

Preliminary Design - Questionnaire

QUESTIONNAIRE RESPONSE REPORT

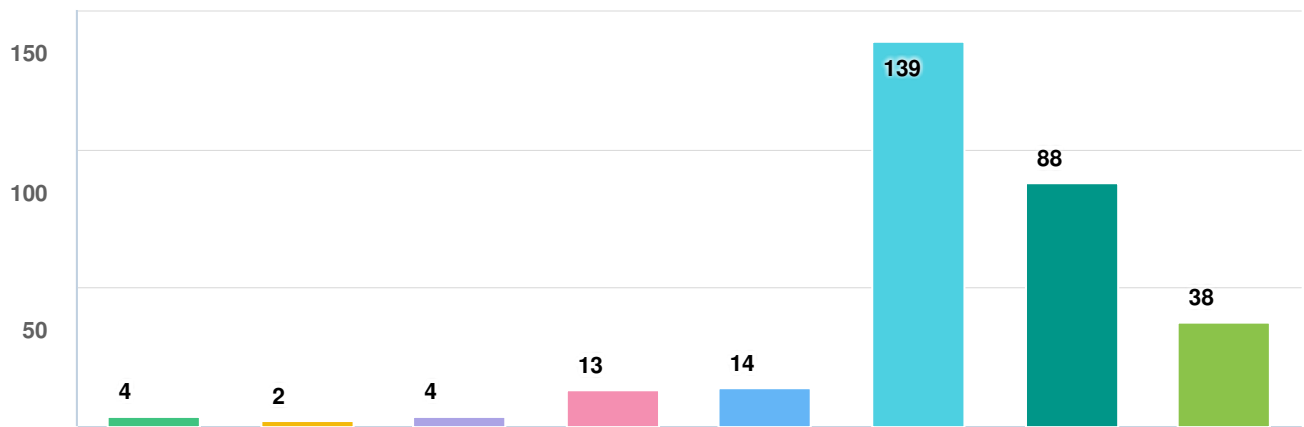
14 June 2021 - 04 July 2021

PROJECT NAME: City Hall Project



QUESTIONNAIRE

Q1 Part One: City Hall Customer Service Experience - How often do you visit West Kelowna's current City Hall building?



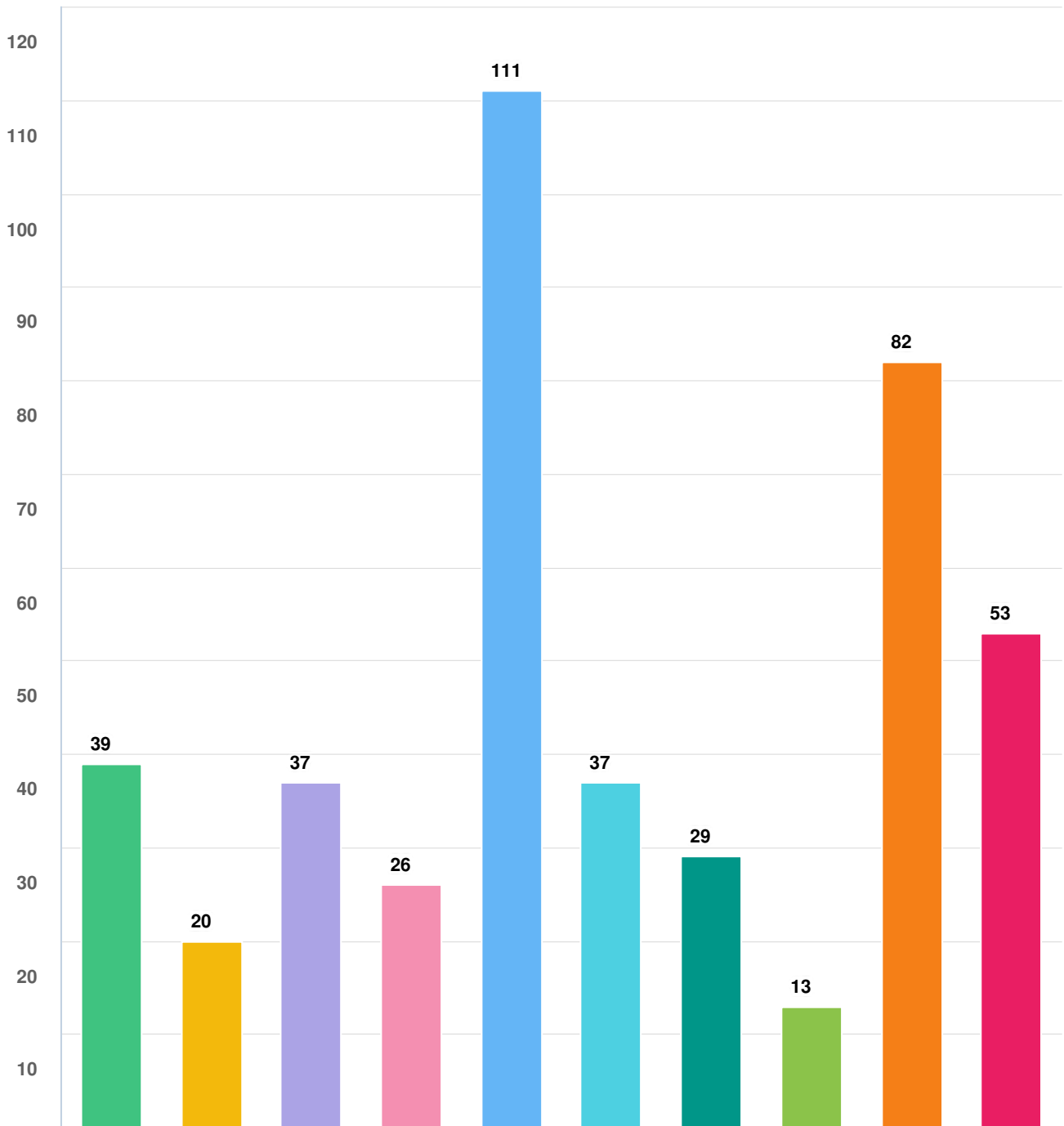
Question options

- Three to five times per week
- Once a week
- A few times per month
- Monthly
- Bi-monthly
- Once a year
- I haven't been to City Hall
- Other (please specify)

Optional question (302 response(s), 4 skipped)

Question type: Checkbox Question

Q2 What services are you seeking when you visit in-person? (select all that apply)



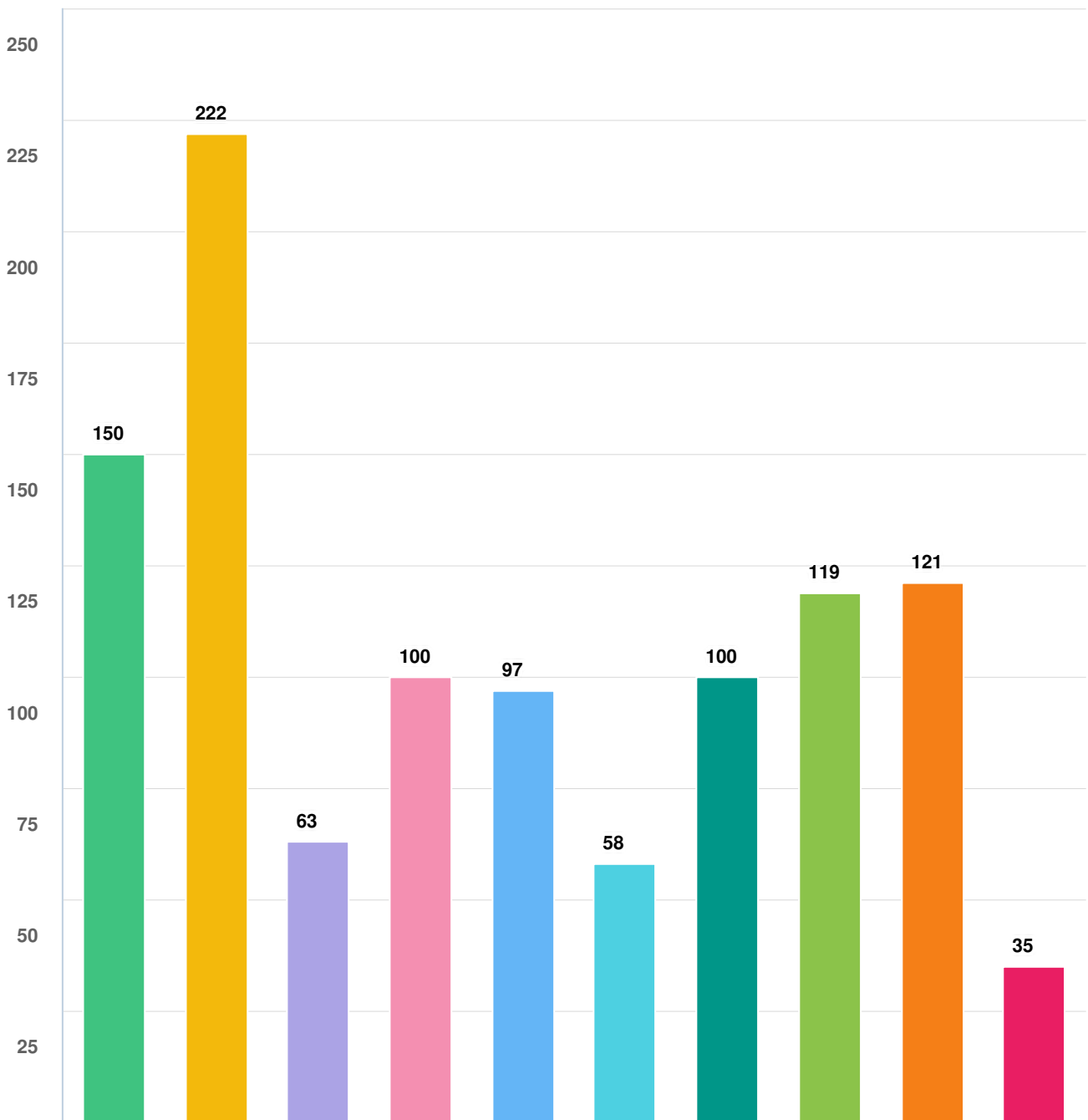
Question options

- Attend a Council meeting
 ● Business licensing
 ● Development permits/applications
 ● General development inquiries
- Payments for property taxes
 ● Payments for utilities
 ● City-related project information
- Meetings with staff (please specify)
 ● General information
 ● Other (please specify)

Optional question (273 response(s), 33 skipped)

Question type: Checkbox Question

Q3 What experience elements are important to you when you arrive? (select all that apply)



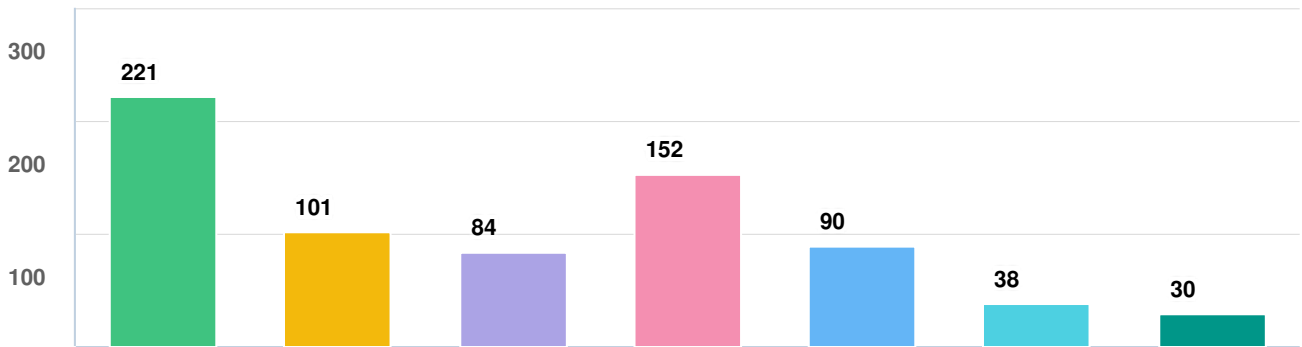
Question options

- Open and inviting outdoor and main foyer space
 ● In-person customer service/information desk
 ● Self-serve kiosk
- Drop box for City-related submissions
 ● Municipal services directory
 ● Digital community service information boards
- Physical display space for community information/education opportunities, community recognition
 ● Wayfinding signage
- Art, language and culture incorporated into public spaces
 ● Other (please specify)

Optional question (295 response(s), 11 skipped)

Question type: Checkbox Question

Q4 When conducting in-person visits what is most important to you? (select all that apply)

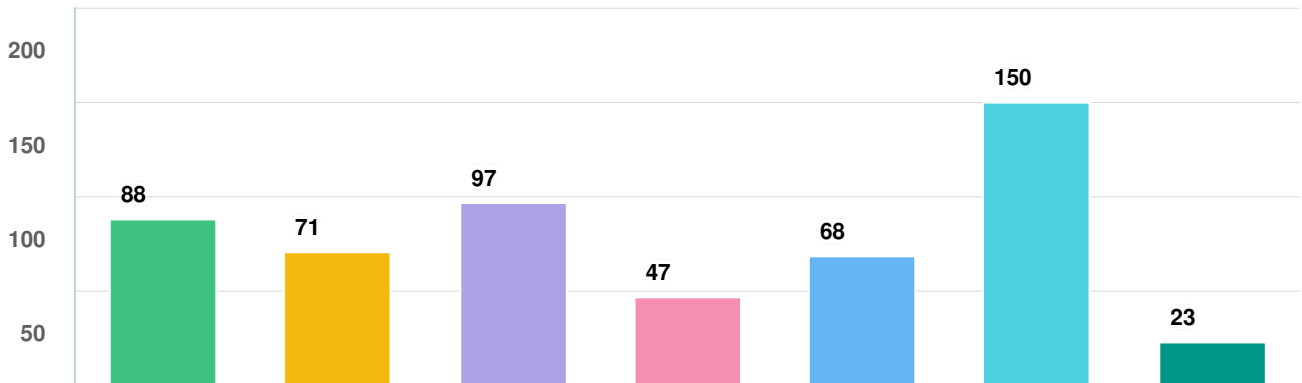


Question options

- Easily accessible customer services and program information
- Seating areas and comfortable spaces
- Access to complimentary Wi-Fi
- Easy payment options (face-to-face, self-serve counter, drop box)
- Ease of connectivity inside the building between the City Hall foyer and the Library
- Kids learning corner in the foyer of City Hall
- Other (please specify)

Optional question (290 response(s), 16 skipped)
Question type: Checkbox Question

Q5 If you attend those meetings, what features/amenities would you like to see in Council Chambers? (select all that apply)

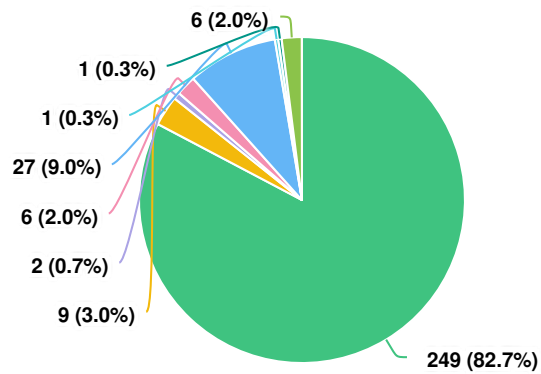


Question options

- Digital broadcast inside and outside of chambers (e.g. tv's in main foyer)
- Closed caption displays for the hearing impaired
- Moveable and comfortable seating
- Waiting area in foyer of Council Chambers
- Power plugs for mobile devices (such as cell phones, laptops)
- I don't attend Council in-person
- Other (please specify)

Optional question (285 response(s), 21 skipped)
Question type: Checkbox Question

Q6 What would be your primary method of getting to/from City Hall? (select the primary method only)



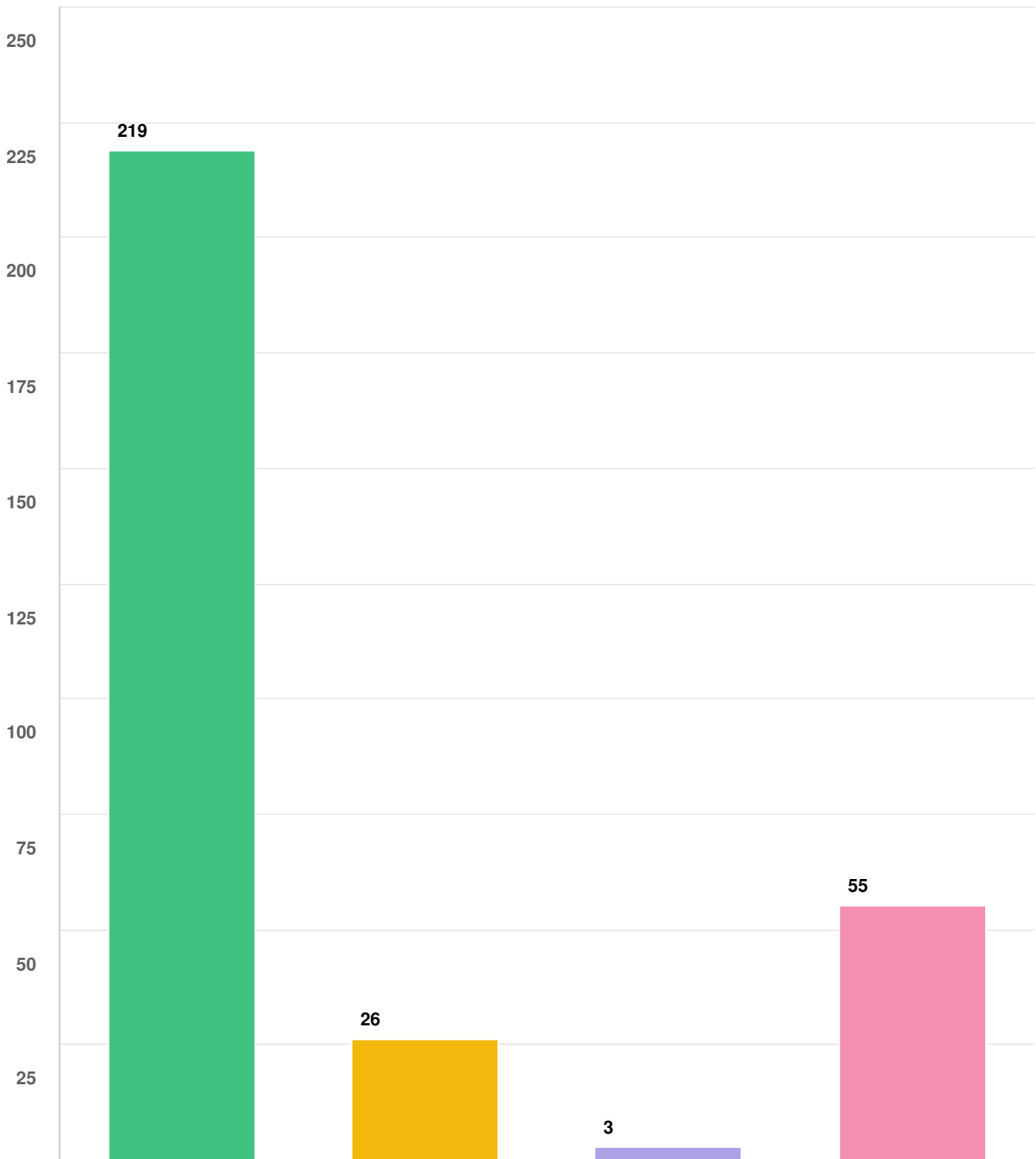
Question options

- Drive
- Cycle
- Motorcycle
- Transit/Shuttle
- Walk/Roll
- Taxi
- Drop-off
- Other (please specify)

Optional question (301 response(s), 5 skipped)

Question type: Radio Button Question

Q7 To help inform parking management on site, during in-person visits to City Hall how long is your typical visit?



Question options

- Less than one hour
- 1 to 2 hours
- 2 to 3 hours
- N/A

*Optional question (300 response(s), 6 skipped)
Question type: Checkbox Question*

Q8 How important are the following? (very important, somewhat important, not very important, not at all important)

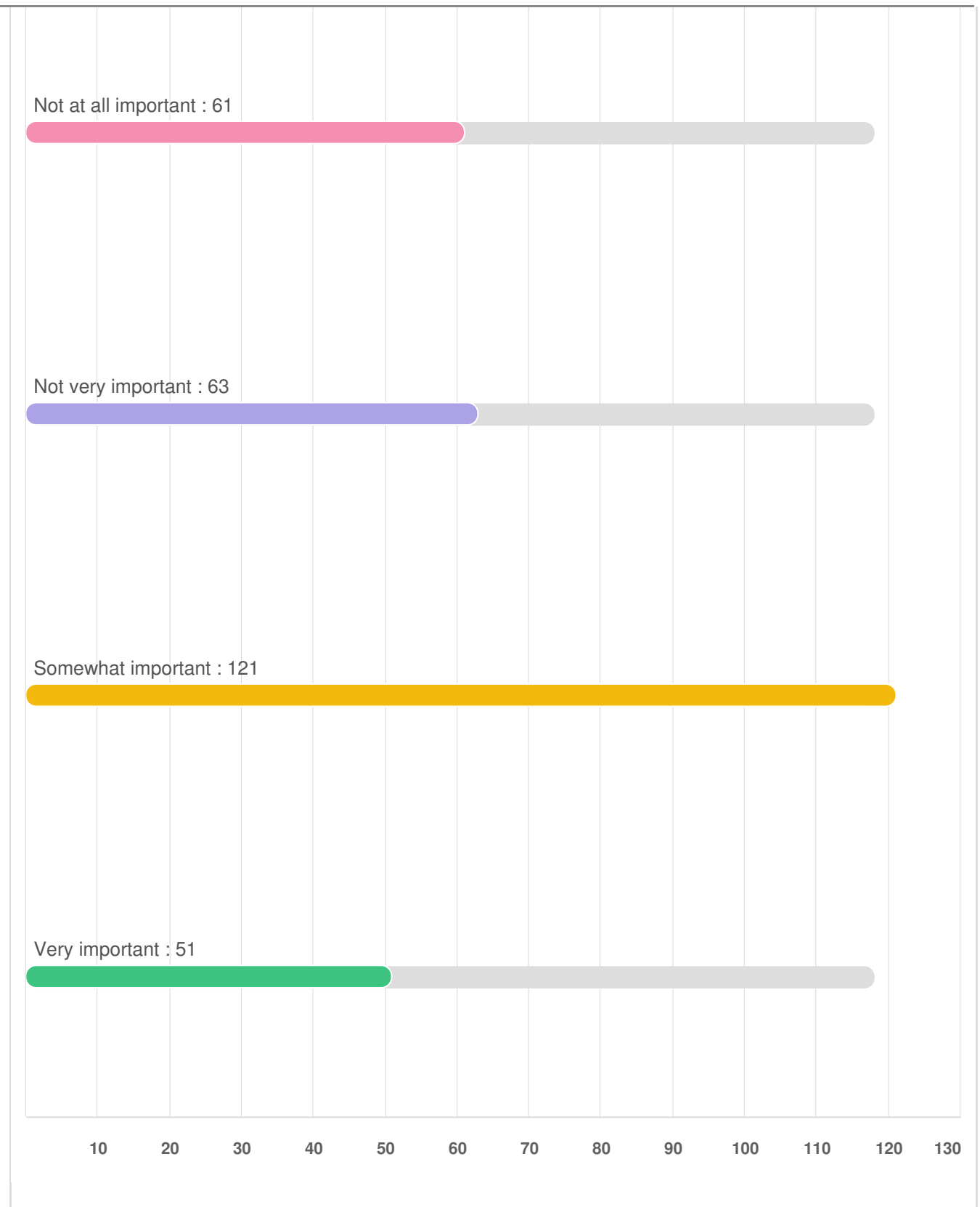


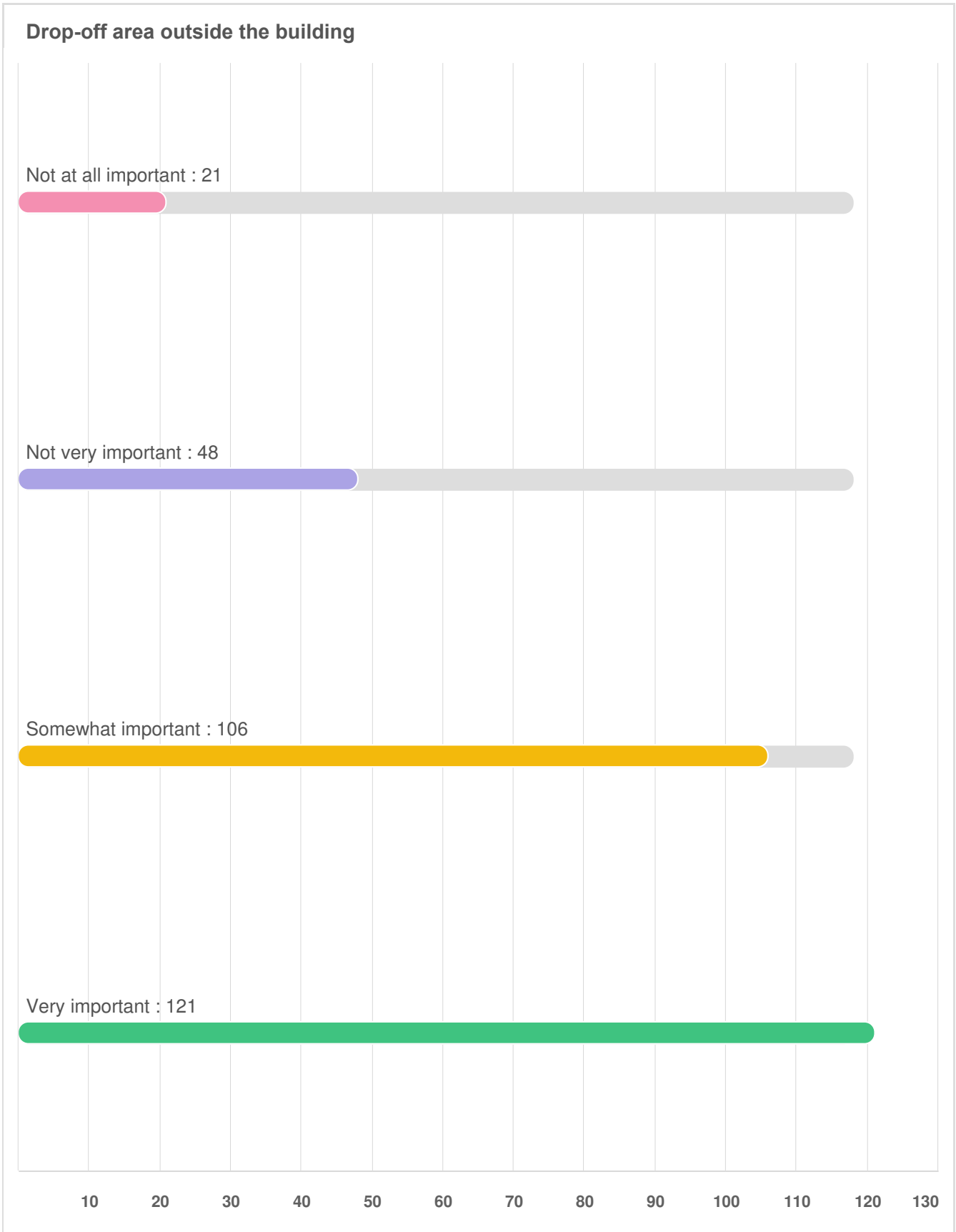
Optional question (303 response(s), 3 skipped)
Question type: Likert Question

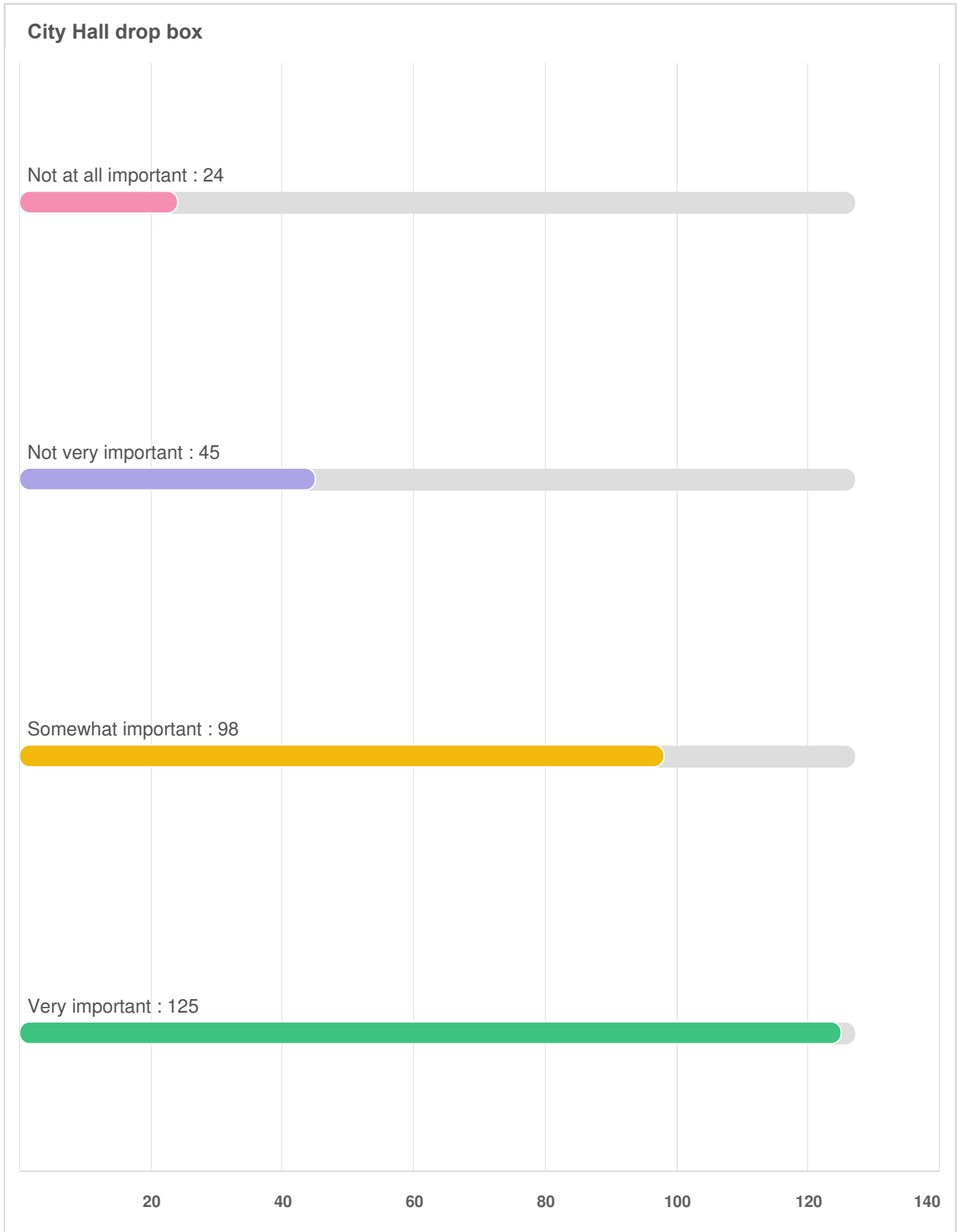
Q8 How important are the following? (very important, somewhat important, not very important, not at all important)

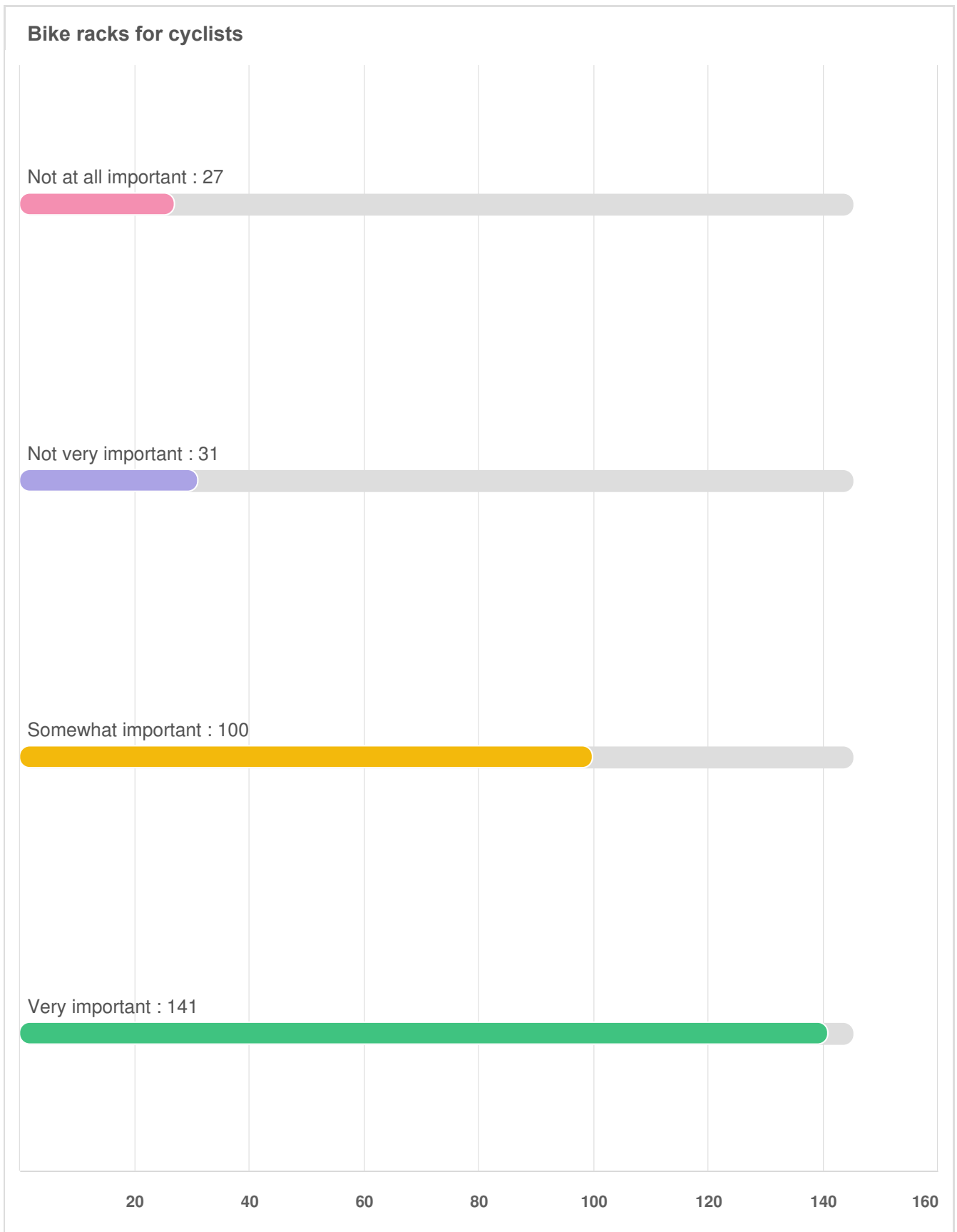
Future vehicle charging stations/exchanges

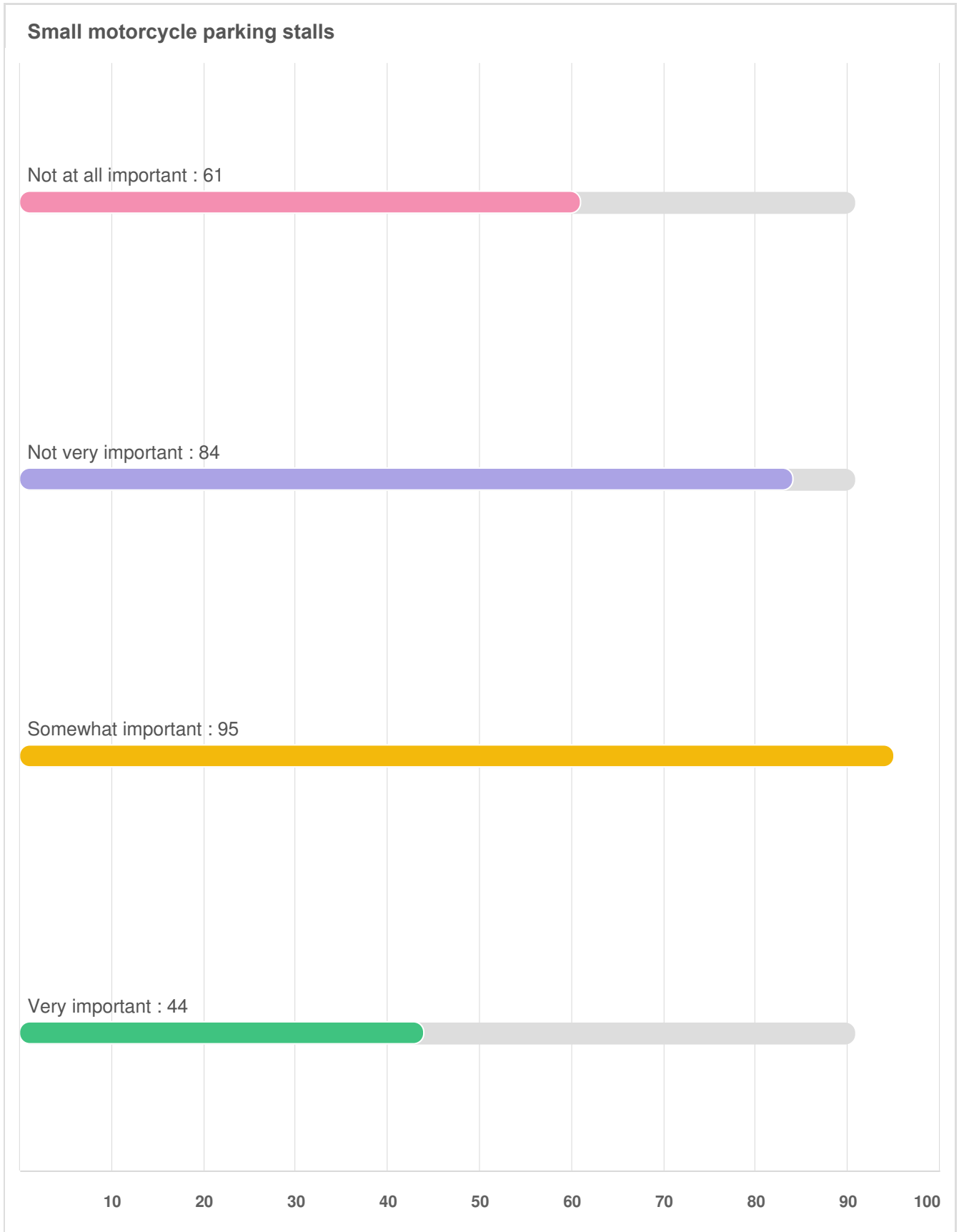
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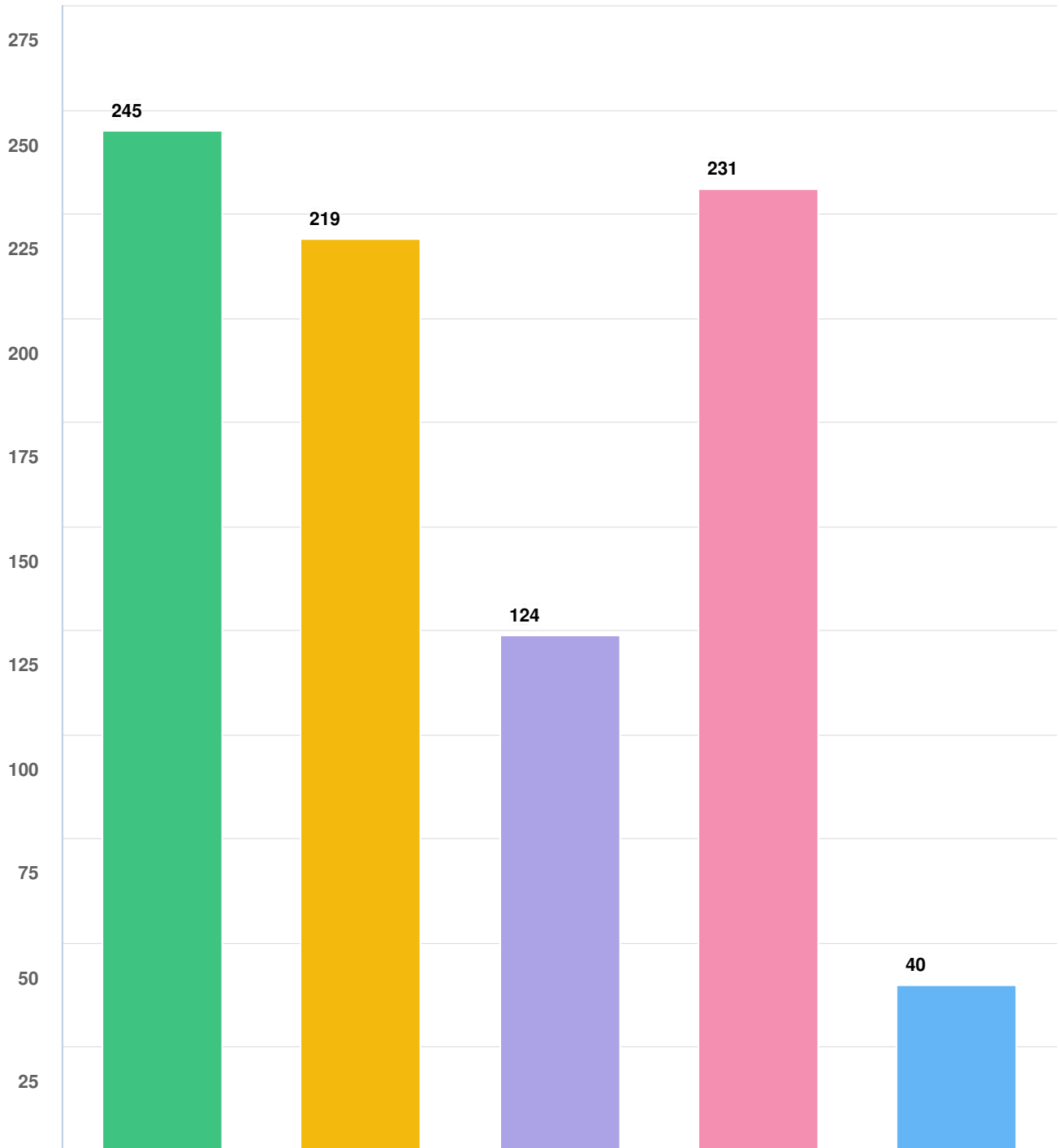








Q9 Community gathering spaces - What activities would be well suited here? (select all that apply)

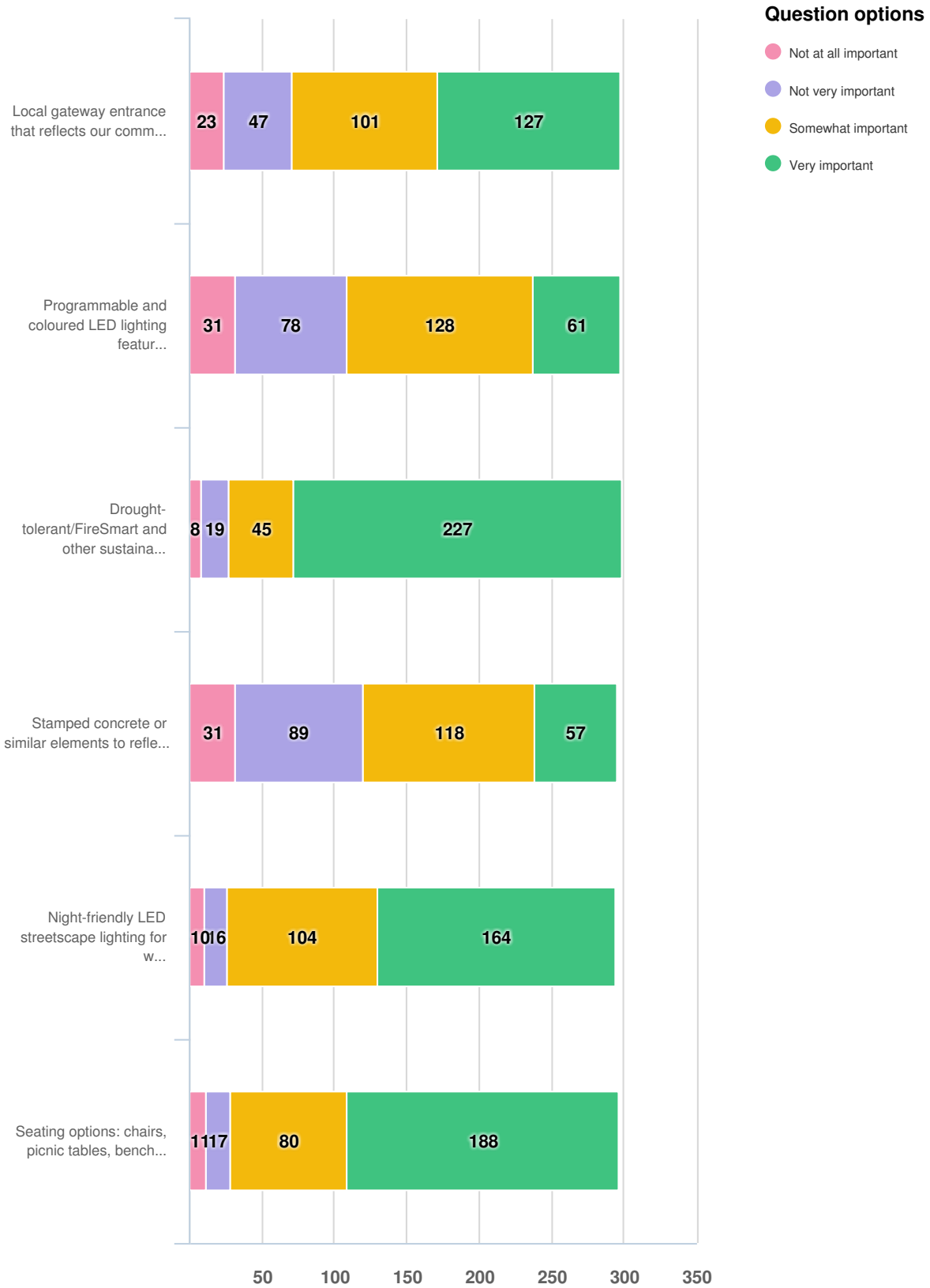


Question options

- Other
- Arts, heritage and culture exhibits
- Outdoor fitness programs
- Small music events
- Local and artisan markets

Optional question (300 response(s), 6 skipped)
Question type: Checkbox Question

Q10 How important are some of these design ideas? (very important, somewhat important, not very important, not at all important)

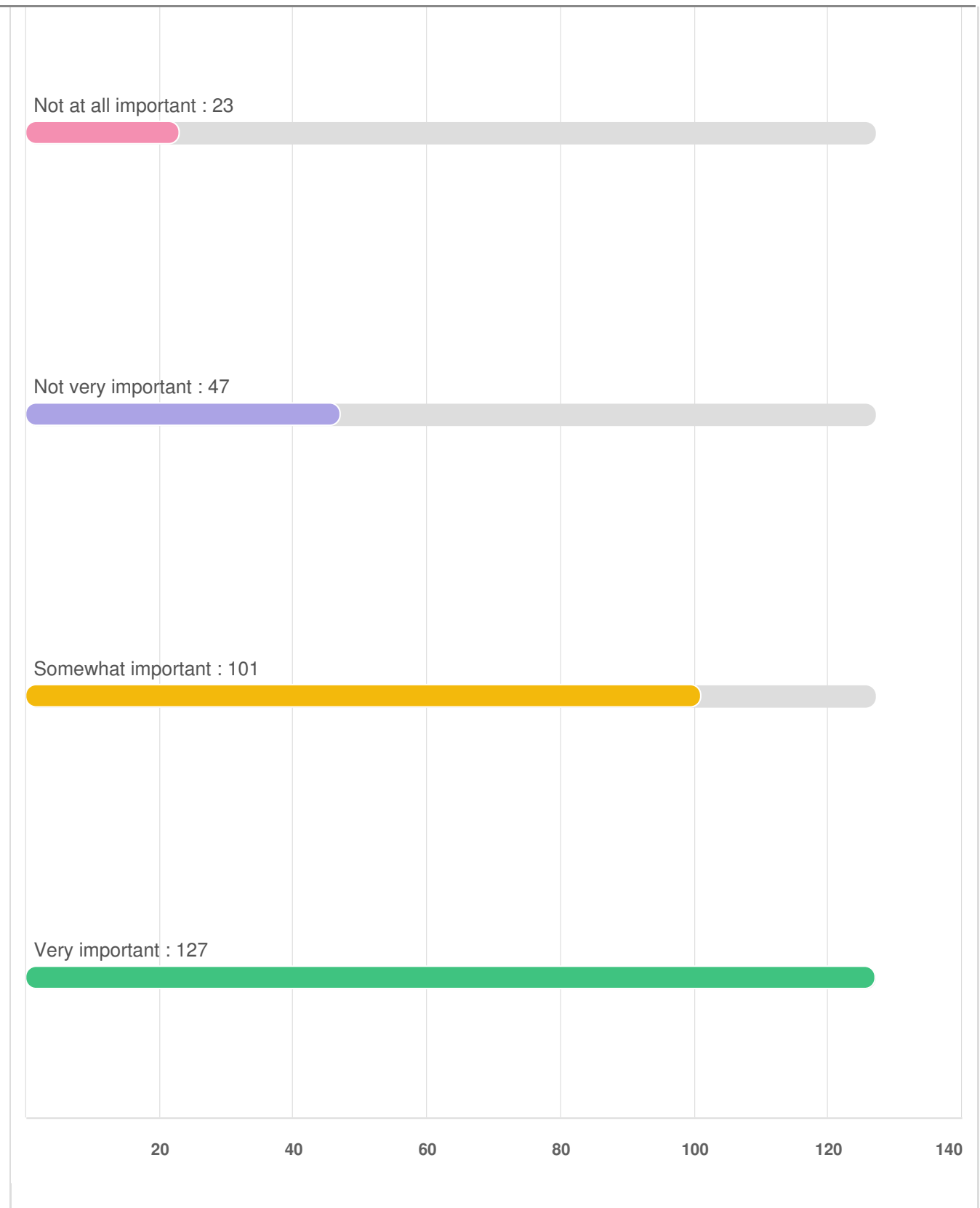


Optional question (302 response(s), 4 skipped)
 Question type: Likert Question

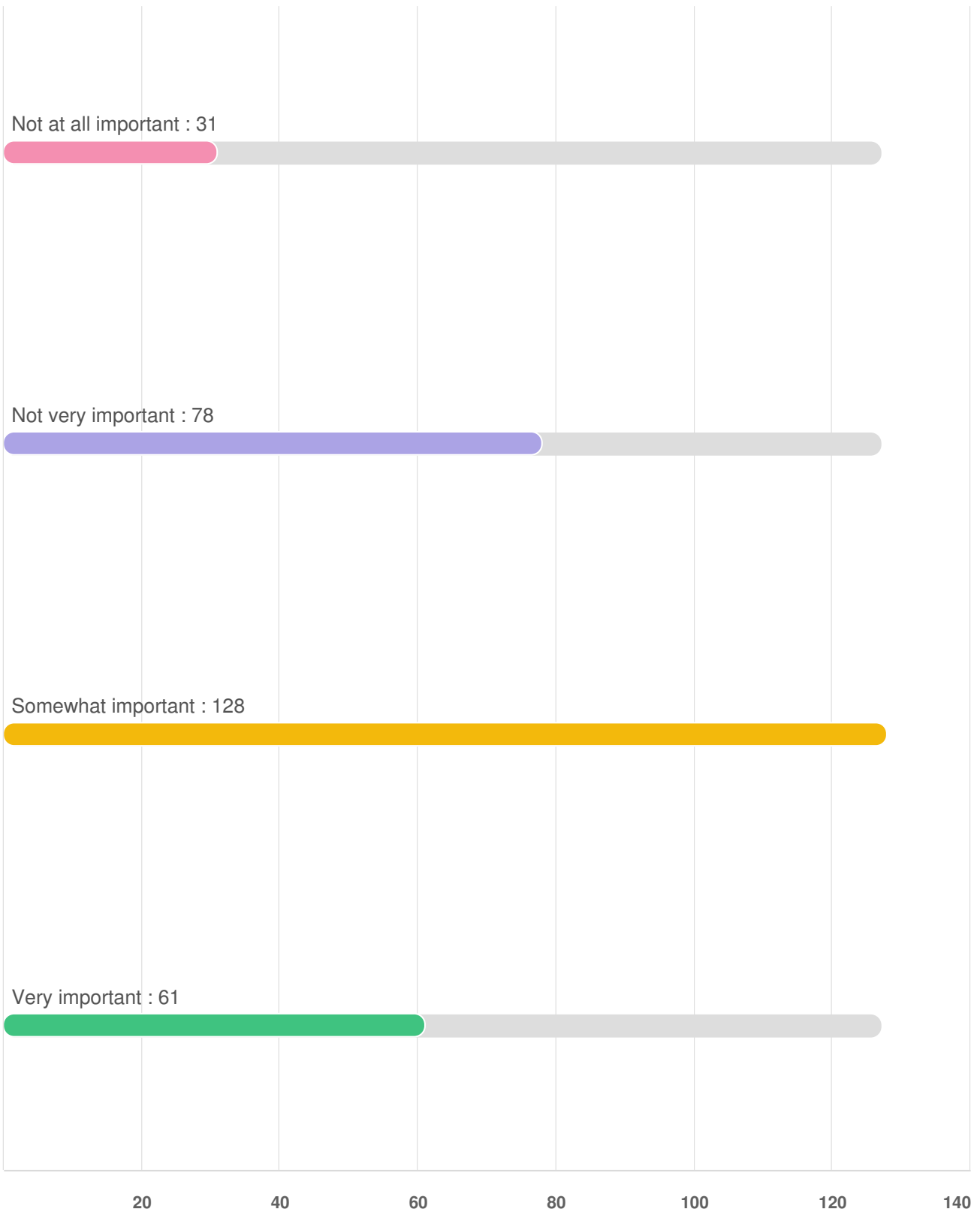
Q10 Outdoor lighting, landscaping and seating - How important are some of these design ideas?
(very important, somewhat important, not very important, not at all important)

Local gateway entrance that reflects our community's roots and character

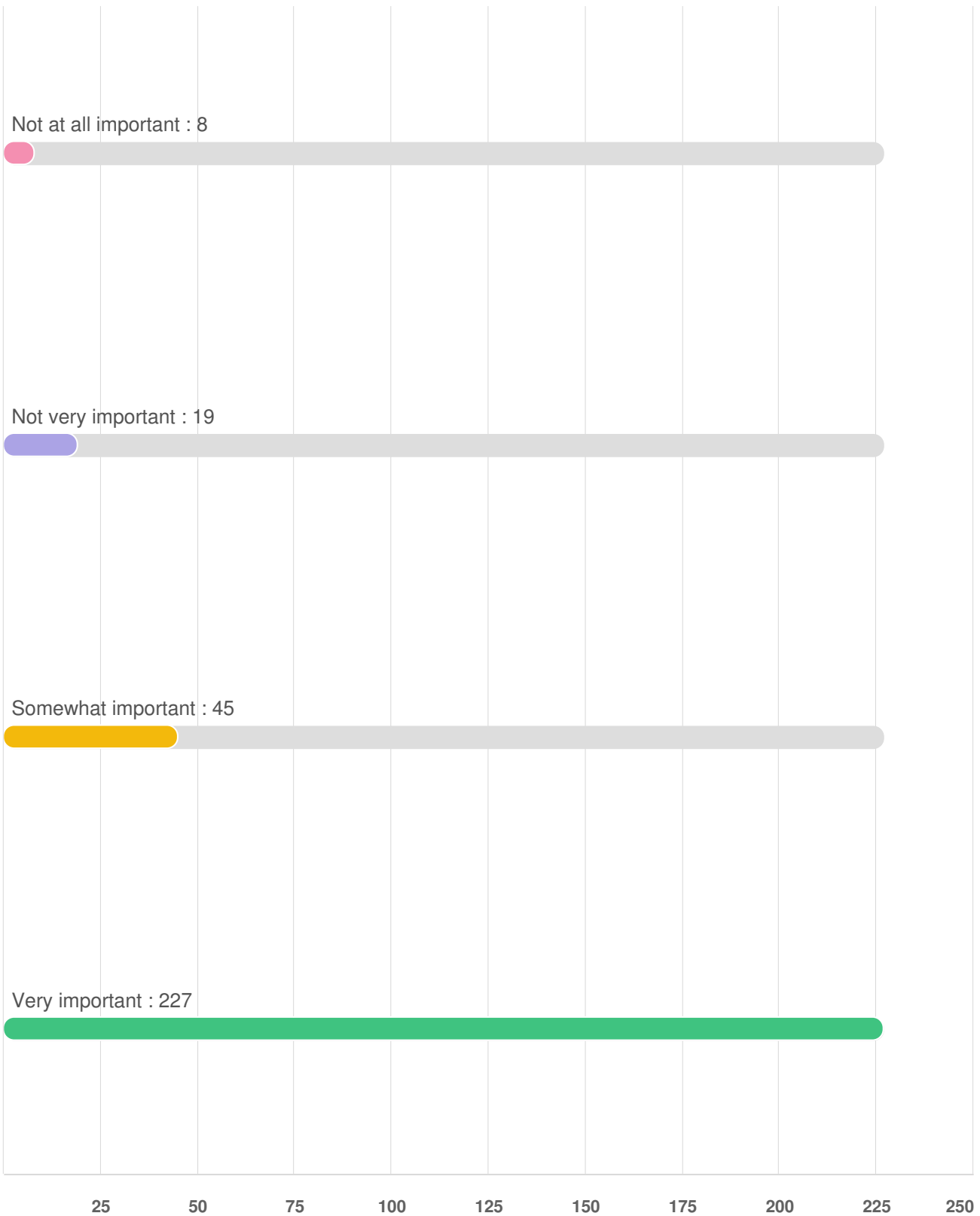
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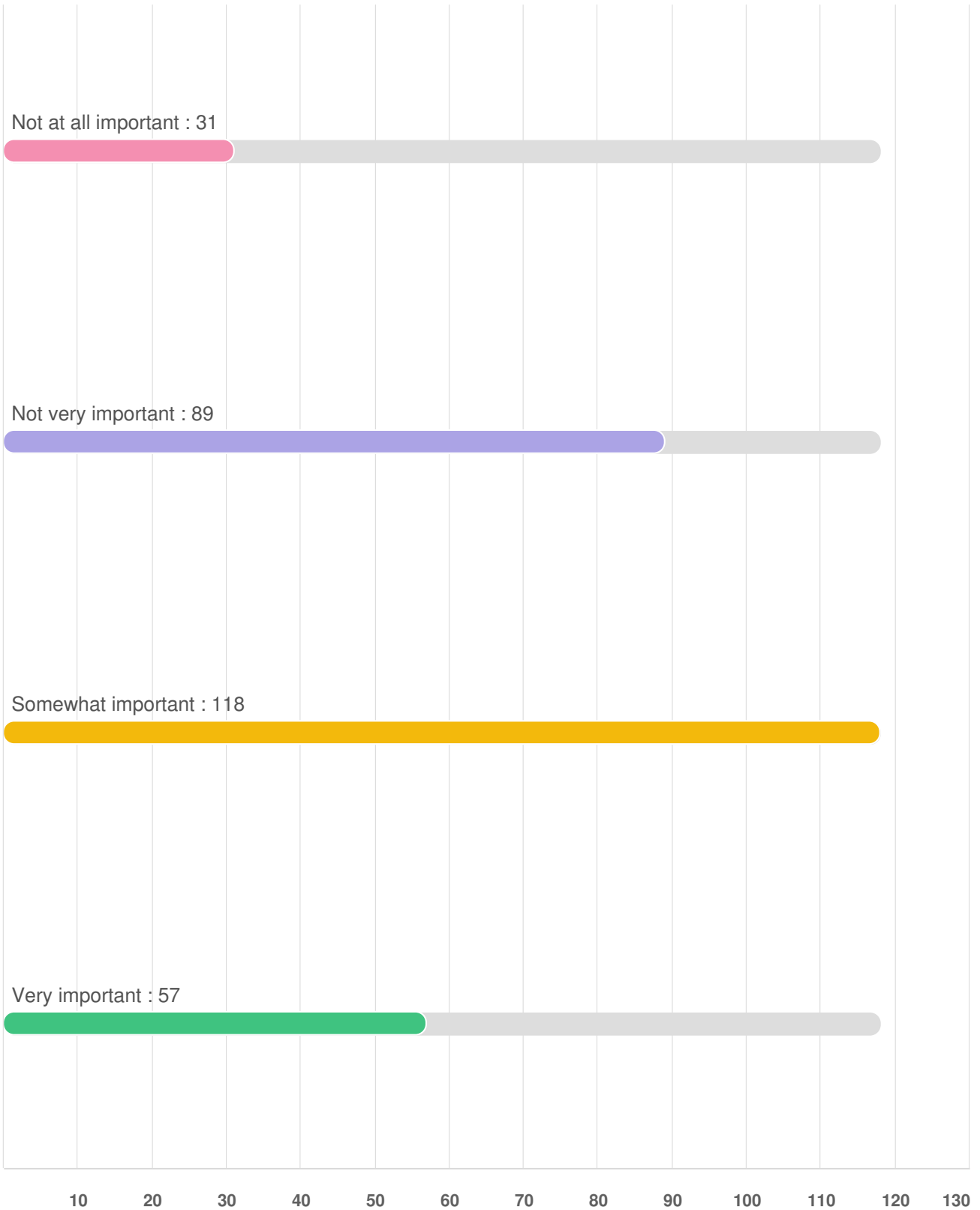
Programmable and coloured LED lighting features to celebrate holidays and major community events



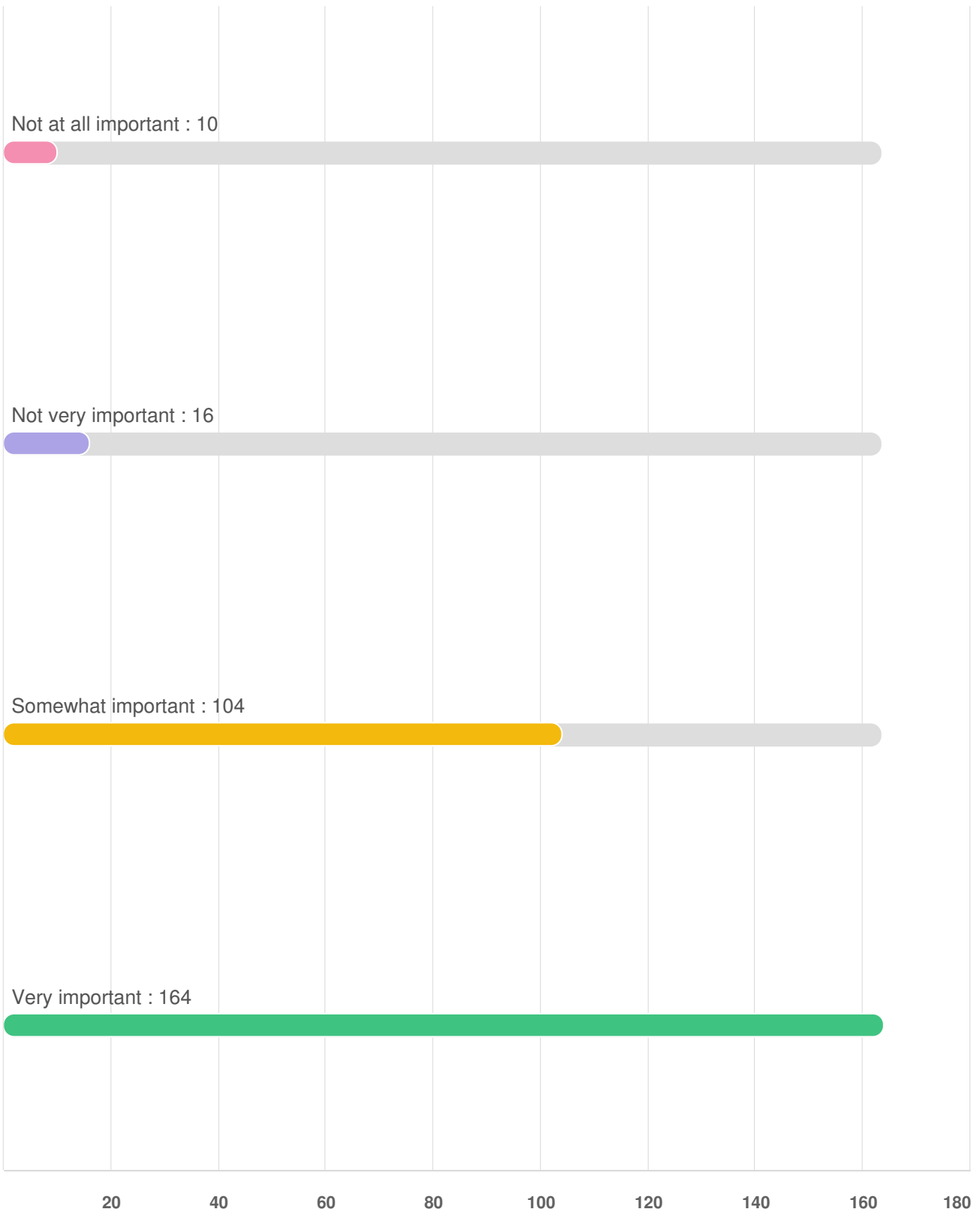
Drought-tolerant/FireSmart and other sustainable vegetation designs with potential partners (community non-profit, demonstration gardeners, bee ambassadors)

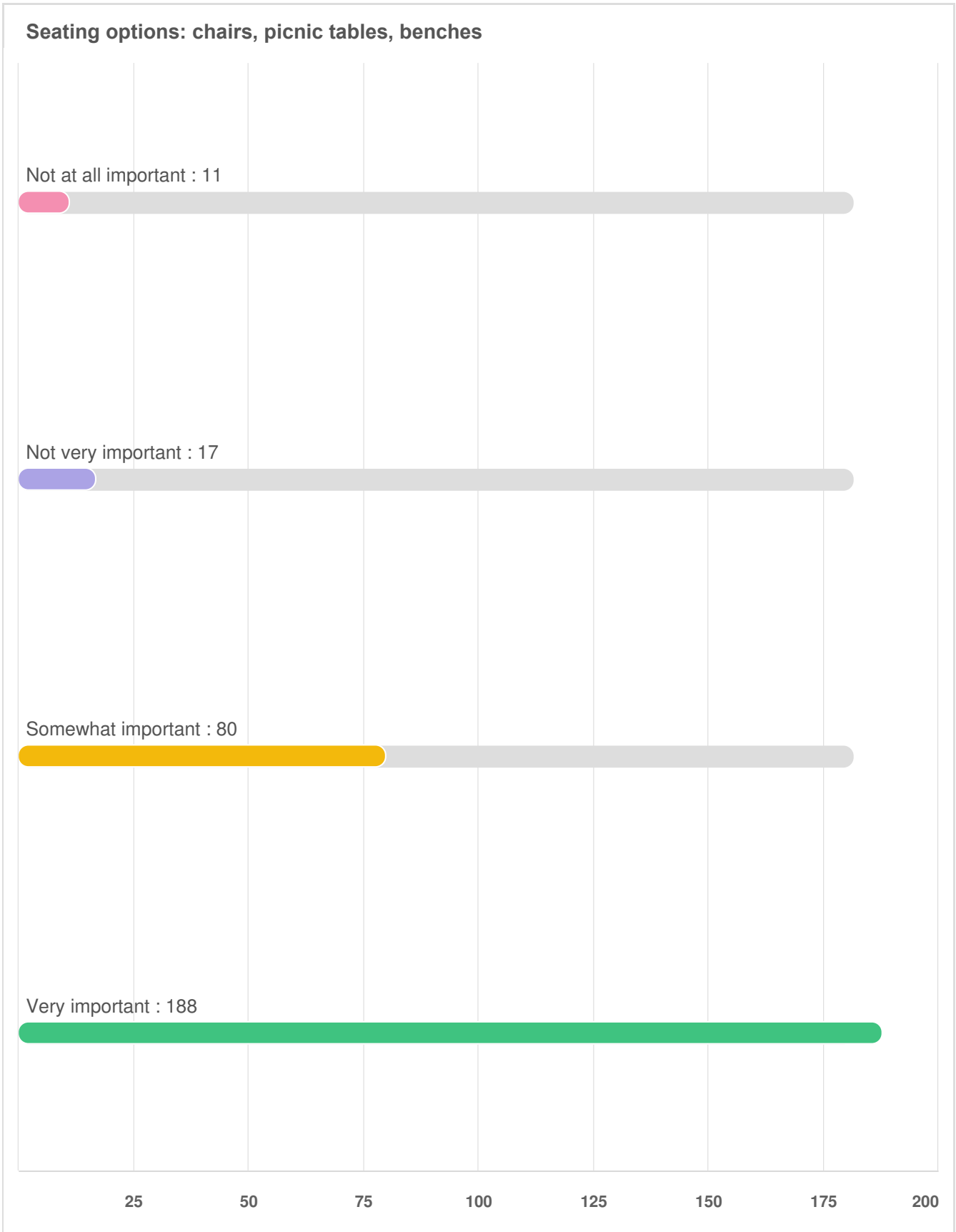


Stamped concrete or similar elements to reflect Okanagan flora and fauna and other environmental symbols (e.g. fish and wildlife habitat)

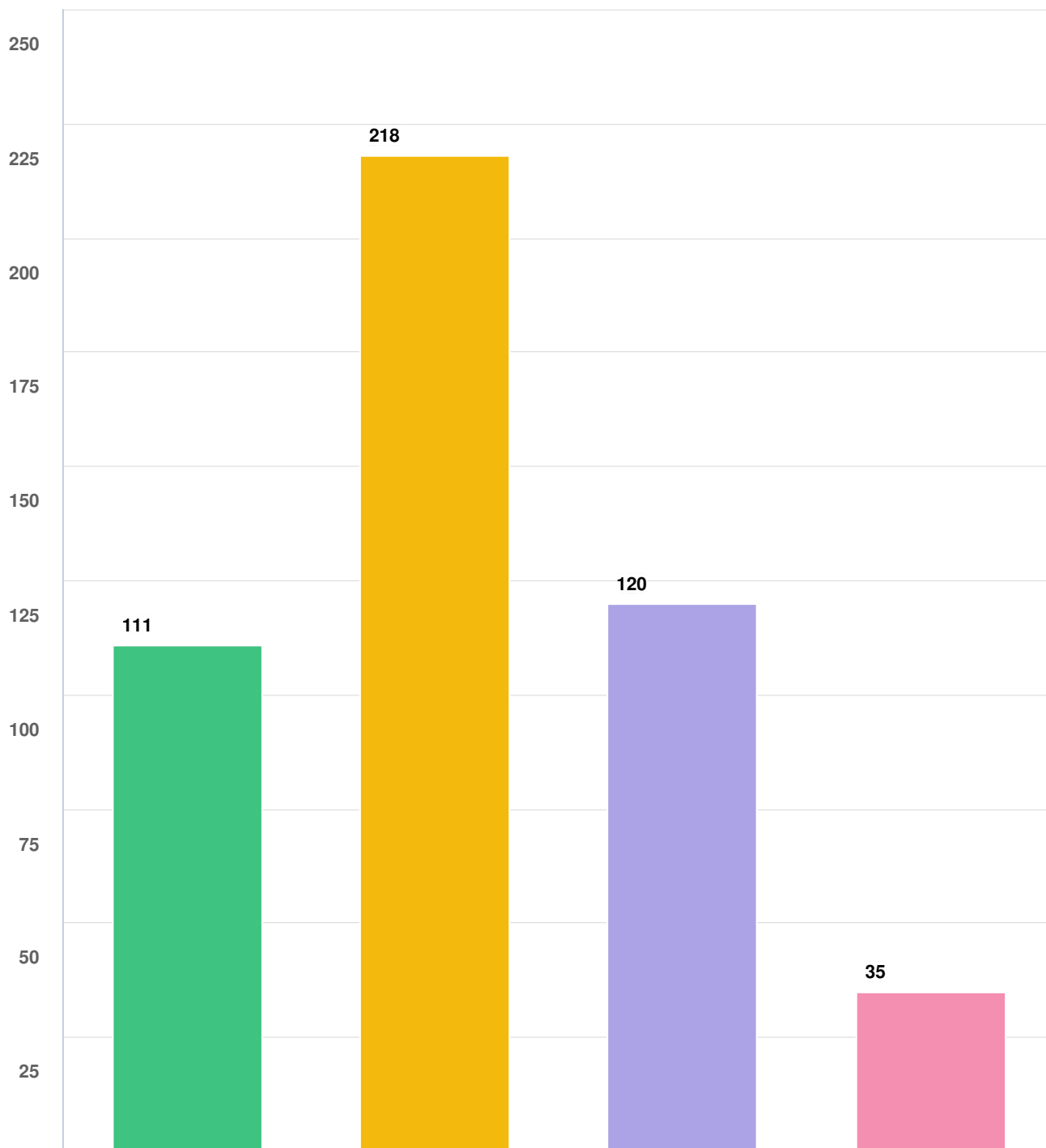


Night-friendly LED streetscape lighting for walkways and parking lots (e.g. modern vs. heritage character)





Q11 Arts, heritage and culture - Please tell us the local art, heritage and culture ideas that you like and share some of your own.

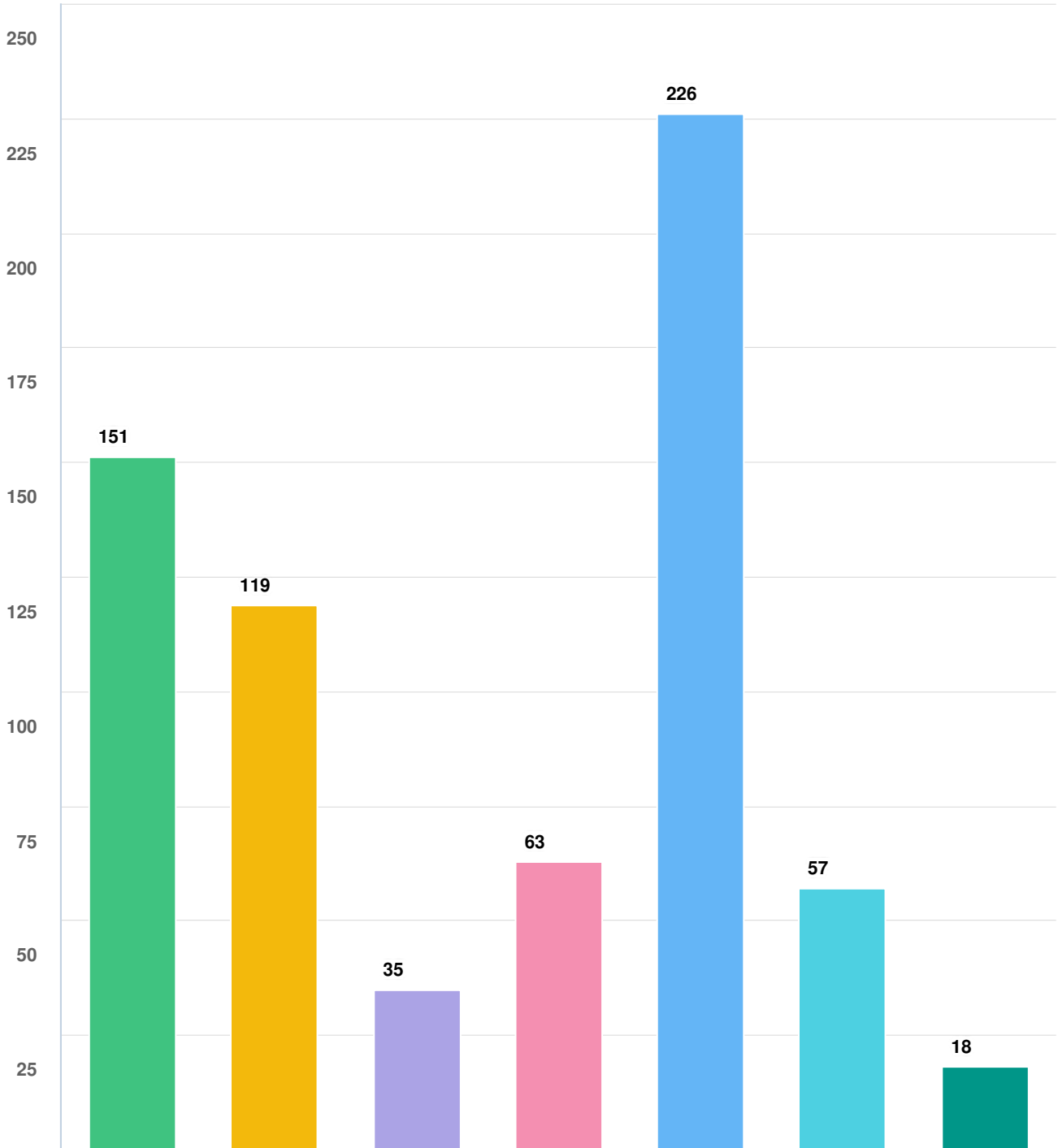


Question options

- Other (please specify)
- Children's chalk walk art area
- Indigenous and public art
- Interpretive walking path (e.g. audio history played on your headphones linked to visual art and culture elements)

Optional question (282 response(s), 24 skipped)
Question type: Checkbox Question

Q12 Construction communications - To ensure we maximize our communication as we minimize the temporary inconvenience of construction, what are your communication preferences to stay informed and engaged?



Question options

- Other (please specify)
- Updates during Council meetings
- Webpage information
- Public meetings at key milestones
- Information phone line
- Signage on site
- Subscribing to the City's e-News updates

Optional question (294 response(s), 12 skipped)
Question type: Checkbox Question

Q13 General - Building West Kelowna's first purpose-built City Hall will make history! Share your ideas about what you would like to see to commemorate the opening of the building that celebrates West Kelowna.

Anonymous

6/14/2021 01:12 PM

Cafe / bistro on sight or nearby

Anonymous

6/14/2021 01:46 PM

Nothing

Anonymous

6/14/2021 02:11 PM

I am seriously concerned about the driveway to the new City Hall and Library. As I am understanding it, the driveway will wrap around Johnson Bentley (same access as the skateboard park now). As someone who is at Johnson Bentley daily, I do not feel that the current driveway is sufficient to support the number of people who will be using the area. I am also concerned that the number of parking spaces planned will not be sufficient. Johnson Bentley does not currently have enough parking to support the number of people using the facility on a normal day (pre-COVID) so it is important to me that sufficient parking is planned for the City Hall and Library so that people are not using the Johnson Bentley lots.

Anonymous

6/14/2021 02:45 PM

Looking at this I do not know how many parking stalls there are. It looks like there maybe not enough. Currently where I live (moving in 2 months) I am on Council and the Library Board and in both places we struggle with not having enough parking. I would slightly overdue parking to plan for the future. Also I love the plan and how you are designing and having public engagement. We are also redoing our town office. I see many key things in this building. I also feel you have built for future growth (which I am not there and do not know for sure). Great idea on art exhibits! Keeping the culture in the area is key but do not over due it on high price items like concrete as one day it will need to be cut up for something

Anonymous

6/14/2021 03:04 PM

Be sure to include Bannock! Oh and FREE transit to get to the opening. Any cake needs to feature local fruit, for obvious reasons. Favour bags for attendees including stickers, magnets, coupons, samples, etc.

Anonymous

6/14/2021 03:14 PM

This building is an example of how politicians do an end around the voice of the people who already voted no to a city hall building Any monies that go to this building are tax dollars from the people no matter

Anonymous

6/14/2021 03:46 PM

if it is federal, provincial, or municipal.

I feel it is important to incorporate and honour indigenous art and culture, and have decolonized spaces (such as open gathering spaces) and practices throughout. The Sylix People's land was not ceded, and so a public Territory Acknowledgement would be appropriate. And for safety, sidewalks and pathways! Something sorely lacking in West Kelowna

Anonymous

6/14/2021 06:13 PM

Tribute to those who died from COVID-19

Anonymous

6/14/2021 07:05 PM

you guys can cut ribbon, do what you want. I just need this city to move on and move forward. There are so much that needs to be done and we are still stuck at this "need to build a new city hall" subject. If we did this many years ago, it would have half the cost! Citizens voted this council to make decision, so make them and execute them. When you ask our input on every single item of interest, then why did we need to vote for your team.

Anonymous

6/14/2021 10:25 PM

Make history that isn't a waste of money. Build a basic building that houses staff for a purpose is cheap to heat and cool and to maintain. This building is a complete waste of money. we p à

Anonymous

6/15/2021 05:45 AM

Put the opening on tv so people know what and where it is

Anonymous

6/15/2021 07:02 AM

Access. Reaching the city hall involves crossing two major highways for most people.

Anonymous

6/15/2021 08:11 AM

I would not care to commemorate this occasion but if you do it it should cost nothing

Anonymous

6/15/2021 09:11 AM

I think it would be great to see an event with representation from all the various service groups that support our community (fire department, MLA, public works, etc.) and their equipment. It would be an opportunity to showcase the extensive services that are delivered to the community!

Anonymous

6/15/2021 12:57 PM

I love the wall to wall glass wall with the wide corridors, however, the rest of the building look like an underground parking garage. There is nothing in the design to suggest that this building is on West Kelowna, or even in BC.

Anonymous

6/15/2021 05:22 PM

I fully support making a beautiful, while obviously functional City Hall and Library! West Kelowna really needs some interesting, attractive buildings!

Anonymous

6/15/2021 08:18 PM

A feature art piece (sculpture) unveiled the same time as the opening of the City Hall. A commemorative coin to be given out to everyone attending the opening of the new city hall.

Anonymous

6/16/2021 12:57 PM

individual accesses between services so you are in separate settings

Anonymous

6/16/2021 04:50 PM

I would like to see a clear relationship with WFN in this and recognition in some form of art of the impact of residential schools to the Okanagan Indigenous people.

Anonymous

6/16/2021 09:10 PM

A large fir tree because of its immense natural beauty. Trees have great value in that they help to curb green house gas emissions which is why the Federal Government has proposed to plant millions of trees over the coming year. Many British Columbians also have a deep respect for trees, especially the old

growth forests. They say that too many trees are being lost to clear cutting and in the clearing of trees to develop more land.

Anonymous

6/16/2021 09:46 PM

You have covered a fair bit, but periscope landscaping is a must, stamped concrete looks way better than plain, plain looks better than painted (less maintenance too) especially when stamped and maybe coloured.

Anonymous

6/17/2021 02:16 AM

Try to,keep it simple and cost effective! After all it is the TAX PAYER who is. Putting up the funds

Anonymous

6/17/2021 08:00 AM

Day of celebration that includes: Opening ceremony with Mayor, WFN chief, constituents and premier; performances from local and aboriginal musicians; children's activities; local vendors; and fireworks.

Anonymous

6/17/2021 09:00 AM

I think it needs to incorporate a design reflective of the Indigenous people in the area, reflective of reconciliation. It also needs to be universally accessible, well lit, with ample space for those with mobility devices and pushing strollers.

Anonymous

6/17/2021 11:36 AM

You are building it it a hole invisible to the public it shouldn't have to be pretty or fancy to reflect this lacklustre location

Anonymous

6/17/2021 03:05 PM

When I enter the building I want to be greeted and felt welcome and well directed so I not where I am going. The front entry way to City Hall is very open and long will I know how to find the right person to talk to? Where will the receptionist be located? Is it a good idea to have Council beside the busy front lobby?

Anonymous

6/17/2021 03:15 PM

Just open the doors!

Anonymous

6/17/2021 04:17 PM

Fireworks

Anonymous

6/17/2021 05:18 PM

If possible okdest living resident to commemorate opening or a celebrity, some local business community owners/leaders

Anonymous

6/18/2021 02:56 PM

An opening event with all local vendors would be great.

Anonymous

6/20/2021 12:21 AM

Explain what citizens can use the new building for

Anonymous

6/20/2021 11:31 AM

Art gallery and cultural heritage displays

Anonymous

6/20/2021 12:47 PM

Lets hear from some of the influential locals, not just council and the contractor. You're spending a lot of tax payer dollars; make sure to highlight what the people are getting, not just those that work there. I think staff deserve a nice place to go to work, but make sure you drive home the community benefits when you host a grand opening.

Anonymous

6/21/2021 11:30 AM

How is jbmacc supposed to expand if your taking that space for parking???

Stuart

6/21/2021 05:39 PM

Maybe some plaques memorializing how, hopefully unlike the soccer dome, the City remembered to follow its own building codes and install bathrooms, and also thought ahead and made sure its own water main isn't already located where the crews will be digging?

Anonymous

6/23/2021 10:41 AM

Music and art as a focus and celebration of our community.

Anonymous

6/23/2021 10:54 AM

As a resident of West Kelowna - I/we have already said NO to this development. Seems the elected people don't recognize the public sentiment!

Anonymous

6/23/2021 03:40 PM

Day long mini-festival featuring local arts and music performers.

MEP

6/24/2021 07:42 AM

Incorporating local history and indigenous history in opening ceremonies to reflect our diverse community

Anonymous

6/24/2021 09:04 AM

Make it large enough to rent out space to commercial and other government agencies. Like service Canada, Passport Office, ICBC. Imagine that, an income generator

Anonymous

6/24/2021 02:44 PM

Anything that recognizes this is unceded Indian land. This buying my own land back garbage is terrible but you want a new city Hall...? I'm hoping to be able to pay my taxes without penalty and you want a new city Hall?

Anonymous

6/24/2021 05:34 PM

Water wise and fire smart practices are essential not just for the site but to educate all visitors.

Anonymous

6/24/2021 07:35 PM

Indigenous welcoming and ceremony. Acknowledgement of West Kelowna's First People's.

Anonymous

6/24/2021 08:04 PM

Indigenous participation - using their ideas. Some history - ask the museum. Not too many politicians - include real people who can relate the impact of the project to them. Music

Anonymous

6/24/2021 08:20 PM

Barbecue welcoming

Anonymous

6/25/2021 07:59 AM

It needs to be fully Accessible for people with all Disabilities

Anonymous

6/25/2021 09:20 AM

Collaborations with Westbank First Nations.

Anonymous

6/25/2021 02:46 PM

I would want the opening to be totally inclusive - ethnic, age, mobility issues. We need to bring our

community back together after all of our isolation re COVID 19. The young people need to featured as volunteer ambassadors and entertainers.

Anonymous

6/25/2021 08:19 PM

Xeriscape and permaculture landscaping, indigenous art

Anonymous

6/25/2021 11:48 PM

Reduce our taxes now that the reserve fund is exhausted to build this

Anonymous

6/26/2021 08:44 AM

ribbon cut and nothing more

Anonymous

6/26/2021 11:24 AM

Public bbq

Anonymous

6/26/2021 06:45 PM

Tax reduction

Anonymous

6/27/2021 07:43 PM

Culturally diverse celebration

Anonymous

6/28/2021 04:17 PM

Live music.

Anonymous

6/28/2021 06:14 PM

n/a

DonD

6/29/2021 12:10 PM

This is a community owed and paid for facility that should embrace our community and what we have to offer. It needs to be welcoming to the citizens of West Kelowna for a place not only for business but for gathering of community members to enjoy, relax, reflect, and refresh. This needs to draw citizens to visit.

Anonymous

6/29/2021 12:04 PM

A ribbon cutting ceremony

Anonymous

6/30/2021 09:45 AM

A collection of all that Westbank has to offer, focusing on the environmental aspect. I want to be

reassured that the city is serious on introducing a green approach and giving it's citizens a quality of life, at the moment it just looks like one big shopping mall/rentals and no attractive features to break up the repetitiveness.

Anonymous

6/30/2021 10:26 AM

Not a good idea to put it on First Nations Land. We could pay to build it and they could decide to take it.

Anonymous

6/30/2021 10:32 AM

This plan looks beautiful - very excited for this!

Anonymous

6/30/2021 10:38 AM

a refund on my wasted tax dolars. no one wanted a new show piece. just the arrogant city hall workers. 5% tax increase per year, are you people nuts?

Anonymous

6/30/2021 10:40 AM

Not a big deal. Keep costs down

Anonymous

6/30/2021 10:44 AM

History of city.

Anonymous

6/30/2021 10:46 AM

It would be nice to have a day of small events inside and outside the building.

Anonymous

6/30/2021 10:51 AM

Good idea

Anonymous

6/30/2021 10:55 AM

N/A

Anonymous

6/30/2021 10:56 AM

Inclusive community event recognizing local charities and volunteers.

Anonymous

6/30/2021 11:10 AM

no comment. Would prefer side walks, bike lanes, good water before you do anything about a city hall.

Anonymous

6/30/2021 11:20 AM

Please ensure that design includes safety features. Workers in libraries and in city hall may need to deal with aggressive or potentially violent

people. Hopefully staff safety was considered in the design phase in a meaningful way that would be compliant with the expectations of WorkSafeBC. Retrofitting at a later date would create an undue cost. With increasing homelessness and camps set up, this area can already be a dangerous area, especially where the city land connects with the band land where parking used to take place. Parking must be sufficient to accommodate all persons accessing the areas....parking is already a problem for the theatre and the pool. Please increase disabled parking.

Anonymous

6/30/2021 11:32 AM

A TAX REBATE!

Anonymous

6/30/2021 11:34 AM

access from other parts of West Kelowna will be a long term problem...

Anonymous

6/30/2021 12:03 PM

Nice foyer,however safety is a concern. There is a large gap around the stairs. There is no railing either. I look forward to this new addition.

Anonymous

6/30/2021 12:18 PM

Am happy with what you are suggesting but with more emphasis on seating for elderly while waiting in lines to be helped.

Anonymous

6/30/2021 12:25 PM

Multi-cultural & Indigenous arts & cultural displays & music

Anonymous

6/30/2021 12:36 PM

Add public indoor amphitheatre for musical events, e.g. chamber orchestra,

Anonymous

6/30/2021 12:40 PM

A food fair/artisan market/cultural highlights and local musicians to draw people to the event so that it is not just about speeches

Anonymous

6/30/2021 12:41 PM

it is NOTneeded

Anonymous

6/30/2021 12:55 PM

Fireworks

Anonymous

6/30/2021 01:04 PM

This building doesn't need or deserve an opening celebration. After being voted against twice, city council forced it into being in an underhanded and fiscally incompetent manner. I'm sure that the staffers who will profit from this will have lots of cash to buy their own fancy dinner.

Anonymous

6/30/2021 01:10 PM

Art by first nations such as the metal sculptures at Elk and Butt. Local artists works- sculptures, murals.

Anonymous

6/30/2021 01:20 PM

Involve First Nations & other ethnic groups

Anonymous

6/30/2021 01:25 PM

To have a variety of people from the very elderly, indigenous, long-time farmers/pioneers of the area, children & teens (who have been instrumental in suggestions for the skate park), be a part of the 'opening the front door' ceremony, and especially having access for people of limited mobility. To have an 'info' kiosk for those of us 'dinosaurs' (not all together with the computer/digital world) to navigate how to access services with a 'human being' and not be told to go 'online'.

Anonymous

6/30/2021 01:40 PM

I think this building is in a poor location and the money would be better spent on other projects. I will probably not attend the opening.

Anonymous

6/30/2021 01:40 PM

Firstly, I would like to see FEWER WINDOWS. It appears to be oriented to face WEST. The heating and cooling will be astronomical !!! I really think a bricks and mortar building would suit the character of West Kelowna better. Something substantial like the Heritage on Brown Road, that is a nice building.

We don't need a "Frank Lloyd Wright" wannabe cottage style city hall. All that glass will be a BIG problem in heating, cooling, and cleaning! I am sure anyone sitting near or facing the windows will want lots of blinds to save them from the glare of the Western sun. I think better choices could have been made. I will not be proud of a 'cottage style' city hall. If you go with this style, I think you need to print a monthly accounting of the extra expenses caused by the use of all that glass. That poorest of R-value insulation.

Anonymous

6/30/2021 01:40 PM

Incorporate the Westbank name.

Anonymous

6/30/2021 01:47 PM

A party

Anonymous

6/30/2021 02:12 PM

!

Anonymous

6/30/2021 02:55 PM

Lots of trees planted

Anonymous

6/30/2021 03:00 PM

It could and should have happened sooner but now you can get on with it and the naysayers will thank you in the end!

Anonymous

6/30/2021 03:10 PM

Inclusion of first peoples history and leadership. Inclusion of settlers history and infrastructure accomplishments from early days to now (irrigation, farming, forestry, community, culture) Inclusion of governance evolution (CORD, WFN)

Anonymous

6/30/2021 03:58 PM

Just a ribbon cutting and an email to let me know where to pick up my books when it opens.

Anonymous

6/30/2021 04:00 PM

FN participation of Elders and Youth.

Anonymous

6/30/2021 04:22 PM

Recognition for the WFN. History of farming and agriculture very important

Anonymous

6/30/2021 05:22 PM

Just an open house. No need to spend more money

Anonymous

6/30/2021 06:32 PM

Keep it simple and modern. Don't overdo it

Anonymous

6/30/2021 07:26 PM

Inclusion of First Nations culture, local artists and library. Perhaps a story book, "how we built the City Hall".

Anonymous

6/30/2021 08:06 PM

A community celebration.

Anonymous

6/30/2021 09:33 PM

Meh ... I am angry this Council has chosen to push this through despite public opinion and it is particularly insensitive through a pandemic when most all other local businesses are barely making it and would certainly never consider a building upgrade - just discusting

Anonymous

6/30/2021 10:13 PM

Make it a public event, of course. Speeches (SHORT), fireworks, early in evening, golf cart tours, all plantings have signs to name the varieties, use of various coloured gravels, possible water display.

Anonymous

7/01/2021 12:16 AM

Remember, it's NOT YOUR MONEY, it's OURS so..NO COST OVERRUNS PERMITTED. KEEP TO A FIXED BUDGET..NO "ADD-ONS"...

Anonymous

7/01/2021 05:55 AM

I just moved here from Sherwood Park AB. A few years ago, Sherwood park added on to the city hall and this space includes a hall, library, gallery, restaurant/ coffee shop and other amenities. It's fabulous and an important part of creating community. I'm sure you've looked at other models..definitely look at Sherwood

	park!
Anonymous 7/01/2021 06:59 AM	Safety and keeping it clean, no junk, etc. Well lit, open spaces to make it safe for citizens to walk in the dark
Anonymous 7/01/2021 07:40 AM	As a proud community member, some big hoopla to give us a reason to celebrate and gather again.
Anonymous 7/01/2021 09:16 AM	I would hope that council would spend wisely on this project as there are so many other things in the City of West Kelowna that need to be tended to and I feel some of the current council's egos may get in the way of this wise spending
Anonymous 7/01/2021 10:27 AM	Indigenous dancers and art from natives and non-natives
Anonymous 7/01/2021 12:28 PM	A huge party & kids fair - Facepainting, music, popcorn, cotton candy, hotdogs, very SHORT speeches, First Nations dancing and First Nation ceremony
Anonymous 7/01/2021 12:31 PM	Please have a flower garden of some sort. We need to make Westbank a lot prettier with all the run down/closed buildings!
Anonymous 7/01/2021 01:01 PM	Don't just make it an office building. It should be civic centre that is also a centre for performing arts / theatre. The schools need this as well as the community.
Anonymous 7/01/2021 02:45 PM	Time capsule.
Anonymous 7/01/2021 05:04 PM	Bright and Inviting
Anonymous 7/01/2021 05:54 PM	To coordinate with a Designated Provincial Holiday
Anonymous 7/01/2021 06:06 PM	First Nations representation

Anonymous

7/01/2021 06:20 PM

Fireworks

Anonymous

7/01/2021 09:41 PM

N/a

Anonymous

7/01/2021 10:33 PM

a market and festival over the course
a few days

Anonymous

7/02/2021 09:18 AM

A community family event, full of
activities for young and old alike, the
event should showcase all the
elements that were so thoughtfully
planned with the goal of creating the
energy that the City is in synergy
with.

Anonymous

7/02/2021 04:35 PM

As the city grows I would be
concerned about the parking.
Because of Highway 97 being right
there. There is no sidewalks on
either side of the road for anybody to
walk to get there and feel safe. It is a
senior complexes all around and I
love the fact that the library is moving
there. It will make me want to walk
there more but without the sidewalks
it's going to be a bit of a pain

Anonymous

7/02/2021 08:24 PM

Equal recognition for original settlers
and the ongoing growth of citizens
and development. We can only live
in the present and continue to build
and dream for a successful future.

Anonymous

7/03/2021 11:30 AM

If the Syilx nation and/or Westbank
First Nation is happy to
commemorate and bless the event
that would be meaningful.

Anonymous

7/03/2021 12:16 PM

While this is exciting and long
overdue. Don't waste money on
celebrations. Money should be spent
on things that will last.

Anonymous

7/03/2021 01:36 PM

This is a direct opportunity for us all
to show British Columbians that West
Kelowna is a forward thinking
community and we care about our

children's future's. Let's Implement as many sustainable energy systems in to the building process as we can. (ex. Solar panels, geothermal heating, a green living roof just to name a few.)

Anonymous

7/03/2021 10:51 PM

a variety of representatives from various groups within our community as well as the obvious dignitaries

Anonymous

7/04/2021 11:10 AM

Plant trees on grounds with input from Gellatly Nut Farm. Acknowledge the founding families of West Kelowna - the Paynters, Reeces, Gellatly etc. Archive photos on display of Westbank area in 1920s in public areas. Use city hall meeting rooms for community events, not just municipal business, encourages residents to spend time at city hall and engage in person vs just online.

Anonymous

7/04/2021 12:29 PM

Perhaps cutting an orange ribbon opening day rather than the typical yellow

Optional question (125 response(s), 181 skipped)

Question type: Essay Question

Q14 | Any other ideas to share with us? Please provide any other design elements that you feel Council, Okanagan Regional Library and the project team should know.

Anonymous

6/14/2021 12:53 PM

My biggest concern from seeing the initial building footprint in the Daily Courier last week is the accessibility of the library from the parking lot. It is a long way for those people with mobility issues - particularly those with difficulty walking long distances and/or needing assistance. Just getting to the entrance will be difficult, plus then having to move within the building itself. Adding elevators and ramps, while helpful - will not address these issues. I am thinking of those on both ends of the time spectrum -

those who are elderly and have mobility issues - as well as young families who are trying to manage toddlers, buggies as well as returning books. Some library patrons also have quick errands to complete at the library - returning books or picking up a book that they may have on hold - and having a beautiful building that is not convenient to visit will impact their desire to visit the building. I would suggest that the ORL look at their busiest branches and see how the convenience to enter these branches impacts the number of patrons that walk through the doors. As a destination - it will be beautiful - but I would hope that you will consider how to encourage people to enter the doors. The easier it is for people to get to - the more they will come. Having to hike through wind, snow and hot summer sun will dissuade a lot of the users who are those very people the library should be serving.

Anonymous

6/14/2021 01:12 PM

Time capsul

Anonymous

6/14/2021 01:37 PM

Security cameras and 24 hour security staff

Anonymous

6/14/2021 01:46 PM

I will probably never visit the facility.

Anonymous

6/14/2021 02:45 PM

I think I included everything above.
Great job!

Anonymous

6/14/2021 03:04 PM

Incorporate a green roof similar to what the Vancouver Convention Centre has. Microclover is a good option as it requires less water than grass and has the added carbon offset.

Anonymous

6/14/2021 03:14 PM

Listen to the people and stop gloating.

Anonymous

6/14/2021 04:26 PM

Council should set the example and use FireSmart landscaping and design in and around the building.

Anonymous

6/14/2021 05:40 PM

Water features are nice for a relaxing sound.

Anonymous

6/14/2021 06:13 PM

Why you planned a new city hall this time after voters voted against it in 2016? How would this affect property taxes currently as well as in future? What about a new high school for west Kelowna? Would you approach the school district to become a new partner?

Anonymous

6/14/2021 07:05 PM

Maybe some spaces/rooms can be rented out in future for business meetings and show etc to generate revenue?

Anonymous

6/14/2021 10:25 PM

Scrap the entire project, find a way to build this under 5 million dollars and stop wasting tax payers money. The people voted against wasting this much money in a referendum. Listen to the people who's tax money you are wasting.

Anonymous

6/15/2021 05:45 AM

The foyer makes me feel lost, the library is dark underground, people need to see the books to know where to go, solution make the foyer longer and have a straight staircase next to a void and use the extra foyer space for a indoor/outdoor cafe. The front desk should be large and inviting so people can find help quickly. I'm not sure why the hallways are so wide more offices always beats a waiting room. Leave and area for a second building for expansion in the future when more space is required. Take full advantage of the views long, skinny, tall, L shaped building.

Anonymous

I hope the furniture will not cost 2

6/15/2021 08:11 AM

million dollars over and above the building cost, remember the extra costs for the soccer bubble another facility I have never been to.

Anonymous

6/15/2021 09:11 AM

I think that at the core of a City's services are its staff. The current City Hall has not fostered a sense of pride for the community and the new City Hall has the potential not only to improve the community pride but also to create a focal point for community services.

Anonymous

6/15/2021 12:57 PM

I think this building could benefit from some wood elements - beams, etc. I also notice that the primary elements are all very straight and appear to be rigid and unforgiving. I don't get a very good feeling looking at this design.

Anonymous

6/15/2021 08:18 PM

Access between city hall and library inside the building. Council chambers flexible to be used as a meeting room when council not in session.

Anonymous

6/16/2021 12:57 PM

a larg council chamber is not essential

Anonymous

6/16/2021 09:10 PM

The new building for the city hall and library look good but I can see the importance of a good security system. The landscaping should be designed to prevent any security issues allowing for protection to staff and visitors alike. I imagine that there will be a lot of people visiting this site and parking and there should be enough parking to accommodate people who do not ride bikes or take the local transit.

Anonymous

6/17/2021 05:04 AM

The library should be the main focal point & draw of a city hall, not the offices of chambers. Library on main floor - lots of light & functionality. Offices on lower levels.

Anonymous

Consider over time incorporating

6/17/2021 08:00 AM

additional community services (such as Service BC) that would make our city more self sufficient. In the near future consider providing an enclosure for the Annette Beaudreau amphitheater to create a 3 season venue to host more performances other than the very popular Music in the Park events. Ensure that the plaza and/or adjacent areas can accommodate a seasonal weekly market that is comparable to the Penticton market.

Anonymous

6/17/2021 09:00 AM

It should be well insulated building with low operating costs and be a "green" sustainable and energy efficient building.

Anonymous

6/17/2021 11:36 AM

Why wouldn't you build a new city hall in the middle of the city?

Anonymous

6/17/2021 05:18 PM

Eventually work on city centre. Cafes/restaurants. Finish wine trail. Make the Gellatly Bay or Campbell Rd, Casa Loma area the White Rock of West Kelowna with restaurants/cafes

Anonymous

6/18/2021 11:43 AM

I was very supportive of the city hall/library project until I saw that the design pushes parking for the facility to the walls of the JB Pool. The pool facility is now 33 years old and is operating at capacity every day. The city hall/library project should Not proceed any further with some comment on what space will be available to the urgent and necessary upgrade to the pool facility. As the population continues to grow, the pool re-build will be overdue, if you started planning today.

Anonymous

6/18/2021 02:56 PM

I feel like adding fruit bushes and trees or other edible plants would create increased interaction with the landscape.

Anonymous

6/19/2021 10:11 AM

We desperately need a live arts theatre/auditorium to host indoors things such as plays, concerts, events. As taxpayers we should not have to go to Kelowna or Penticton for these things. This should be incorporated into design.

Anonymous

6/19/2021 03:00 PM

As it will be one of the first things people see when entering our community, I would hope it would have lots of trees and be beautiful to look at.

Anonymous

6/20/2021 12:21 AM

Better entrance to the library, use the views for high use and long term areas(waiting areas and offices), move the meeting room somewhere else(doesn't need views doesn't need natural light, does need signage to find)

Anonymous

6/20/2021 11:31 AM

From the library, People should be able to access outdoor reading gardens, (for book clubs, for social gatherings) outdoors game space for teaching games (chess, checkers, hopscotch, indigenous games for individuals for tournaments,) access to small coffee shops and outdoor washrooms, outdoor music and dance area for educational purposes and children's reading area, skit/play presentation stage for library members. An area in the library for seniors to learn how to keep up with technology....matching youth volunteers with seniors A seniors centreas part of city hall City hall should be inviting and educate people through tours on how municipal government works and how people can get involved. What is taught in schools is not enough! I know you will make it an inclusive project!

Anonymous

6/20/2021 12:47 PM

The one ways are terrible to wait for. Once the building is open, please

Anonymous

6/20/2021 01:47 PM

anticipate the traffic pattern changes and lengthen the lights accordingly.

Let's be a Center of food equity!!! - for landscaping - let's highlight/model edible landscaping -and a food forest - a growing message of how our community values all citizens ability to access local nutrient dense food! IncredibleEdibleOkanagan advocates for #food4all

Anonymous

6/21/2021 11:30 AM

How is jbmac to expand if you take that space and make it parking?? How is the public to access the pool and land fitness facility's during the build??? Why doesn't councils care that our recenter is out of date and not able to accommodate the growth of our city!!!!

Stuart

6/21/2021 05:39 PM

Above states that Great Cities are known for their Great Outdoor Spaces. I think Cities would be Greater if they weren't drowning in debt. I have watched this City, and Kelowna, act like 20-somethings on "House Hunters", spending money like it grows on trees. It doesn't. The citizens have to earn it. Please stop being so wasteful. What would be wrong for saving up for this project so that we don't go into debt more and more as interest rates return to normal? We really don't need this. I don't know a single person in Westbank who uses City Hall, but I do know a lot of people who cannot afford to have their taxes raised for something so unnecessary.

Anonymous

6/23/2021 05:16 AM

Outdoor areas: Concerned about homeless using benches and tables as sleeping, drug-use areas. How will you manage graffiti and tagging on public-accessible areas? Indoor areas: It would be nice if small rooms would be available for private small-group use: art clubs, book clubs,

music group rehearsals... ideally, free of charge.

Anonymous

6/23/2021 08:57 AM

I think it would be great for you to incorporate pollinator gardens with native plants outside, use mature trees to create shade and cut down on a/c usage and use solar panels as much as you can!

Anonymous

6/23/2021 10:41 AM

Please include flexible indoor and outdoor spaces that can be used by the public and rented by groups for different events. An involved community is an enriched, safer and happier community. Empty and unused spaces are waste of space, time, and money. It's important to include a creative makers space (arts courses and dance and music classes offered in their space (similar to the Rotary Centre for the Arts in Kelowna) will help create a more vital and vibrant community. Having an openness to all cultures should be a focus for this new and exciting build.

Anonymous

6/23/2021 10:54 AM

We don't need this, at this time!!!!

Anonymous

6/23/2021 03:40 PM

While we appreciate that it can be difficult to provide sufficient parking on site, perhaps more spaces for what used to be named "handicapped parking" should be considered, given that the population of West Kelowna includes many older individuals.....perhaps as much as ten percent of the total parking areas.

MEP

6/24/2021 07:42 AM

Library outdoor space relaxed and inviting reading centre focusing on view of lake from property..

Anonymous

6/24/2021 09:04 AM

Parking, not for electric. People can charge at home. Not your responsibility to ensure someone has enough fuel, that's what "gas

Anonymous

6/24/2021 02:06 PM

stations/EV stations” should be for

Although lumber prices have escalated sharply, the project should utilize wood products wherever possible. Doing so would not only be aesthetically pleasing, it would recognize the fact that the forest industry, not agriculture or tourism, was for decades our region's leading industry and continues to be one of the city's largest and most respected employers.

Anonymous

6/24/2021 02:44 PM

Nothing further

Anonymous

6/24/2021 07:35 PM

Indigenize everything to do with this project. Please consult with and hire local Indigenous people's for all manner of construction and artistic endeavours.

Anonymous

6/24/2021 07:54 PM

The people of this city are predominantly conservative and don't buy into the trendy politically correct nonsense that is happening all over. Please keep this in mind and try to avoid the temptation to steer or manipulate people toward any particular agendas. People here would appreciate that.

Anonymous

6/24/2021 07:59 PM

Engage OXA in the landscape plantings get it right the first time

Anonymous

6/24/2021 08:04 PM

Make sure wifi works in outdoor areas.

Anonymous

6/25/2021 06:42 AM

Please consider The Okanagan Xeriscape Association (OXA) to help you create the garden spaces. They are a non profit organization that's vision is for xeriscape gardening to become a desired and accepted norm in the Okanagan. Xeriscape is a method of landscaping that can be applied to almost any style of landscape or garden. There are

hundreds of plants that thrive in low water conditions. Many of them are plants we commonly use in our gardens now. Adopting xeriscape techniques you can create a beautiful, sustainable landscape, eliminating chemical use, conserving water and creating habitat for birds and butterflies.

Anonymous

6/25/2021 09:20 AM

Really important that the landscaping reflects the semi-arid environment we live in so drought tolerance is very important so less water is consumed.

Anonymous

6/25/2021 09:32 AM

It would be wonderful if the Council would incorporate the use of the Okanagan Xeriscape Association demonstration garden in its design. The members of the association would love to help and make it possible.

Anonymous

6/25/2021 01:03 PM

Solar panels, living roof or walls, local materials, such as rock in the design. Saving rain water to help with irrigation. Large trees for shade in the future.

Anonymous

6/25/2021 02:46 PM

I would like to see the landscaping around the new city hall reflect the effects of Global Warming and the fact that we live in a semi-desert. Xeriscape (drought tolerant) plantings are a very viable alternative. The Okanagan Xeriscape Association in Kelowna is an amazing resource for information and support in this area. We, in Sun Village, have supported and benefited from their knowledge regarding the transitions in more than half of our common ground gardens. The gardens are colourful, attractive and require less maintenance by our volunteer gardeners. Landscape/gardens are tremendously important to our well-being.

Anonymous

6/25/2021 08:19 PM

Please make it as environmentally friendly as possible!

Anonymous

6/25/2021 11:48 PM

Will the library be loud being so open to the upper foyer? Does the library have an enclosed room like Kelowna DT for events? We are a growing community and need more offerings. Create nature spaces for children to explore outdoors. Nature paths beside the walkways. Do not plant thorn bushes of any kind. Kids attend the library. Such greenery should be banned from city properties.

Anonymous

6/26/2021 08:44 AM

given the property currently belongs to the municipality then maintenance of ownership solely by the municipality. Construction design to incorporate future expansion possibilities at nominal alteration requirements. Functions and uses of the structure to be solely the municipalities.

Anonymous

6/26/2021 11:24 AM

Attention to state of art energy efficiency. Check out what Castlegar did at their new city hall and their recommendations. Involve utility co.

Mark G

6/26/2021 12:11 PM

Good design that integrates the interior with the exterior of the building is very important. Use attractive Okanagan appropriate landscaping to create inviting places to access from both inside and outside. Some areas can be wet, some dry, some shady, some sunny - just like our beautiful valley.

Anonymous

6/26/2021 12:55 PM

Please ensure that you use the principles of xeriscape to design the landscaping. We live in a semi desert area and doing this will show the public how this can be done in an esthetically pleasing way and will demonstrate that you cut down on watering and maintenance costs. The Xeriscape organization and the

Okanagan Master Gardeners must be consulted to ensure this happens appropriately!!!! Please!!!!!!

Anonymous

6/26/2021 06:45 PM

Looks like wide open spaces for a whole lot of nothing. Is this really necessary. People sitting in benches in the middle of a corridor not likely.

Anonymous

6/27/2021 04:36 PM

Ensure access for all abilities. Include as much native foliage as possible in landscaping design. Include trees for summer shade and wind protection. Although there is a great use of glass throughout the design, keep in mind the amount of technology to be incorporated and the affect of all those windows on all those screens.

Anonymous

6/27/2021 07:43 PM

Can you do rainwater capture etc and promote sustainable indoor outdoor spaces?

Anonymous

6/28/2021 06:14 PM

The design needs to have character. If everything is too modern, the project is going to look like everything else in the valley. We need something that's really going to stand out. Outside green space is very important. If you can also bring some green space inside, like a plant wall for example, or add some fountains with sculptures by local artists, I think the overall design would be so much more interesting.

Anonymous

6/29/2021 11:19 AM

Updated or extended Play structure at Johnstina Bentley pool area as George Pringle will be a high school and there are not many large and fun play structures near Westbank downtown. A water fountain area to take pictures for formal events like weddings or family photos. Tours for schools that describes the city and region's history and culture. Events and programs through library for children. Lots of study spaces in library and meeting rooms. Historical

newspapers

DonD

6/29/2021 12:10 PM

The parking and drop off looks very awkward and cumbersome, ai would suggest a circular driveway similar to hospital at KGH to make for a smooth easier drop off and pickup. Some of the images look sterile and unwelcoming and need to be lively with flower and fauna, trees, seating with outdoor tables and water feature or fountain as a hub point. It would be ideal to have outdoor vendors and food trucks from community to be give a designated area where visitors good purchase food items and drinks etc. Another option would be an outdoor skating rink or wading pool. Ample parking for vehicles and bicycles is critical, no one want to arrive at city hall and find no parking like we experience now at the hospital.

Anonymous

6/29/2021 11:54 AM

Build to accommodate the future growth for both the city and the library. Add more parking... if you want people to use this it needs to be easy to visit and perhaps use that parking to offer shuttle service (not a bus) to the waterfront during summer. Main concern most people still have is the highway and lack of a downtown. If this initiative is supposed to help create that then visioning for the area as a whole needs to start. Where should shops be encouraged to go? How can the city encourage developers to trade land along one end of the highway so it can become a dedicated and expanded highway with less street lights and no retail (other than gas) so the other side can become the local access service road? I am encouraged by what I see for the vision of City Hall but the placement is worrisome as it does not lend itself

well to be an anchor for creating an actual downtown due to existing residential, highway, access, etc. If the ministry of highways is the hold up we need to find a better way to make a solution on our own as the traffic, traffic lights, one ways, mish mash of businesses, access to businesses and lack of a planned downtown is a huge detriment to our city, our residents and our visitors. We need to find ways to discourage more businesses leasing space along one end of the highway and entice better planned and more cohesive development on one side (think pandosy) with retail down and living up...without an intersecting one-way highway highway that has a traffic light every block.

Anonymous

6/29/2021 08:39 PM

Parking always an issue around Johnson Bentley and during events at the park. 1st ave., is narrow and busy, hopefully this has been addressed. Hope area will be patrolled, so citizens will feel safe. Other than that, plan looks lovely. Could Mt. Boucherie complex be used for future school instead of recreation.

Anonymous

6/30/2021 08:07 AM

I live on Old Okanagan Highway (Miravista) and am concerned about the extra traffic and parking on our little road. Please make sure you put in enough parking spaces.

Anonymous

6/30/2021 09:45 AM

Where are all the staff going to park now that you are to be all housed in the one building. I'm assuming there will be a lot of employees and the car parking shown on your plans seems limited? Hate to say it but Walmart does a far better job at warmly greeting their customers than some staff in your office. I was made to feel on one visit (with a straightforward request and I've only

visited three times) that I was a "disruption" to their day. Didn't even get any eye contact. Other two visits were good. I appreciate and know that it is not always easy dealing with the public, but don't take it out on everyone else. If you want to make an impression with this new building you need the right sort of staff to make it an excellent experience.

Anonymous

6/30/2021 10:26 AM

Not a good idea to put it on First Nations Land. We could pay to build it and they could decide to take it.

Anonymous

6/30/2021 10:38 AM

we don't need a library. can get everything online. \$120 per year for library would buy every household a lot of books. books that we actually want to read, not the ones the library brings in.

Anonymous

6/30/2021 10:44 AM

Indigenous input.

Anonymous

6/30/2021 10:47 AM

I have lived in West Kelowna since 1988 and believe a new purpose-built city hall is very important for our city. However, I want to be sure we are being as careful with the tax dollars spent as possible (not only for the capital costs, but also the ongoing operational and maintenance costs). The short design video appeared to show a lot of "dead" space in the building. It is far more important to be efficient with the space than to spend money making things "aesthetically pleasing". Further, I believe if there is going to be space for arts/culture etc, that these items are primarily funded by the interested parties, rather than by taxpayers (as arts/culture are, by their very nature, very subjective items).

Anonymous

6/30/2021 10:55 AM

Water feature, lake view, coffee station...

Anonymous

6/30/2021 10:55 AM

1. Entry management - roadway changes to allow for increased traffic in an already congested part of the highway corridor. Is the entry an extension of Last? 2. Access to the amphitheater is unclear. There appears to be universal access ramp (13) but it goes to the top of the amphitheatre - it is not clear where wheelchairs would be placed at the end of that ramp - is there a wheelchair seating area? or access to the bottom of the amphitheatre close to the stage and memorial park (same as now)? 3. Direct access to the library - it is not clear that I can walk straight into the library without going through the main building. Currently it is a short walk to the front door of the library but if I have to negotiate a walk across a building or across a plaza, then I'm not going to the library anymore. This is a must. 4. How does this impact the Johnson Bentley centre parking and access? 5. It says the skatepark will be relocated - but where ? I don't see it on the drawings.

Anonymous

6/30/2021 11:01 AM

Consider home office job sharing rather than build huge building that won't be used.

Anonymous

6/30/2021 11:10 AM

Things as they are ok with me, your priorities are wrong.

Anonymous

6/30/2021 11:18 AM

Incorporate the first nation and history as much as you can throughout the area by showing displays of photos and items. Think a museum type of displays. It is always interesting to learn about what the area was like in the past

Anonymous

6/30/2021 11:43 AM

This building should be the architectural icon that showcases our community. Hopefully it will be visible

from the highway. Would be great if there was an access off the new Carrington Traffic Circle. Also would love to see a library book drop that is accessible from you car - would reduce the parking requirements.

Anonymous

6/30/2021 12:03 PM

See above. There will be children in the building.

Anonymous

6/30/2021 12:18 PM

More digital books

Anonymous

6/30/2021 12:36 PM

Since you totally sabotaged the decision to built the City Hall, don't make it UGLY, make space available to rent to the public, make it EASILY expandable to handle future needs, not the usual short-sighted vision

Anonymous

6/30/2021 01:05 PM

For foliage, consider using edible plants, native to the area.

Anonymous

6/30/2021 01:10 PM

Entrance hall art, similar to Chihuly glass installations. There must be local glass artists. Walls of local and historical artworks.

Anonymous

6/30/2021 01:20 PM

First, City Council should ensure the community has proper drinking water for ALL. Second, take care of the transient/ homeless population & crime. Third, fix the roads such as Butt, Bering, Brown Toad North of the Heritage, Elliott, all of Boucherie, etc., etc., Make walking, riding bicycles safe. THEN, build a new City Hall. You are nothing without the support of your citizens who make up this community

Anonymous

6/30/2021 01:25 PM

For the Library - a coffee/tea shop adjacent/attached would be a wonderful thing. To be able to enjoy reading a newspaper from another city/country, to be able to enjoy a magazine without taking it home, to have a few comfy chairs/couches to just BE in the Library.

Anonymous

6/30/2021 01:31 PM

Rooftop space that is available for rentals

Anonymous

6/30/2021 01:40 PM

I don't think we need a new library. The one we have is sufficient and the new city hall is a poor location for the new one.

Anonymous

6/30/2021 01:40 PM

As I stated above, a BRICKS AND MORTAR building would make a strong, positive, statement about living in West Kelowna.

Anonymous

6/30/2021 01:47 PM

The design of the building should minimize the use of energy

Anonymous

6/30/2021 02:12 PM

Love the library. Online access is fantastic

Anonymous

6/30/2021 02:31 PM

Space for tasteful displays of local and Indigenous art, including sculptures

Anonymous

6/30/2021 03:10 PM

I like that the building design nestles into the site and that indoor & outdoor spaces will flow together. The clean and simple lines and spaces will be flexible for multiple uses. I really appreciate the plan to use native plants and drought tolerant plants for the landscaping surrounding the building. I am assuming you have, or will, make use of the expertise available through okanaganxeriscape.org. In the past there has been impromptu parking and access for evening concerts via the lower portion of the land off Gellatly Road. It was not clear to me if this is still going to be available post construction. Otherwise street parking is made use of. Have local residents been consulted on their feelings re more frequent parking in front of their homes as more events take place both day and evening? Markets, fairs, festivals on the grounds are all great but parking for

exhibitors and patrons will not be accommodated in the proposed city hall lot. I did not see a mention of staff parking in the designs either. Is this provided underground? Over time as the city grows and arts and recreation in the section also grow there may be a need to build a multi level parkade. Start planning and budgeting for this soon!

Anonymous

6/30/2021 03:29 PM

I was not happy when the mayoralty staff pushed through building a new city hall(finding some money from some unknown or unspecified source, kind of heavy-handed)when the electorate defeated the idea by means of a vote, which basically means that the public(voters)don't really get much consideration

Anonymous

6/30/2021 03:58 PM

We don't need fancy art work or mile high windows. I would rather the staff be paid well than fancy stuff. Fancy stuff needs cleaning and up keep and fades with time.

Anonymous

6/30/2021 04:00 PM

Perhaps too much natural light entering the space for library. May be distracting and not energy efficient for cooling purposes.

Anonymous

6/30/2021 06:32 PM

Keep it modern and simple. Don't overdo/ overthink it

Anonymous

6/30/2021 07:25 PM

Why is the library placed in the basement of the building? It gives a feeling of being not important, hidden in a dark corner. Library is a major community hub and a great resource of not just books. Should be placed where it is easily accessed, with lots of natural light, space and airiness. Perhaps that rendition video didn't do it justice?

Anonymous

6/30/2021 07:26 PM

Please have more study rooms in the library. So many artists have embraced Peachland for arts, writing

etc., because we have no reasonably priced rooms available in west Kelowna. Renting Banquet room in Peachland rec centre allows 50 plus members to pay &40 per year for the Peachland art group. I would like to see an area for the people, not a profiteering enterprise for the elite only. It would be great if we could actually get an inter mingling of cultures without begging for a room to meet.

Anonymous

6/30/2021 07:45 PM

It should provide a true centre to the community, not just an admin centre.

Anonymous

6/30/2021 08:06 PM

The preliminary design ideas look good so far. Please capitalize on the natural beauty of the surroundings to create a seamless transition from outdoors to indoors. Please consider water, seasonal temperatures (heat and cold) to use energy wisely. Focus on environmentally friendly design and maintenance. Please consider traffic to and from the facility. West Kelowna already has traffic bottlenecks and congestion, cycling lanes that are safe and off road to approach the library would be great.

Anonymous

6/30/2021 08:18 PM

Great that both projects are together

Anonymous

6/30/2021 10:13 PM

In the library, because the books and audio books on the BOTTOM shelf are inaccessible, have many rolling stools so patrons can sit to see lowest levels. Display DVDs in a more organized way, under categories such as comedy, mystery, romance, etc. On the grounds, have a plan to keep Canada geese off the grassy areas and deer out of the gardens. Do not plant flowering shrubs near benches as they attract bees and can be bad for people with

allergies. Have a GREAT variety of shrubs and flowers and shade trees. 2 or 3 types of say, grasses, repeated over and over is SO boring and a waste of an opportunity to display many types of flora. Are solar panels going to be installed? So energy efficient.

Anonymous

7/01/2021 05:55 AM

Would also be great if the surrounding area incorporates outside space with walking trails gathering spaces.

Anonymous

7/01/2021 06:31 AM

Alternative energy sources should be proudly integrated (solar, geothermal)

Anonymous

7/01/2021 12:28 PM

The library can have public meeting rooms both small and big and also have book shelves on wheels that can accommodate events (like Kelowna!)

Anonymous

7/01/2021 01:01 PM

Make sure the design allows for easy add-ons in the future. Bearing in mind how working from home will be a feature of life going forward, don't over invest in office space.

Anonymous

7/01/2021 02:45 PM

Balanced approach to art and decoration as West Kelowna is not only an indigenous community. I'd rather there was less art and more nature (plantings) to promote a greener society.

Anonymous

7/01/2021 05:04 PM

N/A

Anonymous

7/01/2021 05:54 PM

I have visited the Library occasionally in the past years and have found it virtually unused. Perhaps 6-9 persons using the facilities. I often wondered how the high salaries for Librarians are justified

Anonymous

7/01/2021 06:06 PM

Focus on wood construction products as we like in a forestry industry region. Avoids plastics.

Anonymous

7/01/2021 06:20 PM

The absolute main flaw with Libraries is that the area's are TOO open allowing sound to travel to all area's. This is WRONG. Section area's off so people can talk, not be speechless, kids can interact. It's time to get away from old traditional ideas and make these buildings accessible for all to use, and participate in

Anonymous

7/01/2021 09:41 PM

N/a

Anonymous

7/01/2021 10:33 PM

it would be nice to have a coffee shop type business in the building or attached to the building as most restaurants/coffee shops are fairly removed from that area

Anonymous

7/02/2021 07:39 AM

Please use only water wise, xeriscaping concepts when planning the outdoor areas. Green lawn is too difficult to maintain in our climate without wasting water.

Anonymous

7/02/2021 09:18 AM

In light of the recent heatdome, please consider adequate natural shading in your outdoor design plan. It would also be good to include in your plan outdoor power availability for events or food and beverage providers and also adequate restrooms accessible from outside with dawn to dusk type of availability.

Anonymous

7/02/2021 09:54 AM

Glad to hear that the windows will incorporate energy efficient glazing. Additional protection from the sun/heat would be prudent. Permanent window overhangs would help reduce solar gain, reduce the energy needed to make the building comfortable and, depending on the design, could keep the walkway next to the building free of snow (reducing slips and falls). How are buses going to link up and move through the site? A bus stop or round-about wasn't

indicated on the project map. Does the current building include spaces for community meeting rooms for single events? With the upcoming closure of George Pringle Elementary, the neighbourhood Strong Start program, Preschool, as well as the Boys' and Girls' Club are losing their rental spaces in the neighbourhood. Are there plans to create spaces for long-term community partners to rent? How are the city and library staffs going to be supported? Number of washrooms, accessibility features, food vendors, childcare provisions? What services will there be for those experiencing homelessness? For example, there are no payphones in the south end of West Kelowna and there is a significant demand. What public toilets, and washing facilities will be available for those experiencing homelessness and for families using the outdoor spaces? What provisions will be made for shade in the outdoor spaces? Hard surfaces are often very hot and therefore challenging to use during the day in the summer.

Anonymous

7/02/2021 04:35 PM

Please put in more sidewalks

Anonymous

7/02/2021 05:32 PM

Have somewhere to clearly display the plans for future development to move forward on West Kelowna. We need sidewalks! We need roundabouts! We need more inclusive bus routes! We need more parks with activities for our youth (e.g. skate parks, bike tracks, basketball courts). Let the city know what the council is doing for us!

Anonymous

7/02/2021 08:24 PM

Please allow generous amount of space for parking. This City has a sizeable senior population who will be driving rather than walking or

cycling to attend events. There are also many young families with children who will also be arriving in vehicles that need to be parked. The City population is spread over a large area. It's nice to think we may walk or ride bicycles but that will only work for a few.

Anonymous

7/03/2021 07:53 AM

Water feature, pet centre

Anonymous

7/03/2021 08:25 AM

Make the library larger and welcoming for everyone. It is such a pivotal part of the community. It's the only free and welcoming place left. Books are irreplaceable in our culture. I hope you all can make this community proud by giving us a library that will last the ages and bring all walks of life together, cultures and wage brackets together. Inclusive.

Anonymous

7/03/2021 11:30 AM

I'm excited for the regional library to get a new space. I love the small town feel of our current library. I visit it frequently. I just hope it gets an update in the new building but maintains its friendly, welcoming feel.

Anonymous

7/03/2021 12:16 PM

Washrooms accessible from the outside to be used during markets and other events at the amphitheater. Library should have easy access for all, strollers, walkers, young and old. If there isn't an elevator inside are people going to use the winding ramps outside during bad weather. Low energy use equipment. Water reduction for all washroom fixtures.

Anonymous

7/03/2021 01:36 PM

This is a direct opportunity for us all to show British Columbians that West Kelowna is a forward thinking community and we care about our children's future's. Let's Implement as many sustainable energy systems in to the building process as we can.

(ex. Solar panels, geothermal heating, a green living roof just to name a few.)

Anonymous

7/04/2021 07:51 AM

When making public presentations, please include street names so we can understand the orientation of the project. The public boards didn't even show where JB pool, Hwy 97 or First Ave were. Difficult to see just how the structure will sit, or its footprint in relation to surroundings.

Anonymous

7/04/2021 11:10 AM

Water filtration filling station (similar to one at OK college with ultraviolet light) to encourage staff as well as anyone visiting city hall, for council meetings etc. to bring their own water bottle vs using plastic water bottles. Recycle containers in public areas for both paper and plastics to avoid unnecessary items going to landfill. Have fundraising recycle and shredding events in parking lot at city hall, hosted by Council and city staff to have more community interaction with residents to be environmentally proactive throughout the city.

Anonymous

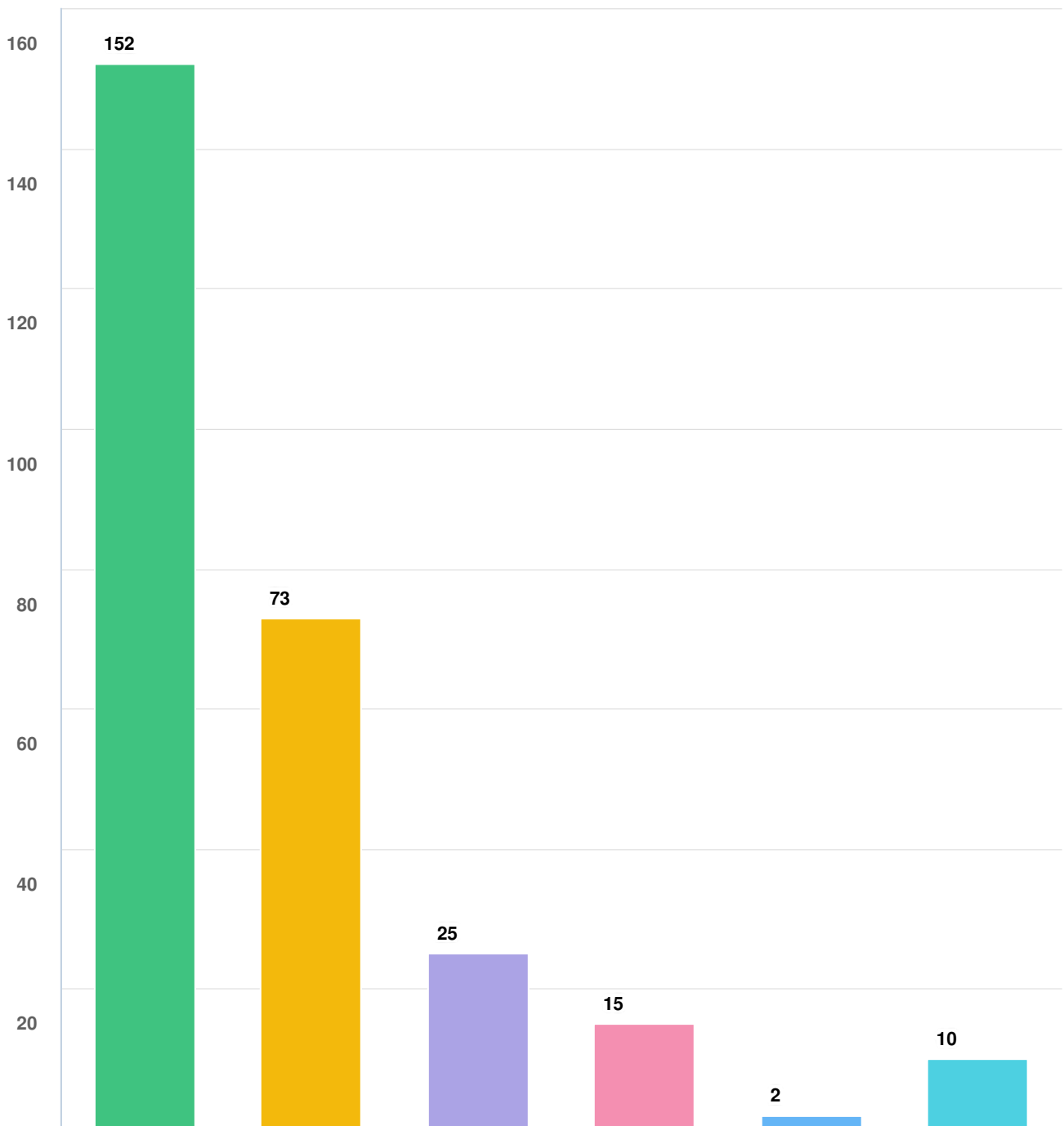
7/04/2021 12:29 PM

Include totem poles in the outside area

Optional question (127 response(s), 179 skipped)

Question type: Essay Question

Q15 Part 2 - Library - Prior to COVID-19, what was the main reason for your visit?



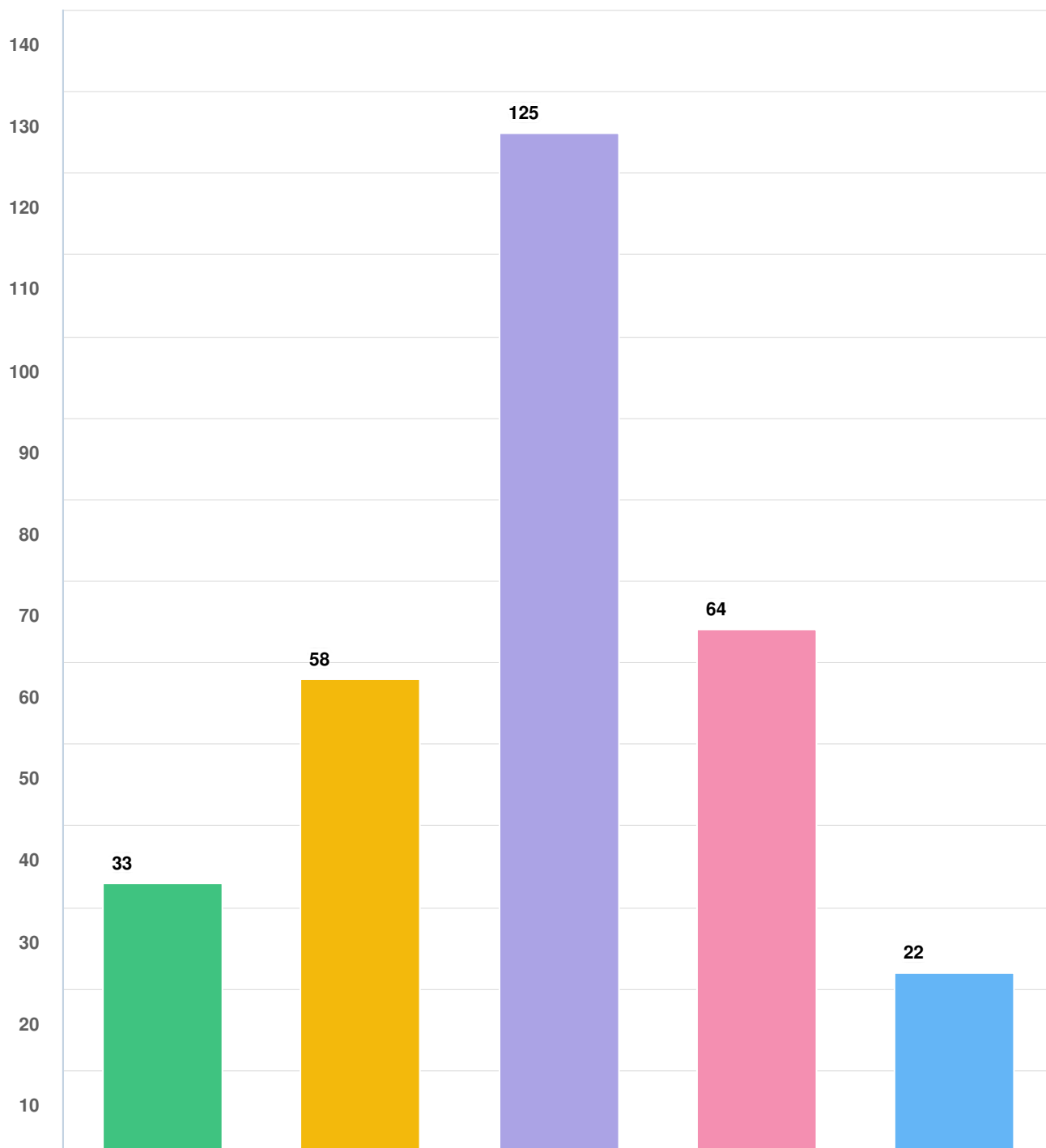
Question options

- Using computers or accessing other digital resources
- Accessing the internet
- Studying, reading or utilizing the meeting space
- Programs and events
- Browsing the available catalogue
- Picking up books on hold

Optional question (277 response(s), 29 skipped)

Question type: Checkbox Question

Q16 Prior to COVID-19, on average, how often do you visit the library?

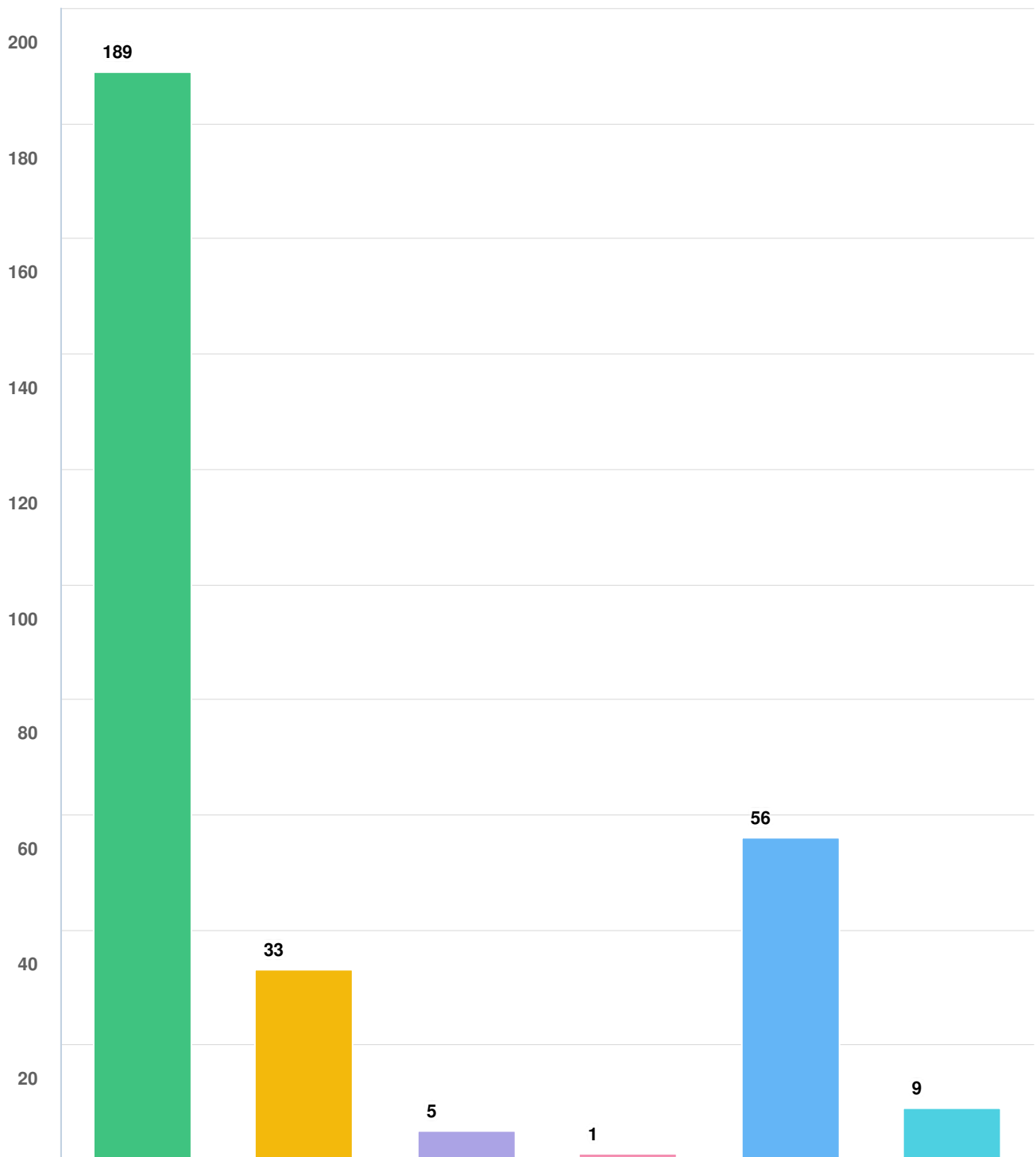


Question options

- I don't visit the Library
- At least once per week
- At least once per month
- At least once per year
- I haven't been to the library in at least two years

Optional question (302 response(s), 4 skipped)
Question type: Checkbox Question

Q17 Prior to COVID-19, I used the library primarily for:



Question options

- Other (please specify) my whole family my parents my partner my children myself

Optional question (293 response(s), 13 skipped)

Question type: Checkbox Question

Q18 In your opinion, what changes does the West Kelowna library need to make to serve you and your needs better?

Anonymous

6/14/2021 12:54 PM

My concern will be right now library is easy access putting it with other activities may make parking harder to find, plus I find the new location will be hard to get to need better signage at Bentley Centre .

Anonymous

6/14/2021 01:46 PM

I would like to see the library funded by user fees.

Anonymous

6/14/2021 02:11 PM

The West Kelowna library is fabulous and I love its current location.

Anonymous

6/14/2021 03:04 PM

Material and program variety.
Provide an option for adult singles who want an alternative to the bar scene on Friday nights. Be open to 8 PM on Friday nights.

Anonymous

6/14/2021 03:14 PM

Be more of an online presence.
Paying for a library is a lot like paying for public transportation.

Anonymous

6/14/2021 05:40 PM

A more attractive and inviting atmosphere

Anonymous

6/14/2021 06:13 PM

Have newspapers available to read

Anonymous

6/14/2021 07:05 PM

not changes, but please bring back friends of the library book sale, I look forward to that so much every year.

Anonymous

6/14/2021 10:25 PM

Stay where it is and not increase the amount of tax payers money spent.

Anonymous

6/15/2021 05:45 AM

Modern up to date feel like the information provided. I don't want to feel like they only have 1970s encyclopedias. The space could also be more inspiring, architecturally grand, (Hogwarts or industrial or spaceship or forest), unique

	elements, use the views.
Anonymous 6/15/2021 08:11 AM	A bigger space for children's programs
Anonymous 6/15/2021 12:56 PM	More seating areas, reading nooks
Anonymous 6/15/2021 05:22 PM	It needs to be larger and have more defined areas.
Anonymous 6/15/2021 08:18 PM	More digital resources. More open space for story time, lectures.
Anonymous 6/16/2021 12:57 PM	set hours
Anonymous 6/16/2021 04:50 PM	Needs to be much bigger and provide more programming.
Anonymous 6/16/2021 09:05 PM	More contemporary
Anonymous 6/16/2021 09:46 PM	More nonfiction books! :)
Anonymous 6/17/2021 02:16 AM	Leave where it is, none
Anonymous 6/17/2021 08:00 AM	Provide a bright space with natural light that provides great views of the outdoors.
Anonymous 6/19/2021 03:00 PM	Cozy, fun CHILDRENS area, separated a bit from rest of library so as not to be disturbing to other patrons
Anonymous 6/20/2021 12:21 AM	more modern feel, and inspiring spaces both architecturally and artistically
Anonymous 6/20/2021 11:31 AM	More open air space for reading during beautiful weather! More book talks highlighting interesting books.
Anonymous 6/20/2021 12:47 PM	More kids events!

Anonymous

6/20/2021 01:47 PM

Continue with options like laser 3d printer, cricut Etc. With programming for these

Stuart

6/21/2021 05:39 PM

I haven't been since I was a child, but when I did visit, I looooooved the library! For a change, let's scrap this City Hall and make the whole project a library!

Anonymous

6/22/2021 12:31 PM

More selection, more technology opportunities, more youth programming (12-24 yrs), more community gathering spaces, more educational and special interest groups, coffee shop in the library

Anonymous

6/23/2021 05:16 AM

More books! (I love that you can request books from anywhere in the regional system!)

Anonymous

6/23/2021 08:57 AM

More space would be great, maybe slightly bigger washrooms.

Anonymous

6/23/2021 10:54 AM

I don't visit the library

Anonymous

6/23/2021 03:40 PM

No obvious changes come to mind, the current services are most satisfactory.

MEP

6/24/2021 07:42 AM

Improved computer and technical services, with improved overall layout. Separate area for children's programs.

Anonymous

6/24/2021 02:44 PM

Not sure

Anonymous

6/24/2021 07:35 PM

Great community and cultural programming based on local Indigenous artists, educators and community members.

Anonymous

6/24/2021 07:59 PM

Access to more on line information books music etc

Anonymous

6/24/2021 08:04 PM

Provide programming that interests people. Follow the trends - genealogy, gardening whatever is up

Anonymous

6/25/2021 01:03 PM

and coming and on people's minds.

I love the library and am an avid user of this community library. I am a local natural fibre artist and the staff have always been most supportive in letting me display my art in cabinets provided.

Anonymous

6/25/2021 03:13 PM

Friendlier staff.

Anonymous

6/25/2021 08:19 PM

New technology, interactive programs for children and adults, seminars

Anonymous

6/25/2021 11:48 PM

More programming and a space for children to explore

Anonymous

6/26/2021 08:44 AM

Not be part of city hall, as this causes the building to necessarily be stratified = ownership inclusive of other than just the municipality. This, an interest that over time may differ from that of the city.

Mark G

6/26/2021 12:11 PM

Need a broader range of reference material on landscaping in the Okanagan

Anonymous

6/27/2021 07:43 PM

Interactive stations and more technologies

Anonymous

6/28/2021 05:04 AM

More programs for kids

Anonymous

6/28/2021 06:14 PM

I think it needs a big update in general. The carpets, shelves, even furniture, are all a bit dated.

Anonymous

6/29/2021 11:19 AM

More programs for children An added play structure to the johnstin bentely pool

DonD

6/29/2021 12:10 PM

Ample seating tables for study and comfy chairs for reading and quiet rooms

Anonymous

6/29/2021 11:54 AM

Continued additions to the books available.

Anonymous

6/29/2021 01:43 PM

Brighter, more inviting space.

Anonymous

6/29/2021 08:39 PM

This looks nice and bright, comfortable seating for browsing would be appreciated.

Anonymous

6/30/2021 08:07 AM

I'm not sure. I mostly read electronic books.

Anonymous

6/30/2021 09:45 AM

A corner to contemplate/lots of seating/quiet rooms with no cell phones allowed. Of course there will be chatting and kid noises, but that's normal and should be acceptable. If the library provides the right atmosphere its a wonderful place to spend time. As there are so many choices a library can offer, its difficult to stay focused sometimes.

Anonymous

6/30/2021 10:15 AM

Meeting/study rooms

Anonymous

6/30/2021 10:16 AM

Food & beverages sales

Anonymous

6/30/2021 10:25 AM

Our west Kelowna library is one of the best we have. They could use more books. And a great area for kids to play.

Anonymous

6/30/2021 10:26 AM

Access to more digitally accessible information, books

Anonymous

6/30/2021 10:32 AM

love our local library

Anonymous

6/30/2021 10:36 AM

Make it a little bigger with more kids activities

Anonymous

6/30/2021 10:37 AM

More books. I do not like the ORL system where most books are not on the shelf but a week's wait away. I often leave empty handed.

Anonymous

6/30/2021 10:40 AM

Nothing . Present library serves well

Anonymous

6/30/2021 10:43 AM

Lots more books please.

Anonymous

6/30/2021 10:46 AM

Better Customer Service: They need to add friendlier staff that welcome you and are eager to help you if needed. Years back, the staff were way more friendly and made everyone feel welcome. It was a place you enjoyed visiting and spending time at.

Anonymous

6/30/2021 10:47 AM

For many years, our library was a very warm, welcoming place with friendly staff making a point of greeting the public and offering assistance. However, since some staff have retired (notably Sophie Marrs), the library has become a more "sterile" environment (this change occurred well before the current coronavirus pandemic). The existing staff will help if asked but rarely offer a friendly greeting or initiate contact. Some months ago I had a very poor experience where a staff member was extremely rude. She was sitting at her computer at the check-out desk. She didn't acknowledge me and when I asked about checking out my books, she said she was busy and if I was in a hurry I should use the self check out. If this was a private business, the library would be out of business due to poor customer service. What the current staff desperately need is customer service training.

Anonymous

6/30/2021 10:55 AM

Extension time for books that exceed 500 pages, perhaps 6wks vs 4.

Anonymous

6/30/2021 11:01 AM

More books, meeting rooms, more places to do puzzles and read. Open on Sundays people work during the week can't get e there

Anonymous

6/30/2021 11:09 AM

Bigger space, more modern, more selection

Anonymous

6/30/2021 11:10 AM

nothing present library is great.

Anonymous

6/30/2021 11:10 AM

more book selection. often times the books I was looking for were not available at this branch

Anonymous

6/30/2021 11:18 AM

Comfy areas to read such as lounge chairs and couches. Lots of natural light.

Anonymous

6/30/2021 11:19 AM

I've found the books that the library is promoting lately to be inappropriate for my family. I would be very upset if my children were to pick up the material that the library promotes. I rarely allow my children to freely access all of the materials as I do not trust the content to not have a political agenda behind it. We put our books on hold and very rarely come to browse anymore. I would love to see ORL leave the LGTBQ agenda to the organizations that have been set up to promote and endorse these ideas. The public library is no longer a safe place to bring my children unsupervised.

Anonymous

6/30/2021 11:20 AM

Sound barriers. Children programming belongs in a library but many seniors or persons with hearing deficit find the noise difficult

Anonymous

6/30/2021 11:31 AM

Quite happy with current service

Anonymous

6/30/2021 11:32 AM

It is a nice roomy facility with lots of parking -- hard to see why we need a new one!~

Anonymous

6/30/2021 11:34 AM

more and larger research section

Anonymous

6/30/2021 11:46 AM

Larger selection of books
Comfortable seating Extended hours

Anonymous 6/30/2021 11:51 AM	Have no homeless people hanging out in washrooms.
Anonymous 6/30/2021 12:07 PM	Awesome kids area with comfy seating
Anonymous 6/30/2021 12:11 PM	The library over by Lordco meets my needs just fine.
Anonymous 6/30/2021 12:18 PM	More choices of electronic books
Anonymous 6/30/2021 12:23 PM	continue to make accessible for disabilities with new location
Anonymous 6/30/2021 12:25 PM	Bigger space to accommodate more book selection
Anonymous 6/30/2021 12:25 PM	Nothing I can think of at the moment
Anonymous 6/30/2021 12:36 PM	renewal of library card on line
Anonymous 6/30/2021 12:41 PM	none. very happy where it is
Anonymous 6/30/2021 12:55 PM	More non fiction books
Anonymous 6/30/2021 01:02 PM	Open on Sundays
Anonymous 6/30/2021 01:04 PM	Larger selection of books on shelves.
Anonymous 6/30/2021 01:05 PM	More books!
Anonymous 6/30/2021 01:08 PM	More spaces between bookshelves. Comfortable seating areas.
Anonymous 6/30/2021 01:10 PM	Have more comfortable seating areas, have new publications, non-

fiction and fiction, available for 7 days in a separate area. Worked spectacularly well in a previous city we lived in. Have a new Canadian authors' section as well. Display lots of local art.

Anonymous

6/30/2021 01:25 PM

I have a difficult time looking for books on the lower shelves, not sure if this can be addressed as bending down is a bit of a problem.

Anonymous

6/30/2021 01:31 PM

Quick, easy access to holds and new releases. Community rooms available for rentals

Anonymous

6/30/2021 01:40 PM

I don't think any changes need to be made, especially the location.

Anonymous

6/30/2021 01:47 PM

Have areas to comfortably read magazines,

Anonymous

6/30/2021 02:03 PM

As our library grew over the years I always felt it was keeping up to date with the needs of the public. Service is always excellent, choice and option to order books always good!

Anonymous

6/30/2021 02:12 PM

I think the library is terrific. They do important work.

Anonymous

6/30/2021 02:16 PM

some private reading/working spaces (cubicles?) and some quiet group tables for collaborating on projects, etc

Anonymous

6/30/2021 02:31 PM

Update design and create a more vibrant, spacious & welcoming atmosphere. (Hopefully, the architects will visit Calgary's new central Library for design ideas & inspiration!)

Anonymous

6/30/2021 03:00 PM

Figure out a way to encourage children to read. This must start in school and at home. Digital media and devices have been a detriment to this aspect of learning.

Anonymous

More available current released

6/30/2021 03:27 PM

books

Anonymous

I had no problem the way it was

6/30/2021 03:29 PM

Anonymous

Don't start banning books because of political or specialized groups whining!

6/30/2021 03:56 PM

Anonymous

Knowing the staff gets a fair wage and enough hours per week to pay their bills.

6/30/2021 03:58 PM

Anonymous

More books and DVD's, increase materials on shelves.

6/30/2021 03:58 PM

Anonymous

More First Nation titles and availability. More FN employees.

6/30/2021 04:00 PM

Anonymous

A bigger space with more natural light. A highlight on local, and Canadian, content. More rooms available for people to study, meet with groups, have classes and generally use as a community space. Comfortable areas for people to sit. Bigger and more prominent board for community activities. More program offerings for varied ages (and middle aged adults)

6/30/2021 04:22 PM

Anonymous

More audio selection

6/30/2021 04:34 PM

Anonymous

More natural light and seating areas

6/30/2021 04:45 PM

Anonymous

I use the online service to read my books so I don't go to the library

6/30/2021 05:50 PM

dabble07

more opportunities for adult social learning (lectures/debates/discussion groups)

6/30/2021 06:14 PM

Anonymous

It should be bright and welcoming. Also better signage for books (especially kids reading levels)

6/30/2021 06:32 PM

Anonymous

6/30/2021 07:25 PM

It is not the easiest place to get to, being tucked away in that small plaza. Building is definitely aged and past its prime. It could use more resources such as graphic novels for all ages, more varieties in general fiction, better selection in cookbooks, architecture, design, arts, crafts, etc. More reading options for tweens and teens.

Anonymous

6/30/2021 07:45 PM

A good variety of physical books, but also an investment in ebooks.

Anonymous

6/30/2021 07:54 PM

Increase the number of available audiobooks.

Anonymous

6/30/2021 08:06 PM

An esthetically pleasing facility, with lounging/reading space. Meeting rooms, programming for adults, genealogy section (partnered with KDGS). Maker space. Ability to borrow tools.

Anonymous

6/30/2021 10:13 PM

If only 2 stalls in the ladies bathroom, please put the handicap one toward the back. Have a shelf for new acquisitions. Have lettered dividers in the stacks for the next letter in the alphabet. Have stools to sit on to see the books or audio books on the lowest shelves.

Anonymous

7/01/2021 12:16 AM

No NOISY PLAY AREA..it's a Library, not a GYM.

Anonymous

7/01/2021 05:55 AM

Comfortable seating to encourage longer visits, coffee shop, programs, children's area, study spaces, public computers

Anonymous

7/01/2021 06:31 AM

updated computer accessibility options (pls don't forget our seniors, I'd like to see some magnification machines for those who love to read and are struggling with losing site as they age.

Anonymous

Later hours on a day other than

7/01/2021 07:40 AM

Wednesday

Anonymous

7/01/2021 08:10 AM

Please maintain some of the cozy nature of the current branch (natural plants, cozy seating and quiet gathering spaces). Create a better teen space where there's a distinct space for the youth that allows them to hang out, be noisy, game, eat, use tech. Meeting room space that will accommodate large growing groups like the Writers Group and allows to have breakout groups within their meetings. Dividable room perhaps? Children's space is critical. Nursing mothers often use the existing large armchair in the area. Consider nook spaces for moms and for kids.

Anonymous

7/01/2021 10:27 AM

Better working automatic door openers.

Anonymous

7/01/2021 12:14 PM

Have a child specific area like the main branch in Kelowna that is separate from other areas. Include flexible seating options.

Anonymous

7/01/2021 12:28 PM

Shelves on wheels to make an event room. Computer learning lab. Rooms with sewing machines, 3D makers (like Kelowna) etc.

Anonymous

7/01/2021 12:31 PM

Longer borrowing times

Anonymous

7/01/2021 01:01 PM

The existing library's selection of books is limited

Anonymous

7/01/2021 02:18 PM

Brighter, more windows, comfortable seating

Anonymous

7/01/2021 02:45 PM

I am pretty happy with the services offered although the digital offerings are limited. I'd like to see more content available there (books & audiobooks that were available through RB Digital weren't available after the move to Libby).

Anonymous

7/01/2021 05:04 PM

Bright and Inviting

Anonymous

7/01/2021 05:54 PM

None

Anonymous

7/01/2021 06:06 PM

-Plenty windows, no carpet, movable shelving, large kids area, room for local art -Washrooms outside the library in city hall foyer

Anonymous

7/01/2021 09:41 PM

Increased selection of bestsellers

Anonymous

7/01/2021 10:33 PM

the lead staff at the West Kelowna library have become increasingly 'rulesy' and unfriendly over the past number of years. It used to be a welcoming and friendly place where young children were greeted with affection, songs and stamps on their hands. And staff were warm and friendly, striking up conversation and showing interest in helping me to find books. Now it is very perfunctory and business-like. A library should have warm, friendly, personable staff if we want to encourage children and adults alike to feel welcomed and comfortable there and the encourage a love of reading

Anonymous

7/02/2021 09:54 AM

Meeting rental spaces. West Kelowna community groups need more options free meeting spaces for individuals, small and large groups. More services for those experiencing homelessness. People experiencing homelessness regularly use library services such as internet/computers. You often hear them ask staff if they can use the phone (no, none available) and for help accessing services (taxes, housing, job applications, health services etc.). The staff don't always have the time or skills to help and sometimes those experiencing homelessness become

disruptive and rude because of the limits of the services available at the library. Earlier opening hours and holiday opening hours.

Anonymous

7/02/2021 02:20 PM

Become more of a learning/study hub for students. Also explore the satellite work space opportunities

Anonymous

7/02/2021 04:35 PM

I think that our library here in this little city has been wonderful. I got busy with other things and I haven't been able to visit the library but I was a frequent flyer through there. I will enjoy that it's closer and I can walk down and pick up a book and come home.

Anonymous

7/02/2021 05:32 PM

More dedicated space to host programs and activities (re summer camps)

Anonymous

7/02/2021 08:24 PM

I am a digital reader and not familiar enough with the local library. Comfortable reading areas seen in other locations are always in use.

Anonymous

7/03/2021 09:08 AM

Add evening interest reading clubs

Anonymous

7/03/2021 11:30 AM

I think the West Kelowna library is wonderful. I'm not looking for much to change.

Anonymous

7/03/2021 12:16 PM

More and better advertised clubs. My daughter loved the knitting group.

Anonymous

7/03/2021 01:36 PM

Reading corners, more books from different cultures then almost just English books,lots of lights,colour window glass, more different kits for fathers day and mothers day for all ages, corner for adults, teens,children, and 3-4 year old corner.

Anonymous

7/03/2021 04:08 PM

I would love the programs to be back up and running. I would like options for toddler classes, and in person summer activities, crafts, classes, etc

year round like there used to be. We use the library a lot for finding books and would like more seating areas and play areas for the kids. Comfy seating... computers with audio books for the kids to listen to, etc.

Anonymous

7/03/2021 04:28 PM

More table seating, comfortable

Anonymous

7/03/2021 04:36 PM

more space

Anonymous

7/03/2021 10:51 PM

Add more of the self check outs. More small spaces for people to read/browse. I have been to libraries in the US where they have this and have observed how many more people sit and read there.

Anonymous

7/04/2021 07:51 AM

Improved digital options

Anonymous

7/04/2021 11:10 AM

Meeting space for workshops hosted by library staff - ie digital photography or how to use digital equipment.

Anonymous

7/04/2021 12:29 PM

Lots of Windows

Anonymous

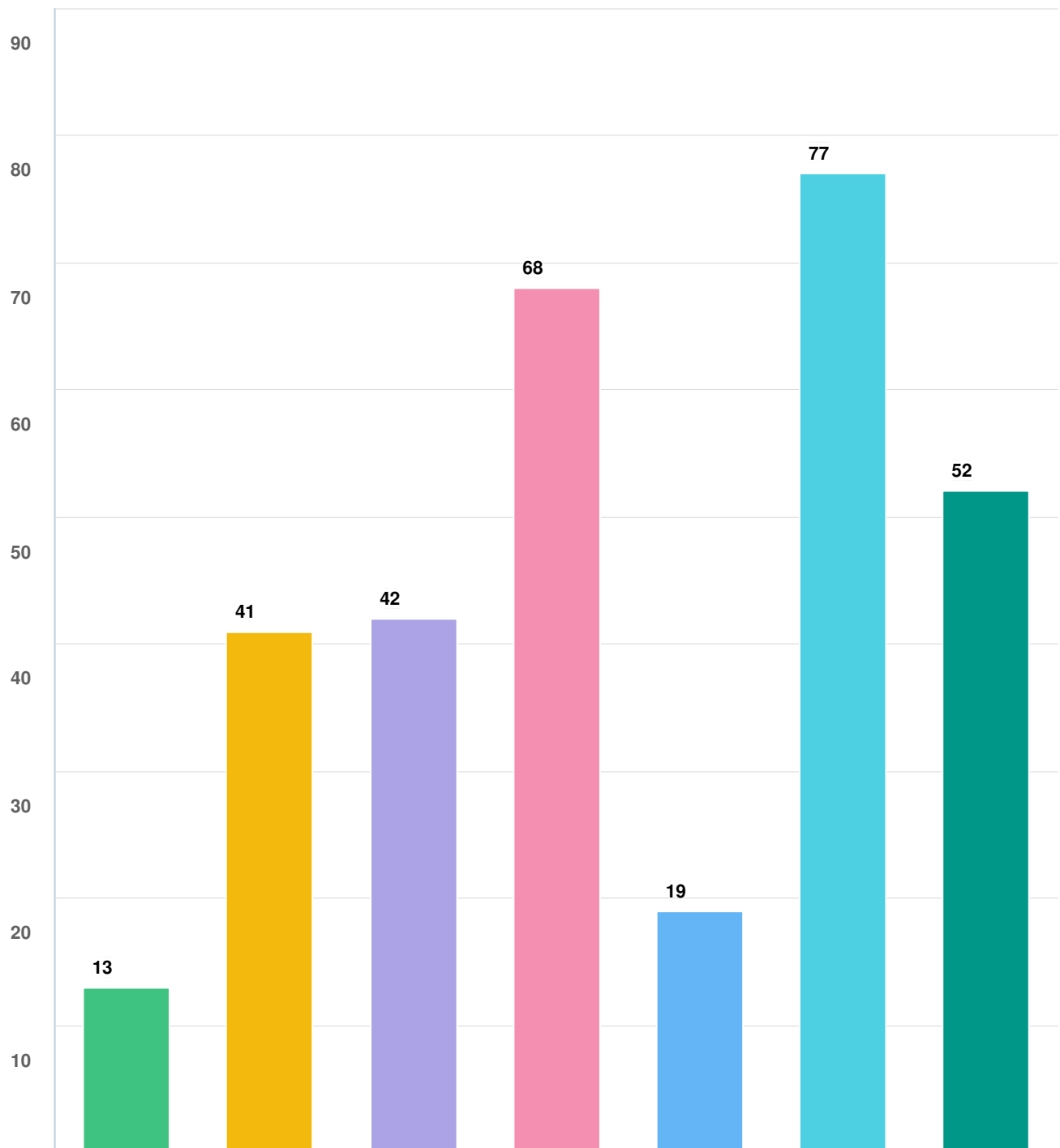
7/04/2021 06:33 PM

studying /work spaces that are unique and comfortable for younger population

Optional question (150 response(s), 156 skipped)

Question type: Essay Question

Q19 Prior to COVID-19, what were the main obstacles you encounter when using the library?
(select all that apply)



Question options

- Other (please specify)
- Hours of operations
- Customer service
- Insufficient catalogue
- Directional and informational signs (I don't know where things are)
- Library layout
- Not easily accessible

Optional question (242 response(s), 64 skipped)
Question type: Checkbox Question

Q20 To make the library a more inviting place it should have:

Anonymous

6/14/2021 12:53 PM

Separation of use areas - i.e., quiet study spaces that are private from kids area which can and should be loud.

Anonymous

6/14/2021 12:54 PM

I actually liked the library as it is, they probably want more space for activities and they could have more books on display in a larger area.

Anonymous

6/14/2021 01:46 PM

Nothing

Anonymous

6/14/2021 02:11 PM

Lots of windows/skylights to make it bright. I love all of the plants currently in the library. It would be nice to have separate rooms for the computers and kids/teen areas or even partitions to separate them.

Anonymous

6/14/2021 02:42 PM

Less homeless people around

Anonymous

6/14/2021 03:04 PM

A sound proof games room for board games. A coffee/smoothie/juice snack bar. Take THAT Indigo!

Anonymous

6/14/2021 03:14 PM

Space and windows.

Anonymous

6/14/2021 05:40 PM

Light, airy feel. Places to sit and read / work.

Anonymous

6/14/2021 06:13 PM

Improvement in hours of operation

Anonymous

6/14/2021 07:05 PM

friendly librarians who knew my name, yes, the old librarians knew my family's name as I have been going to this library for over 20 years. She saw my kids grew up!

Anonymous

6/14/2021 10:25 PM

Not been moved to a place with the least amount of people around it at the worst intersection in the city

Anonymous 6/15/2021 05:45 AM	Small booths, Clean modern computers with slim keyboards (get less dirt)
Anonymous 6/15/2021 07:02 AM	The current library is very inviting
Anonymous 6/15/2021 08:11 AM	Comfortable seating areas and children's play areas
Anonymous 6/15/2021 08:11 AM	On line books and periodicals are available on line
Anonymous 6/15/2021 09:01 AM	Lots of nature light, comfy seating areas.
Anonymous 6/15/2021 12:57 PM	reclining chairs and magazines
Anonymous 6/16/2021 12:57 PM	more relaxing reading areas
Anonymous 6/16/2021 04:50 PM	something for everyone!
Anonymous 6/16/2021 06:53 PM	Children's area
Anonymous 6/17/2021 02:16 AM	Leave where it is. If moved I will not be able to have use of it
Anonymous 6/17/2021 05:04 AM	Lots of light
Anonymous 6/17/2021 08:00 AM	Directional signage to areas, computer stations to search for books, areas where local artisans can display and sell their handicrafts, concession (Starbucks?) for visitors, library and City staff.
Anonymous 6/17/2021 09:00 AM	Be larger, have more content, and a wider variety of content - not just print media and cds/dvds. Board games, video games, a larger historical museum type display

space. The current library is tiny, has a crummy selection for Adult books, and is dull. There is very little interaction between staff and the public coming in. I recommend to look at Winnipeg Public Libraries as they have great selection plus well designed, engaging facilities. Some Winnipeg libraries feature some stunning and unique architecture - others are just in strip malls but still have lively, engaging interior design. <https://www.cbc.ca/news/canada/manitoba/windsor-park-library-1.4578342>

Anonymous

6/17/2021 11:36 AM

For 40 years I have not used a library, I guess I don't care if it's inviting or not

Anonymous

6/17/2021 03:05 PM

More new age technology similar to the learning lab would be great!

Anonymous

6/17/2021 04:17 PM

Concession

Anonymous

6/17/2021 05:18 PM

Latest technology. Gathering place,

Anonymous

6/18/2021 02:07 PM

More windows/natural light
Comfortable area for sitting/reading.

Anonymous

6/18/2021 02:56 PM

comfortable seating preferably facing outdoors

Anonymous

6/19/2021 03:00 PM

As noted above, cozy children's area, computers for adults tucked in a quiet space

Anonymous

6/20/2021 12:21 AM

Booth seating (Private reading, studying)

Anonymous

6/20/2021 11:31 AM

Better marketing to draw people in to tell them what you have and programs that you offer through tv ads, Facebook etc. More outdoor gathering reading space, the library should have social gathering space for book talks, or just to talk and

	share info about books read.
Anonymous 6/20/2021 12:47 PM	Nice people working.
Anonymous 6/20/2021 01:47 PM	More seating areas - play areas - plants
Stuart 6/21/2021 05:39 PM	N/A
Anonymous 6/22/2021 12:31 PM	More soft seating, quiet study spaces, more tech spaces
Anonymous 6/23/2021 05:16 AM	More seating.
Anonymous 6/23/2021 08:57 AM	More space, more tables, better signage, make it warm and not sterile feeling.
Anonymous 6/23/2021 10:41 AM	Windows, plants, comfortable seating, access to computers, a makers lab where art workshops and demos can be held.
MEP 6/24/2021 07:42 AM	More welcoming front desk staff and area in general..at times front desk staff lacked enthusiasm or interest in patrons concerns. Although addressed seemed not really a priority by some staff.
Anonymous 6/24/2021 09:04 AM	Starbucks to rival Indigo books
Anonymous 6/24/2021 02:44 PM	Not sure
Anonymous 6/24/2021 05:33 PM	Some comfortable areas to sit and browse books or just relax and read. Definitely a kids section.
Anonymous 6/24/2021 07:27 PM	Staff that actually greet you when you come in. Westbank library was a warm and welcoming place when my children were younger, with Sophie, David and the other regulars. Now the staff don't even look up when you

Anonymous 6/24/2021 07:35 PM	enter. Art, crafts AND PLANTS
Anonymous 6/24/2021 07:54 PM	Lots of quiet reading areas, chairs, tables. It's better to have nooks rather than to put everything out in a large, open area. This would encourage more people to come to the library and stay awhile. There is precious little history and geology available for the Okanagan and BC. I would like to see a section devoted to that subject. That would include not only books on the subject, but historical documents that are relevant to the Okanagan. Land documents, census, family histories, religious history, etc. That would definitely bring me to the library more often.
Anonymous 6/24/2021 08:04 PM	More computers and more staff available to answer questions
Anonymous 6/24/2021 08:20 PM	Comfortable reading areas
Anonymous 6/25/2021 09:20 AM	more collaborations space, electronic equipment
Anonymous 6/25/2021 01:03 PM	Comfortable seating
Anonymous 6/25/2021 02:23 PM	Comfortable sitting areas (soft seating)
Anonymous 6/25/2021 02:46 PM	Lots of light is important as is a smiling, helpful staff. Please keep the human aspect in service, we aren't all into computers.
Anonymous 6/25/2021 08:19 PM	Cozy nooks for kids and plenty of reading areas for adults, bistro or a cafe nearby
Anonymous 6/25/2021 11:48 PM	An event room. Nothing like running a kids program in the child section

	where people on computers are sitting right there frustrated with the loud noise
Mark G 6/26/2021 12:11 PM	Outside views
Anonymous 6/26/2021 12:55 PM	Natural light and open spaces
Anonymous 6/27/2021 04:36 PM	WiFi, state of the art technology, adequate seating for small group gatherings, presentation area, parking adjacent to library entrance including handicapped stalls, elevators or ramps for access to both levels
Anonymous 6/27/2021 07:43 PM	Plants and light and airy. Include seating for privacy and research areas online etc.
Anonymous 6/28/2021 05:04 AM	More seating , larger kids area
Anonymous 6/28/2021 06:14 PM	Fireplaces, couches, a coffee shop
Anonymous 6/29/2021 11:08 AM	light
Anonymous 6/29/2021 11:19 AM	Modern and lots of community event information and local art. Themes on rotation.
DonD 6/29/2021 12:10 PM	Coffee shop
Anonymous 6/29/2021 11:54 AM	available gathering spaces, good programming, a lot more books to select from, hold/pick up space be closer to entrance with self check out
Anonymous 6/29/2021 01:43 PM	Lots of natural light,. Comfortable seating areas. Kid friendly spaces.
Anonymous 6/29/2021 08:39 PM	Accessibility

Anonymous 6/30/2021 08:07 AM	Space, comfortable seats, plants, good ventilation, peace and quiet.
Anonymous 6/30/2021 09:45 AM	Space, interest, public washrooms, community notice board, comfy chairs, revolving exhibitions.
Anonymous 6/30/2021 10:13 AM	Later or earlier hours
Anonymous 6/30/2021 10:14 AM	Enriching environment
Anonymous 6/30/2021 10:16 AM	Lounge area
Anonymous 6/30/2021 10:20 AM	large open entrance
Anonymous 6/30/2021 10:25 AM	More kids activities such as a fun parent supervised play area.
Anonymous 6/30/2021 10:26 AM	Seating
Anonymous 6/30/2021 10:37 AM	More chairs and tables.
Anonymous 6/30/2021 10:38 AM	people behind the desk that don't have an attitude that it is their personal place.
Anonymous 6/30/2021 10:40 AM	Seating in specific areas
Anonymous 6/30/2021 10:43 AM	Little pocket areas where people can sit and read while being monitored for Safety.
Anonymous 6/30/2021 10:44 AM	Good lighting
Anonymous 6/30/2021 10:46 AM	Comfortable chairs, pleasant art work/decoration, magazine area, friendly, helpful staff, children activity area.

Anonymous 6/30/2021 10:47 AM	Staff desperately need customer service training.
Anonymous 6/30/2021 10:51 AM	Drop boxes
Anonymous 6/30/2021 10:54 AM	Inviting seating areas
Anonymous 6/30/2021 10:55 AM	Additional restrooms, wheelchair accessibility...
Anonymous 6/30/2021 10:55 AM	easy access - Quick to get in and out People. Signs to show various categories. Comfortable places to read at tables. Automatic doors.
Anonymous 6/30/2021 10:56 AM	High ceilings, visibility to outdoor space, access to outdoor space, coffee shop
Anonymous 6/30/2021 11:08 AM	More seating, modern design
Anonymous 6/30/2021 11:09 AM	More space in the children's area, more windows
Anonymous 6/30/2021 11:10 AM	nothing
Anonymous 6/30/2021 11:10 AM	Inviting spaces to read, places for puzzles or board games. If those did exist I did not notice them. Kelowna library often has a community puzzle out and it is fun to sit and work on it for a bit.
Anonymous 6/30/2021 11:15 AM	places to sit and read
Anonymous 6/30/2021 11:18 AM	Lots of activities for families and the elderly. Easy to find items. Comfy locations to read and study.
Anonymous 6/30/2021 11:19 AM	Less LGBTQ promotion
Anonymous	lots of activities for children and

6/30/2021 11:31 AM

young families

Anonymous

6/30/2021 11:32 AM

I guess a coffee stations is too much to ask for

Anonymous

6/30/2021 11:34 AM

pleasing colour's

Anonymous

6/30/2021 11:39 AM

Seated reading areas.

Anonymous

6/30/2021 11:46 AM

Comfortable seating Bright warm spaces, minimal concrete

Anonymous

6/30/2021 11:51 AM

reading spaces to browse books equally distributed and not near floor, we don't like to sit on floors, no mask mandate and generally no freaky signs about covid

Anonymous

6/30/2021 12:03 PM

Community spaces combined with quiet reading areas. Maybe even an area for book clubs to use for their meetings.

Anonymous

6/30/2021 12:07 PM

More natural light and seating

Anonymous

6/30/2021 12:10 PM

I'm happy with the current amenities and would hope the new branch is similar.

Anonymous

6/30/2021 12:18 PM

A happy person to greet you and assist you

Anonymous

6/30/2021 12:25 PM

Increased seating & workspace

Anonymous

6/30/2021 12:36 PM

Public meeting places to rent after hours or places for events

Anonymous

6/30/2021 12:55 PM

Longer opening hours especially at weekends

Anonymous

6/30/2021 01:05 PM

Water sounds!! Water fall from up high, trickling down from main floor, to the library level. Live foliage, to

	keep clean air. Inviting and sectioned off kids area. Water bottle fill up area, no touch washrooms (doors, sinks etc...)
Anonymous 6/30/2021 01:08 PM	Plants, artwork, sculptures
Anonymous 6/30/2021 01:10 PM	Natural light, an outdoor space with seating and a fountain. Soothing colours, lots of art. A lovely children's area.
Anonymous 6/30/2021 01:25 PM	Comfy chairs, couches, coffee/tea shop.
Anonymous 6/30/2021 01:31 PM	Reading and community space
Anonymous 6/30/2021 01:40 PM	I don't believe any changes are needed.
Anonymous 6/30/2021 01:47 PM	Fabulous lighting
Anonymous 6/30/2021 02:03 PM	Comfortable places to sit.
Anonymous 6/30/2021 02:09 PM	more chance to talk with a libraian
Anonymous 6/30/2021 02:16 PM	plenty of private spaces for individual quiet reading as well as some areas (with tables) to collaborate with others on common tasks
Anonymous 6/30/2021 02:31 PM	Open spaces; natural lighting; child-friendly design features
Anonymous 6/30/2021 03:10 PM	Spaces for the following to take place (some of which are in existing library): Children's story time and activities, Children's interactive spaces, (downtown Calgary library has incredible examples), teen activities, learning, reading and meeting, adult reading nooks,

meeting and activities, room enough to hold community gatherings/activities/interactive shows, equipment & space for tech uses. From what I see in the design so far all of the above can be accommodated. Careful selection & placement of furnishings, stacks etc will facilitate flexible use. Somewhere in the new city hall & library complex a small coffee bistro with healthy snacks would be most welcome since existing sources are not in good proximity. The ones at KGH are a good example and perhaps a non-profit would be interested? Maybe even Friends of the Library?

Anonymous

6/30/2021 03:27 PM

Seating areas

Anonymous

6/30/2021 03:29 PM

hands on staff, ready to help at any given time, rather than look busy. Staff greeting customers on entering the building

Anonymous

6/30/2021 03:56 PM

No political agenda!

Anonymous

6/30/2021 03:58 PM

Comfy chairs to sit and read in.

Anonymous

6/30/2021 03:58 PM

Places that can hold groups for special events such as author visits.

Anonymous

6/30/2021 04:00 PM

Greeters at desk.

Anonymous

6/30/2021 04:07 PM

Quite spaces to read or study. A coffee kiosk. space to have small inexpensive or free workshops either on wellness or even crafts/arts, skills such as gardening in our hot climate.

Anonymous

6/30/2021 04:09 PM

LOTS OF OUTSIDE LIGHT COMING IN / MORE SEATING/ TABLES & CHAIRS A LARGE MAP OF THE WEST KELOWNA AREA. WITH

DIFFERENT AREAS INDICATED FOR NEW COMERS. TABS ON IT THAT SHOWED DIFFERENT THINGS OF INTEREST.

Anonymous

6/30/2021 04:22 PM

Bright, open spaces with light colours and lots of air flow. Something that complements the natural surroundings and maybe a view of the lake

Anonymous

6/30/2021 04:34 PM

Happy colourful decor, interesting art.

dabble07

6/30/2021 06:14 PM

multiple & diverse seating areas, group meeting/lecture space

Anonymous

6/30/2021 06:32 PM

Kids corner, study corner,

Anonymous

6/30/2021 07:25 PM

Different spaces that serve different age groups and needs. There should be assigned space for young adults where they can come to study, socialize and relax. Quiet study areas and desks should be provided with plug ins for personal computers. Also, there should be spaces available that can be booked and used for meetings, presentations, small conferences, etc. Separated play area for small children, where they can play and enjoy events planned just for them. More personable and inviting staff.

Anonymous

6/30/2021 07:26 PM

More book discussions

Anonymous

6/30/2021 07:54 PM

A space for sitting and browsing books.

Anonymous

6/30/2021 08:06 PM

Local artwork, plants, comfortable chairs, charging stations for devices, meeting rooms, coffee shop attached (not inside the library, but accessible).

Anonymous 6/30/2021 09:33 PM	I like the library - the plants really make this space welcoming
Anonymous 6/30/2021 10:13 PM	Lots of tables and chairs.
Anonymous 7/01/2021 12:16 AM	Nothing..
Anonymous 7/01/2021 05:55 AM	Bright, airy, incorporates art
Anonymous 7/01/2021 06:31 AM	Comfortable seating (sofa), plants or more natural lighting. It's really great already.
Anonymous 7/01/2021 06:59 AM	Areas where interest groups can meet
Anonymous 7/01/2021 07:40 AM	A good reading area
Anonymous 7/01/2021 08:10 AM	Lower shelves for easy visibility of the entire space.
Anonymous 7/01/2021 12:14 PM	More flexible seating options.
Anonymous 7/01/2021 12:28 PM	People who greet the users - even if it is self-serve. Comfy chairs Computer lab Indigenous art
Anonymous 7/01/2021 12:31 PM	More seating areas
Anonymous 7/01/2021 01:01 PM	Better lighting
Anonymous 7/01/2021 02:18 PM	More windows, comfortable seating
Anonymous 7/01/2021 02:45 PM	Comfortable seating. Greenery. Ability to plug in devices.
Anonymous 7/01/2021 05:04 PM	Bright and inviting

Anonymous

7/01/2021 05:54 PM

No changes necessary

Anonymous

7/01/2021 06:06 PM

Easily accessible to all - seniors, children, handicapped, Indigenous

Anonymous

7/01/2021 06:20 PM

places to meet people, have coffee, talk

Anonymous

7/01/2021 10:33 PM

friendly, warm staff

Anonymous

7/02/2021 07:39 AM

Soft instrumental background music - would enhance the calming, quiet atmosphere of a library

Anonymous

7/02/2021 09:54 AM

More seating, more natural light than it currently has. Welcoming staff (not behind a desk). Emphasis on community service.

Anonymous

7/02/2021 02:20 PM

Co op work spaces and meeting spaces/boardrooms for rent. Spaces like coLab People need more reasons to go to the library and offering it as a potential workspace could be a big draw

Anonymous

7/02/2021 04:35 PM

I would like to see some groups. Have it more open Friendly Maybe for knitting groups crocheting groups women's groups.

Anonymous

7/02/2021 05:32 PM

Literary quotes around the library and posters to promote book releases (like a movie poster)

Anonymous

7/02/2021 08:24 PM

Lots of natural light.

Anonymous

7/03/2021 07:53 AM

Books, reading nooks

Anonymous

7/03/2021 08:25 AM

All special days of celebration books should be placed in the same area. Upfront where they can be seen.

Anonymous

7/03/2021 12:29 PM

A large children's area.

Anonymous

7/03/2021 01:36 PM

Community garden

Anonymous

7/03/2021 04:08 PM

more comfortable seating areas for more people, esp in the kids' area... more little tables to play games or color, etc. Larger area for the events esp in summer when more people attend.

Anonymous

7/03/2021 04:28 PM

Large learning spaces for children's programs

Anonymous

7/03/2021 10:51 PM

See #18

Anonymous

7/04/2021 11:10 AM

More light, local art on walls. Mouse pads at computer stations and chairs that are ergonomic.

Anonymous

7/04/2021 12:29 PM

Lots of plants inside with large windows

Anonymous

7/04/2021 06:33 PM

more encouraging to students to utilize rather than them driving to post secondary study halls

Optional question (170 response(s), 136 skipped)

Question type: Essay Question

Q21 | What do you want to see from the existing library incorporated into the new space?

Anonymous

6/14/2021 12:54 PM

Same friendly staff.

Anonymous

6/14/2021 01:46 PM

Nothing

Anonymous

6/14/2021 02:11 PM

The lovely staff is what really makes the library for me so as long as they come along to the new location, I will be happy!

Anonymous

6/14/2021 03:04 PM

3D printing capacity.

Anonymous 6/14/2021 03:14 PM	Not much.
Anonymous 6/14/2021 03:46 PM	Indigenous art and culture, and cultural story telling
Anonymous 6/14/2021 06:13 PM	Customer service
Anonymous 6/14/2021 07:05 PM	I hope this will not take away from hours of operations and parking spaces.
Anonymous 6/14/2021 10:25 PM	To stay where it is
Anonymous 6/15/2021 05:45 AM	The books, and the staff
Anonymous 6/15/2021 07:02 AM	Every thing
Anonymous 6/15/2021 09:01 AM	The plants
Anonymous 6/15/2021 12:56 PM	Good children's area, rug, cushions, stuffies.
Anonymous 6/15/2021 08:18 PM	Still carry some physical books. Not everything as an ebook.
Anonymous 6/16/2021 12:57 PM	more reading chairs, tables, lamp all comfortable
Anonymous 6/16/2021 04:50 PM	I have only been to the Kelowna branch
Anonymous 6/16/2021 06:53 PM	Space for programs such as knitting group
Anonymous 6/16/2021 09:46 PM	All of it. I can't see it leaving anything behind.
Anonymous 6/17/2021 02:16 AM	Leave where it is!

Anonymous

6/17/2021 08:00 AM

Not sure as I haven't been in the existing library.

Anonymous

6/17/2021 09:00 AM

The small museum area is nice.

Anonymous

6/17/2021 03:15 PM

I disagree with including a library in the new city hall. It is inevitable that the city will want to take over the space sometime in the future, thus wasting money on building a new library now

Anonymous

6/18/2021 02:07 PM

Plants!

Anonymous

6/19/2021 03:00 PM

The librarians :) The open, inviting atmosphere

Anonymous

6/20/2021 12:21 AM

views, natural light and ease of access

Anonymous

6/20/2021 11:31 AM

More programs to teach computer literacy so all can use the e-reading options, etc. And on line downloading etc....seniors and many others are at a real disadvantage here. A digital library component as they have in other world communities to keep up with future trends.

Anonymous

6/20/2021 01:47 PM

Learning lab

Stuart

6/21/2021 05:39 PM

N/A

Anonymous

6/23/2021 05:16 AM

The art displays are nice, but it's difficult for artists to manage hanging their work for display. It's nice there are employees there—that is, don't go overboard with digitizing everything.

Anonymous

6/23/2021 08:57 AM

The people 😊 And I love the plants and welcoming kids area with rugs and toys.

Anonymous 6/23/2021 10:41 AM	Plants, friendly staff, children's area, child specific programs, art.
MEP 6/24/2021 07:42 AM	Needs a full revamping to bring services up to current standards.
Anonymous 6/24/2021 02:44 PM	Not sure
Anonymous 6/24/2021 07:27 PM	Plants, comfortable seating, kids area
Anonymous 6/24/2021 07:35 PM	Playful, fun, inventive design.
Anonymous 6/24/2021 08:04 PM	Not sure
Anonymous 6/25/2021 01:03 PM	The inclusion of the locals, their interests and being a hub for the community
Anonymous 6/25/2021 08:19 PM	Modern, inviting spaces, wide selection of books and reading material, seminars, art
Anonymous 6/26/2021 08:44 AM	none, I do not want to see it incorporated
Anonymous 6/27/2021 04:36 PM	The staff! the reading areas, the computer stations, the children's corner. The plant collection. the memorabilia or historical display cases
Anonymous 6/27/2021 06:33 PM	seating
Anonymous 6/27/2021 07:43 PM	Staff one on one
Anonymous 6/28/2021 05:04 AM	The staff and the plants
Anonymous 6/28/2021 06:14 PM	unsure

DonD 6/29/2021 12:10 PM	Customer service
Anonymous 6/29/2021 08:39 PM	Helpful staff
Anonymous 6/30/2021 08:07 AM	Nothing to add.
Anonymous 6/30/2021 10:15 AM	A way to encourage art and music to youth
Anonymous 6/30/2021 10:20 AM	technology hub
Anonymous 6/30/2021 10:26 AM	Live plants
Anonymous 6/30/2021 10:32 AM	group projects or clubs/classes that were available prior to COVID
Anonymous 6/30/2021 10:37 AM	Ample parking.
Anonymous 6/30/2021 10:38 AM	more books, fewer staff.
Anonymous 6/30/2021 10:44 AM	Staff is friendly
Anonymous 6/30/2021 10:46 AM	An area with magazines and papers.
Anonymous 6/30/2021 10:47 AM	Friendly, helpful staff, east access and more books onsite.
Anonymous 6/30/2021 10:51 AM	Same great service
Anonymous 6/30/2021 10:54 AM	Friendly staff
Anonymous 6/30/2021 10:55 AM	N/A

Anonymous

6/30/2021 10:55 AM

Things to give me ideas: I enjoyed the staff picks / recommended reading / new reading. Lots of CDs Audio books and DVDs on various topics and movies. Always found something interesting to check out even if I was picking up on hold items. People at the desk who are available to talk to and to help.

Anonymous

6/30/2021 10:56 AM

The staff who are helpful a knowledgeable

Anonymous

6/30/2021 11:01 AM

Collaborative work areas

Anonymous

6/30/2021 11:04 AM

Access at parking / street level. Accessible to everyone. The virtual tour only shows entry by stairs within the building (3 flights !!!). Presumably there is an elevator but this is not sufficient and I'm guessing it was so inconvenient that it is not possible to show on a virtual tour. . The library needs to be accessible without stairs - at minimum a ramp. The doors should be at the plaza level but even there it looks like it is only stairs from the parking lot down to the plaza. Many people go in and out of the library - for a few moments or an extended time. For me, it might be a year before I go to the city hall admin areas but I'd be in the library several times a month. It should be more convenient.

Anonymous

6/30/2021 11:09 AM

The awesome staff, self checkouts

Anonymous

6/30/2021 11:10 AM

Bring as much of the staff and present layout to the new library

Anonymous

6/30/2021 11:15 AM

The same staff as they are very good. As many books as can be accommodated and play area for kids.

Anonymous 6/30/2021 11:18 AM	Family activities and the arts and crafts for children. Children section is important
Anonymous 6/30/2021 11:19 AM	Ease of access. Book drop close to the parking lots. Lots of family parking.
Anonymous 6/30/2021 11:20 AM	Large quiet areas where persons can read or have book clubs
Anonymous 6/30/2021 11:34 AM	more art work...
Anonymous 6/30/2021 11:43 AM	Drop box that is accessible from your car
Anonymous 6/30/2021 11:46 AM	Outdoor drop box Easy parking and access when carrying large bags of heavy books Kids programs
Anonymous 6/30/2021 12:07 PM	Great staff and selection
Anonymous 6/30/2021 12:10 PM	Everything!
Anonymous 6/30/2021 12:18 PM	Pleasant sitting areas, good choices of materials
Anonymous 6/30/2021 12:40 PM	staff
Anonymous 6/30/2021 01:02 PM	Nice seating areas
Anonymous 6/30/2021 01:04 PM	The books
Anonymous 6/30/2021 01:05 PM	Kids programming, more classes, especially during the day, geared towards to LARGE homeschooling community! (Tech education, programming classes, and a "toy lending library" :)
Anonymous 6/30/2021 01:10 PM	Nothing.

Anonymous

6/30/2021 01:20 PM

Self checkout

Anonymous

6/30/2021 01:25 PM

Indigenous collection of books

Anonymous

6/30/2021 01:25 PM

Less plants.

Anonymous

6/30/2021 01:40 PM

I don't think we need a new library.

Anonymous

6/30/2021 01:40 PM

Book club meetings

Anonymous

6/30/2021 01:47 PM

Great selection of books, the sale of unwanted books

Anonymous

6/30/2021 02:03 PM

Anything that is decided will be wonderful I think

Anonymous

6/30/2021 02:12 PM

I like the library. A more modern space would be nice but isn't important to me. For myself I prefer to get books on line as easier to read on a device rather than an actual book (larger font).

Anonymous

6/30/2021 02:17 PM

Meeting rooms

Anonymous

6/30/2021 02:18 PM

More books. More copies of popular books

Anonymous

6/30/2021 02:31 PM

Equally friendly & helpful staff!

Anonymous

6/30/2021 03:10 PM

Plants (thank you Barry), art (permanent and rotating displays), comfortable seating, access to computers, internet, printers and tech support/classes. The knitting group. All our friendly, knowledgeable and helpful staff!

Anonymous 6/30/2021 03:29 PM	newspapers, e.g. Globe and Mail, Province, sun
Anonymous 6/30/2021 03:58 PM	Lots of computers.
Anonymous 6/30/2021 04:00 PM	Not sure.
Anonymous 6/30/2021 04:09 PM	REALLY LIKED THE IDEA OF HAVING A PUZZLE OUT AND LETTING PEOPLE ADD TO IT. mY GRANDCHILDREN LIKED THE PROGRAMS FOR CHILDREN STORYREADING / INTRODUCTION TO COMPUTERS ETC.\.
Anonymous 6/30/2021 04:22 PM	The friendly, helpful staff. The extensive catalog. Ease and convince of FREE parking. Accessibility.
Anonymous 6/30/2021 04:35 PM	Huge children's selection
dabble07 6/30/2021 06:14 PM	multiple & diverse seating areas, group meeting/lecture space
Anonymous 6/30/2021 06:32 PM	Just the book selection to be honest. (And the staff)
Anonymous 6/30/2021 07:25 PM	Books.
Anonymous 6/30/2021 07:26 PM	More small meeting rooms,
Anonymous 6/30/2021 07:38 PM	Somewhere to read quietly
Anonymous 6/30/2021 07:54 PM	The amazing staff!
Anonymous 6/30/2021 08:06 PM	A larger collection.

Anonymous

6/30/2021 08:18 PM

Better access to library staff

Anonymous

6/30/2021 09:33 PM

Plants

Anonymous

6/30/2021 10:13 PM

All of the personnel. Tall stools by the windows. Plants. Automatic door openers. Bags to take my new books home in.

Anonymous

7/01/2021 12:16 AM

Just your basic library...you don't have to reinvent the place

Anonymous

7/01/2021 06:31 AM

Lots of natural light, spaciousness, open space, plants? Water elements?

Anonymous

7/01/2021 07:40 AM

Art from locals

Anonymous

7/01/2021 08:10 AM

See comments earlier.

Anonymous

7/01/2021 10:36 AM

Easily accessible parking, not long underground walks, your present location is right on for easy access.

Anonymous

7/01/2021 12:14 PM

Easy to access library holds area.

Anonymous

7/01/2021 12:28 PM

The bright, cheery, roomy atmosphere

Anonymous

7/01/2021 12:31 PM

Many more books!!

Anonymous

7/01/2021 01:01 PM

I do not see the incorporation of the library as a good use of resources as digital reading is growing rapidly

Anonymous

7/01/2021 02:18 PM

Larger catalogue of pleasure books, more reference books

Anonymous

7/01/2021 02:45 PM

Books. I don't want to lose book stacks. Puzzle table.

Anonymous

7/01/2021 05:04 PM

N/A

Anonymous

7/01/2021 05:54 PM

Simplicity

Anonymous

7/01/2021 06:06 PM

The wonderful staff and customer service, seniors programs, puppet shows and children's learning and entertainment opportunities

Anonymous

7/01/2021 06:20 PM

A/A

Anonymous

7/01/2021 10:33 PM

I like the self-serve options and the seating areas are nice too

Anonymous

7/02/2021 09:54 AM

The mix of physical books and digital services.

Anonymous

7/02/2021 02:39 PM

Westbank Writers' group require a slightly larger meeting room. We meet once a week & are growing...20-30/wk. Adjoining washroom(s), audio visual equipped, wifi, ability to darken room, lockable storage cupboards for group use. Our writers come from every neighbourhood including Kelowna. Contact me for more info regarding our Westbank Writers' Group's needs. Donna Bird, birdsy@shaw.ca 250-826-3253

Anonymous

7/02/2021 04:35 PM

Bright sunny area

Anonymous

7/02/2021 05:32 PM

The staff! Always helpful and encourages the love of reading and learning :)

Anonymous

7/02/2021 08:24 PM

Shaded outdoor courtyard with seating areas

Anonymous

7/03/2021 07:53 AM

Bakery & coffee service

Anonymous

7/03/2021 08:25 AM

Outdoor seating courtyard area

Anonymous

7/03/2021 11:30 AM

I'd like to see the new library space being bright and open, lots of windows.

Anonymous

7/03/2021 12:16 PM

The tech components from the Library by the new movie theater.

Anonymous

7/03/2021 01:36 PM

Summer reading clubs

Anonymous

7/03/2021 04:08 PM

plants, lots of great book variety, quick way to drop off books, quick hold pickup and self checkout, games to play while there

Anonymous

7/03/2021 10:51 PM

the staff have always been pleasant and helpful

Anonymous

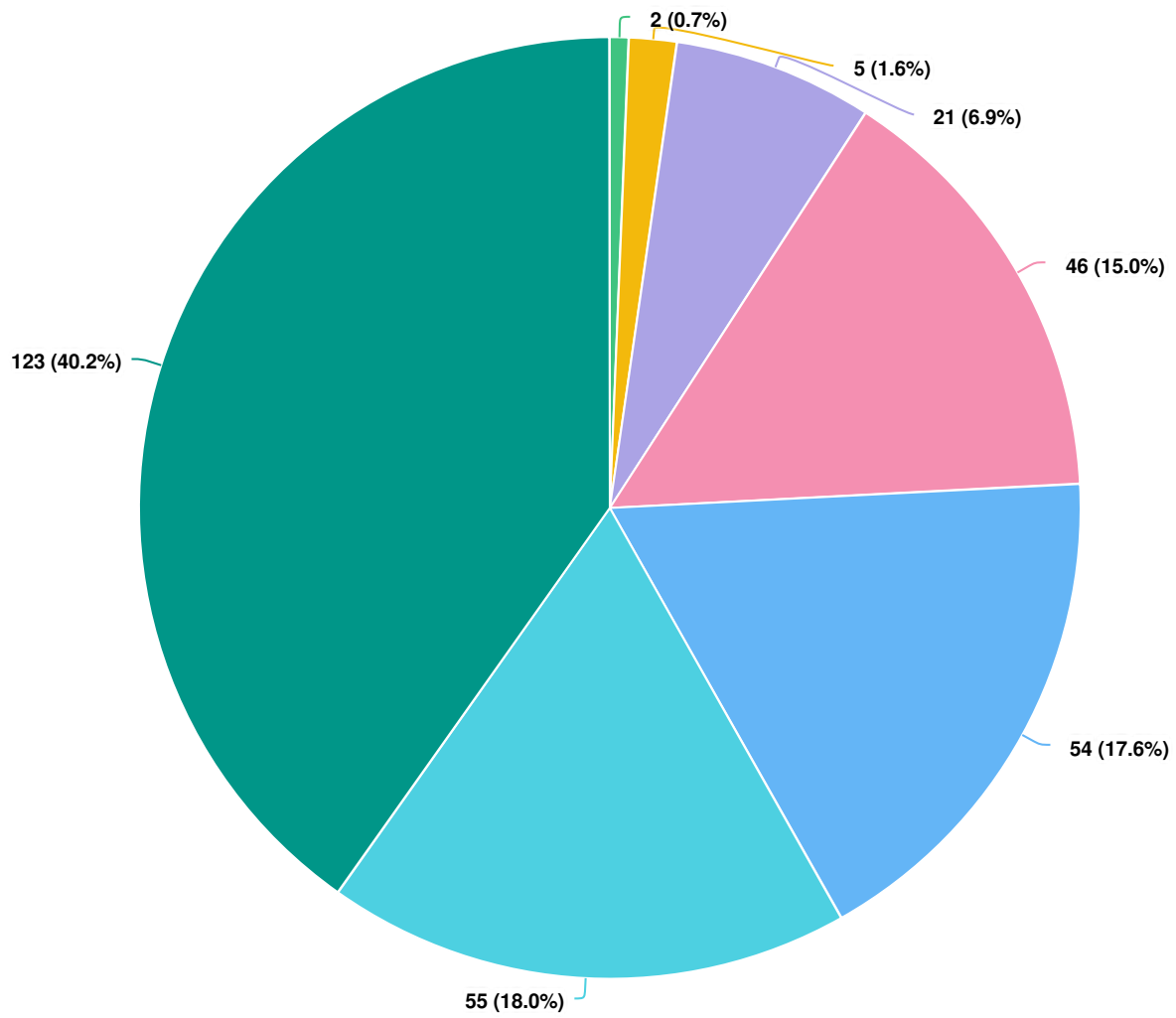
7/04/2021 12:29 PM

Plants

Optional question (137 response(s), 169 skipped)

Question type: Essay Question

Q22 Select your age category

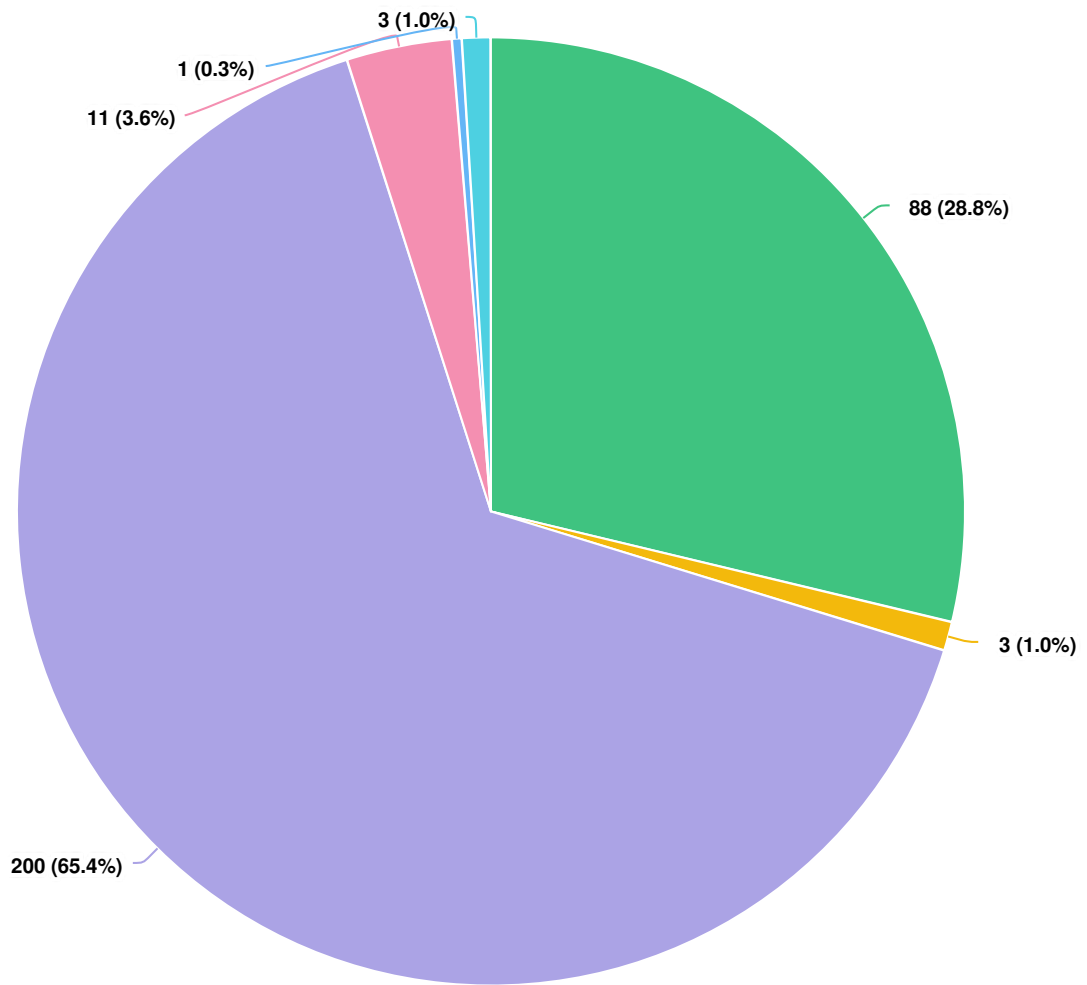


Question options

- 65+
- 55-64
- 45-54
- 35-44
- 25-34
- 19-24
- Under 18

Mandatory Question (306 response(s))
Question type: Radio Button Question

Q23 Gender: How do you identify?

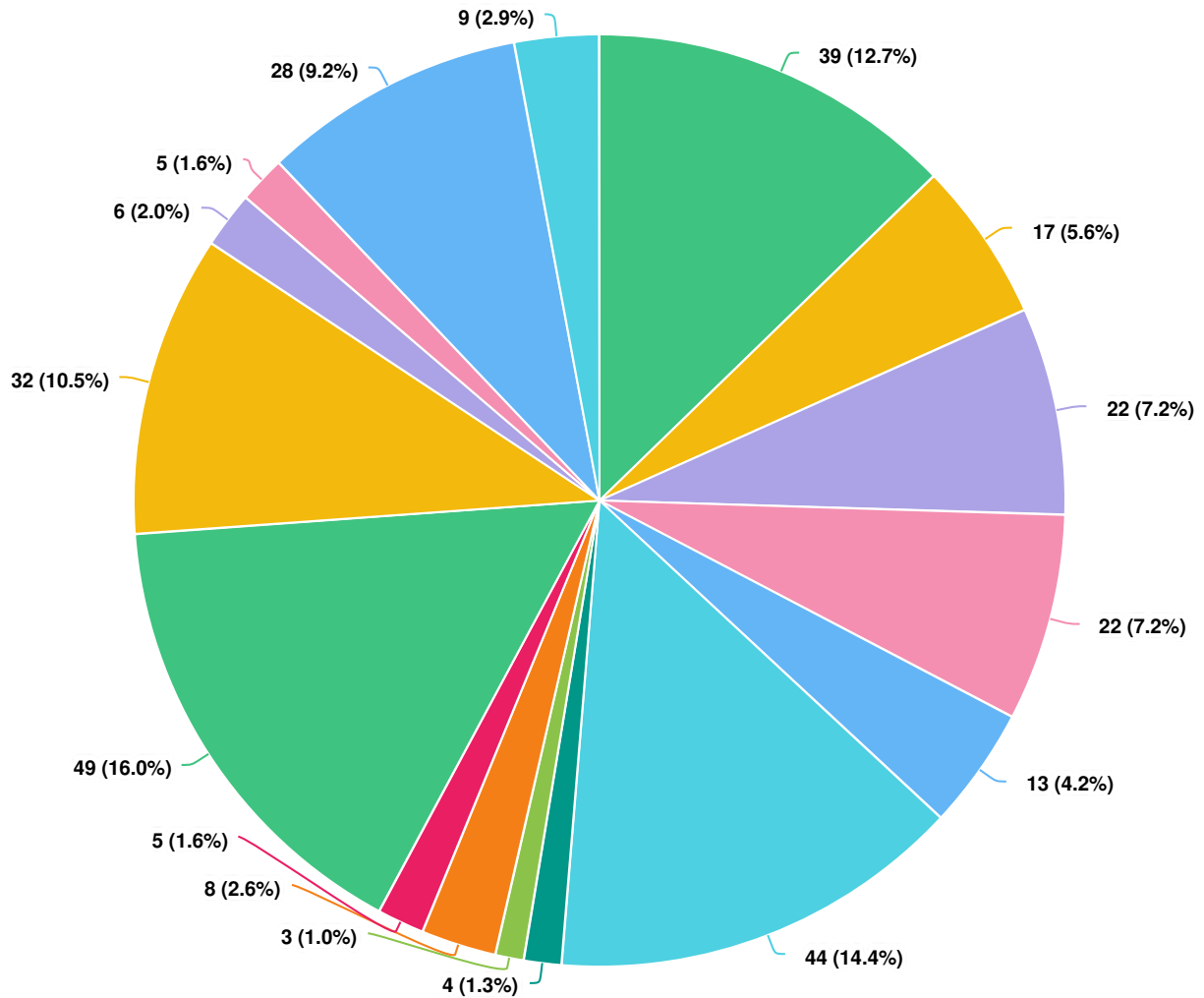


Question options

- Other (please specify)
- Prefer to self describe, below.
- Prefer not to say
- Woman
- Non-binary
- Man

Mandatory Question (306 response(s))
Question type: Radio Button Question

Q24 What neighbourhood do you live in?

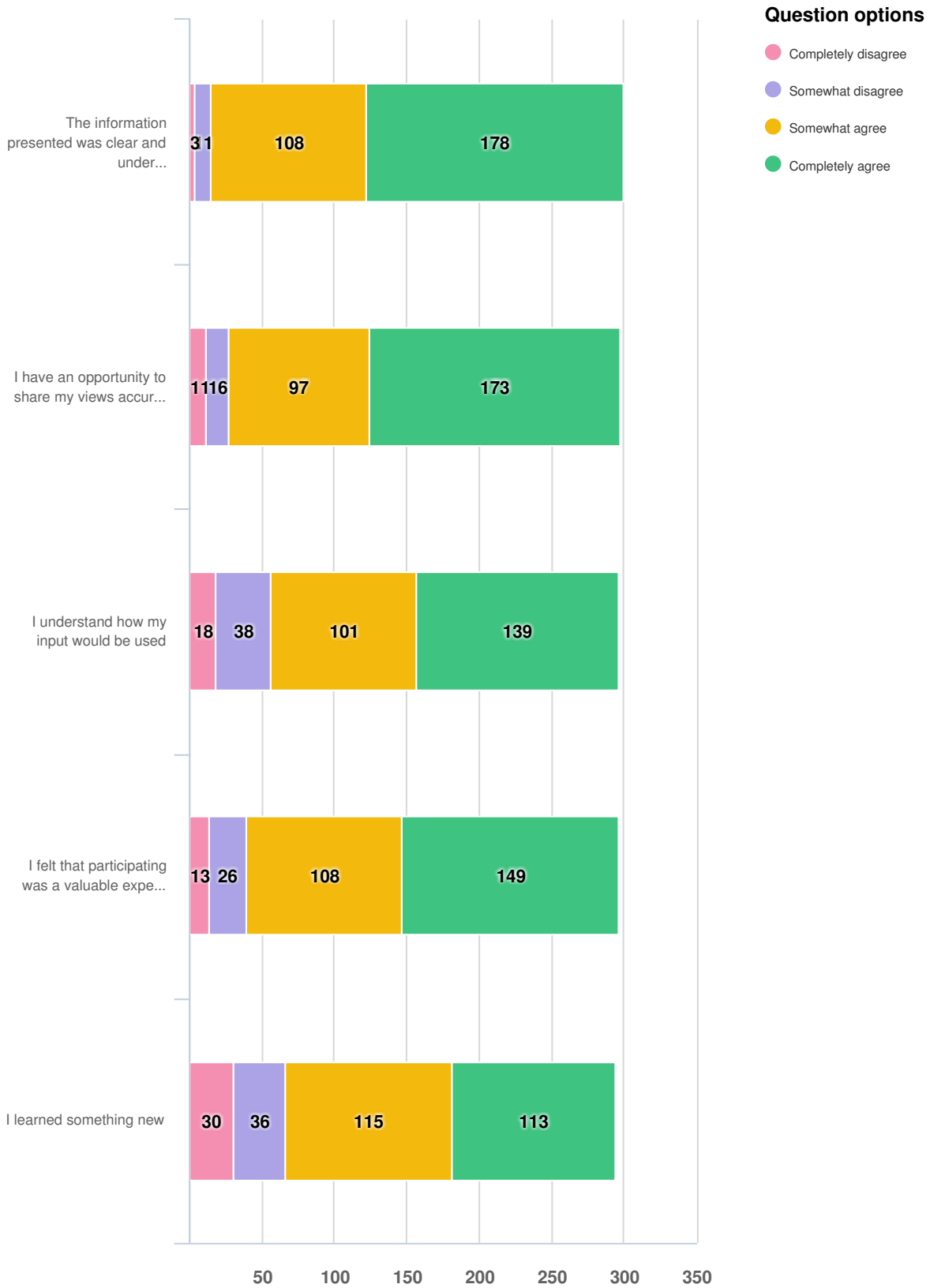


Question options

- Outside of West Kelowna
 ● Westbank First Nation
 ● Westside Road/Bear Creek Road
 ● Casa Loma
- West Kelowna Estates/Rose Valley
 ● Lakeview Heights
 ● Boucherie Centre
 ● South Boucherie
- West Kelowna Business Park
 ● Bartley North
 ● Shannon Lake
 ● Smith Creek
 ● Westbank
- Westbank Centre
 ● Goats Peak/Gellatly
 ● Glenrosa

Optional question (306 response(s), 0 skipped)
 Question type: Radio Button Question

Q25 Please rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)

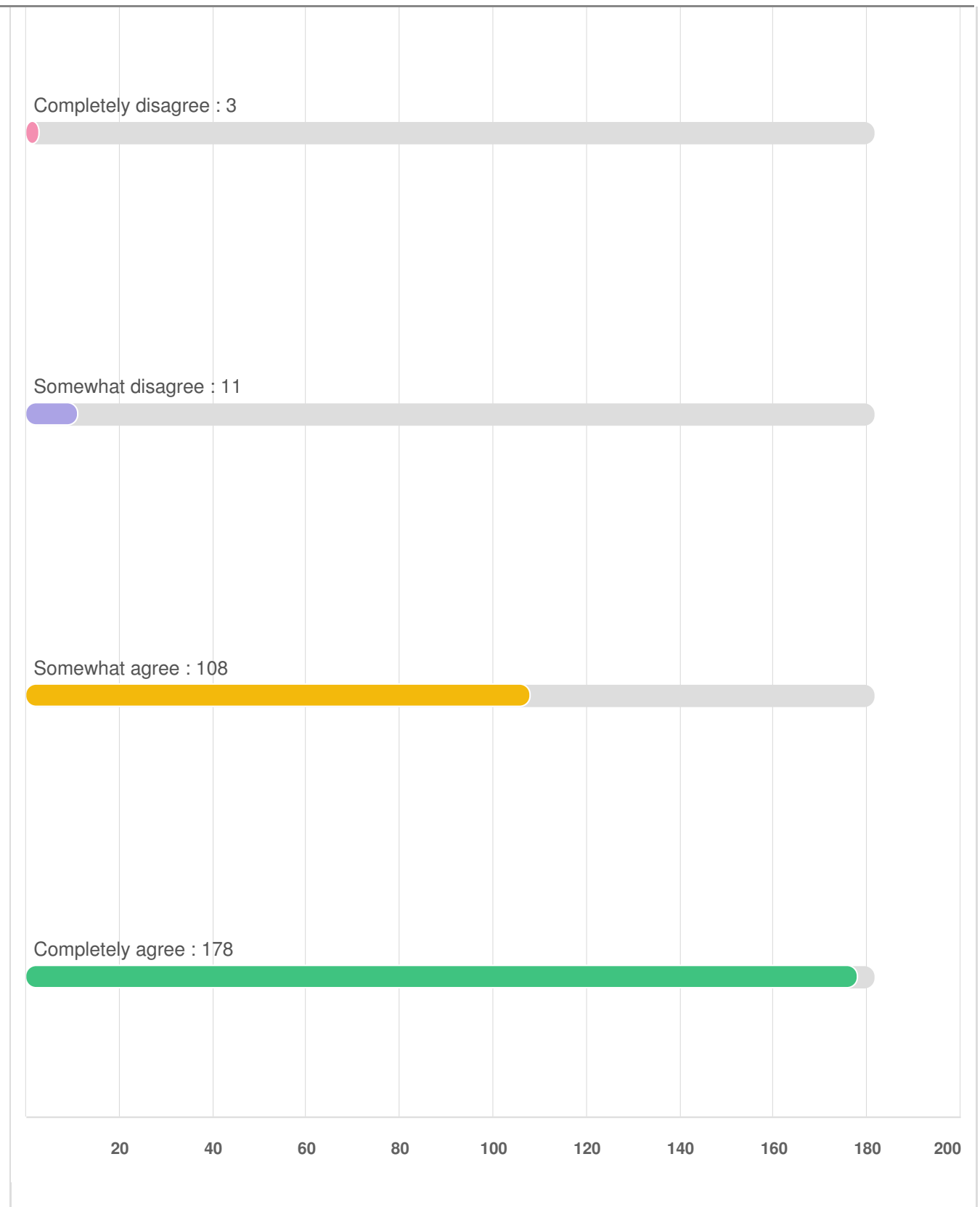


Optional question (301 response(s), 5 skipped)
 Question type: Likert Question

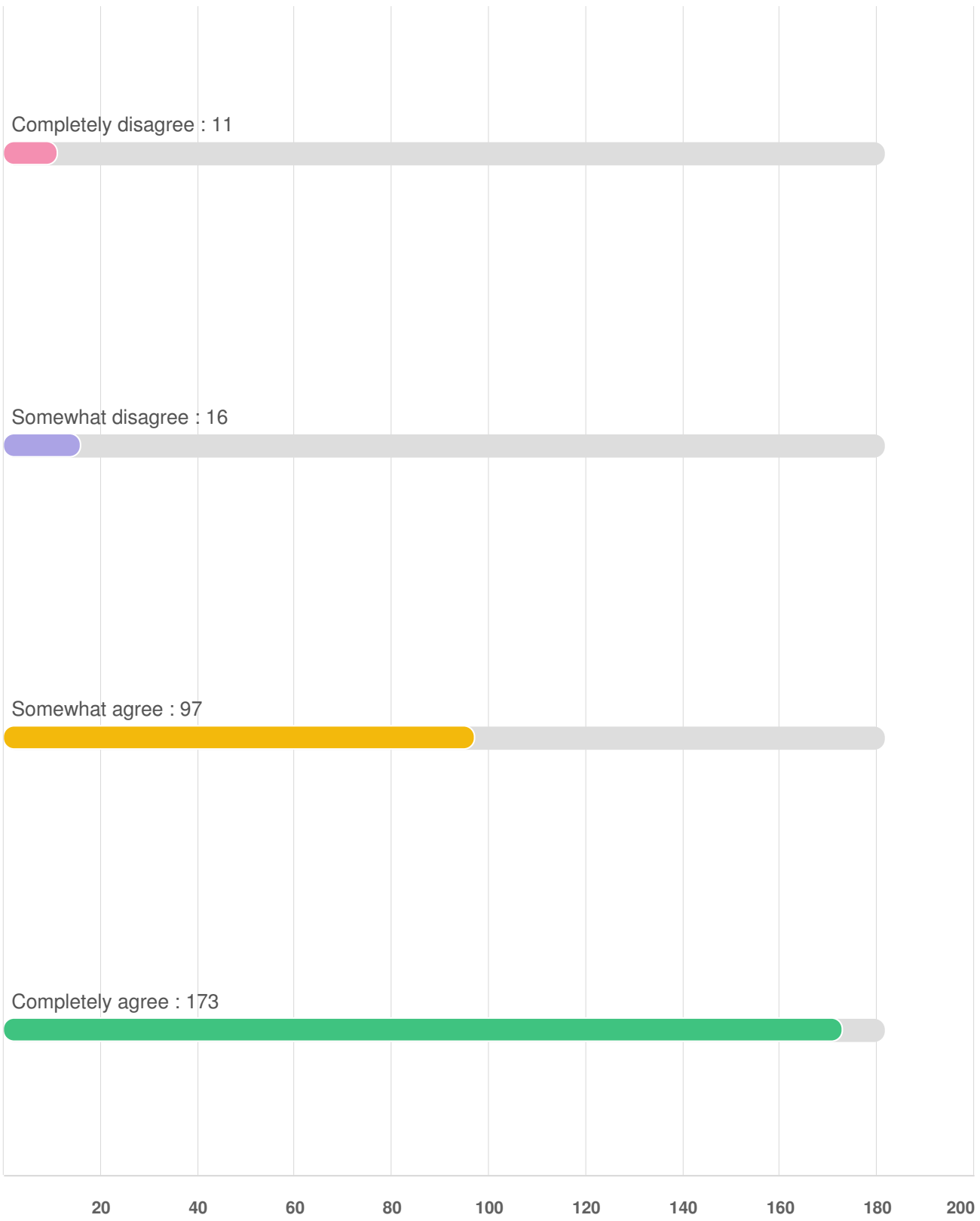
Q25 Please rank the following statements: (completely agree, somewhat agree, somewhat disagree, completely disagree)

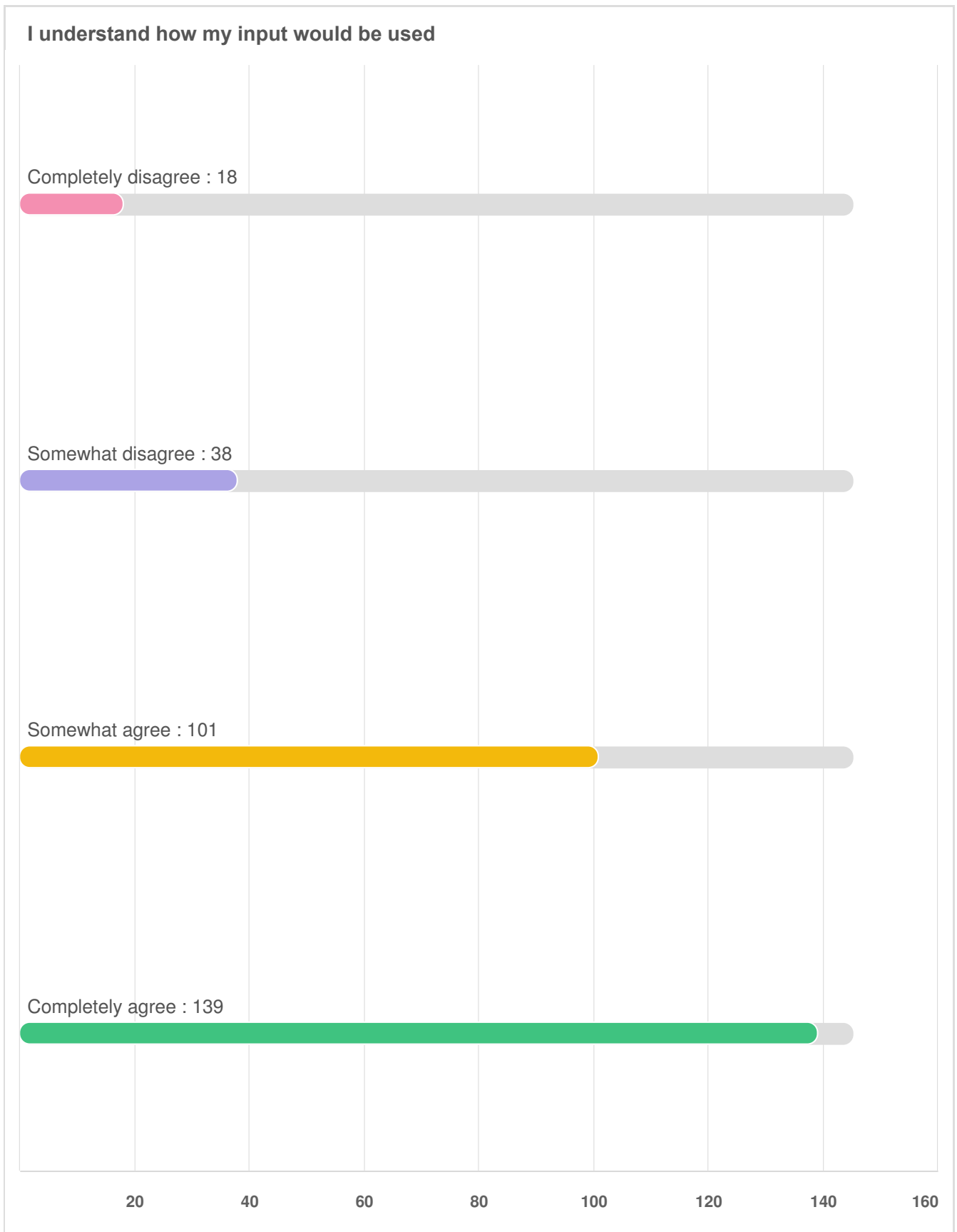
The information presented was clear and understandable

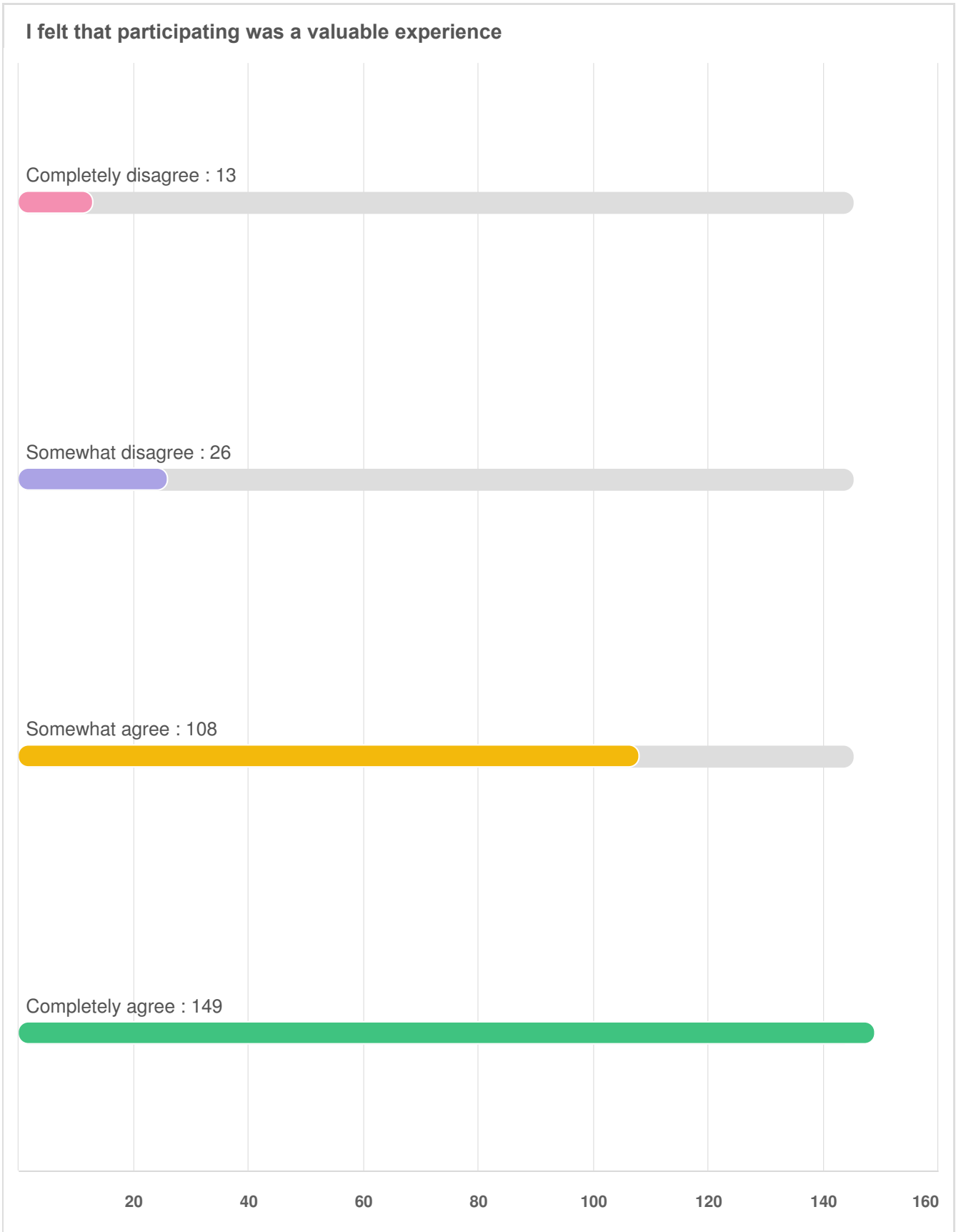
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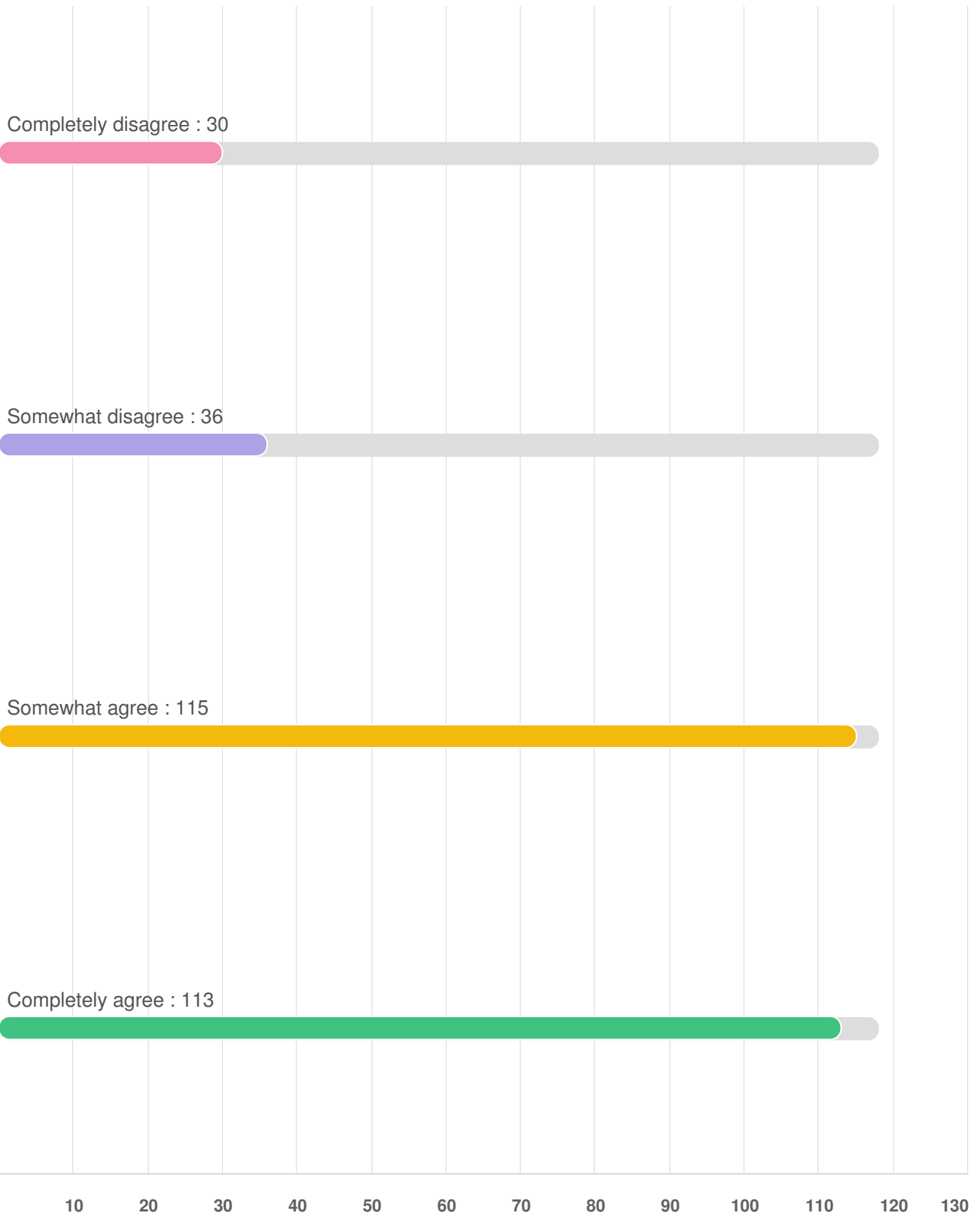
I have an opportunity to share my views accurately



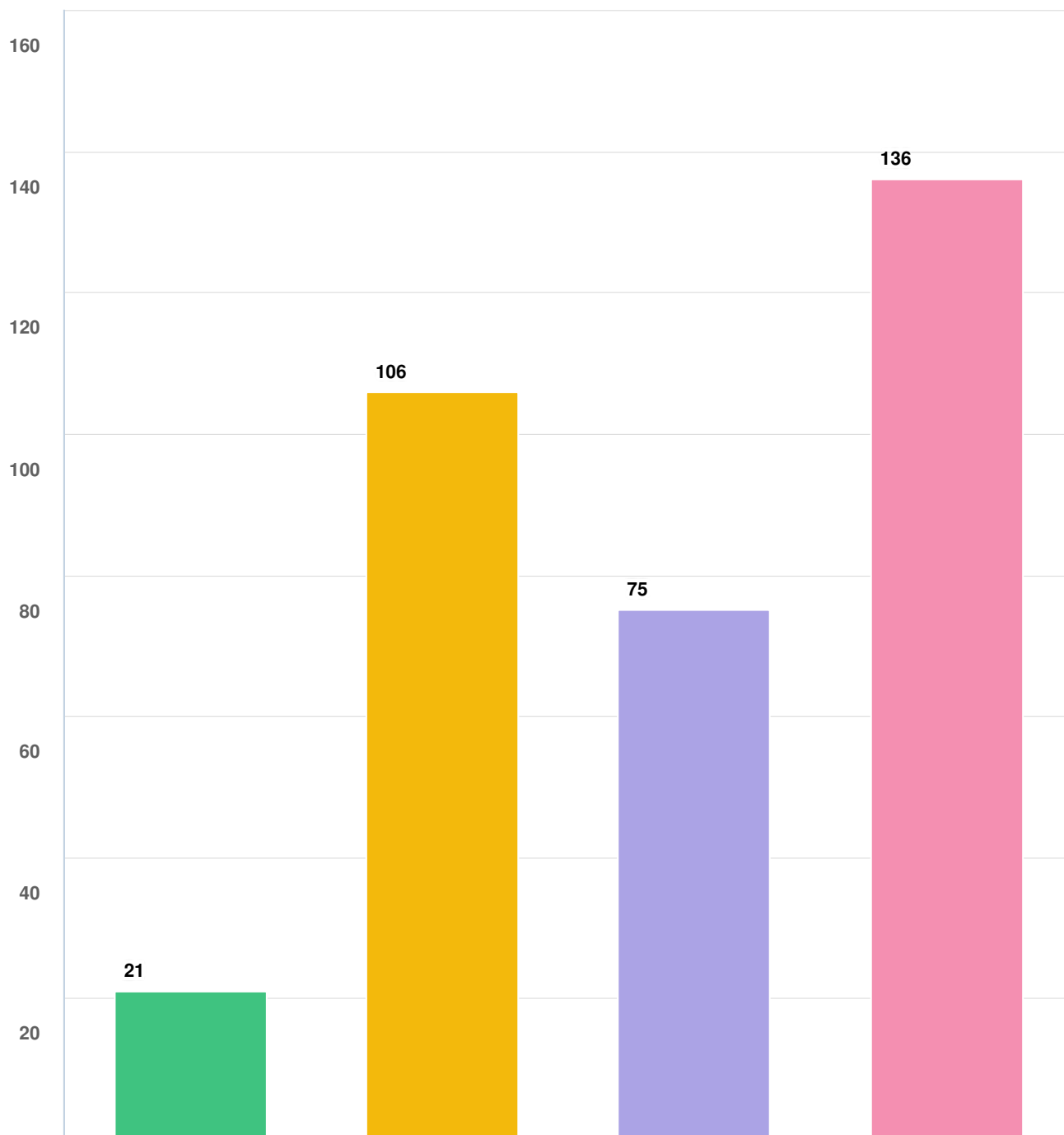




I learned something new



Q26 How did you hear about public consultation for the City Hall/Library Building?



Question options

- Communications from the City (e-news, Public Service Announcements, News releases etc.)
- Local news (online, television or newspaper)
- Social media (Facebook, Twitter, Instagram etc.)
- Printed materials (posters, post card, mailed letter)

Optional question (300 response(s), 6 skipped)

Question type: Checkbox Question