

Customer Frequently Asked Questions (FAQs) – Highlands Branch Building Project

- 1. Why are you rebuilding the library?** The current building is 47 years old and is in need of significant repairs. Community needs have also changed, along with the availability of new types of library services, requiring additional space and adjustments to the layout to accommodate these needs. Additionally, we hope that the construction of a new library acts as a catalyst to further development and upgrading along 118 Avenue as well as improving the quality of life for area residents.
- 2. Why not just renovate the existing building?** The current facility is in need of significant structural repairs. We undertook an independent building audit and determined that renovating would have limited EPL's flexibility to further improve the building's design and layout. By rebuilding we get 25% more space, we have greater flexibility in the building design, we add a larger programming room, we gain quiet study space, we add additional parking spaces and we improve the environmental efficiency and sustainability of the building. Consideration was given to reusing portions of the existing library building structure into the new facility, particularly the basement. However, concern was raised about the long-term performance of the existing basement.
- 3. When is the current Highlands Branch closing?** The current branch will be closed beginning Monday, November 21, 2011
- 4. Is a temporary library in the Highlands community going to be available during the construction phase?** Yes. A temporary library space will be located one block east of the current location at 6516 – 118 Avenue.
- 5. When will the temporary library open?** Thursday, December 1, 2011
- 6. When is the new library opening?** Spring 2013

- 7. What services will be available at the temporary library?** With limited space in our temporary library, we will not be able to offer full library services and resources at this location. The following will be available in the temporary library:
- Hold pick-ups
 - Material returns (including after-hours book drop)
 - Limited selection of high demand materials including: DVDs, video games, Hits-To-Go, paperbacks, magazines, newspapers
 - Limited public computers with Internet access
 - Unlimited Wi-Fi
- 8. What are the hours of service for the temporary library?**
 Mon, Fri, Sat >> 10 a.m. to 6 p.m.
 Tue, Wed, Thu >> 10 a.m. to 8 p.m.
 Sun >> closed
- 9. What is the phone number for the temporary library?** The main phone number will remain the same: 780.496.1806.
- 10. What will happen to my holds at the Highlands Branch during the temporary closure (between November 21 and November 30)?**
 Beginning the week of November 7, 2011, you will not be able to select Highlands Branch as your hold pick-up location. However, if you have current holds can change your hold pick-up location to any other EPL branch. You will be able to select Highlands Branch as your hold pick-up location again effective December 1, 2011.
- 11. Where do I return my materials while the Highlands Branch is closed between November 21 and November 30?**
 If your materials are due while the Highlands Branch is closed temporarily, you can return them to any of the 16 other EPL locations across the city. Abbottsfield, Londonderry and Sprucewood are the three closest branches. Please visit <http://www.epl.ca/about-epl/branches-and-hours> for a complete list of locations and hours. Also, items being checked from the Highlands Branch for the next few weeks will be granted extended loan periods and will not be due until after the temporary Highlands Branch is open.
- 12. What happens to all the programs available at the Highlands Branch?**
 EPL is committed to maintaining the high level of great service our customers have come to expect. Highlands staff will be redeployed to the Abbottsfield, Londonderry and Sprucewood locations allowing for increased programming in these locations. We will also look at more ways to deliver our great programs outside the library and within the Highlands, Montrose and

Bellevue communities. We encourage our customers to continue to attend our great programs in these locations.

13. How much will the new library cost? Total project costs are approximately \$9.5 million.

14. Will parking be better in the new library? The new design and expanded site allows for additional parking spaces.

15. What are we doing with the demolished building? Part of LEED certification is environmentally-friendly disposal of the demolished site. We will share more information as the details of this process become available.

16. How do I keep up-to-date on the status of the Highlands Branch construction project? We will continue to provide updated information via the building project page on the EPL website at <http://www.epl.ca/about-epl/building-projects>.

17. When was the original Highlands Branch built? The original Highlands Branch was designed by Richards and Berretti Architects and Engineers in 1960 and was constructed in 1964.

18. What will happen to the Highlands Branch collections during the construction? A limited selection of high demand materials will be available at the temporary library located at 6516 – 118 Avenue. The Highlands Branch collections will be dispersed to other service points and made available to our customers.