



REPORT TO THE LONDON PUBLIC LIBRARY BOARD

MEETING DATE: December 17, 2009

Session:	Public Session
Subject:	Carson Branch Library : Capital Refurbishment
Prepared By:	Nancy Collister, Delilah Deane Cummings, Terry Wilkes
Presented By:	Nancy Collister
Purpose of Report	For Receipt and Information Only <input checked="" type="checkbox"/>

RECOMMENDATION

It is recommended that this report be received.

ISSUE/OPPORTUNITY

As part of efforts to make the W.O. Carson Branch Library more relevant and inviting to the community, the physical environment will be revamped and the space reorganized. The Carson Branch Library facelift is part of London Public Library's ongoing commitment to the community of being inclusive, essential and accessible.

BACKGROUND

On December 23, 1915, the first branch of the London Public Library, the East Branch, was opened on the corner of Dundas and Rectory Streets in the East London Town Hall. It was moved in 1926 to the corner of Dufferin and Quebec Streets and named after the Director of London Public Library who served from 1906 to 1916. The present building was constructed in 1977.

In February 2008, a group of community members from East London, including the Old East Village, consisting of Jason Ahrens, Frank Filice, Shelly Happy, Sarah Merritt and Susan Pedersen met with Nancy Collister and Susanna Hubbard Krimmer of Customer Services & Branch Operations to talk about maintaining and further developing the Carson Branch Library as a critical and relevant resource in East London. Delilah Deane Cummings, in her role as Community Outreach & Program Services Coordinator, joined the team in providing professional expertise in applying the philosophies and techniques that community developer's use in the context of library

service planning and since this time has become the Supervisor of the Carson Branch Library. In April/May of 2008 the Carson Branch Library Action Group was formally established.

The actions undertaken to engage people in the community and to provide an improved customer service experience at the branch have begun to show results. There has been significant increase in usage of the Carson Branch Library:

- Attendance has increased with the 2009 3rd quarter attendance at 18,077 over 2008 3rd quarter 15,367
- Total Circulation and Renewal for 2009 3rd quarter was 34,585 compared to 2008 3rd quarter at 28,309.
- Program attendance for the 2009 3rd quarter was 1,791 compared to 2008 3rd quarter figures 1,549.

FACILITY IMPROVEMENT PLAN

Efforts have been underway year long to make improvements at Carson in the collections, programs, and the establishment of a large community bulletin board. Outside physical improvements have been made including: cleanup of the gardens; the construction of an accessible ramp from the parking lot to the front door and addition of a cement pad for bicycle parking. Upcoming improvements will be:

- Fresh paint;
- New carpeting;
- New flooring around the entrance way and circulation department;
- Relocation of the return chute which will give the library more interior square footage with the new return chute located in area that is more accessible to the public and to the staff;
- Improved lending services area;
- Revamped and enhanced meeting room space; and
- Enhanced children's play area.

SOURCES OF FUNDING

Funds from the London Public Library Branch Facility Capital Upgrade Account will be used to renovate the Carson Branch Library. Donations are being sought for enhancements.

TEMPORARY CLOSURE

The Carson Branch Library will be closed to the public for approximately three weeks to carry out the work. Carson will close Wednesday December 30 at 5:00 pm and will reopen on Tuesday, January 19 at 1:00 pm.

Details about service interruptions and alternatives will be available to the public well in advance. Special Lending procedures have been put in place to provide as little disruption to the patron as possible. Patrons will be encouraged to visit other library locations during the closure period.

CELEBRATION PARTY

Carson Branch Library will celebrate its new look on Saturday February 6, 2010 from 1:30-3:30 pm.