, opened in November 1951 as the Halifax Memorial Library. It was intended to serve the citizens of the City of Halifax (at that time consisting of only the peninsula area) as well as the broader community. At the official opening it was noted that the library was "...a fitting structure for a growing and progressive City. It showed the faith of the citizens of Halifax in the democratic ideal of making freely available knowledge to each and every resident of the city."

An amendment was made to the Nova Scotia Libraries Act in 1953 to allow the Halifax Memorial Library Board to become the Halifax City Regional Library Board, qualifying the new library for provincial funding. The amendment was made assuming that when Dartmouth and Halifax County joined the regional library system, they would all become one single library system (43 years later this is finally taking place).

Between 1953 and 1996, three other Halifax City Regional Library branches were opened: North Branch Library, 2285 Gottingen Street (1965), Captain William Spry Public Library, 10 Kidston Road (1983) and Thomas Raddall Public Library, 255 Lacewood Drive (1989). The public library at Spring Garden Road continued to serve as a branch library for a large portion of the peninsula area as well as take on the role of central library to the expanding system.

In 1973 and 1974, the Spring Garden Road Library expanded from 25,000 sq.ft. to 38,000 sq.ft. to accommodate increasing demands for space.

First Steps Towards a New Central Library

By 1987—just 13 years later—it became obvious that the 1974 addition was insufficient. The Halifax City Regional Library Board authorized Duffus Romans Kundzins Rounsefell Ltd. to conduct a building feasibility study. A new building of 80,000 –100,000 square feet was proposed. It was also found that such an expansion could take place on the existing site.

In April 1991, **A Proposal for a New Main Library to Commemorate the 250th Anniversary of the Founding of the City of Halifax** was presented by the board of the Halifax City Regional Library to the Halifax 1999 Conference. Hosted by the City of Halifax, this conference gathered input into Halifax's municipal planning for 1999 and beyond.

In June 1993, a presentation was made to Halifax City Council by the HCRL Board proposing an expanded new Main Library scheduled to open in 1999. Also in June 1993, a bequest presently valued at 3.7 million from the estate of Marion G. Keshen was made to the Halifax City Regional Library Board for the purpose of helping to pay the cost of a Central library in the City of Halifax.

In 1994, the City of Halifax contracted Beckman Associates Library Consultants Inc. for a feasibility study which would analyse the space requirements for library services within the City of Halifax. The assessment was to include comparisons with other large urban public libraries, with consideration given to particular characteristics of the population to be served.

Beckman's analysis noted the following factors:

- The downtown core of tne city serves as the business centre for the Metropolitan region and province, not just the city. (p.v)
- The Halifax area public and academic libraries have cooperative resource sharing and reciprocal borrowing agreements and policies which encourage the development of specialized collections which are not duplicated by the cooperating libraries. (p.v)
- The analysis of the space requirements confirms the belief that the Main Library is seriously handicapped by lack of space. (p 59)

Beckman's report, **Halifax City Regional Library Space and Services: Needs Assessment Study** (1994) recommended that:

- HCRL staff and board initiate a library planning process for an expanded/ renovated main library facility. (p 60)
- A user needs assessment be conducted to clarify and confirm the population size and characteristics served by the Main Library. (p 60)
- An expanded facility of 84,000 square feet be built to serve the City of Halifax and 20% of users from the greater Metropolitan area projecting needs to the year 2016. (p 59)

In 1995, Halifax City Council approved capital expenditures for the initial work in developing a building program for a new Main Library for the City of Halifax. Research was begun to gather information on other libraries in North America, to look at studies and building programs of new library buildings recently constructed, and to gather needs assessments recently compiled by other libraries.

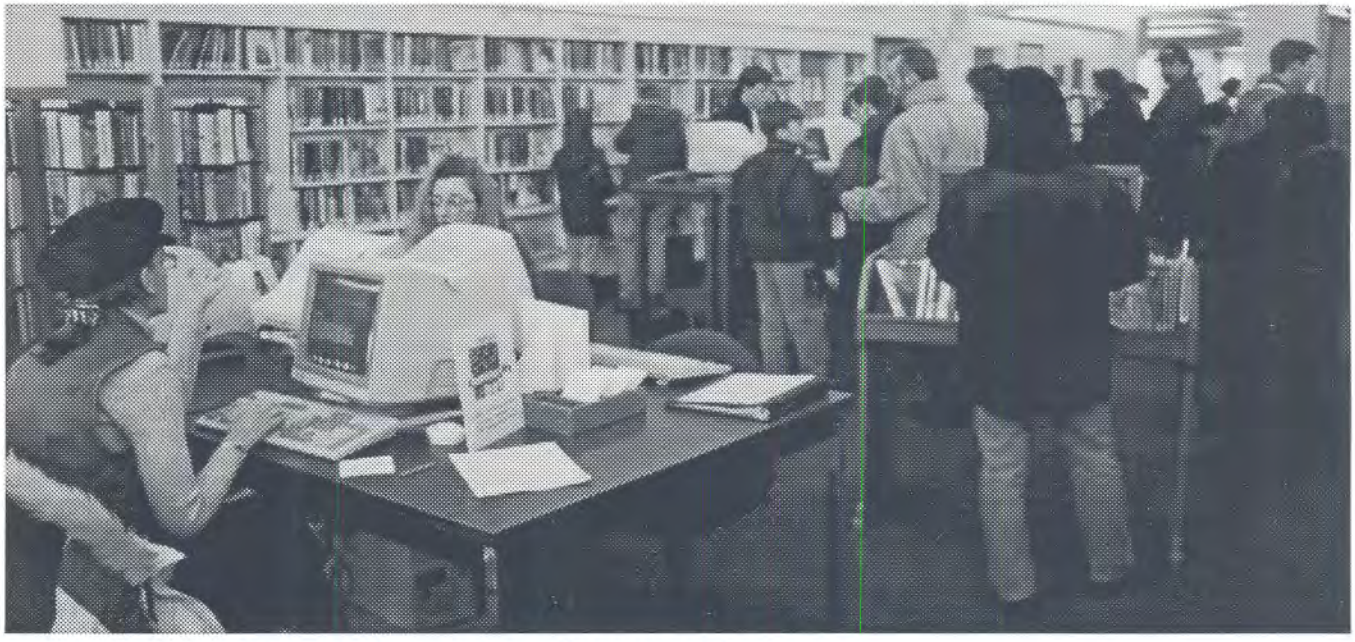
Amalgamation Expands Role

With the announcement of the amalgamation of the Halifax Metropolitan area, plans for a new central library had to be viewed in a new light. The three library boards serving Halifax, Dartmouth, Halifax County and Bedford agreed to amalgamate the three public library systems and formed a Joint Amalgamation Committee to steer this process. Plans for the central building program now had to take into consideration what kind of a Central Library would be needed to serve citizens from Hubbards to Ecum Secum.

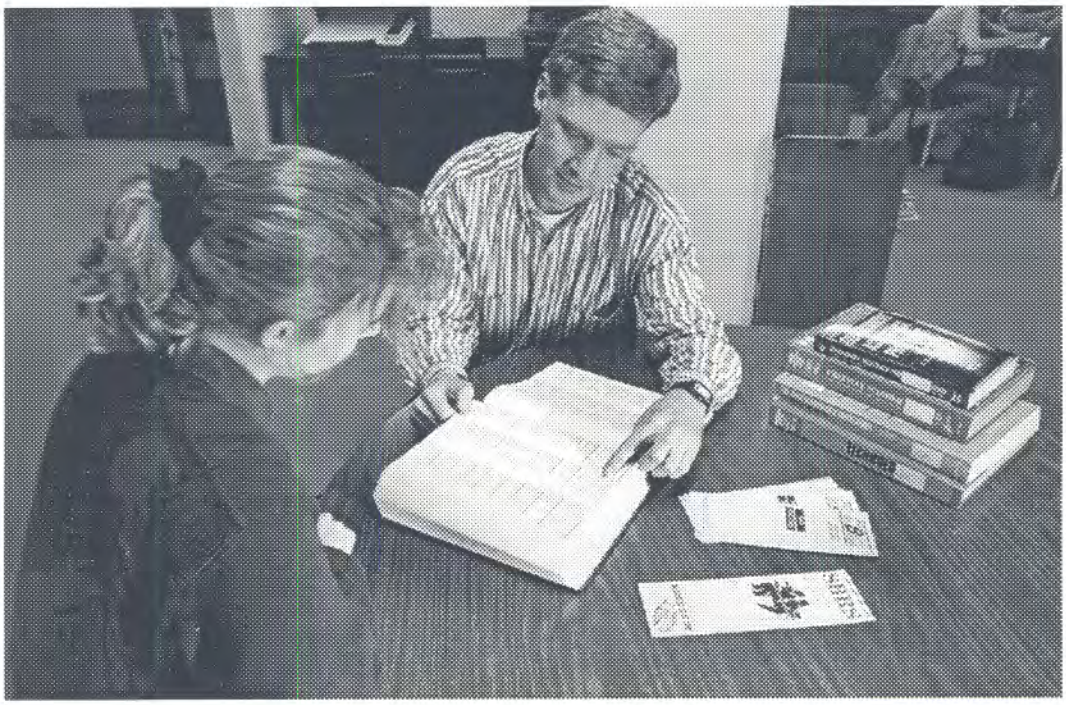
In the fall of 1995, the Joint Amalgamation Committee of the three library boards agreed that a new Central Library would be needed and that this library should remain in the downtown area of the present City of Halifax. This study was initiated to gather public input regarding the inadequacies of the present Spring Garden Road Library and to analyse its present use.

Automation Gives Remote Access to Full Library Collection

Prior to the announcement of amalgamation, the Halifax County Regional Library was finalizing plans for automating its collection. With amalgamation, the opportunity became available to put the total collection of the three metro public libraries on one database. Spring 1996 should see the new integrated catalogue available to all users in the Halifax Regional Municipality.



Community Net terminals and online public access catalogues



Small Business Reference Service

Towards a New Central Library

Who uses the library? Where do they come from? How do they get there? And what resources do they use? In this chapter is a discussion of these issues. The statistics and comments come from the in-house database, the city-commissioned Beckman Needs Assessment Study, the in-house reference survey, focus group meetings, and community surveys.

HOW INFORMATION WAS GATHERED

Surveying the Community

Questionnaires were developed with input from staff and Chief Librarians from all three library systems. The Marketing Clinic, a local marketing consultant and research company, did the statistical design to ensure the greatest degree of accuracy from the responses. The library's users database (Dynix) was employed to get an accurate snapshot of the current distribution of users across the greater Halifax Region using a postal code breakdown. A statistical software program was used to determine the required sample size to allow for a margin of error not to exceed plus or minus 5%, 19 times out of 20.

Reference Survey

Many people use reference services without ever holding a library card. An intercept study involving the random selection of reference users was designed to be completed in one week. A random sampling frame was developed that would allow for an equal probability of being chosen regardless of the time of day a visitor might arrive.

Surveying Youth

To ensure that the opinions of youth would be included, questionnaires were developed for Halifax students in grades five and six, eight and nine, and 11 and 12, at a random number of schools on the peninsula, Mainland North and Mainland South. Three private schools were also surveyed. These questionnaires were administered by library staff to coincide with the community and reference surveys.

Focus Group Discussions

Twenty-two focus group meetings were held to gather more qualitative information than the questionnaires could provide. Letters were mailed to individuals representing a number of constituencies, names having been chosen from a variety of sources.

Survey Responses

982 Community Surveys were returned of the 6250 mailed out. The overall margin of error for the total sample was +/-3.14%, 19 times out of 20.

302 Reference Surveys were completed, allowing for a margin of error of +/-5%, 19 times out of 20.

608 Youth Surveys were completed, with a margin of error of about +/-2%, 19 times out of 20.

(See Appendix A for study design and methodology.)

Analysis of Library Statistics

A "statistical snapshot" had to be taken to determine present card holders, borrowers, and items in circulation. This information changes on a daily basis. On January 30, 1996, library card holders were profiled by age groupings, place of residence, and use of the Spring Garden Road (SGR) Library. Two additional "snapshots" were taken on December 11, 1995 and January 22, 1996 to determine the types of material being checked out. The Halifax Census Metropolitan area was studied as it contained about 97% of the population of the new Halifax Regional Municipality and represented the same percentage of Halifax City Regional Library (HCRL) users.

WHAT WAS LEARNED

The Library System is Well Used

People of all ages and abilities use, need and want public library services. All of the branches in the present HCRL system are well used, but more than 52% of users are registered at the Spring Garden Road Library. For the week of November 28 to December 3, 1995, for example, more than 8,000 people came into this library. (See Appendix B)

Library users appreciate having a central library which is convenient to those who frequent the downtown, and at the same time complements their own local branch library.

"An integrated library service is one of the most important services in a civilized society. Please proceed—and make knowledge fairly available to all."

– survey respondent

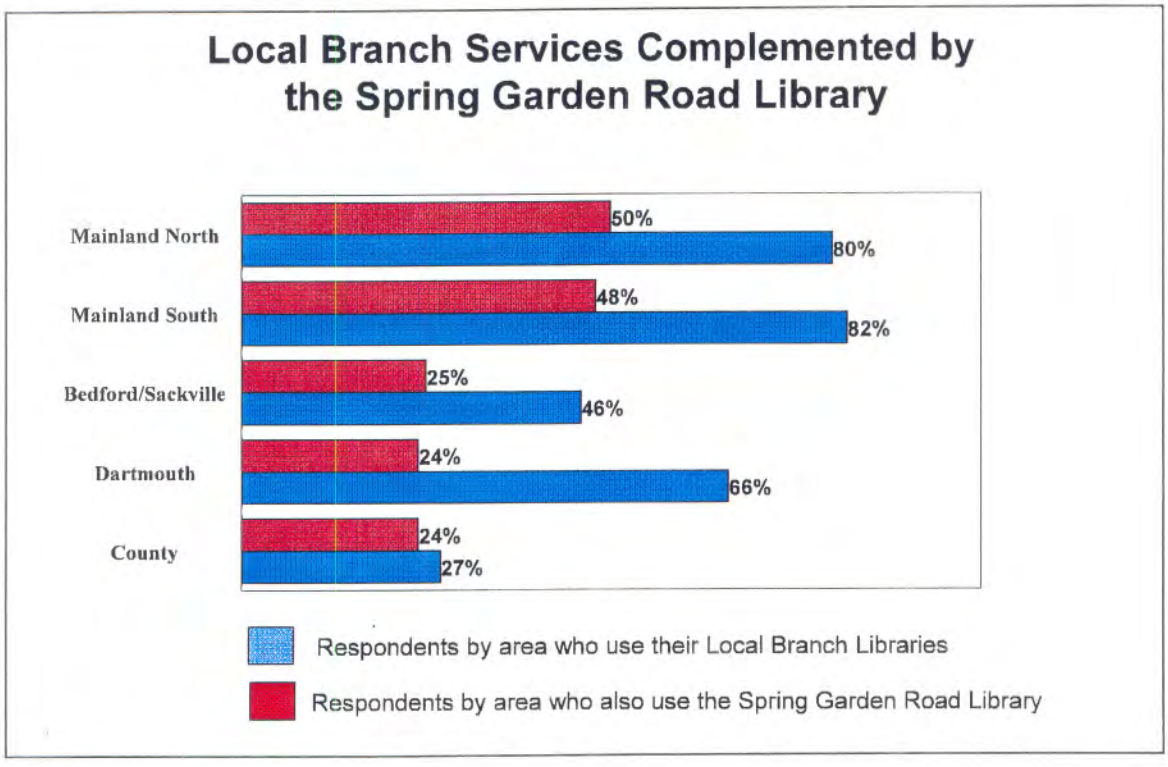
Of the total HCRL card holders, 76.5% are adults and 23.5% are children and youth. At the Spring Garden Road Library, the percentage of adult card holders is higher—84%—while children and youth represent 16%. When one examines items on loan by age category, however, adult items account for 62% of loans, and children and youth items make up 38%. Youth are borrowing some adult materials and a large number of adults are borrowing materials for their children. (See Appendix D)

When looking at library borrowing patterns in the metro area, it is clear that the largest percentage of borrowers primarily use their local branch library and visit the Spring Garden Library for additional materials. This was also confirmed in the surveys (See Appendix C – "Libraries Used"). Users on the peninsula use the SGR Library as their major public library.

As stated earlier, fifty-two per cent of respondents to the Community Survey indicated that they used the SGR Library. This figure is backed up by the library statistics which indicated that 52% of card holders were registered at the SGR Library. The second most used (27%) are university libraries. Among the Reference respondents, this percentage is higher at 44%. The HCRL Reference Department collaborates with the university libraries to make the best use of all their collections, avoiding duplication where possible. This results in staff referring users to university libraries on a regular basis.

Youth respondents indicated that their most frequently used library is their school library (65%) followed by the SGR Library at 55%.

An analysis of libraries used by residents from the different geographical areas, showed once again that residents use their local branch library most often while still using the SGR Library as their second choice. (Community Survey question #4) The following graph reflects this appropriate use of a Central Library facility:



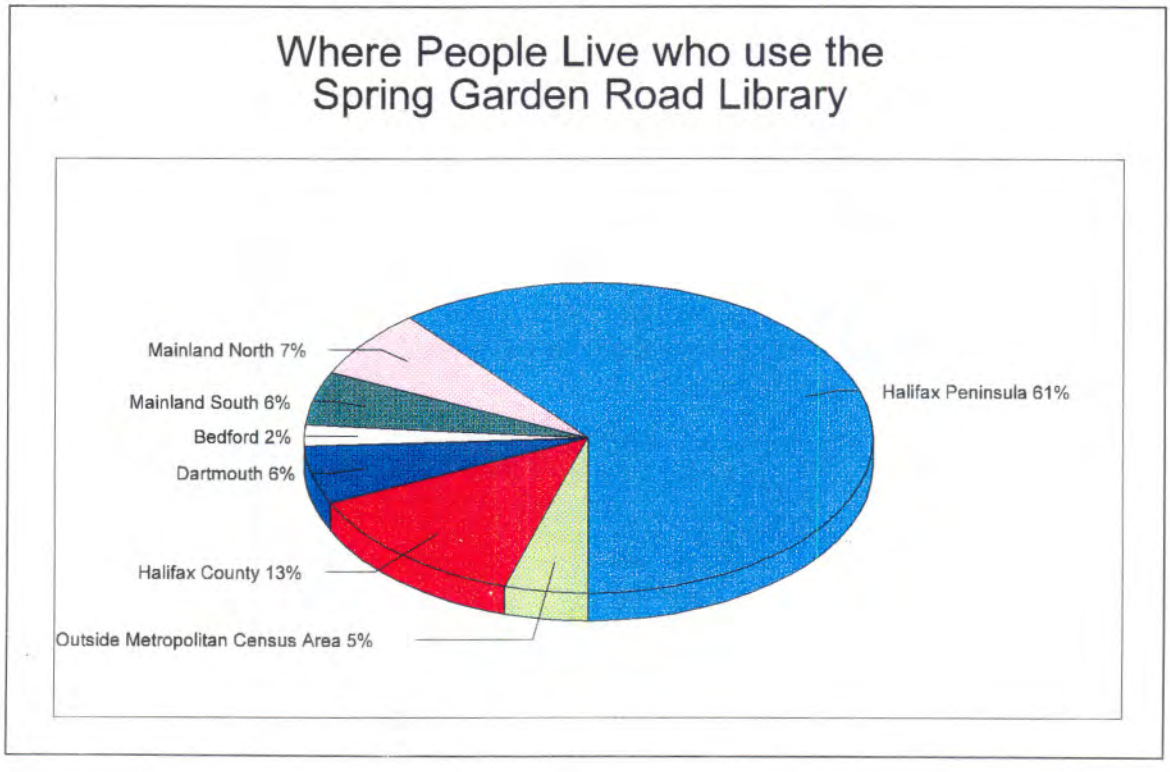
The Spring Garden Road Library is used by many people, and is used often. The community survey showed that 48% of respondents used the Spring Garden Road Library at least once a month or more. Seventy-two percent of Reference Department users visit at least once a month.

Users Come to the Spring Garden Library from Throughout the Region

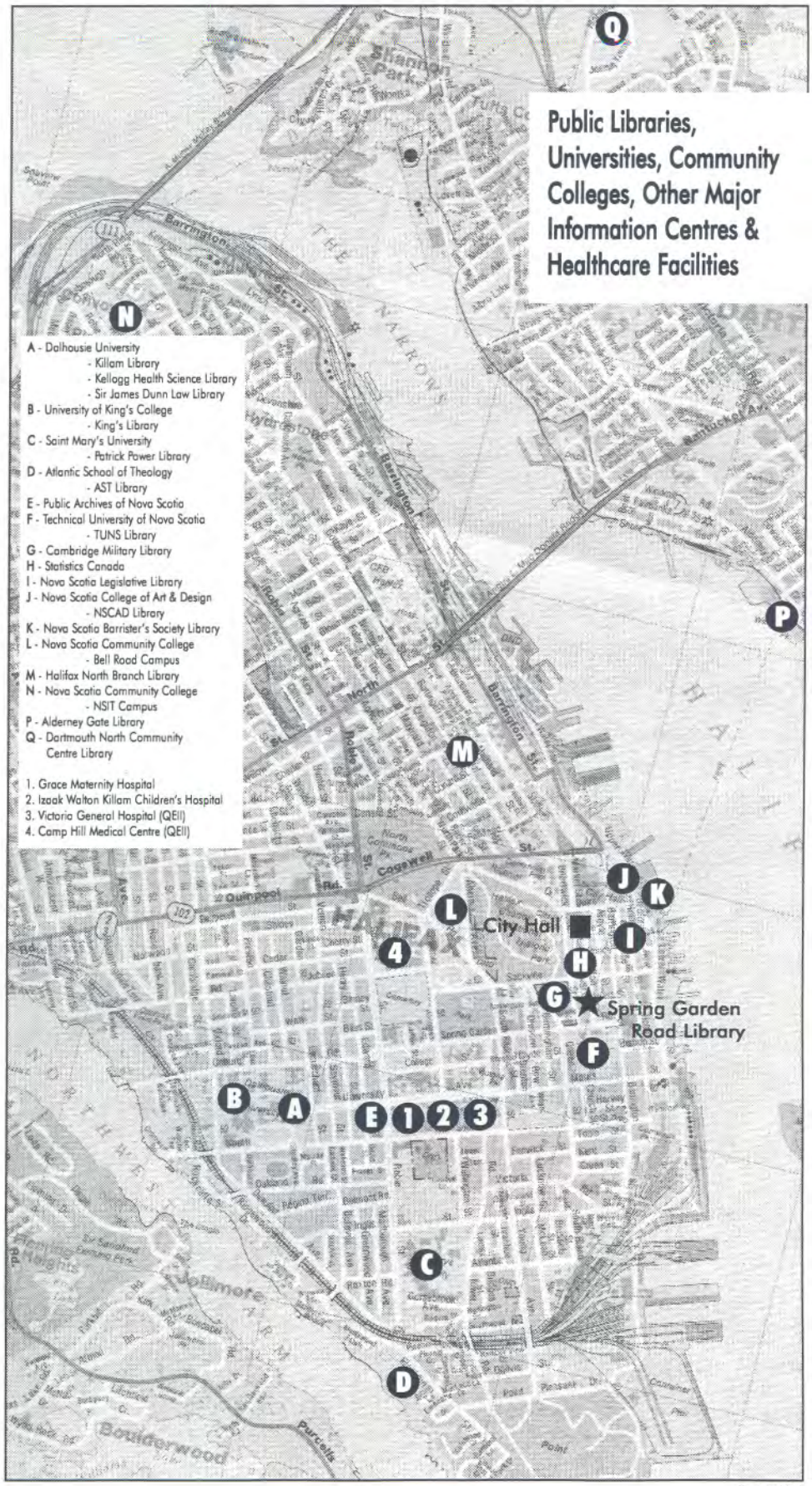
The Spring Garden Road Library was established to primarily serve the people of the pre-amalgamated city of Halifax. Located in the central metropolitan core, people from all parts of the region use this facility. While there are excellent branch libraries throughout the area, many people need the SGR Library because it is near their place of work or study. As well, it maintains many specialized resources unavailable at other branches because of the prohibitive cost of duplicating these in-depth collections.

> ***"I usually use the Raddall Branch. But when I want specific information on subjects I go to the Main Library."***
>
> *—survey respondent*

As the following graph shows, card holders at the Spring Garden Road Library live throughout the region:



Public Libraries, Universities, Community Colleges, Other Major Information Centres & Healthcare Facilities



October 1995

How People Come to the Spring Garden Road Library

People come to the library on foot (29% in the community survey), by car (48%), bus (14%), or bicycle (6%). It should be noted that a large number of people walk to the library even though they do not live on the Halifax Peninsula. In the reference survey almost 68% of respondents said they walk to the library. This confirms that while library users live elsewhere, they either work downtown, or are in the city's core for other reasons.

See Appendix C for details.

The Spring Garden Road Library Serves a Unique Community

An incredibly wide variety of people who live, work, and visit in the downtown area frequently use the library's resources. Almost everyone uses the public library: employed, self-employed, students, homemakers, retired, and unemployed. In the recent in-house reference survey, more than 13% of library users were unemployed.

Because of its location, the library fits in well with the activities of a busy, central metropolitan area. A large number of people who frequent the Spring Garden Library work in downtown businesses, and municipal, provincial, and federal government offices.

Because of its proximity to many health care complexes, staff, patients, and visitors come to the library often to use reference materials and to borrow books and other library materials.

People involved in metro cultural activities including film, theatre, art, and media, are heavy users of the SGR Library's reference resources. It is common to find researchers from national television programs in the reference department.

As well, the library provides complimentary resources for schools and universities. Its proximity to local high schools, as well as the Technical University of Nova Scotia, Nova Scotia College of Art and Design, Saint Mary's University, Kings College, and Dalhousie University, allows both students and staff to use library resources not found on campus. As stated earlier, all surveys indicate that public library users also visit the university libraries.

People use the Spring Garden Library when they organize conventions and conferences, and special public events such as the visit of the Tall Ships and the G7 Summit.

The Library is Used in Many Different Ways

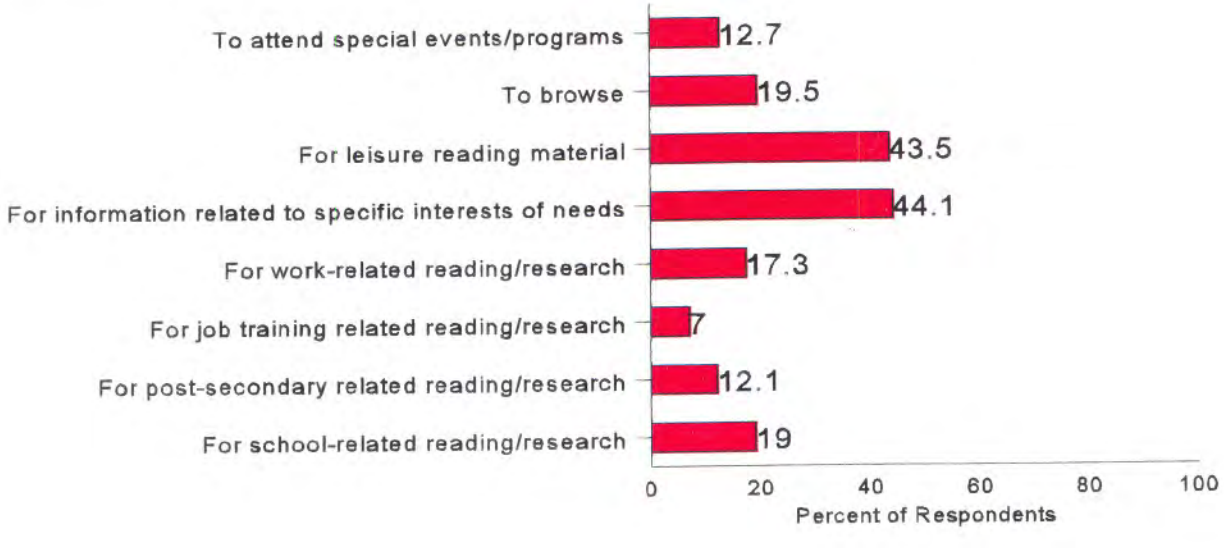
The public library provides countless hours of reading enjoyment for thousands of people. For others, it is an educational centre providing resources to support both formal education and self-directed learning. For the researcher, the student, the job-hunter, the consumer, the person in crisis, the "do-it-yourselfer," and the small business person, the public library is a major information centre.

As a motivational centre, the public library provides help to people learning to read and to develop the ability to understand information. The library is also a major cultural centre, promoting Canadian authors and our literary heritage. By organizing events, hosting guest authors, and doing public education, the library is pro-active in defending the freedom to read and to think critically. The library played a key role in the establishment of the Chebucto Community Net, an accessible computer network, and continues to provide workshops on its use.

All aspects and services of the Spring Garden Road Library are used by a significant percentage of respondents to the community survey. They indicated that they use the library for a variety of purposes including: information related to specific interests or needs; leisure reading materials; browsing; job-training related reading and research; attending special events and programs; and reading and research for school, university, and work.

Use of Spring Garden Road Library

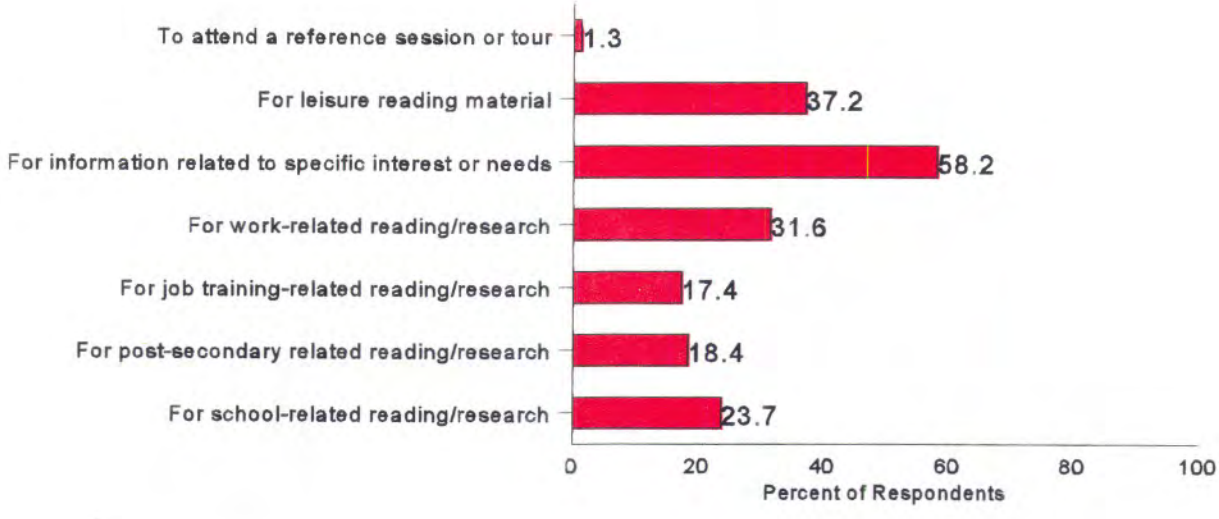
Community Survey:
How do you, and other members of your household, use the Main Library on Spring Garden Road? Please check all that apply.



Use of Spring Garden Road Library

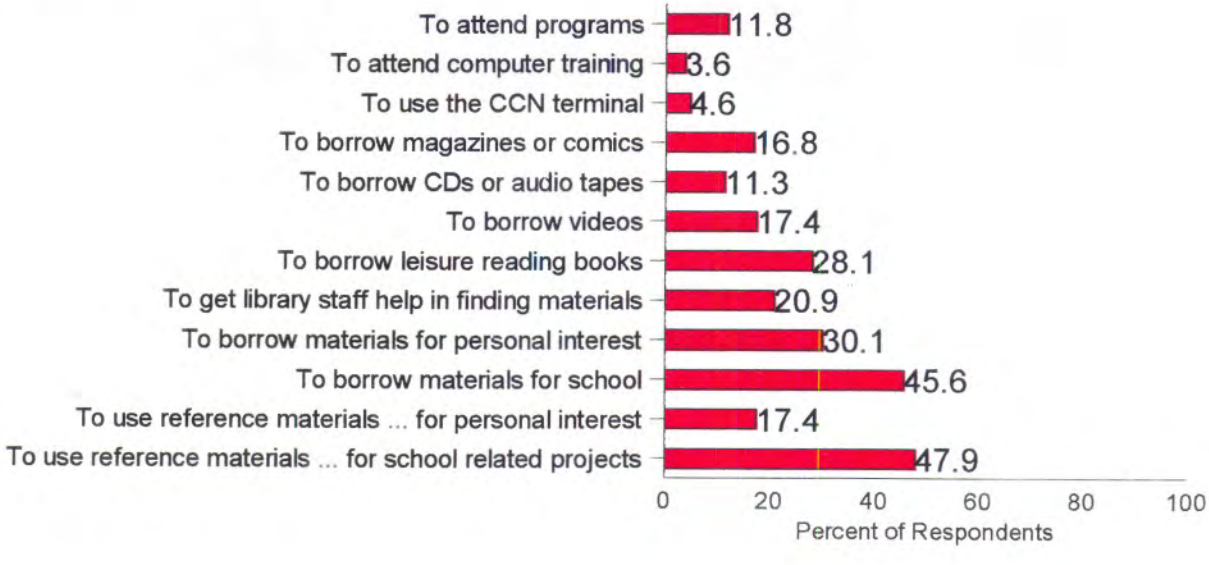
Reference Survey:

How do you use the Reference Department? Please check all that apply.



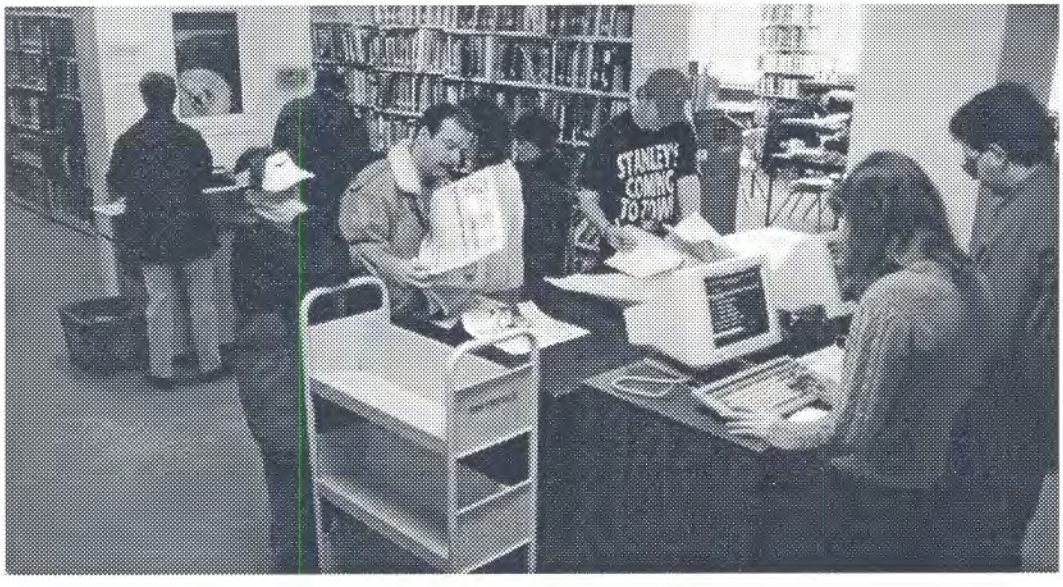
Youth Survey:

When you come to the Main Library on Spring Garden Road, which of the following do you use? Check all that apply.



"Library staff in the Reference area are very important to me. They save me a huge amount of time—important to a mother working full-time, and enrolled in part-time university courses."

—survey respondent



"I use the Public Library for its telephone book collection, local newspaper issues, film reference material, and current books on general interest subjects, and magazines on general interest subjects."

—survey respondent

Further statistics show how extensively the Spring Garden Road Library is used:

- In the last year, 656,848 items were borrowed.
- Staff answered 86,696 questions.
- 50,762 adults and children attended special programs.
- More than 38% of all materials borrowed from the other three branches on inter-branch loan came from the Spring Garden Road Library. This will expand with automation in the new amalgamated system.

Survey respondents made positive remarks about their use of the library:

"I have appreciated having material photocopied and forwarded by FAX to the local branch."

"Choosing information by phone at reference desk has been VERY helpful. Staff has always been most gracious."

"I used the library for reference materials regularly for projects, etc., when I attended school 25 years ago— now our son does the same thing. Then and now, the staff has always been very helpful in this area."

LIMITATIONS

The Spring Garden Road Library has at least three times the level of activity it was originally designed to handle.

The 1994 feasibility study, **Halifax Regional Library Space and Services: Needs Assessment Study**, commissioned by the City of Halifax, and conducted by Beckman Associates Library Consultants Inc., shows very clearly that the building is not presently adequate, nor can it possibly meet the future demands of the amalgamated region. The report stated:

- The present Main Library is a 1951 building, expanded (with an unfortunate design) in 1974. It is not surprising that it cannot provide adequately or efficiently for a range of new collections and services and for increasing numbers of users demanding ever more sophisticated resources, including those based on information technologies. (Page 59)
- It is difficult to meet present technological requirements in a 1950s building. As a result, functional needs such as placement of catalogue terminals are dictated by cabling capabilities. It is impossible to introduce power and communications in mid-floor locations. (Page 58)
- Access to or use of this Main Library is not easy! Access is particularly difficult due to numerous stairs and levels within the facility, and the lack of sufficient and well located public elevators. (Page 59)
- The second entrance/exit on the lower level compromises security, access and ease of use. (Page 59)
- The Main Library is an example of an older building which is particularly difficult for the physically handicapped, seniors, or parents with strollers or small children. (Page 58)
- The Children's Library is particularly noisy due to the traffic congestion at the security/circulation point and the low ceilings. (Page 57)
- Several important functional relationships are compromised by lack of space and by the building configuration:
  - Relationship of staff work areas to service desks;
  - Relationship of Children's Library to adult collections, particularly popular material;
  - Relationship of reference to adult nonfiction, periodical back issues, and documents. (Page 57)

Children's study area

- Ease of use is compromised by a number of factors:
  - Collection crowding and inappropriate sequencing or adjacencies, particularly noticeable in the Children's Library;
  - Large collections (periodical back issues and documents) closed to the public;
  - Shelving heights inappropriate to the function;
  - Low ceiling heights and different floor levels create problems in the Children's Library; some ceilings are as low as 6 ft 5 inches, others are 8 ft and 8 ft 9 inches;
  - Essential facilities unavailable or limited: group study rooms; CD-ROM stations; information technology training lab; microcomputer stations; media carrels; photocopy machines; microfilm printers and FAX machines; specialized children's furnishings. (Page 56)
- The building is frequently too hot or too cold. Staff work areas are poorly ventilated; this is compounded by overcrowded conditions. (Page 58)
- Core elements— washrooms, stairs, elevator— are badly placed, unrelated and inadequate for library requirements. (Page 57)

- The analysis of the space requirements confirms the belief that the Main Library is seriously handicapped by lack of space; there is a space deficiency of 40,064 gsf (gross square feet) at the present time, based on the current user populations, and this is projected to increase to 45,512 gsf by 2016. (Page 59)
- The general sense of the Library, for most of the time, is of a crowded, dark and difficult place. (Page 58)

The Community Agrees

Members of the community also find conditions difficult. In all three surveys, respondents identified the following major limitations:

- Inadequate quiet reading areas
- Inadequate space for books/library materials
- Inadequate study/seating space
- No passenger drop-off area
- No convenient/affordable parking

It is worth noting that although 94% indicated a quiet workplace is what they consider important in a central library, only 15% actually use the Spring Garden Library in that way. This low use rate clearly reflects the lack of study space.

These are comments from the surveys:

> "Libraries should be better designed for convenience of use by everybody, young, old, short, tall, bifocals, disabled. Lighting, shelving design, signage, etc. should be given careful attention."
>
> "Cluttered, cramped and claustrophobic. Reference section is a maze."
>
> "A quiet area, please! One idiot today was talking on a cell-phone in the reference area."
>
> "The library is very cramped for space and particularly needs quiet areas for study and reading."
>
> "Children's department needs more space, often jammed after school or weekends. The lecture room needs elevation stage!"
>
> "I would enjoy using the Main Library more if there were adequate space for study (tables, chairs, study carrels) and comfortable chairs for reading magazines, newspapers (i.e., reading room)—both well lit, preferably natural light."

Children's Puppet Theatre

Parking

Parking is difficult. There is a desire for affordable, convenient parking near the library. Focus group participants indicated that this is both a municipal and business concern, not only a library issue. They pointed out a need for improved parking for people with disabilities as well as an accessible drop-off area.

The Outside "Ambiance"

The Spring Garden Road Library is famous for its lively front lawn. The array of people and activities is seen as a delight to some library users, and an annoyance to others. Survey respondents have suggested there be an entrance directly off the street so that people who wanted to avoid the park activity could do so.

Here are two examples of the mix of opinions about the outdoor scene:

> "Keep Bud the Spud nearby to lend an air of accessibility and joy to the whole library experience. Encourage buskers—keep the atmosphere which makes books etc. seem friendly and desirable."

> "Clean up the entrance to the library—Fast food "booths," skate boarders, pan handlers and 47,000 grubby little people don't make your place in any way attractive."

Seniors

Seniors are especially fond of the Spring Garden Road Library. Many who live in the downtown area walk to the library, while bus routes make it convenient for those in seniors' manors throughout the area. Seniors use the library in many different ways, including borrowing books, using reference materials, and attending noontime programs.

This group, however, has many concerns and has pointed out important limitations:

- Elevators need to be larger and closer to the front entrance
- Need more sit-down terminal areas
- Program room too crowded
- Better washrooms with improved wheelchair accessibility

Would like to have a quiet spot to rest and revive and read or do small crafts and be around people; as you age being around other people is very important.

– focus group participant

The Disabled

For the disabled members of our community, the Spring Garden Road Library is more than challenging.

Participants in the disabled community focus groups found that:

- The space between the shelves is too crowded
- The children's department is too difficult to get into and use
- There is poor wheelchair accessibility throughout the building
- It's difficult to reach material because of the shelf heights
- Parking is needed for people with disabilities
- A drop-off/pick-up area is needed

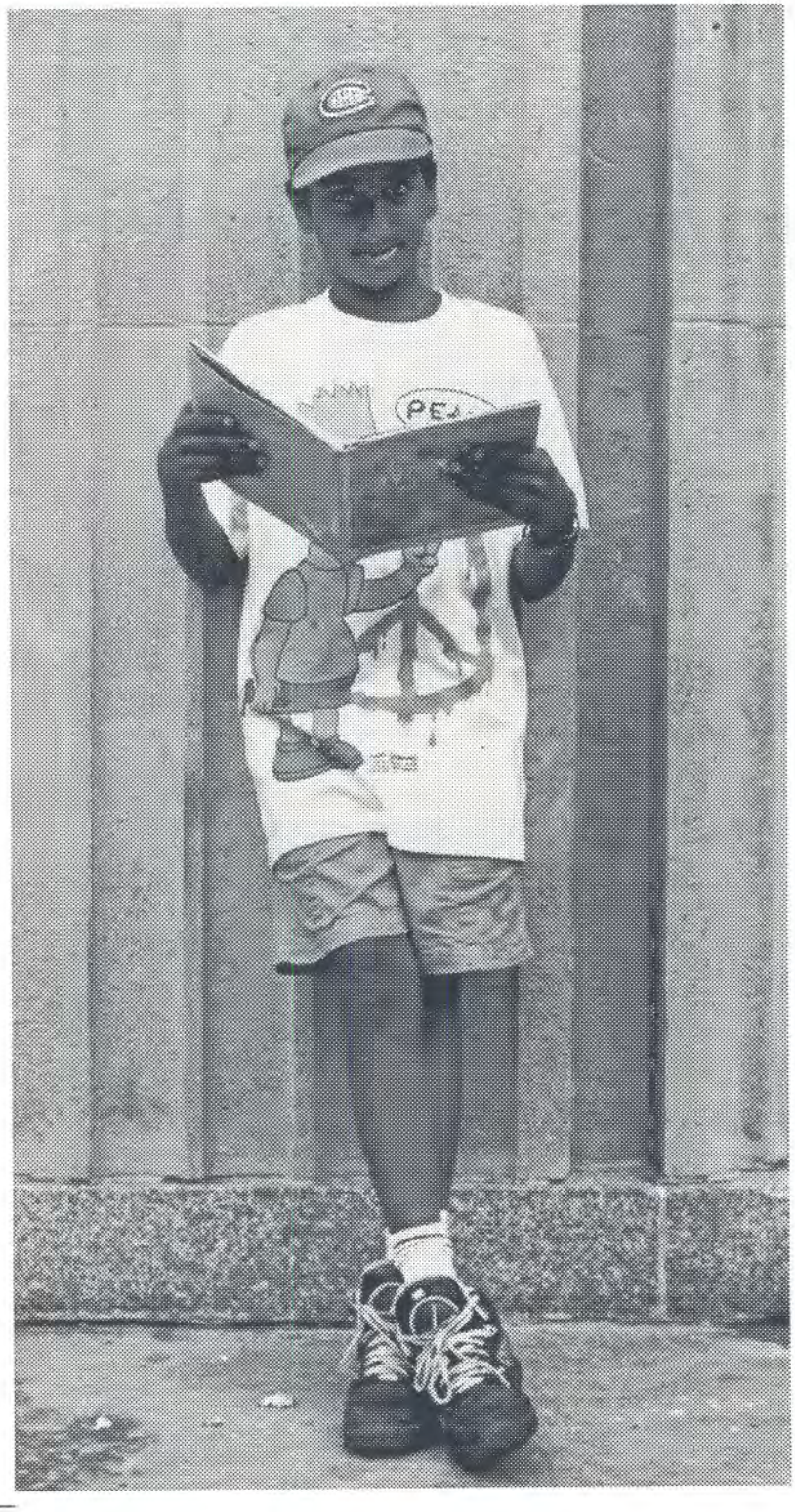
In order for people in wheelchairs to borrow a book on the second floor, or use the reference department on the top floor, they must come in at the first floor level, go through the turnstile at the children's section, negotiate their way past a crowd of children, turn right through a narrow doorway, into the next room, and then into the next hallway and the elevator. One day someone's electric wheelchair got stuck in the elevator because it is simply too small.
—library staff member

Youth

As mentioned earlier, the children's section of the Spring Garden Road Library is very crowded, and difficult for children to get around.

The youth in our community also have their own unique perspective and special concerns about the library. Here are some comments from the youth survey:

> "When we go on class trips there should be a bigger room for guests to talk to us."
>
> "When we go to see programs in the auditorium we're sometimes cramped. The library is Great! It should stay where it is but make it bigger!"
>
> "I think that you should have more computers for finding books and I also think that you should have a wider variety of videos."
>
> "I think you need some coat racks. LOTS of coat racks. You should also have a bigger playroom. You should have a room for tiny babies so people can concentrate on their books."



Major Benefits of a New Central Library

With amalgamation it has become more important to have a central library to support the branch libraries throughout the region. Staff specialists will be able to complement and support the work of general librarians in all branches.

Here are some of the major benefits of a new central library:

- Space for materials to meet the information needs of the amalgamated region will be available. Strong collections of all materials cannot, because of financial restraints, be housed in each branch library. (Branch libraries do provide collections that are relevant to their particular area.) The new automated catalogue will allow people to access these special collections from their own community branch. Every lending item housed at any of the branches and remote services will be available to all users from any location in the system.
- Quiet reading and study space will be available for adults and children As well, there will be browsing room, improved collection layout, and adequate space for programs. Special attention will be given to the needs of children and young adults to stimulate reading interests, broaden horizons, and increase understanding of the world.
- Accessibility to the physically challenged will be improved. This will include physical ease of access to the building, collections in alternate formats for the sight impaired, computer access to information services, and program facilities with sound enhancements for the hearing impaired.
- Based on the experience of other new central libraries throughout the country, a new building will result in a dramatic increase in use of about 25%-50%. This increase will contribute to the ongoing development of an active centre, complementing and supporting cultural and commercial developments, harbour projects, and residential areas.
- An attractive library would be a significant drawing card to people moving to the area.
- It would help the new regional municipality to attract new business.
- A new central library would contribute significantly to the quality of life for citizens in years to come by providing access to excellent intellectual and cultural services for all.

Here are some of the views of survey respondents regarding a new central library:

"A new facility is definitely needed to meet the increased demands with municipal amalgamation. I definitely agree that the present location is not adequate to meet the increasing demands expected from this amalgamation."

"When amalgamation occurs and the system becomes one central library with a number of branch libraries, I think it is important to allow the branch libraries to share information among each other as well as with the central library."

Young Adult Drama Club at SGRL.

Next Steps

1. Central Library Building Program

The Halifax Regional Library Board is working to realize its vision for a new central library for the new amalgamated library system. With requested funding from the proposed 1996-1977 capital budget of the Halifax Regional municipality, a library consulting firm will be commissioned to develop a building program. A firm, specializing in planning library buildings, will determine space requirements, aesthetic, functional and operational criteria, and establish pre-architectural design parameters.

2. Developing a Funding Campaign

A building fund campaign needs to be developed to complete this major civic project. The generous bequest from the estate of Marion G. Keshen, presently valued at $3.7 million, provides a catalyst to make this central library a reality.

In 1999, Halifax will be celebrating its 250th anniversary. The Halifax Regional Municipality will want to commemorate this event. A new Central Library serving all citizens of the region would send a clear message of the municipality's vision going into the next century. A municipality supporting culture and learning is a municipality reflecting its metropolitan character and concern for the quality of life for all.

"A library is one of the more important facilities in a community, whether it be a building or a travelling van or bus. It's our past, our 'here and now' and our future. It crosses all barriers, and is of use to all—young and old, the infirmed and healthy, the rich and the poor."

–survey respondent

Appendices

Appendix A:

Central Library Community Study Design and Methodology
Surveying the Community
Sampling Method
Areas Surveyed-Map
Reference Survey
Surveying Youth
Focus Group Discussions
Analysis of Library Database
Halifax Census Metropolitan Area-Maps
Surveying In-house Use
Survey Response

Appendix B:

Community Survey Cover Letter
Community Survey Results
Youth Survey Results
Reference Survey Results
In-house Statistics (CALUPL)

Appendix C:

Profile of Survey Respondents
Libraries Used
How Respondents Come to Spring Garden Road Library

Appendix D:

Registered HCRL Cardholders on January 30, 1996
Snapshot of items checked out of SGR Library:
- December 11, 1995
- January 22, 1996

Snapshot of borrowers:
- December 11, 1995
- January 22, 1996

6000 community surveys are prepared for mail-out by library staff

Central Library Community Study Design & Methodology

Study Consultants

A tender to assist with the study resulted in The Marketing Clinic being hired to work with staff and board. Karen Blotnicky, the primary consultant, met with senior staff from the Halifax City Regional Library as well as the Chief Librarians from the Dartmouth Regional Library and the Halifax County Regional Library to design the overall study. Plans were developed to administer a random community survey, an in-house reference survey, an in-school youth survey, focus group meetings, and an analysis of the Halifax City Regional Library user statistics.

Work began in late October, 1995, with the knowledge that, as Christmas activities drew near, it would be more difficult to get surveys returned and to encourage people to attend focus group meetings.

Central Library Study Objectives

1. To develop a profile of users and non-users of the Spring Garden Road Library.
2. To identify present use of materials and services in the Spring Garden Road Library.
3. To study requirements for space, service and collection needs of a Central Library.
4. To identify perceived limitations of the Spring Garden Road building.

Surveying the Community

Questionnaires were developed with input from staff and Chief Librarians from all three library systems. There were many revisions to ensure that the necessary questions were asked in a clear and concise manner. Questionnaires were designed in-house.

It was agreed that a mail-out survey was the best way to reach as many homes as possible. The mail-out packages included:

- the survey (see appendix)
- a letter from HCRL Chair John Kitz informing residents of the study and encouraging their input into the process (see appendix)
- an attractive bookmark
- and a prepaid return envelope.

The Marketing Clinic did the statistical design to ensure the greatest degree of accuracy from the responses.

Sampling Method

A three stage stratified random sample was used to obtain feedback from the Metro Halifax Region of library users. The first stage involved selection of a series of postal code areas based on user rate for the Halifax City Regional Library system. The Dynix database of users was employed to get an accurate snapshot of the current distribution of users across the greater Halifax region using a postal code breakdown. Up to date postal codes and household numbers were obtained from Canada Post to facilitate sample design. A cutoff point of at least 200 users was implemented to select the list of postal code areas which would be surveyed. In total, 18 postal code regions were selected. These regions had varying numbers of registered users. The B3M (Mainland North) postal code region contained 10,461 users, while the B2T (Enfield) area contained only 226 users.

The second stage involved grouping the postal codes into a smaller number of categories to allow sampling to meet a minimum level of precision while keeping costs down. The budget would not sustain drawing a random sample of statistical precision from all 18 postal code areas. To compensate for this problem a second grouping was made to arrange the postal codes into smaller groups based on their proximity to the Spring Garden Road main library. The second sampling stage resulted in six smaller groupings based on proximity.

These groupings were:

Primary Area:
- Peninsula (B3H, B3J, B3K, B3L)

Secondary Area: Halifax
- Mainland North (B3M, B3N)
- Mainland South (B3P, B3R)

Tertiary Areas:
- Bedford/Sackville (B4A, B4C)
- Dartmouth (B3A, B2Y)
- Halifax County Areas (B2X, B2V*, B3T, B2T, B0J 1S0 & B0J 3J0)

* includes part of Dartmouth

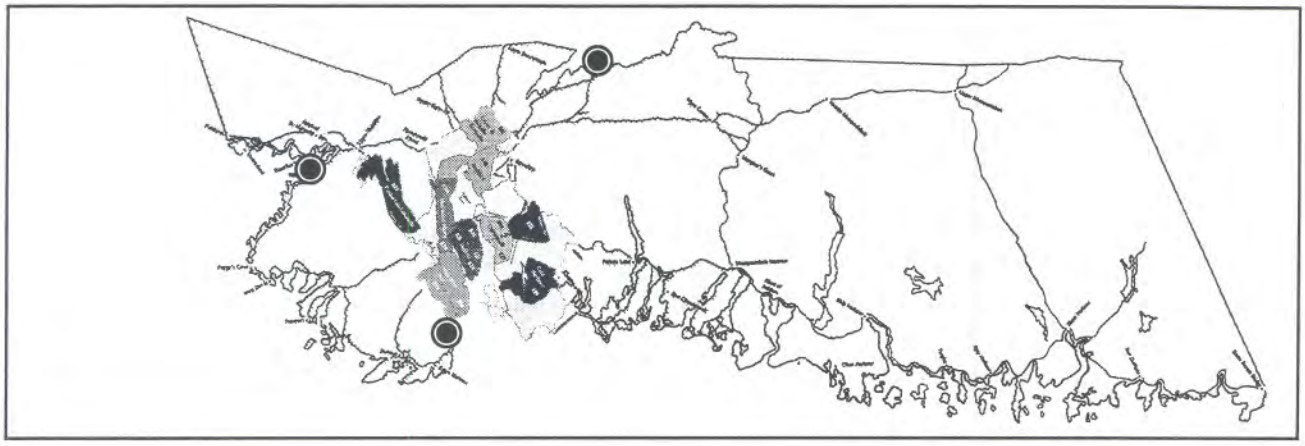
The third step was to draw a proportionate stratified random sample from each area group which was distributed relative to the number of households in the entire postal code grouping, and would provide an acceptable margin of error given sample size of the entire grouping. To do this the approximate percentage of users was drawn from the population of each postal code using an estimate of 2.5 persons per household. A statistical software program was then used to determine the required sample size for each grouping to allow a margin of error not to exceed plus or minus 5%, 19 out of 20 times. The number of users in each group, the approximate user rate for the population, number of households and required sample sizes are located on the following page.

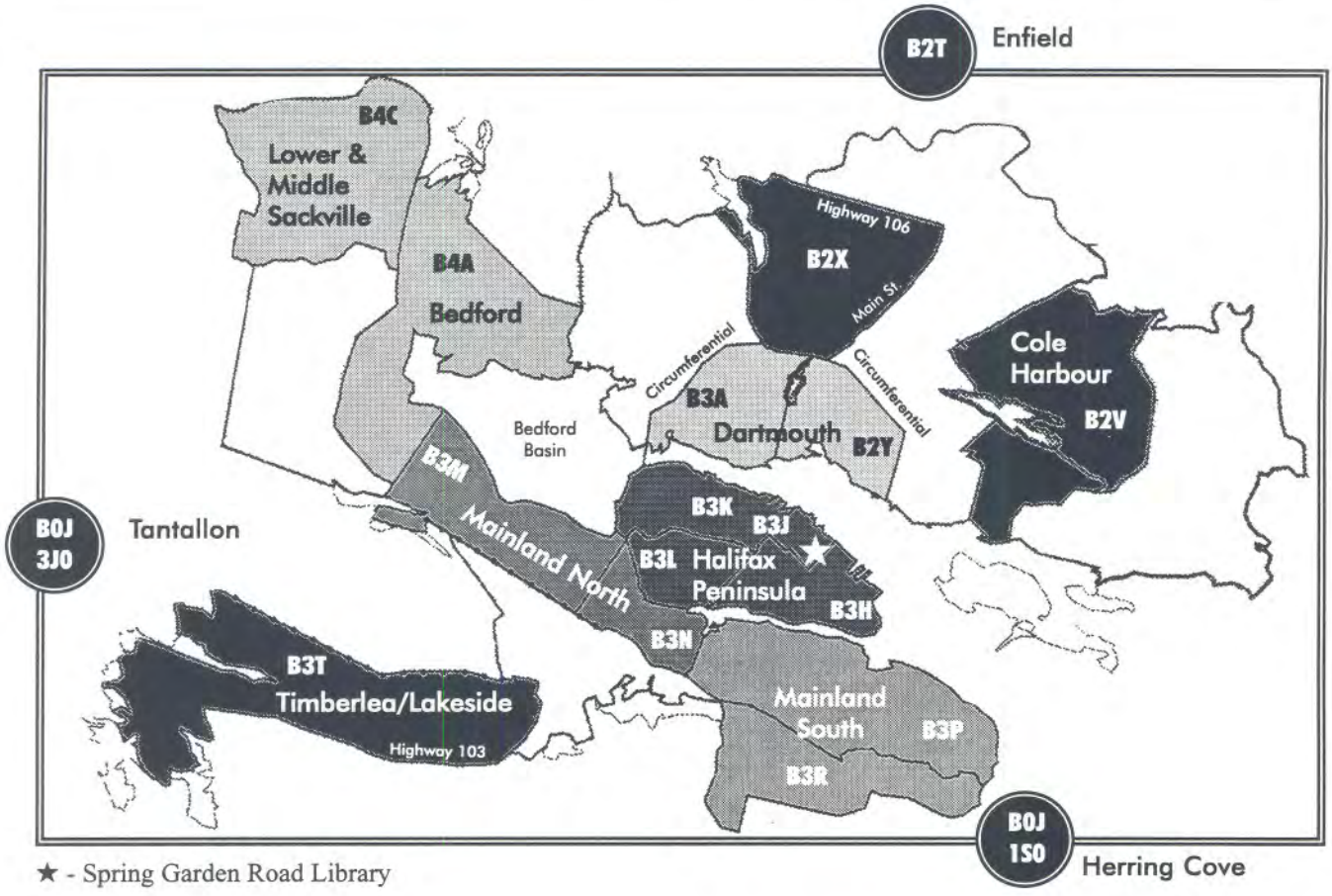
Final packages were mailed November 24, 1995

A press release was issued to inform the public that a survey was being mailed and that copies were also available for a 10-day period (Nov. 25-Dec. 5, 1995) at the Spring Garden Road Library. These were printed in a different color to avoid confusing the voluntary results with those from the random survey.

Areas Surveyed

The random survey was sent to Postal Code areas where there were more than 200 HCRL card holders registered in the Dynix database as of November 10, 1995.





★ - Spring Garden Road Library

Halifax Peninsula (B3K, B3L, B3J, B3H)
Mainland South (B3P, B3R)
Mainland North (B3M, B3N)

Bedford-Sackville (B4A, B4C)
Central Dartmouth (B3A, B2Y)
Other County Areas (B3T, B2V, B2X*, B2T, & B0J 3J0, B0J 1S0)

* Includes part of Dartmouth

Mailing Distribution of Community Survey

Area	Postal Code	Households	Library Users	Sample	Total
		Oct. 1995	Nov. 1995	Desired	Mailed
Primary Area:					
Peninsula	B3H	9754	8518	94	471
	B3J	3442	2565	33	166
	B3K	9861	6270	95	476
	B3L	12642	8627	122	612
	Total	35699	25980	344	1725
Secondary Area:					
Mainland North	B3M	11880	10461	143	716
	B3N	5295	3561	64	319
	Total	17175	14022	207	1035
Mainland South	B3P	3334	2918	48	241
	B3R	3642	2902	53	264
	Total	6976	5820	101	505
Tertiary Area:					
A.					
Bedford/Sackville	B4A	5600	1300	71	353
	B4C	7311	879	92	462
	Total	12911	2179	163	815
B.					
Dartmouth North	B3A	10934	841	130	649
Dartmouth South	B2Y	7348	563	87	436
	Total	18282	1404	217	1085
C.					
Dartmouth	B2X	4345	300	55	275
Dartmouth	B2V	3775	273	48	239
Herring Cove	B0J 1S0	305	323	4	19
Tantallon	B0J 3J0	2121	719	27	134
Enfield	B2T	4159	226	53	263
Timberlea	B3T	2621	1316	33	155
	Total	17326	3157	220	1085
Total		**108369**	**52562**	**1252**	**6250**

Reference Survey

In order to contact library users who were not listed in the Dynix database it was necessary to do an intercept study in the library. Many people use the reference services of the library without ever holding a library card or borrowing materials. The intercept study was designed to be completed in one week, and involved the random selection of library users as they entered at the main door or by elevator.

The traffic flow through the main doors and the elevator was rated as high, regular or low based on time periods across the weekdays. A random sampling frame was developed that would allow for an equal probability of being chosen regardless of the time of day a visitor might arrive. This made it necessary to have two staff members to intercept based on traffic flow at certain times of day. The classification of peak periods was 40 patrons per hour. Regular traffic flow was considered 20 patrons per hour. Low traffic flow was considered 10 patrons per hour. A total of 20 time slots were randomly drawn which allowed for 10 peak periods, 7 regular periods, and 3 low periods. Periods were chosen based on the percent of hours which were normally peak, regular or low. Of all operating hours, 49% were peak flow, 35% were regular flow, and 16% were low flow hours. The resulting times, randomly chosen by traffic flow appear in the table below. The sample frame for the main doors appears below. The library was not open on Mondays.

Time	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
10-11						
11-12						
12-1						
1-2						
2-3						
3-4						
4-5						
5-6						
6-7						
7-8						
8-9						
Legend	Low	High	Regular	Not sampled		

The elevator was monitored on Wednesday (10-11), Saturday (1-3) and Sunday (2-4). The traffic flow doesn't vary on the elevator, but it is the only access point for disabled users.

Staff were instructed to intercept every second person who entered the library from either the main door or the elevator. They were instructed to substitute each refusal with the person immediately following the second intercept. This allowed complete sample control to enable the desired sample size to be reached. Given normal weekly traffic from both the main doors and the elevator, a sample size of 307 would be possible from the main door, and a sample of about 120 would be possible for the elevator. These sample goals would enable a random sample of sufficient size to meet or exceed the precision requirement of +/- 5%, 95 percent of the time.

This study period was set to coincide with the surveys being picked up in-house, and during the annual survey being conducted for the Canadian Association of Large Urban Public Libraries (CALUPL).

Government documents in Reference Department

Surveying Youth

It was expected that most people answering the random surveys would be adults. To ensure that the opinions of youth were included, permission was granted by the Halifax District School Board, the Halifax Grammar School, Sacred Heart School of Halifax, and Shambhala Middle School to survey selected classes in grades 5&6, 8&9, 11&12. A random sample of schools structured by area and grade level was selected.

As with the random surveys, the questionnaire evolved through many revisions, taking into account the abilities of students in primary grades, while not talking down to students in the advanced grades. Many of the questions from the community survey (asked in a different manner) were used. These questionnaires were administered by library staff. This was done over a one week period between November 29 - December 3, 1995.

Schools Surveyed:

Grades 5 & 6

Duc Danville
Elizabeth Sutherland
Tower Road
Convent of Sacred Heart

Grades 8 & 9

St. Pat's Alexander Jr. High
Cunard Junior High
Gorsebrook Junior High
Clayton Park Junior High
Shambhala Middle School

Grades 11 & 12

Halifax West
St. Pat's High
J.R. Ilsley High
Q.E.H.
Halifax Grammar School

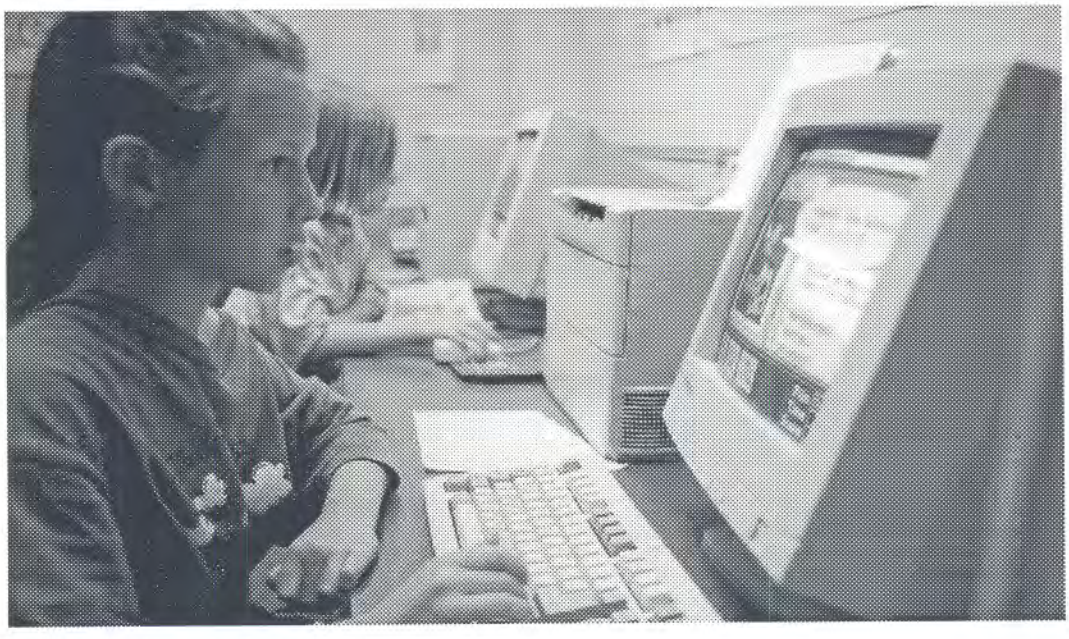
Focus Group Discussions

At the same time as the random surveys were mailed to the community, twenty-two focus group meetings were held to gather more qualitative inputs than the mailed surveys could provide. These meetings took place between November 30 and December 8, 1995. Letters were mailed to individuals representing the following constituencies: teachers, parents, arts & culture community, daycare teachers, seniors, business community, government employees, employment/labour sector, multicultural community, people with disabilities, the general library community and staff from the Halifax County, Halifax City and Dartmouth City Regional Libraries.

Individuals were chosen to attend these meetings from a variety of sources. The library Community Services Department maintains a database of community Clubs and Organizations. This was used extensively for contacts.

The staff in the Children's Department were able to identify a number of teachers, daycare leaders and parents who used the Spring Garden Road library, and staff in the Reference department identified others who used reference resources on a regular basis. In most cases, two meetings at different times were scheduled for each interest group. (see appendix)

The meetings were held in the board room except for the two meetings for persons with disabilities. These meetings were held in the program room near the wheelchair entrance.



Children's computer training.

ANALYSIS OF LIBRARY DATABASE

The Halifax City Regional Library's automation system has been operating for just over a year. More than 1500 new borrowers continue to register each month.

Registered Library Card Holders

A statistical one-day snapshot was taken January 30, 1996 to profile HCRL cardholders, including age grouping, place and residence and to calculate how many registered for their card at the Spring Garden Road Library.

Material On Loan

Two additional "snapshots" were taken December 11, 1995 and January 22, 1996. These snapshots determined what types of materials were being taken out (ie: children's, young adult, adult), how many of these materials were being checked out from each HCRL location (including Spring Garden Road), how many materials were being checked out from one location originating from another (inter-branch loan), and what was the age category and place of residence of the cardholder.

Library User Study Area Surveyed

Halifax Regional Municipality

* Area Surveyed
Halifax Metropolitan area
(see detailed Census Tract Maps)

Total Population Halifax County (1991).....330,846
Total Population Area Studied.....320,463
% of Population Studied.....96.9%

Census Tracts

Bedford-Sackville:
123.02, 123.03, 132.02*

Dartmouth: 100 to 114

Halifax: 001 to 027

Halifax Subdivision A: 143

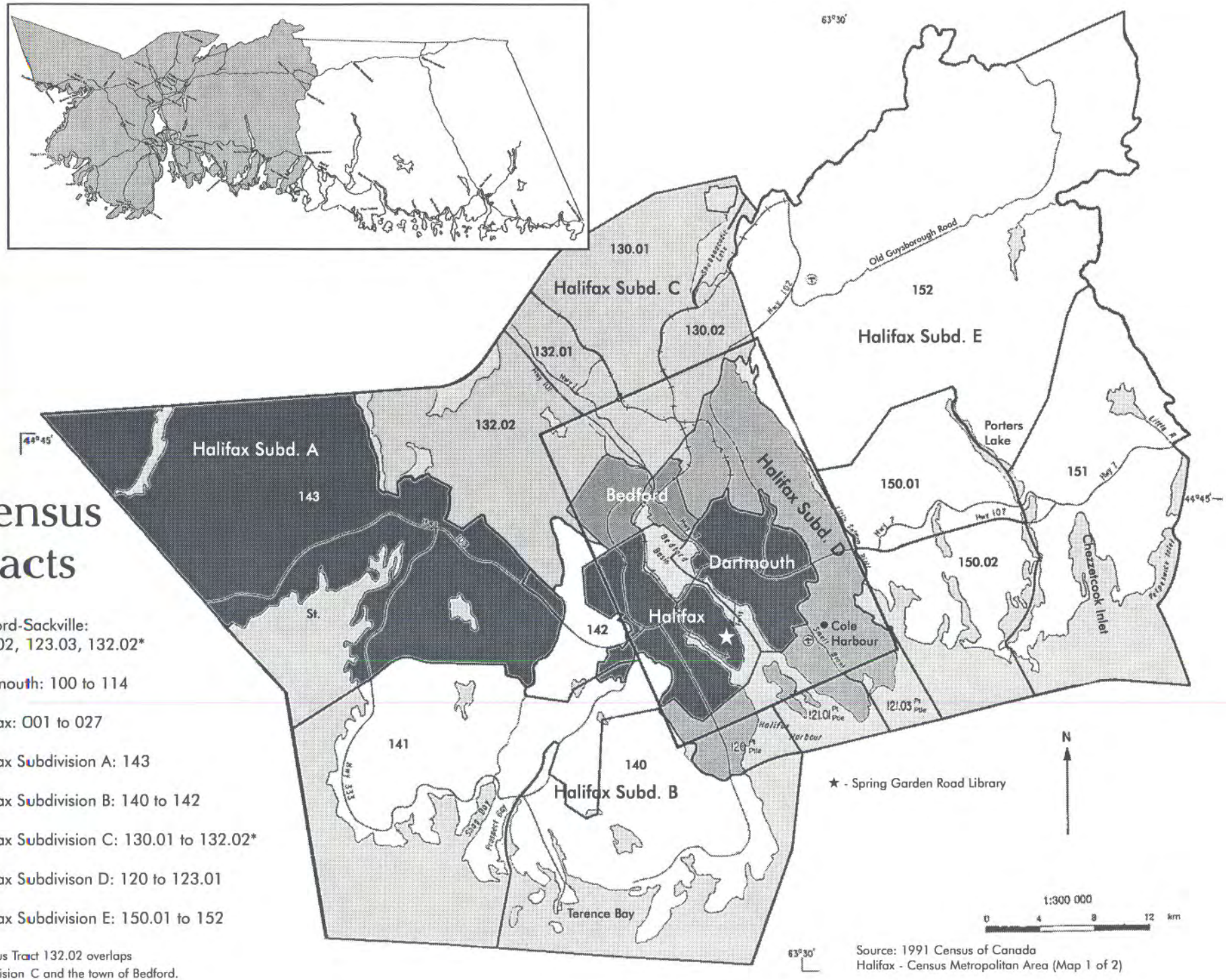
Halifax Subdivision B: 140 to 142

Halifax Subdivision C: 130.01 to 132.02*

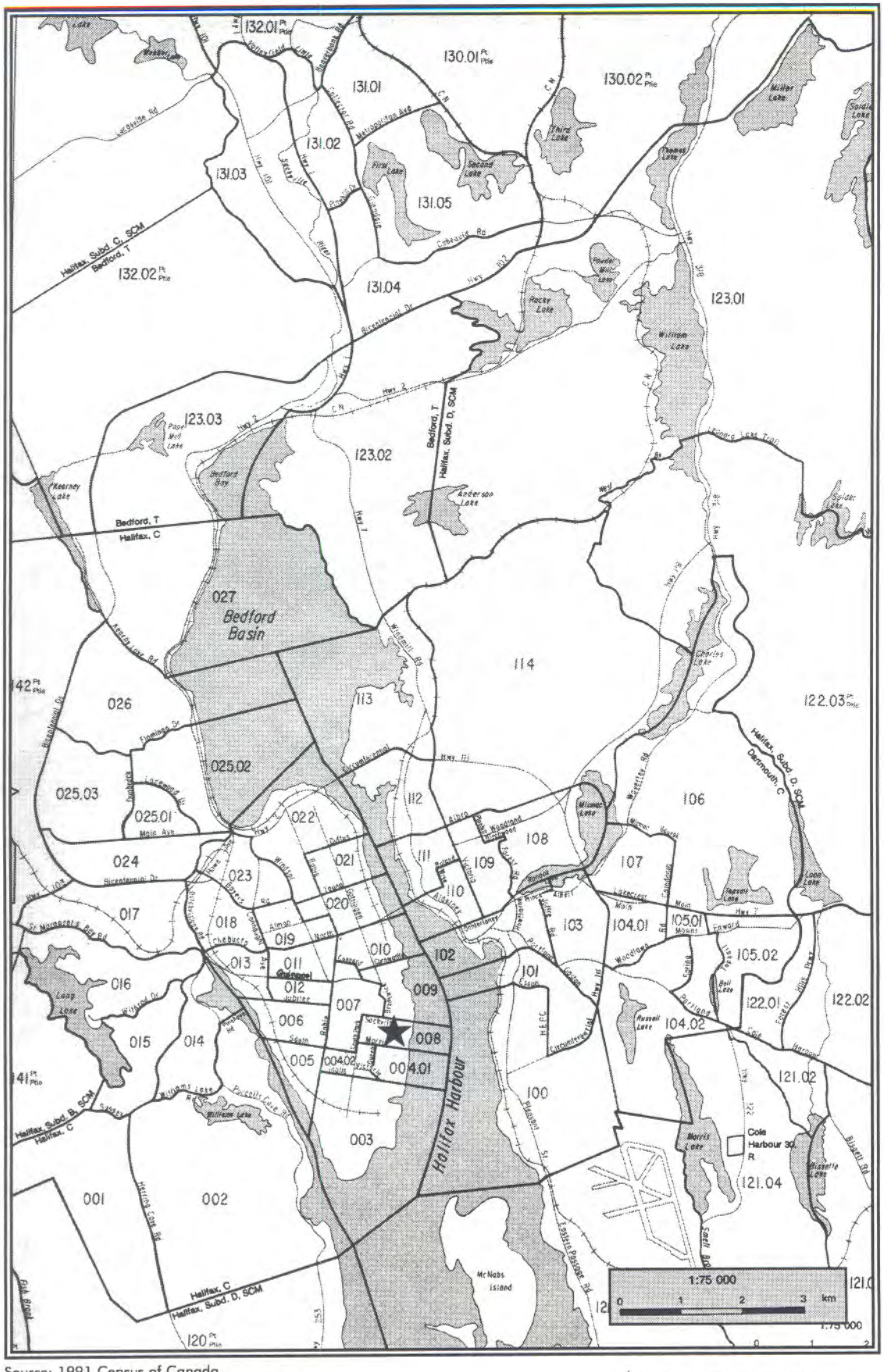
Halifax Subdivison D: 120 to 123.01

Halifax Subdivision E: 150.01 to 152

*Census Tract 132.02 overlaps Subdivision C and the town of Bedford.



Source: 1991 Census of Canada
Halifax - Census Metropolitan Area (Map 1 of 2)



Source: 1991 Census of Canada
Halifax- Census Metropolitan Area (Map 2 of 2)

★ - Spring Garden Road Library

Surveying In-House Use - The CALUPL Survey

All large Canadian urban public libraries participate in a national survey each autumn to gather similar statistical library-use information. During one week, chosen by the participating library, staff count materials used by patrons on the premises but not borrowed. This is done by asking that materials not be returned to the shelves when a person is finished using them. Once an hour, staff retrieve and count materials. This is done hourly every day for one week. Counts of the number of people coming into the library were also recorded. The CALUPL survey was taken the same week as the other Central Library study surveys. (November 28-December 3, 1995)

Demographics of Geographical Area Surveyed

A Statistics Canada software package was used to get population information for the area being surveyed. Since the latest information available was gathered in 1991, it was agreed that only limited general information be utilized for this report. It was felt the 1991 statistics would not reflect major changes over the past five years in the population of Halifax County. A more up-to-date analysis will be possible within a year as new statistics are being gathered in May, 1996.

Telephone reference service

Survey Response

Surveys were sent to five times the desired sample size, aiming for an overall response rate of 20%. This is a generous target for a one-wave mail survey. Hopes were raised by similar studies across the country, some with response rates as high as 50%. However, these often used more than one mailing. As would be expected, the response rate was higher for those in the immediate trade area of the library: those who used the main library most often as their own library branch. The response rates are shown for each of the six sample areas, using total mailing as well as desired sample breakdowns. Unclassified returns include those from respondents who did not give their postal code. These cannot be allocated back to a sample area.

Sample Area	Total Mailed	Returned	% Response Rate
Primary Area:			
Peninsula Halifax	1725	289	17%
Secondary Area:			
Mainland North	1035	167	16%
Mainland South	505	50	10%
Tertiary Area:			
Bedford/Sackville	815	95	12%
Dartmouth	1085	107	10%
Other Halifax County	930	164	18%
Unclassified	N/A	110	N/A
Total	**6250**	**982**	**17%**

The resulting margin of error for each sample size was reduced for some of the areas sampled. Each was sampled individually to allow for a margin of error not to exceed +/- 5%, 19 times out of 20. The precision table follows.

Area	Margin of error (+/- %, 19 times out of 20)*
Primary Area	5.25
Secondary: Mainland North	7.25
Secondary: Mainland South	13.03
Tertiary Area:	
A. Bedford/Sackville	513
B. Dartmouth	3.25
C. Other Halifax County	3.89
Total Sample	**3.14**

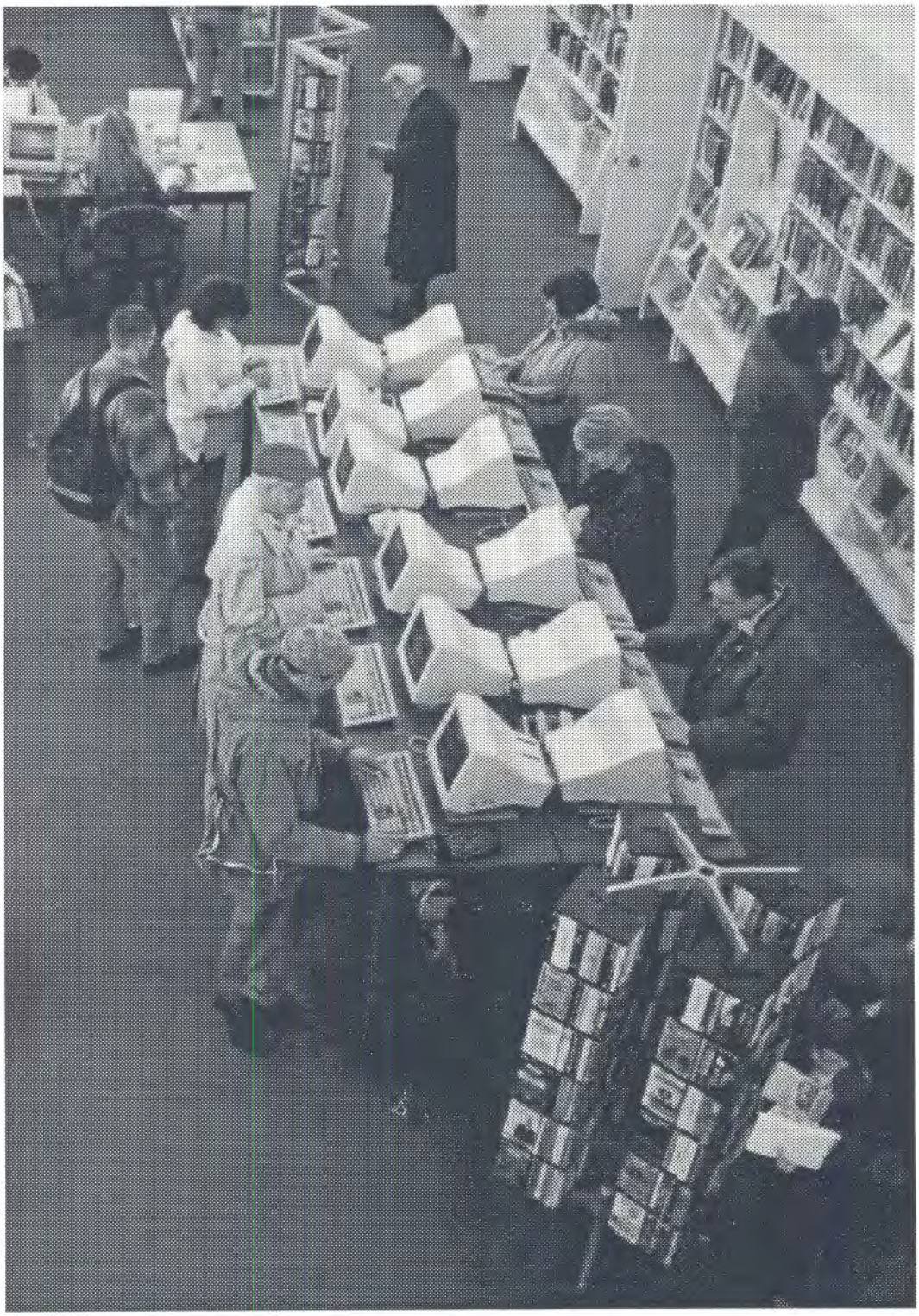
* Calculated based on response sample size and percentage of population in each area which used the Spring Garden Road Library.

Reference Survey

A sample size of 304 was drawn through the intercept study of reference users. This allowed for a margin of error of +/- 5%, 19 times out of 20.

Youth Survey

A sample size of 608 was drawn from the random school survey of grade 5-6, 8-9, and 11-12 students with a margin of error of approximately +/- 2%, 19 times out of 20.



Appendix B

Community Survey Cover Letter

Community Survey Results

Youth Survey Results

Reference Survey Results

In-house Statistics (CALUPL)

Towards A NEW CENTRAL LIBRARY

Dear friend,

We are seeking your input to draft a plan for a new Central Library facility in which all citizens of the Halifax Regional Municipality can take pride. This survey, sent randomly to more than 6,000 homes in metro, is part of an on-going process inviting the community to shape this important educational and informational centre for the future.

Since 1987 the Halifax City Regional Library has been examining the issue of expanding its Main Library to meet increasing demand. As a regional centre, a hub for business, government and universities, the use of Halifax's Main Library has reflected a vigorous appetite for information, recreation and learning. The Spring Garden Road facility presently handles three times the activity for which it was designed. In addition, the building is difficult to adapt to new technology, is showing signs of age, and is in need of a major investment to repair or rebuild.

Effective April 1996, the present Halifax City, Dartmouth and County Regional Libraries will be combined into one system as part of municipal amalgamation.

As a result, a new Central Library is needed to house collections accessible to all citizens of the new municipality with delivery to bookmobiles and twelve branch libraries. This new facility is needed to provide specialized staff expertise and electronic links across an area that will be approximately the size of Prince Edward Island. A contemporary new Central Library facility would complement universities and other educational facilities located around the centre of the city, as well as provide citizens with the necessary tools to effectively participate in the growing information economy.

With the announcement of municipal amalgamation, it was clear that the interests of a new downtown building could be combined with the need for a new Central Library facility to serve citizens from Hubbards to Ecum Secum.

The next phase involves your input in determining the kind of facility that will fulfill this role. On behalf of the Halifax City Regional Library Board, I would like to thank you for taking the time to fill out and return this important survey.

John Kitz
Chair,
Halifax City Regional Library Board

Towards A NEW CENTRAL LIBRARY

Community Survey

RESULTS

Community Survey

Total Respondents: 982
Mailed out November 23, 1995 to 6,039 homes in Metro Halifax

1. How do you, and other members of your household, use the Main Library on Spring Garden Road? Please check all that apply:

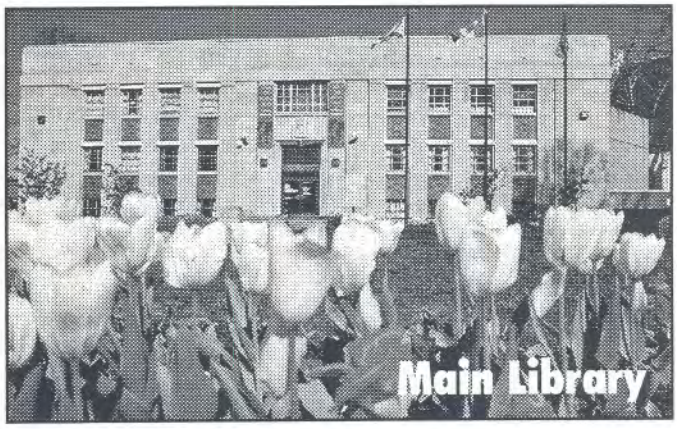
19.0% For school-related reading/research
12.1% For post-secondary related reading/research
7.0% For job training-related reading/research
17.3% For work-related reading/research
44.1% For information related to specific interest or needs
43.5% For leisure reading material
19.5% To browse
12.7% To attend special events/programs
Other: (please explain): _____

35.9% None of the above, since we do not use the library (explain why): _____

If no one in your household uses the library, please skip to question 7.

2. In what way do you, and other members of your household, use the materials or services you checked above? Please check all that apply.

56.4% To borrow material
29.6% To ask for information in person
16.9% To ask for information by telephone
46.2% To use reference materials in the library
15.0% To read/study in the library atmosphere
Other (please explain): _____



3. How often do you, or members of your household, use the Main Library on Spring Garden Road? Please check one box only.

8.9% More than once per week
7.6% Once per week
20.2% 2 or 3 times per month
11.3% Once per month
11.0% Once every two months
23.9% 1 to 4 times per year
17.2% Less than once per year

4. Which of the following libraries have you, or members of your household, used in the past year? Please check all that apply.

52.1% Main Library, Spring Garden Road
24.0% Thomas Raddall Library, Lacewood Drive
8.7% Capt. William Spry Library, Spryfield
9.1% North Branch, Gottingen Street
20.8% Dartmouth Regional Library (any location)
11.4% Halifax County Regional Library (any location)
27.4% University Library (any location)
Other: (please explain) _____

5. How do you presently come to the Halifax Main Library on Spring Garden Road? Please check all that apply.

47.6% By Car
14.2% By Bus
0.2% By Taxi
29.2% Walk
5.6% Bicycle
Other: (please explain) _____

6. Which of the following do you consider to be a problem in the present Main Library building on Spring Garden Road. Please check the appropriate column.

	Adequate	Inadequate	Don't Know
Quiet reading areas	33.3%	40.1%	26.7%
Space for books and other library materials	28.2%	47.4%	24.4%
Study seating space in Children's Department	10.4%	25.0%	64.6%
Space around the Children's Department check-out desk	12.7%	28.9%	58.4%
Study seating space in Reference Department	33.2%	34.0%	32.8%
Access throughout the building for the disabled	12.1%	17.4%	70.6%
Washroom facilities	40.7%	19.5%	39.8%
Room Temperature	71.9%	6.6%	21.5%
Air quality	56.1%	15.3%	28.5%
Location of elevator	25.2%	10.2%	64.6%
Elevator size	19.9%	12.0%	68.0%
Location of book drop	49.2%	19.8%	31.0%
Passenger drop off or pick up location	28.8%	36.2%	35.0%
Overall noise level in building	61.0%	17.7%	21.3%

Other (please explain):

7. By checking the appropriate column, please indicate which of the following materials and services you feel are important to include in a Central Library, and which of these materials and services are used by members of your household.

	Used	Very Important	Important	Not Important	Don't Know
Adult Books	70.8%	70.9%	26.2%	2.0%	.9%
Adult programs	17.4%	38.1%	43.5%	7.9%	10.6%
Teen books	16.6%	64.5%	26.6%	3.0%	5.8%
Teen programs	6.0%	55.3%	29.0%	4.4%	11.3%
Children's books	29.9%	78.6%	14.9%	2.1%	4.4%
Children's programs	21.1%	69.6%	20.7%	3.4%	6.3%
Large print books	9.4%	53.9%	32.7%	4.8%	8.6%
Talking books	8.4%	45.5%	33.9%	9.8%	10.8%
Books in languages other than French and English	5.4%	21.0%	38.2%	23.7%	17.0%
Reference Books	55.1%	82.2%	15.9%	0.9%	1.0%
Newspapers	27.5%	45.5%	40.0%	10.6%	3.8%
Magazines	37.5%	40.4%	44.7%	11.2%	3.6%
Cassettes	19.7%	24.9%	45.8%	19.4%	9.8%
Compact discs	16.6%	23.9%	43.7%	21.3%	11.2%
Videos	35.5%	31.0%	45.2%	16.7%	7.1%
Staff assistance to find information or materials	53.1%	82.8%	15.0%	0.6%	1.6%
CD ROM Search Stations	N/A	42.7%	30.6%	6.7%	19.9%
Business Information Services	11.3%	30.5%	43.1%	10.0%	16.4%
Government Information	13.4%	36.4%	44.4%	9.5%	9.8%
Job Seeking Information	8.2%	38.4%	33.4%	15.6%	12.5%
Internet/Chebucto Community Net	6.8%	35.5%	34.2%	9.9%	20.5%
Tours for classes and groups	6.5%	34.2%	45.6%	10.7%	9.5%
Quiet work space in Library	23.2%	63.0%	31.2%	2.2%	3.5%
Study carrels	N/A	32.1%	35.6%	14.6%	17.8%
Workspace with outlets for laptop computers	N/A	22.0%	42.7%	18.4%	16.9%

Continued.../Over

	Used	Very Important	Important	Not Important	Don't Know
Computers for public use	N/A	**48.5%**	**28.5%**	**15.4%**	**7.5%**
Introduction to computers for adults	N/A	**50.8%**	**29.2%**	**13.9%**	**6.1%**
Introduction to Computers for children	**4.0%**	**53.3%**	**25.1%**	**14.0%**	**7.6%**
Computer software to borrow	N/A	**36.3%**	**27.8%**	**20.6%**	**15.3%**
Meeting rooms for groups & organizations	N/A	**27.0%**	**31.3%**	**29.8%**	**11.9%**
Family washrooms	N/A	**52.6%**	**30.4%**	**9.6%**	**7.4%**
Parking	N/A	**60.4%**	**26.4%**	**10.1%**	**3.1%**
Telephone area for pay phones	**9.8%**	**42.3%**	**37.2%**	**16.1%**	**4.4%**
Telephone area for cellular phones	N/A	**12.9%**	**18.7%**	**49.3%**	**19.1%**
Other (please explain)					

* N/A = Not presently available

8. How do you, and members of your household, find out about library services, materials and programs? Please check all that apply.

23.4% Quarterly Library Guide
76.3% By visiting the library
26.5% Library posters / brochures
30.3% Word of mouth
13.4% Newspaper (specify which newspaper(s):

4.1% Chebucto Community Net
10.3% Schools
14.5% Radio or television announcements
2.0% Don't know
Other (please describe:)

6.6% None of the above, since we do not seek out library information.

9. In the space below please comment on any library service, materials, or related issues about the Main Library on Spring Garden Road.

You & Your Household

Please complete the following questions pertaining to yourself, and your household.

1. Including yourself, how many people live in your household? ___

How many people in your household are 65 years of age or over? ___

How many people in your household are between the ages of 18 and 64 years? ___

How many people in your household are between the ages of 14 and 17 years? ___

How many people in your household are between the ages of 5 and 13 years? ___

How many people in your household are under the age of 5 years? ___

2. Are **you** **43.7%** male **56.3%** female

3. What is **your** current employment status? Please check all that apply.

51.3% Employed (occupation): _____

11.4% Self Employed (occupation): _____

5.2% Student
12.5% Homemaker
21.9% Retired
3.4% Unemployed

4. What is the highest level of education **you** have completed?

52.7% University degree
16.5% Some university
14.1% Trade/Technical/Community College
11.3% High school graduation
5.1% Less than high school graduation
0.3% Other (please explain): _____

5. What are the first 3 digits of your postal code?

___

That concludes our survey. Please return in the postage paid envelope by December 4, 1995. *Thank you for your help.*

Towards A NEW CENTRAL LIBRARY

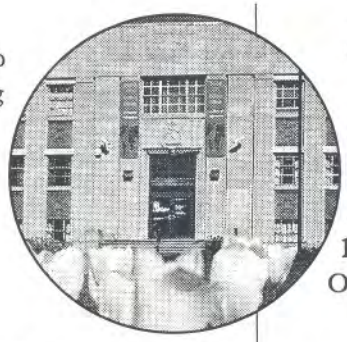
RESULTS

YOUTH SURVEY

1 Do you ever come to the library on Spring Garden Road?

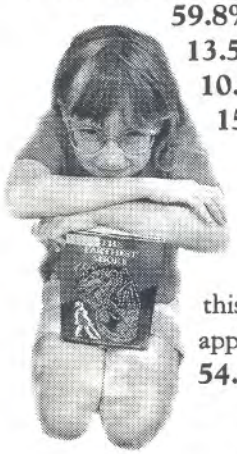
66.1% Yes **33.9%** No

If the answer is no, please go to Question 3.



2 How many times have you been to the library on Spring Garden Road since school started this fall? Check one box.

59.8% 1 - 5 times
13.5% 6 - 10 times
10.9% More than 10 times
15.8% Don't know

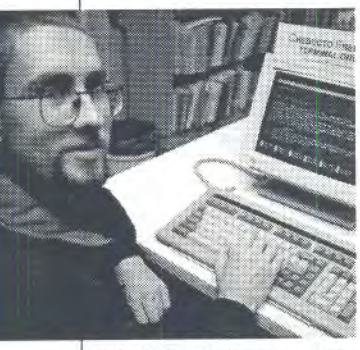


3 Which of the following libraries have you gone to since school started this fall? Please check all that apply.

54.6% The Main Library, on Spring Garden Road
30.3% The Thomas Raddall Library, on Lacewood Drive
20.4% The Capt. William Spry Library, in Spryfield
11.5% The North Branch Library on Gottingen Street
65.0% Your school library
Other: Write the name of the library in the space below

4 How do you come to the Halifax Main Library on Spring Garden Road? Please check all that apply. If you do not use the library on Spring Garden Road go to Question 8 now.

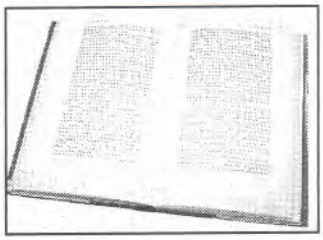
48.7% By Car
29.6% By City Bus
1.0% By School Bus
1.2% By Taxi
38.5% Walking
8.4% On Your Bicycle



5 Who do you usually come with to the Main Library on Spring Garden Road?

27.5% Come by myself
36.5% Come with friends
26.3% Come with parents/guardians
16.6% Come with school classes
Other: _____

6 When you come to the Main Library on Spring Garden Road which of the following do you use? Check all that apply.



47.9% Use reference materials inside the library for school related projects
17.4% Use reference materials inside the library for personal interest
45.6% To borrow materials for school related projects
30.1% To borrow materials for personal interest
20.9% To get library staff help in finding materials
28.1% To borrow leisure reading books
17.4% To borrow videos
11.3% To borrow CDs or audio tapes
16.8% To borrow magazines or comics
4.6% To use The Chebucto Community Net Terminal
3.6% To attend computer training
11.8% To attend programs (like movies, school programs...)
1.6% None of the above
Other (Please list) _____

7 Which of the following do you consider are problems in the present library on Spring Garden Road? Please check the column below which best describes how you feel.

	IS A A PROBLEM	IS NOT A PROBLEM	DON'T KNOW
Quiet reading areas	**21.5%**	**59.3%**	**19.1%**
Study space in Children's Department	**23.9%**	**31.3%**	**44.8%**
Space around the Children's department check-out desk	**31.3%**	**27.6%**	**41.1%**
Study space in Young Adult area	**25.4%**	**43.4%**	**31.2%**
Study space in Reference Department	**21.8%**	**40.3%**	**29.9%**
Safe bicycle racks	**24.0%**	**27.6%**	**48.4%**
Washroom facilities	**26.8%**	**40.0%**	**33.2%**

Are there any other problems in the Spring Garden Road library? Describe them in the space below.

8 Which of the following services would you use in the Spring Garden Road library if they were available.

47.5% Study carrels (private desks)
30.9% Workspace with plugs for laptop computers
56.6% Quiet work space at tables
67.8% Computers for public use
46.5% Computer software to borrow
36.8% Computer training room
37.5% Separate area in the library for youth
45.6% Separate room for groups to study in
37.0% A room for youth programs (like movies...)

Are there other services that are not available that you would like to have in the library? Describe them in the space below.

9 How do you find out about the public libraries you go to in Halifax? Please check all that apply.

17.9% Library Guide
56.7% By visiting the library
18.9% Library posters/flyers
32.2% Parents/guardians
40.6% Word of mouth
4.4% Chebucto Community Net (internet)
45.1% Schools
7.4% Radio or television announcements
9.5% Don't know

Are there any other ways that you learn about the libraries? Describe these ways in the space below.

10 Is there anything else you would like to tell us about the library on Spring Garden Road? Please use the space below.

TELL US ABOUT YOU!

11. What school do you attend? Name of School:

Halifax West: **13.3%**
St. Pat's Alexandra Jr. High: **5.4%**
QEH: **6.8%**
Cunard JHS: **7.8%**
Duc Danville: **6.7%**
Elizabeth Sutherland: **6.5%**
J.L. Ilsley: **7%**
Halifax Grammar School: **7.4%**
Gorsebrook JHS: **7.6%**
Shambhala: **2.6%**
Sacred Heart: **5.4%**
Clayton Park JHS: **7.8%**
Tower Road: **7.0%**
St. Pat's High: **8.9%**

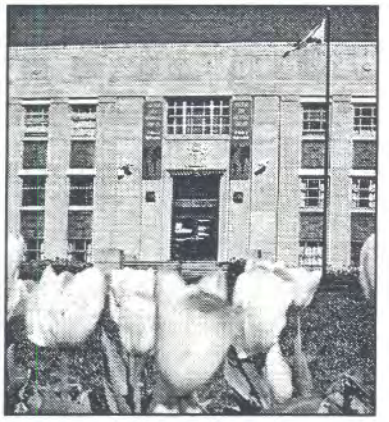
12. How old are you? _____
13. What grade are you in?
26.3% Grade 5 or 6
29.9% Grade 8 or 9
39.6% Grade 11 or 12
14. Are you: **50.3%** Male **49.7%** Female
15. What is your postal code? _ _ _ _ _ _
If you don't know your postal code, write your street address below.

Total Respondents: 608
Survey administered in the schools by library staff November 29, 30 and December 1, 1995.

Towards A NEW CENTRAL LIBRARY

Reference Survey

RESULTS



1. How do you use the Reference Department? Please check all that apply:

23.7% For school-related reading/research
18.4% For post-secondary related reading/research
17.4% For job training-related reading/research
31.6% For work-related reading/research
58.2% For information related to specific interest or needs
37.2% For leisure reading material
1.3% To attend a reference session or tour
Other: (please explain):

2. Why did you come to the Reference Department today? Please check all that apply.

19.1% For school-related reading/research (Explain):
10.2% For post-secondary related reading/research (Explain):
8.9% For job training-related reading/research (Explain):
20.4% For work-related reading/research (Explain):
33.2% For information related to specific interest or needs (Explain):
17.4% For leisure reading material (Explain):
0% To attend a reference session or tour (Explain):
- Other: (please explain):

3. About how often do you use the Reference Department? Please check one box only.

19.0% More than once per week
10.7% Once per week
29.7% 2 or 3 times per month
12.7% Once per month
8.7% Once every two months
16.0% 1 to 4 times per year
3.3% Less than once per year

4. Which of the following libraries have you used in the past year? Please check all that apply.

91.1% Main Library, Spring Garden Road
15.8% Thomas Raddall Library, Lacewood Drive
6.6% Capt. William Spry Library, Spryfield
19.7% North Branch, Gottingen Street
24.3% Dartmouth Regional Library (any location)
9.5% Halifax County Regional Library (any location)
44.4% University Library (please specify):___
- Other: (please explain) _____

5. How do you generally come to the Halifax Main Library on Spring Garden Road? Please check all that apply.

38.2% By Car
26.0% By Bus
0.3% By Taxi
67.8% Walk
8.2% Bicycle
- Other: (please explain)

6. Which of the following do you consider to be limitations of the Main Library? Please check the appropriate column.

	Adequate	Inadequate	Don't Know
Quiet reading areas	62.7%	28.9%	8.4%
Study seating space in Reference Department	64.0%	28.6%	7.4%
Study seating space in the Children's Department	18.8%	15.7%	65.5%
Access throughout the building for the disabled	24.9%	14.9%	60.2%
Washroom facilities	59.3%	20.0%	20.7%
Room temperature	86.2%	7.1%	6.7%
Air quality	83.6%	7.1%	9.3%
Passenger drop off or pick up location	42.1%	19.5%	38.3%

Other (please explain):

7. How do you find out about the services of the Reference Department? Please check all that apply.

11.2% Quarterly Library Guide
82.6% By visiting the library
6.3% Library posters / brochures
22.4% Word of mouth
2.6% Newspaper (specify which newspaper(s))
3.9% Chebucto Community Net
5.9% Schools
2.0% Radio or television announcements
3.3% Referred (by whom):
3.6% Don't know
- Other (please describe:)

8. In the space below (and on back, if necessary) please comment on any service, materials, or related issues of the Reference Department.

Total Respondents: 304
Conducted in the third floor Reference Department of the Spring Garden Road Library November 28 to December 3, 1995.

Please complete the following questions pertaining to yourself.

9. Are you

6.9% 65 years of age or over?
82.2% Between the ages of 18 and 64?
8.6% Between the ages of 14 and 17?
1.3% Under 13 years of age?

10. Are you: **63.6%** Male **36.4%** Female

11. What is your current employment status? Please check all that apply.

35.2% Employed (occupation):
15.1% Self Employed (occupation):
29.9% Student
3.3% Homemaker
8.6% Retired
13.5% Unemployed
- Other (please explain):

12. What is the highest level of education you have completed?

49.5% University degree
14.1% Some university
12.1% Trade/Technical/Community College
12.1% High school graduation
11.8% Less than high school graduation
0.3% Other (please explain):

13. What is your postal code?

___ ___ ___ ___

Thank you for your help.

IN HOUSE-STATISTICS (CALUPL)*
FOR THE WEEK OF NOVEMBER 28 - DECEMBER 3, 1995
SPRING GARDEN ROAD

In-house use of materials 8119
# of people entering the library 8066

All large Canadian urban public libraries participate in a national survey each autumn to gather similar statistical library-use information.

The security gates at each library have automatic counters which count each person passing through them. During the week of

November 28-December 3, 1995, 8066 people passed through the gates at the Spring Garden Road Library and staff counted 8119 library items used in-house.

* CALUPL - Canadian Association of Large Urban Public Libraries.

Appendix C:

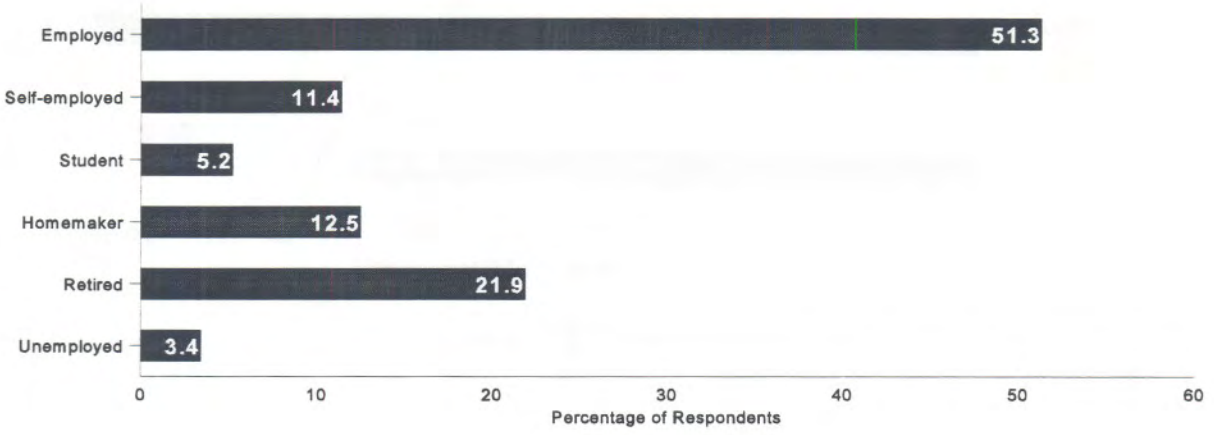
Profile of Survey Respondents

Libraries Used

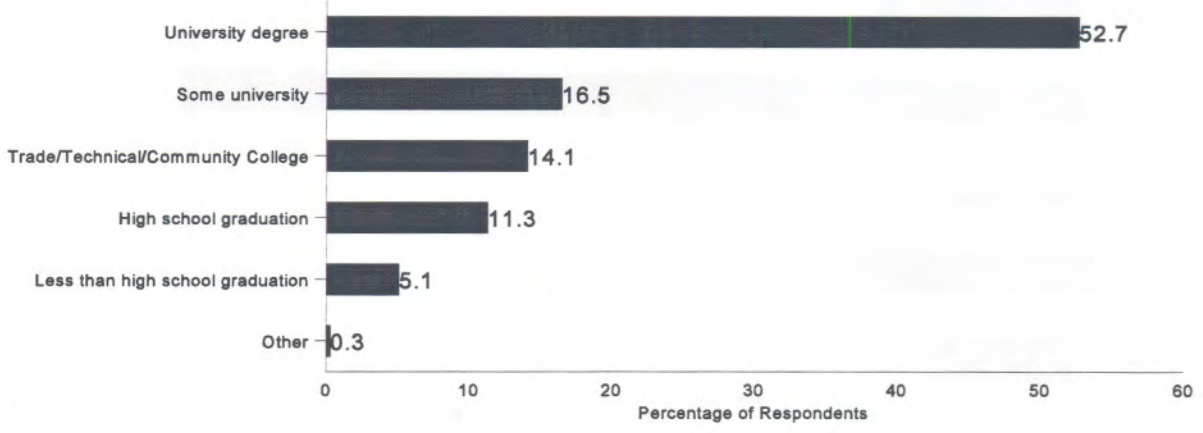
How Respondents Come to Spring Garden Road Library

Community Survey
Total responses: 982
Profile of Respondents

Employment Status:

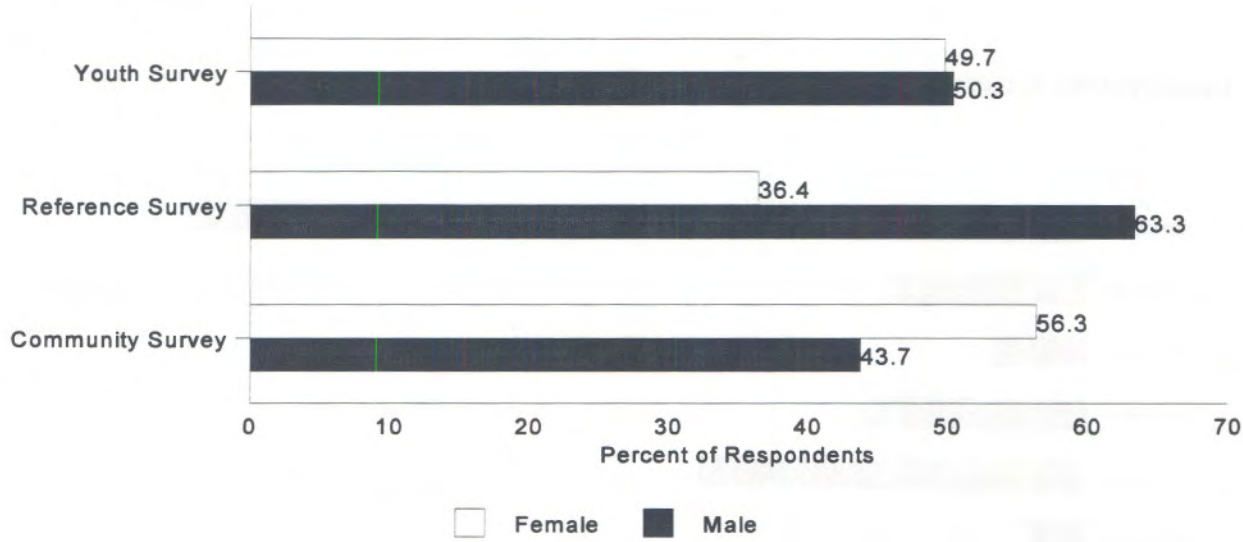


Education:



Community Survey
Profile of Respondents

Gender:



Household Age Composition:

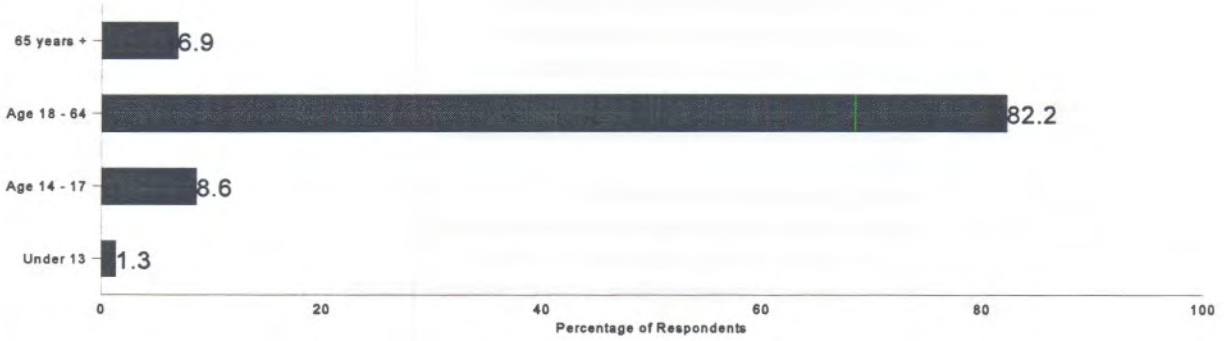
Reference Survey

Total responses: 304

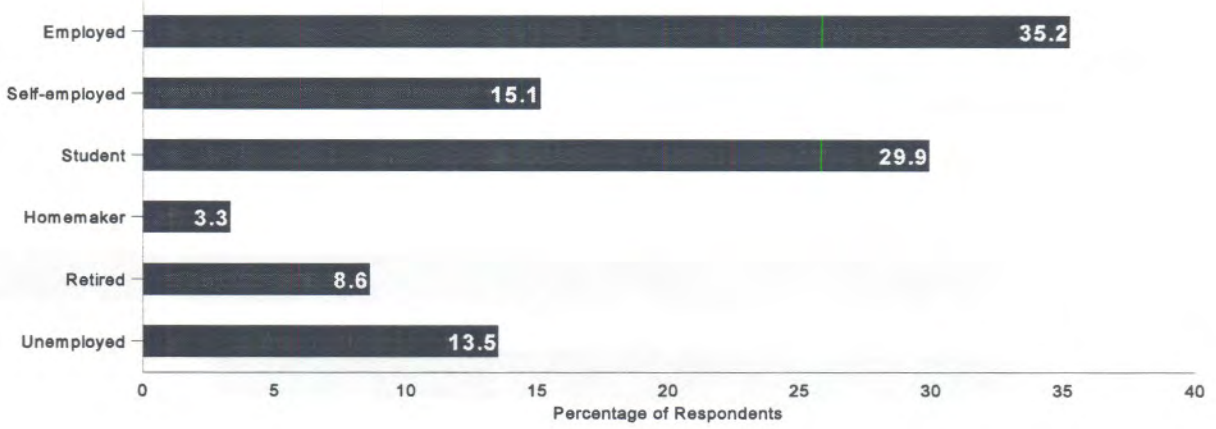
About the Respondents

Gender: 63.3% male
36.4% female

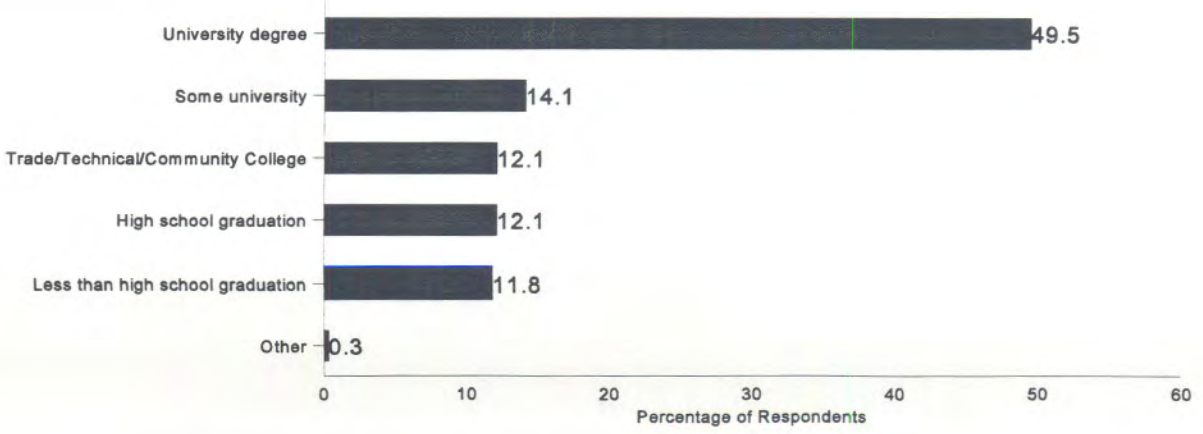
Age Composition:



Employment Status:

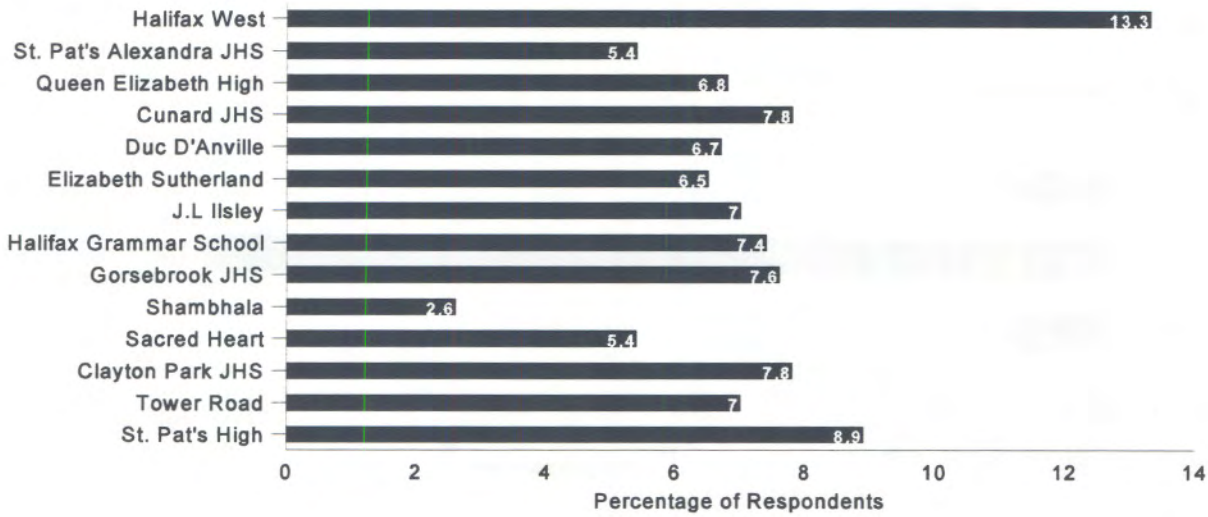


Education:

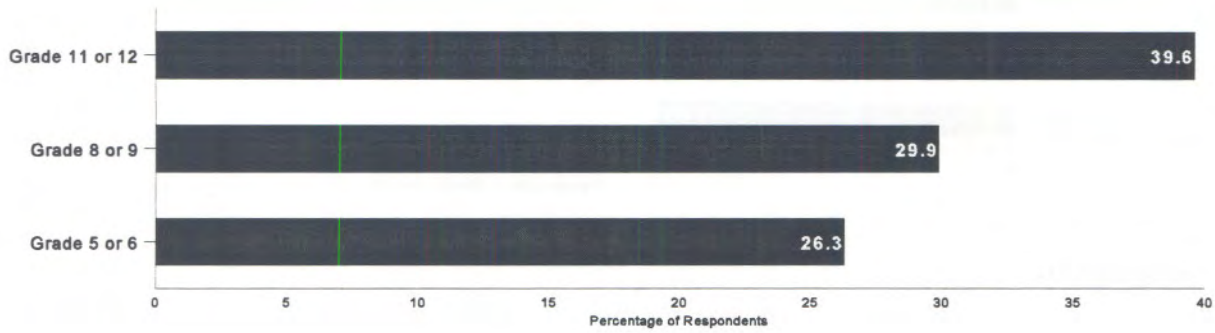


About the respondents, continued

Youth Survey:
School Attended



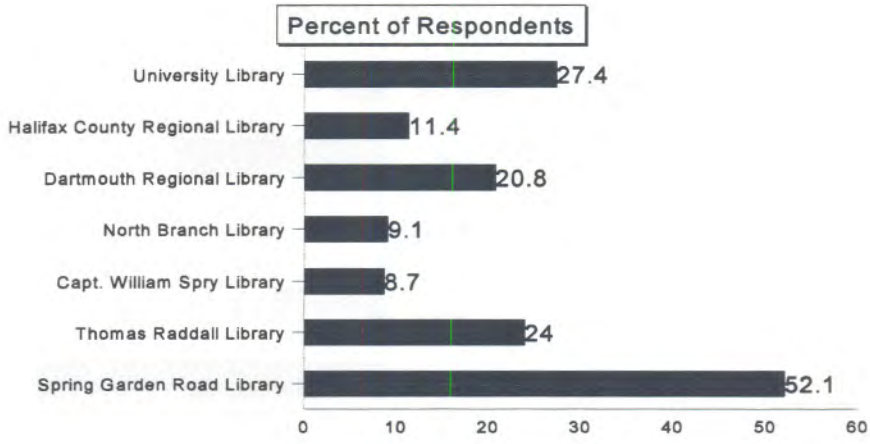
Youth Survey:
Grade of Respondents



Libraries Used

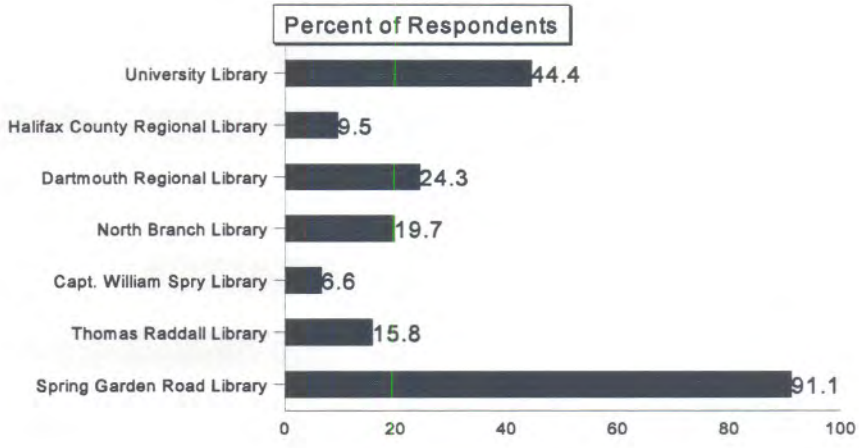
Community Survey:

Which of the following libraries have you, or other members of your household, used in the past year? Please check all that apply.



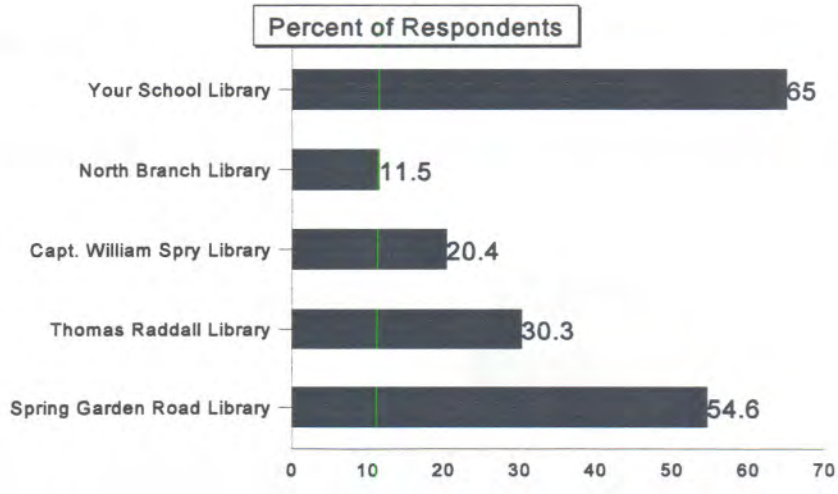
Reference Survey:

Which of the following libraries have you used in the past year? Please check all that apply.



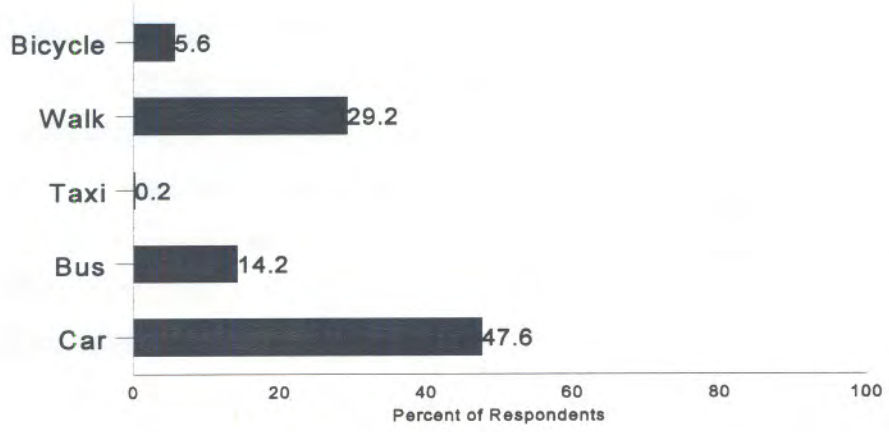
Youth Survey:

Which of the following libraries have you gone to since school started this fall? Please check all that apply.

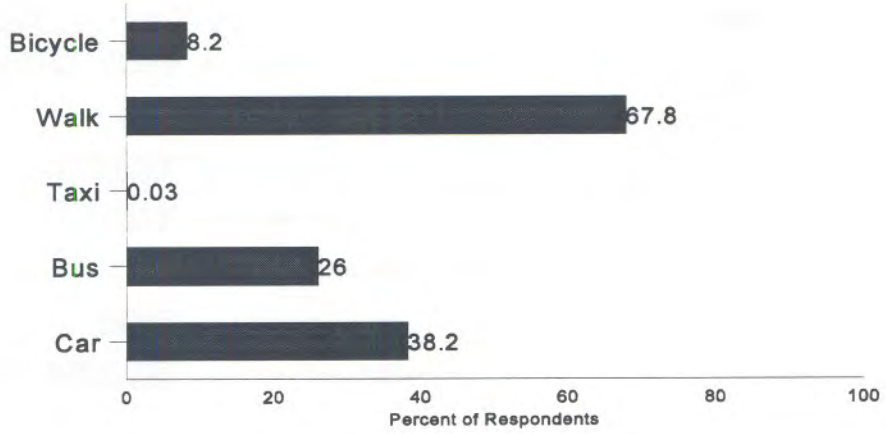


How Respondents Come to Spring Garden Road Library

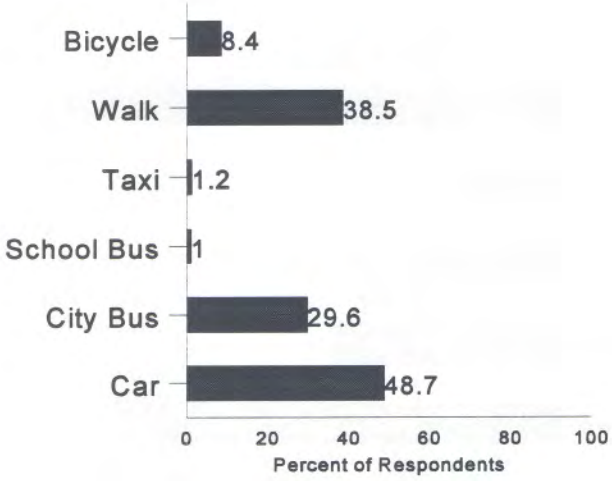
Community Survey:

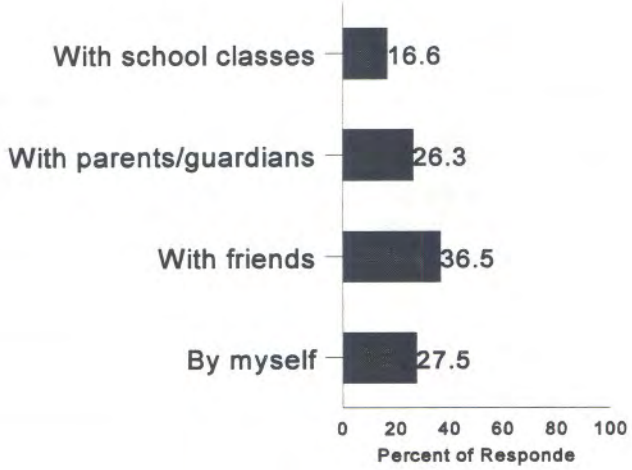


Reference Survey:



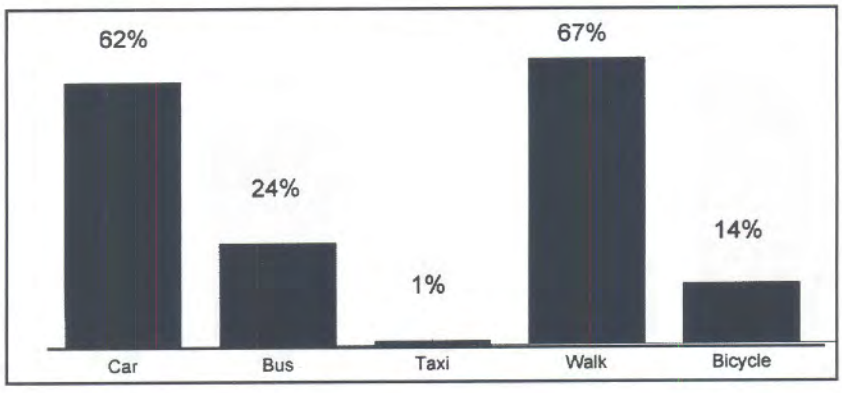
Youth Survey:



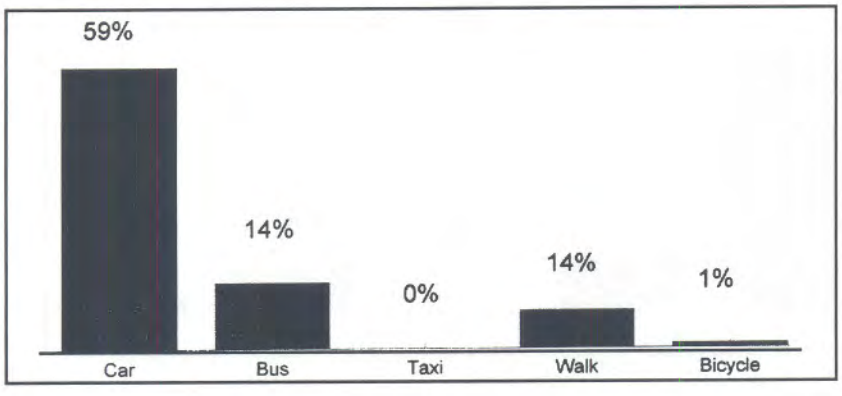


How do you presently come to the Halifax Main Library on Spring Garden Road? Please check all that apply.

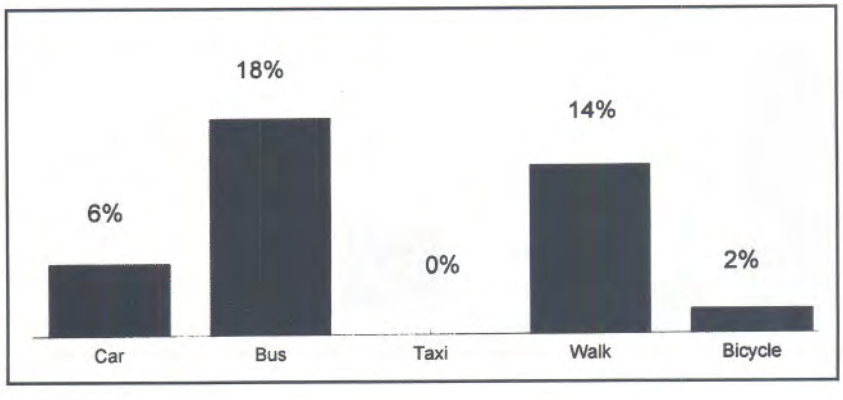
% Responses in the Halifax Peninsula



% Responses in the Mainland North Halifax

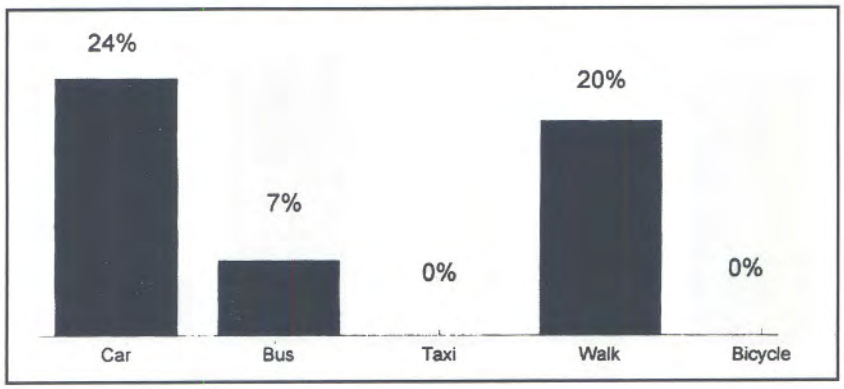


% Responses in the Mainland South Halifax

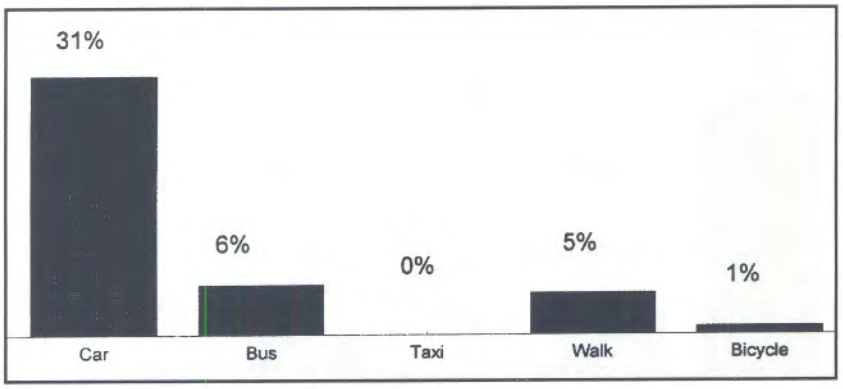


How do you presently come to the Halifax Main Library on Spring Garden Road? Please check all that apply.

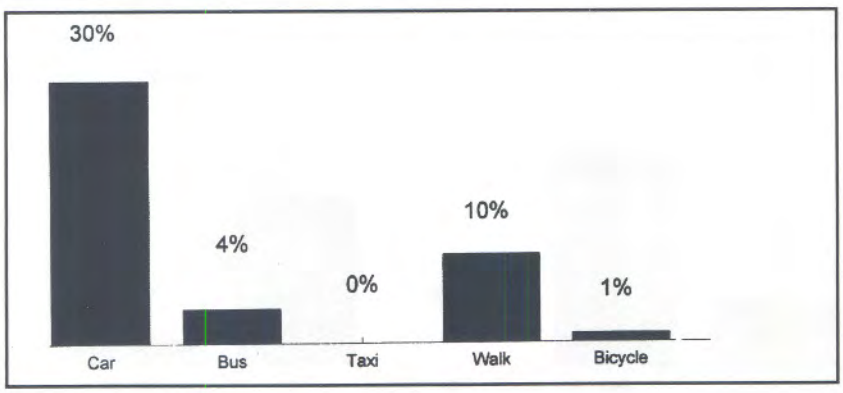
% Responses in the Central Dartmouth



% Responses in the Bedford/Sackville



% Responses in the County Areas



Appendix D:

Registered HCRL Cardholders on January 30, 1996

Snapshot of items checked out of SGR Library:
– December 11, 1995
– January 22, 1996

Snapshot of borrowers:
– December 11, 1995
– January 22, 1996

64,240: REGISTERED HCRL CARD HOLDERS AS OF JANUARY 30, 1996

BY CATEGORY, CENSUS TRACT, AND LOCATION OF REGISTRATION

Census Tract	TOTAL SYSTEM	SYSTEM ADULT	SYSTEM CHILDREN	SYSTEM SENIORS	SYSTEM YOUTH	SPRING GARDEN RD. ADULT	SPRING GARDEN RD CHILDREN	SPRING GARDEN RD SENIORS	SPRING GARDEN RD YOUTH	TOTAL SPRING GARDEN RD.	% OF CARD HOLDERS WHO REGISTERED AT SPR. GARDEN RD.
HALIFAX PENINSULA AREA											
003	1445	1027	253	91	74	983	246	85	73	1387	96%
004.01	1545	1440	46	45	14	1375	45	39	14	1473	95%
004.02	1949	1568	163	154	64	1509	157	137	61	1864	96%
005	928	556	190	114	68	536	182	103	66	887	96%
006	2008	1453	310	161	84	1397	302	148	83	1930	96%
007	721	453	19	236	13	435	17	191	12	655	91%
008	1297	1098	65	112	22	1021	59	106	19	1205	93%
009	1045	938	50	42	15	794	34	39	12	879	84%
010	2060	1535	333	85	107	749	38	26	43	856	42%
011	2522	1917	378	103	124	1715	325	65	118	2223	88%
012	1346	943	254	64	85	868	239	58	84	1249	93%
013	1084	681	241	87	75	575	204	66	70	915	84%
018	1180	749	191	172	68	545	120	104	54	823	70%
019	1609	1097	308	108	96	931	244	67	84	1326	82%
020	2090	1457	367	159	107	663	104	41	33	841	40%
021	1048	773	154	47	74	551	92	31	57	731	70%
022	1478	1024	247	133	74	765	144	79	58	1046	71%
023	1144	744	216	97	87	472	119	55	70	716	63%
Hfx Sub Total	**26499**	**19453**	**3785**	**2010**	**1251**	**15884**	**2671**	**1440**	**1011**	**21006**	**79%**
% of system total	41.3%									60.8%	
MAINLAND NORTH											
017	751	508	128	72	43	314	56	32	33	435	58%
024	1772	1184	363	115	110	317	30	16	26	389	22%
025.01	2234	1422	408	241	163	266	19	27	30	342	15%
025.02	2197	1486	337	232	142	349	21	26	23	419	19%
025.03	2090	1541	359	82	108	247	17	9	17	290	14%
026	3653	2491	688	257	217	398	28	12	26	464	13%
027	941	662	165	74	40	163	12	8	10	193	21%
Hfx Sub Total	**13638**	**9294**	**2448**	**1073**	**823**	**2054**	**183**	**130**	**165**	**2532**	**19%**
% of system total	21.2%									7.3%	
MAINLAND SOUTH											
001	1518	916	421	70	111	135	49	1	14	199	13%
002	2137	1326	488	176	147	345	49	39	38	471	22%
014	1495	958	288	164	85	384	52	35	37	508	34%
015	1624	1107	334	78	105	310	29	16	25	380	23%
016	757	515	139	61	42	277	45	20	20	362	48%
Hfx Sub Total	**7531**	**4822**	**1249**	**549**	**490**	**1451**	**224**	**111**	**134**	**1920**	**25%**
% of system total	11.7%									5.6%	
TOTAL HALIFAX CITY	**47,668**	**33569**	**7482**	**3,632**	**2564**	**19,389**	**3,078**	**1681**	**1310**	**25458**	**53%**
% of system total	74.2%									73.7%	

Census Tract	TOTAL SYSTEM	SYSTEM ADULT	SYSTEM CHILDREN	SYSTEM SENIORS	SYSTEM YOUTH	SPRING GARDEN RD. ADULT	SPRING GARDEN RD CHILDREN	SPRING GARDEN RD SENIORS	SPRING GARDEN RD YOUTH	TOTAL SPRING GARDEN RD.	% OF CARD HOLDERS WHO REGISTERED AT SPR. GARDEN RD.
DARTMOUTH											
100	82	69	4	0	9	60	4	0	9	73	89%
101	133	114	10	7	2	100	10	7	2	119	89%
102	250	222	11	9	8	196	11	9	8	224	90%
103	158	134	6	8	10	123	6	7	10	146	92%
104.01	89	83	3	3	0	66	2	3	0	71	80%
104.02	151	135	9	2	5	121	9	1	5	136	90%
105.01	118	106	3	1	8	93	3	1	8	105	89%
105.02	151	128	7	6	10	110	5	4	10	129	85%
106	230	199	14	3	14	170	12	3	13	198	86%
107	126	109	10	3	4	89	10	3	4	106	84%
108	181	154	10	12	5	136	9	11	5	161	89%
109	189	165	13	6	5	142	10	5	4	161	85%
110	100	91	3	1	5	82	2	1	5	90	90%
111	158	140	10	4	4	117	5	3	4	129	82%
112	120	106	7	3	4	83	6	2	3	94	78%
113	36	27	8	0	1	19	6	0	1	26	72%
114	265	236	16	4	9	167	10	3	7	187	71%
DARTMOUTH TOTAL	**2537**	**2218**	**144**	**72**	**103**	**1874**	**120**	**63**	**98**	**2155**	**85%**
% of system total	3.9%									6.2%	
BEDFORD*											
123.02	287	220	37	7	23	155	27	4	19	205	71%
123.03	898	679	122	39	58	417	42	20	37	516	57%
TOTAL	**1185**	**899**	**159**	**46**	**81**	**572**	**69**	**24**	**56**	**721**	**61%**
**Note: Part of Bedford is also in Census Tract 132.02 (SUBDIVISION C)*										2.1%	
% of system total	1.8%										

Census Tract	TOTAL SYSTEM	SYSTEM ADULT	SYSTEM CHILDREN	SYSTEM SENIORS	SYSTEM YOUTH	SPRING GARDEN RD. ADULT	SPRING GARDEN RD CHILDREN	SPRING GARDEN RD SENIORS	SPRING GARDEN RD YOUTH	TOTAL SPRING GARDEN RD.	% OF CARD HOLDERS WHO REGISTERED AT SPR. GARDEN RD.
SUBDIVISIONS											
SUB DIV A											
143	**1615**	**1139**	**277**	**63**	**136**	**692**	**123**	**48**	**87**	**950**	59%
SUB DIV B											
140	177	123	35	8	11	43	2	2	4	51	29%
141	717	481	167	18	51	198	32	7	34	271	38%
142	2281	1508	569	39	165	407	50	8	37	502	22%
SUB TOTAL	**3175**	**2112**	**771**	**65**	**227**	**648**	**84**	**17**	**75**	**824**	**26%**
SUB DIV C											
130.01	311	149	150	1	11	108	6	0	7	121	39%
130.02	552	261	262	5	24	197	17	4	21	239	43%
131.01	443	216	217	5	5	159	21	3	4	187	42%
131.02	365	175	176	2	12	143	7	2	11	163	45%
131.03	417	198	199	4	16	145	15	1	11	172	41%
131.04	243	117	118	2	6	86	5	1	5	97	40%
131.05	373	179	180	4	10	125	9	3	10	147	39%
132.01	484	236	237	1	10	186	33	0	8	227	47%
132.02*	895	419	420	9	47	161	19	2	18	200	22%
SUB TOTAL	**4083**	**1950**	**1959**	**33**	**141**	**1310**	**132**	**16**	**95**	**1553**	**38%**
**Includes part of Bedford*											
SUB DIV D											
120	520	313	128	45	34	65	7	3	3	78	15%
121.01	102	93	7	0	2	86	5	0	2	93	91%
121.02	150	127	19	1	3	109	12	1	3	125	83%
121.03	16	16	0	0	0	13	0	0	0	13	81%
121.04	149	124	14	4	7	115	11	4	5	135	91%
122.01	97	85	2	10	0	73	2	10	0	85	88%
122.02	132	114	8	1	9	97	6	1	7	111	84%
122.03	21	20	0	0	1	12	0	0	1	13	62%
123.01	14	11	3	0	0	9	3	0	0	12	86%
SUB TOTAL	**1201**	**903**	**181**	**61**	**56**	**579**	**46**	**19**	**21**	**665**	**55%**
SUB DIV E											
150.01	36	35	1	0	0	17	1	0	0	18	50%
150.02	297	261	16	7	13	226	13	7	13	259	87%
151	0	0	0	0	0	0	0	0	0	0	
152	402	346	29	8	19	276	20	6	17	319	79%
SUB TOTAL	**735**	**642**	**46**	**15**	**32**	**519**	**34**	**13**	**30**	**596**	**81%**
TOTAL SUB DIVISIONS	**10809**	**6746**	**3234**	**237**	**592**	**3748**	**419**	**113**	**308**	**4588**	**42%**
% of system total	16.8%									13.3%	
Total In Census Tract	62199	43432	11019	3987	3340	25583	3686	1881	1772	32922	52.9%
Outside Census Tract	2041	1745	143	75	78	1391	98	63	59	1611	78.9%
% of system total	3.2%									4.7%	
System Total	**64240**	**45177**	**11162**	**4062**	**3418**	**26974**	**3784**	**1944**	**1831**	**34533**	53.8%

SNAPSHOT OF ITEMS CHECKED OUT OF SPRING GARDEN ROAD LOCATION

DECEMBER 11/95 AND JANUARY 22/96

68176: Avg. # of items checked out on HCRL SYSTEM

HALIFAX PENINSULA CENSUS TRACT	SGR ADULT ITEMS DEC. 11/95	SGR ADULT ITEMS JAN 22/96	SGR TOTAL ADULT	SGR AVERAGE ADULT	SGR J ITEMS DEC. 11/95	SGR J ITEMS JAN 22/96	SGR TOTAL J	SGR AVERAGE J	SGR YA ITEMS DEC 11/95	SGR YA ITEMS JAN 22/96	SGR TOTAL YA	SGR AVERAGE YA	SGR TOTAL	SGR AVERAGE	HCRL SYSTEM DEC 11/95	HCRL SYSTEM JAN 22/96	AVERAGE HCRL SYSTEM	% OF ITEMS BORROWED FROM SPR. GARDEN RD. LOCATION
003	976	751	1727	863.5	868	805	1673	836.5	51	125	176	88	3576	1788	2085	1854	1969.5	90.8%
004.01	1194	1126	2320	1160	336	280	616	308	21	75	96	48	3032	1516	1661	1587	1624	93.3%
004.02	1374	1281	2655	1327.5	464	556	1020	510	36	141	177	88.5	3852	1926	2136	2246	2191	87.9%
005	662	563	1225	612.5	399	490	889	444.5	52	150	202	101	2316	1158	1221	1363	1292	89.6%
006	1263	1262	2525	1262.5	966	869	1835	917.5	44	115	159	79.5	4519	2259.5	2459	2460	2459.5	91.9%
007	559	568	1127	563.5	99	91	190	95	4	49	53	26.5	1370	685	945	1085	1015	67.5%
008	925	1030	1955	977.5	173	195	368	184	23	106	129	64.5	2452	1226	1244	1536	1390	88.2%
009	570	631	1201	600.5	184	114	298	149	10	63	73	36.5	1572	786	1077	1037	1057	74.4%
010	735	750	1485	742.5	310	237	547	273.5	39	70	109	54.5	2141	1070.5	2364	2172	2268	47.2%
011	1473	1512	2985	1492.5	1294	984	2278	1139	102	207	309	154.5	5572	2786	2461	3368	2914.5	95.6%
012	865	777	1642	821	506	606	1112	556	37	145	182	91	2936	1468	1579	1705	1642	89.4%
013	584	590	1174	587	419	357	776	388	41	96	137	68.5	2087	1043.5	1577	1488	1532.5	68.1%
018	713	547	1260	630	340	395	735	367.5	44	130	174	87	2169	1084.5	1717	1674	1695.5	64.0%
019	988	1005	1993	996.5	495	471	966	483	73	153	226	113	3185	1592.5	2221	2268	2244.5	71.0%
020	692	613	1305	652.5	418	256	674	337	23	106	129	64.5	2108	1054	2972	2828	2900	36.3%
021	437	387	824	412	353	208	561	280.5	36	54	90	45	1475	737.5	1306	1155	1230.5	59.9%
022	737	831	1568	784	343	408	751	375.5	59	120	179	89.5	2498	1249	1794	1877	1835.5	68.0%
023	470	453	923	461.5	289	209	498	249	37	57	94	47	1515	757.5	1367	1284	1325.5	57.1%
SUB TOTAL PENINSULA	**15217**	**14677**	**29894**	**14947**	**8256**	**7531**	**15787**	**7893.5**	**732**	**1962**	**2694**	**1347**	**48375**	**24187.5**	**32186**	**32987**	**32586.5**	**74.2%**
MAINLAND NORTH																		
017	235	238	473	236.5	156	119	275	137.5	19	27	46	23	794	397	1073	1082	1077.5	36.8%
024	253	211	464	232	100	75	175	87.5	25	25	50	25	689	344.5	1686	1693	1689.5	20.4%
025.01	261	184	445	222.5	67	100	167	83.5	12	27	39	19.5	651	325.5	2804	2686	2745	11.9%
025.02	245	199	444	222	106	134	240	120	20	23	43	21.5	727	363.5	2379	2446	2412.5	15.1%
025.03	129	184	313	156.5	14	13	27	13.5	3	9	12	6	352	176	1302	1593	1447.5	12.2%
026	214	281	495	247.5	54	30	84	42	12	17	29	14.5	608	304	3166	3396	3281	9.3%
027	132	93	225	112.5	42	58	100	50	2	2	4	2	329	164.5	889	1004	946.5	17.4%
SUB TOTAL MAINLAND NORTH	**1469**	**1390**	**2859**	**1429.5**	**539**	**529**	**1068**	**534**	**93**	**130**	**223**	**111.5**	**4150**	**2075**	**13299**	**13900**	**13599.5**	**15.3%**
MAINLAND SOUTH																		
001	44	54	98	49	22	31	53	26.5	2	7	9	4.5	160	80	1508	1431	1469.5	5.4%
002	252	331	583	291.5	89	136	225	112.5	16	37	53	26.5	861	430.5	2355	2866	2610.5	16.5%
014	322	393	715	357.5	105	166	271	135.5	33	44	77	38.5	1063	531.5	1790	2301	2045.5	26.0%
015	272	218	490	245	127	84	211	105.5	6	19	25	12.5	726	363	1633	1814	1723.5	21.1%
016	244	193	437	218.5	99	124	223	111.5	6	20	26	13	686	343	954	885	919.5	37.3%
SUB TOTAL MAINLAND SOUTH	**1134**	**1189**	**2323**	**1161.5**	**442**	**541**	**983**	**491.5**	**63**	**127**	**190**	**95**	**3496**	**1748**	**8240**	**9297**	**8768.5**	**19.9%**
TOTAL CITY OF HALIFAX	**17820**	**17256**	**35076**	**17538**	**9237**	**8601**	**17838**	**8919**	**888**	**2219**	**3107**	**1553.5**	**56021**	**28010.5**	**53725**	**56184**	**54954.5**	**51.0%**
BEDFORD																		
123.02	55	86	141	70.5	83	67	150	75	0	5	5	2.5	296	148	189	221	205	72.2%
123.03	229	175	404	202	70	98	168	84	5	3	8	4	580	290	797	697	747	38.8%
BEDFORD TOTAL	**284**	**261**	**545**	**272.5**	**153**	**165**	**318**	**159**	**5**	**8**	**13**	**6.5**	**876**	**438**	**986**	**918**	**952**	**46.0%**

**** Note part of Bedford In Census Tract 132.02 Sub Division C***

DARTMOUTH CENSUS TRACT	SGR ADULT ITEMS DEC. 11/95	SGR ADULT ITEMS JAN 22/96	SGR TOTAL ADULT	SGR AVERAGE ADULT	SGR J ITEMS DEC. 11/95	SGR J ITEMS JAN 22/96	SGR TOTAL J	SGR AVERAGE J	SGR YA ITEMS DEC 11/95	SGR YA ITEMS JAN 22/96	SGR TOTAL YA	SGR AVERAGE YA	SGR TOTAL	SGR AVERAGE	HCRL SYSTEM DEC 11/95	HCRL SYSTEM JAN 22/96	AVERAGE HCRL SYSTEM	% OF ITEMS BORROWED FROM SPR. GARDEN RD. LOCATION
100	57	75	132	66	31	68	99	49.5	3	11	14	7	245	122.5	106	170	138	88.8%
101	42	77	119	59.5	5	23	28	14	1	9	10	5	157	78.5	51	114	82.5	95.2%
102	70	70	140	70	19	26	45	22.5	6	6	12	6	197	98.5	99	110	104.5	94.3%
103	86	61	147	73.5	18	10	28	14	2	0	2	1	177	88.5	116	84	100	88.5%
104.01	31	44	75	37.5	19	2	21	10.5	0	1	1	0.5	97	48.5	52	57	54.5	89.0%
104.02	44	61	105	52.5	76	82	158	79	4	4	8	4	271	135.5	130	150	140	96.8%
105.01	50	75	125	62.5	2	5	7	3.5	0	3	3	1.5	135	67.5	52	84	68	99.3%
105.02	51	44	95	47.5	67	16	83	41.5	5	1	6	3	184	92	163	84	123.5	74.5%
106	70	84	154	77	30	37	67	33.5	3	2	5	2.5	226	113	144	152	148	76.4%
107	34	41	75	37.5	26	33	59	29.5	1	1	2	1	136	68	117	102	109.5	62.1%
108	50	86	136	68	8	6	14	7	1	1	2	1	152	76	125	111	118	64.4%
109	70	65	135	67.5	3	3	6	3	0	3	3	1.5	144	72	99	80	89.5	80.4%
110	59	45	104	52	78	60	138	69	2	2	4	2	246	123	152	118	135	91.1%
111	55	33	88	44	16	12	28	14	1	3	4	2	120	60	92	56	74	81.1%
112	58	57	115	57.5	5	0	5	2.5	0	0	0	0	120	60	77	66	71.5	83.9%
113	0	1	1	0.5	0	0	0	0	0	0	0	0	1	0.5	0	1	0.5	100.0%
114	62	84	146	73	23	20	43	21.5	4	10	14	7	203	101.5	189	215	202	50.2%
DARTMOUTH TOTAL	**889**	**1003**	**1892**	**946**	**426**	**403**	**829**	**414.5**	**33**	**57**	**90**	**45**	**2811**	**1405.5**	**1764**	**1754**	**1759**	**79.9%**
SUB DIVISIONS																		
SUB DIVISION A																		
143	**688**	**646**	**1334**	**667**	**427**	**306**	**733**	**366.5**	**40**	**76**	**116**	**58**	**2183**	**1091.5**	**2007**	**1855**	**1931**	**56.5%**
SUB DIVISION B																		
140	54	24	78	39	2	1	3	1.5	0	7	7	3.5	88	44	249	259	254	17.3%
141	226	200	426	213	67	129	196	98	27	32	59	29.5	681	340.5	746	932	839	40.6%
142	173	174	347	173.5	129	180	309	154.5	9	29	38	19	694	347	1989	2202	2095.5	16.6%
SUB TOTAL	**453**	**398**	**851**	**425.5**	**198**	**310**	**508**	**254**	**36**	**68**	**104**	**52**	**1463**	**731.5**	**2984**	**3393**	**3188.5**	**22.9%**
SUB DIVISION C																		
130.01	28	28	56	28	45	9	54	27	26	2	28	14	138	69	163	106	134.5	51.3%
130.02	89	158	247	123.5	52	82	134	67	1	32	33	16.5	414	207	208	368	288	71.9%
131.01	75	52	127	63.5	16	12	28	14	4	2	6	3	161	80.5	140	117	128.5	62.6%
131.02	58	65	123	61.5	20	19	39	19.5	1	1	2	1	164	82	99	142	120.5	68.0%
131.03	64	82	146	73	17	88	105	52.5	5	8	13	6.5	264	132	101	216	158.5	83.3%
131.04	21	18	39	19.5	6	3	9	4.5	0	3	3	1.5	51	25.5	49	64	56.5	45.1%
131.05	84	30	114	57	3	24	27	13.5	1	12	13	6.5	154	77	130	111	120.5	63.9%
132.01	58	53	111	55.5	18	29	47	23.5	3	12	15	7.5	173	86.5	142	168	155	55.8%
* 132.02	69	82	151	75.5	64	78	142	71	12	20	32	16	325	162.5	545	618	581.5	27.9%
SUB TOTAL	**546**	**568**	**1114**	**557**	**241**	**344**	**585**	**292.5**	**53**	**92**	**145**	**72.5**	**1844**	**922**	**1577**	**1910**	**1743.5**	**52.9%**
** Included part of Bedford*																		
SUB DIVISION D																		
120	59	61	120	60	19	1	20	10	1	3	4	2	144	72	562	659	610.5	11.8%
121.01	39	16	55	27.5	16	4	20	10	12	5	17	8.5	92	46	86	45	65.5	70.2%
121.02	28	44	72	36	16	23	39	19.5	1	6	7	3.5	118	59	48	76	62	95.2%
121.03	11	2	13	6.5	0	0	0	0	0	0	0	0	13	6.5	11	2	6.5	100.0%
121.04	47	43	90	45	14	26	40	20	6	4	10	5	140	70	83	93	88	79.5%
122.01	7	17	24	12	1	1	2	1	0	3	3	1.5	29	14.5	8	21	14.5	100.0%
122.02	25	30	55	27.5	6	9	15	7.5	0	6	6	3	76	38	31	45	38	100.0%
122.03	6	1	7	3.5	0	2	2	1	0	0	0	0	9	4.5	6	3	4.5	100.0%
123.01	8	15	23	11.5	1	0	1	0.5	0	1	1	0.5	25	12.5	13	17	15	83.3%
SUB TOTAL	**230**	**229**	**459**	**229.5**	**73**	**66**	**139**	**69.5**	**20**	**28**	**48**	**24**	**646**	**323**	**848**	**961**	**904.5**	**35.7%**
SUB DIVISION E																		
150.01	40	34	74	37	1	8	9	4.5	0	0	0	0	83	41.5	49	44	46.5	89.2%
150.02	54	78	132	66	33	16	49	24.5	1	0	1	0.5	182	91	113	132	122.5	74.3%
151	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	ERR
152	180	162	342	171	47	157	204	102	5	18	23	11.5	569	284.5	307	400	353.5	80.5%
SUB TOTAL	**274**	**274**	**548**	**274**	**81**	**181**	**262**	**131**	**6**	**18**	**24**	**12**	**834**	**417**	**469**	**576**	**522.5**	**79.8%**
TOTAL SUB DIVISIONS	**2191**	**2115**	**4306**	**2153**	**1020**	**1207**	**2227**	**1113.5**	**155**	**282**	**437**	**218.5**	**6970**	**3485**	**7885**	**8695**	**8290**	**42.0%**
TOTAL SYSTEM IN CENSUS TRACT AREA	**21184**	**20635**	**41819**	**20909.5**	**10836**	**10376**	**21212**	**10606**	**1081**	**2566**	**3647**	**1823.5**	**66678**	**33339**	**64360**	**67551**	**65955.5**	**50.5%**

SNAPSHOT OF BORROWERS WHO HAD MATERIAL CHECKED

OUT ON DEC 11/95 AND JAN 22/96

Avg. # of Borrowers: 12,590

Census Tract	Average # of Borrowers HCRL System	% of Total Borrowers HCRL System	Average # of Borrowers Spr. Garden Rd. location	% of Borrowers Spring Garden Rd. location
HALIFAX PENINSULA AREA				
003	302	2.4%	286	94.7%
004.01	343	2.7%	328	95.5%
004.02	426	3.4%	402	94.4%
005	234	1.9%	219	93.6%
006	425	3.4%	400	94.1%
007	205	1.6%	162	78.8%
008	226	1.8%	211	93.6%
009	221	1.8%	183	82.8%
010	405	3.2%	211	52.0%
011	579	4.6%	504	87.0%
012	305	2.4%	281	92.1%
013	261	2.1%	202	77.4%
018	287	2.3%	194	67.4%
019	377	3.0%	306	81.2%
020	480	3.8%	202	42.1%
021	210	1.7%	142	67.4%
022	321	2.5%	229	71.3%
023	227	1.8%	133	58.7%
Hfx Sub Total	**5831**	**46.3%**	**4591**	**78.7%**
MAINLAND NORTH				
017	181	1.4%	86	47.5%
024	341	2.7%	69	20.2%
025.01	513	4.1%	82	16.0%
025.02	512	4.1%	92	17.9%
025.03	301	2.4%	51	16.8%
026	694	5.5%	86	12.4%
027	206	1.6%	41	19.7%
Hfx Sub Total	**2746**	**21.8%**	**506**	**18.4%**
MAINLAND SOUTH				
001	284	2.3%	22	7.7%
002	506	4.0%	111	22.0%
014	364	2.9%	124	34.1%
015	322	2.6%	72	22.2%
016	164	1.3%	69	41.9%
Hfx Sub Total	**1639**	**13.0%**	**397**	**24.2%**
TOTAL HALIFAX CITY	**10,216**	**81.1%**	**5,494**	**53.8%**

	Average # of Borrowers HCRL System	% of Total Borrowers HCRL System	Average # of Borrowers Spr. Garden Rd.	% of Borrowers Spring Garden Rd. location
DARTMOUTH				
100	12	0.1%	10	87.0%
101	19	0.1%	17	89.2%
102	29	0.2%	27	93.1%
103	18	0.1%	17	91.7%
104.01	15	0.1%	13	86.2%
104.02	20	0.2%	18	89.7%
105.01	17	0.1%	17	97.1%
105.02	24	0.2%	21	87.5%
106	29	0.2%	24	82.5%
107	20	0.2%	18	87.5%
108	23	0.2%	19	80.4%
109	25	0.2%	21	83.7%
110	14	0.1%	12	88.9%
111	18	0.1%	15	83.3%
112	15	0.1%	12	82.8%
113	1	0.0%	1	100.0%
114	36	0.3%	23	63.9%
DARTMOUTH TOTAL	**331**	**2.6%**	**280**	**84.7%**
BEDFORD*				
123.02	38	0.3%	27	70.7%
123.03	137	1.1%	69	50.4%
TOTAL	**175**	**1.4%**	**96**	**54.7%**

**Note: Part of Bedford is also in Census Tract 132.02 (SUBDIVISION C)*

	Average # of Borrowers HCRL System	% of Total Borrowers HCRL System	Average # of Borrowers Spr. Garden Rd. location	% of Borrowers Spring Garden Rd. location
SUBDIVISIONS				
SUB DIV A				
143	**336**	**2.7%**	**201**	**59.9%**
SUB DIV B				
140	47	0.4%	13	28.0%
141	140	1.1%	58	41.4%
142	394	3.1%	86	21.9%
SUB TOTAL	**580**	**4.6%**	**157**	**27.1%**
SUB DIV C				
130.01	29	0.2%	13	43.9%
130.02	53	0.4%	39	72.6%
131.01	34	0.3%	25	73.5%
131.02	28	0.2%	22	76.8%
131.03	31	0.2%	24	77.4%
131.04	12	0.1%	8	62.5%
131.05	27	0.2%	21	77.4%
132.01	36	0.3%	24	65.3%
132.02*	97	0.8%	30	31.1%
SUB TOTAL	**346**	**2.7%**	**203**	**58.8%**
**Includes part of Bedford*				
SUB DIV D				
120	117	0.9%	17	14.5%
121.01	11	0.1%	10	86.4%
121.02	20	0.2%	18	90.0%
121.03	2	0.0%	2	100.0%
121.04	18	0.1%	16	91.4%
122.01	6	0.0%	6	100.0%
122.02	13	0.1%	13	100.0%
122.03	3	0.0%	3	100.0%
123.01	4	0.0%	3	75.0%
SUB TOTAL	**192**	**1.5%**	**86**	**44.8%**
SUB DIV E				
150.01	7	0.1%	6	85.7%
150.02	29	0.2%	24	82.5%
151	0	0.0%	0	
152	53	0.4%	46	85.8%
SUB TOTAL	**89**	**0.7%**	**75**	**84.7%**
TOTAL SUB DIVISIONS	**1542**	**12.2%**	**722**	**46.8%**

SNAPSHOT OF BORROWERS WHO HAD MATERIAL CHECKED
OUT ON DEC 11/95 AND JAN 22/96

	Average # of Borrowers HCRL System	% of Total Borrowers HCRL System	Average # of Borrowers Spr. Garden Rd. location	% of Borrowers Spring Garden Rd. location
Total Borrowers	12,590	100.0%	6,822	54.2%
Total # of Borrowers in Census Tract area	12,252	97.3%	6,591	53.8%
Total # of Borrowers outside of Census Tract area	330	2.6%	232	70.3%