

AGENDA ITEM NO.: 15.2

TO: Council Meeting on 24 May 2016

DIRECTOR: Carolyn Ramsey, Acting Director Community, Planning and Communications

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SUBJECT: LibraryPLUS - Consultation Feedback and Library Tour Notes

1. EXECUTIVE SUMMARY

- 1.1 In August 2015, the SA Department of Education and Child Development (DECD) confirmed with Council staff in writing that it was the preference of Nailsworth Primary School and DECD to re-acquire the Thomas Street Centre building at 1 Thomas Street, Nailsworth at the conclusion of the current lease being 2 August 2019.
- 1.2 Elected Member workshops held in 2015 set the scene for a project to consider the future of library services. Libraries Alive was engaged to work with Council on a service plan to evaluate current and future requirements. Their report 'Library Services to the Future' and recommendations were adopted on 25 August 2015.
- 1.3 A total of four potential sites have now been shortlisted for further consideration and detailed analysis. An Elected Member workshop with SWOT and site criteria analysis and recommendations to continue this process was endorsed by Elected Members on 15 December 2015. Locational analysis exercise was undertaken by Council staff to determine suitability of suggested sites using a matrix tool.
- 1.4 In late 2015 and early 2016 Council staff met with representatives at City of Port Adelaide Enfield to discuss a potential partnership arrangement for joint library services. Discussions are ongoing with no resolution at this stage. Further discussion will be informed by the decision made by Council regarding location.
- 1.5 The working group undertook 14 library tours during January to March 2016 in metropolitan Adelaide and Melbourne. The tour program also included potential locations within City of Prospect. These tours assisted the working group to understand the options, site implications and potential opportunities assisting them to consider the challenges that other Councils have faced in the development of new community library facilities. Notes and observations from the tours are provided as **Attachments 1-21**.
- 1.6 Community consultation for the project was also conducted from January to March 2016, with 503 respondents providing feedback to refine the community aspirations for a new facility. This report includes the detail of that community input and feedback (**Attachments 22-53**).
- 1.7 The draft project plan outlines the next steps and key milestones to progress the LibraryPLUS project and requirements for an independent prudential report.

2. RECOMMENDATION

- (1) Receive and note the Adelaide and Melbourne library site tour workshop information.**
 - (2) Receive and note the LibraryPLUS community consultation report.**
 - (3) CEO to investigate an expert Project Manager who will deliver the LibraryPLUS project.**
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3. RELEVANCE TO CORE STRATEGIES / POLICY

3.1 Core Strategy 1 – Our Community.

1.2 Promote Lifelong Learning.

- 1.2.1 Continue to provide accessible library, toy library and local history services.

4. COMMUNITY INVOLVEMENT

4.1 Council staff embarked on stage 1 of the community consultation process with local residents, community groups and key stakeholders for the LibraryPLUS project to:

- commence awareness and understanding of the project to date.
- gain views and aspirations from the community about the project which affect them directly or indirectly or in which they have significant interest.
- share an understanding of how community input will inform the project and how community input will contribute to the final outcome.

4.2 This approach is consistent with City of Prospect 'Community Engagement and Consultation Policy' and covered both the 'inform' and 'consult' aspect of the engagement level in the IAP2 framework.

4.3 Elected Members were consulted as representatives of the community at Council workshops held on 10 February 2015, 10 March 2015 and 10 November 2015.

5. DISCUSSION

5.1 Since receiving written confirmation from SA Department of Education and Child Development (DECD) Council staff have had continued contact with DECD staff. There has been no further contact with DECD regarding the lease, however staff will maintain contact with the department throughout the life of the project to keep them informed of our progress.

5.2 Elected Member workshops held in 2015 discussed the project and considered the future of library services in City of Prospect. Libraries Alive 'Library Services to the Future' project report and recommendations were adopted on 25 August 2015. This

report outlined a number of recommendations including the need to plan for a new library immediately, financial provision of \$8m, floor space requirements and the community participation model for design of spaces and services.

- 5.3 Locational analysis was gathered and preliminary site selection criteria matrix and SWOT analysis completed by staff. Elected Member input for the SWOT analysis and weighting of the selection criteria has been conducted. This information will continue to inform the project moving forward and assist Elected Members in making decisions regarding the future location.

Library Tours

- 5.4 Elected Members and staff attended a tour of the following Adelaide metropolitan libraries on 2 February 2016:

- Walkerville Library (Town of Walkerville)
- St. Peters Library (City of Norwood, Payneham and St. Peters)
- City Library (City of Adelaide)
- Cove Civic Centre – Hallett Cove (City of Marion)

- 5.5 The Library Manager at each site spoke to the working group about their experience and learning in designing the space, services and facilities for the community, and how the facility is working now. The following themes to emerged;

- The integration of services and spaces at each facility is critical. Security, access to technology and equipment, community meeting spaces and flexibility of use to be considered in design.
- Embedded technology with touch screens, booking systems, door, security and lighting automation was important.
- A good sense of openness and placement of collections and public relaxation spaces for varied use added significantly to the user experience.
- Two sites indicated that their spaces were not large enough to hold programs and events, lacked quiet spaces and sufficient meeting rooms.
- High standard of environmental and sustainable design was desirable.
- It was noted that two sites were of a high specification for finishes. Council need to consider what its expectations are with regard to the final look and feel, and the budget to achieve this.
- Vast open spaces are potentially a waste of floor area that may be better utilised.
- Acoustics are important for managing a wide range of services and programs. Two sites visited required improvement for acoustics after project completion at additional cost.

- 5.6 Elected Members and staff attended a tour of the following Melbourne libraries on 29 February 2016:

- Melton Library & Learning Hub (Melton City Council)
- Braybrook Community Hub (Maribyrnong City Council)
- Library @ the Dock (City of Melbourne)
- Boyd Community Hub (City of Melbourne)
- Melbourne City Library (City of Melbourne)
- Kathleen Syme Library & Community Centre (City of Melbourne)

Key themes to emerge were:

- A number of sites had an iconic presence creating a bold statement with the intention to revitalise a precinct.
- Integration of services, partners and community programs was evident with multiple tenancies (or partners) at all sites.
- High levels of technology integrated into the library and services with the use of RFID systems. Some sites offered virtual reality experiences, maker spaces, sound recording studios, gaming suites, streaming services and interactive projection.
- Libraries come in a range of designs with different approaches to the use of materials, furniture selection and floor treatments.
- Environmental sustainability and design as a strategic decision (5-6 star Green Energy Rating) with the use of timber product, recycled material and energy efficiency to minimise heating and cooling costs.
- High level of investment and quality of the buildings was evident, as well as the overall operating costs and levels of staffing being above national standards and benchmarks.
- Sites saw the café inclusion as important but demonstrated varying degrees of success.
- Both successful and unsuccessful use of floor space, community function areas, staff work areas and amenities were all observed as design challenges.

5.7 Elected Members and staff attended a tour of the following sites and Adelaide metropolitan libraries on 19 April 2016:

- Civic Centre, Prospect Oval precinct and depot site (City of Prospect)
- Strathalbyn Library (Alexandrina Council)
- Coventry (Stirling) Library (Adelaide Hills Council)
- Burnside Library (City of Burnside)
- Campbelltown Library (City of Campbelltown)

Key themes to emerge:

- Use of open space, lighting and sightlines to include views outside was desirable.
- Maximise floor space through the clever use of nooks, seating, hidden functional components and streamlined service desks.
- Historical services and displays featured in design works well and is appreciated.
- Community demand of a range of flexible spaces needs to be considered in the design and final fit-out.
- Integrated outdoor spaces work well if not an afterthought.

5.8 In summary, the working group identified a number of key planning issues for consideration. A new facility must have transformable spaces, be flexible and attractive, incorporate integrated technology, have sufficient space for all desired services and programs and have a good balance between function and design.

Community Consultation

- 5.9 City of Prospect's plan for a new 'LibraryPLUS' facility at the end of lease of the Thomas Street Centre attracted overwhelming positive feedback from the community who participated in the first consultation phase from January to March 2016. The overall feeling expressed by those engaged is that a LibraryPLUS facility is essential for City of Prospect.
- 5.10 Using IAP2 principles, the multi-faceted consultation process included face-to-face discussions, online surveys (also available in hard copy) with website information and fact sheets satisfied the aims of the community engagement strategy developed for this stage of the project. A total of 503 responses were received to the survey as a result of the various methods of engagement.
- 5.11 The outcomes from this period of engagement will assist Council to refine the community aspirations for a new facility considering the community input and feedback.
- 5.12 The questions asked ranged from the use of current services, views on future services, programs and amenities and aspirations for the look and feel for the LibraryPLUS facility with some key feedback grouped into a number of themes. Of those themes, some key responses which are considered to reflect the views broadly expressed include;
- 87% of respondents currently visit or access City of Prospect's library services in some way with comments from those who didn't generally noting an unawareness of the facility and its current location.
 - Most desired services for a LibraryPlus included the book collection (including digital resources), JP services, Wi-Fi and art activities or displays with digital literacy, family history and gaming services less desired by respondents.
 - A café, children's play and events, meeting rooms, outdoor space and services for people with special needs were most requested in the new facility.
 - Children's and youth services were noted as the least likely to use but comments clarified that many of these responses were not relevant to the individual respondents at their current life stage. Technology training, co-working spaces and employment services were also covered here to support the notion that the community are keen to see the library facility for Local and Local Government services, not services available from the private sector or other tiers of government.
 - Toilets, parking and various public and private reading/study areas were important to most people.
 - Extended opening hours were encouraged.
 - As for the 'feel' of LibraryPLUS; light and open, safe, flexible and inspiring were the highest responses. This is important for site consideration and for the design.
 - Modern, artistic and sustainable external forms were supported with 'iconic' and 'traditional' not encouraged by respondents.
 - Some summary comments promoted a larger facility than current, a home away from home for all ages and an engaging, flexible, vibrant and active space with good parking. Ability for people to bring their own device was important, some suggestions included to be careful when considering shelf heights and a desire for the LibraryPLUS to be a showpiece of the Council.
 - A final open question was asked and a number of people (as expected) took the opportunity to express their view with potential location being of particular interest.

Detailed comments are provided in the report which will assist to refine the decision making process on location. Many comments highlighted the Village Heart and Civic Precinct location for consideration.

- Other feedback encouraged purchase of potential underperforming private businesses on Main North Road whilst others saw positive potential in the Johns Road Depot site.

5.13 There was a range of views expressed throughout the community survey with few negative comments or feedback received. The opportunity to provide feedback (free text fields) did identify further areas to be addressed in the project plan including an improvement in marketing and promotion, review of operating hours, the model of customer service and future staffing levels.

5.14 Community members who spoke to Council staff were supportive of the LibraryPLUS project and passionate about the future possibilities. Overall respondents were willing to share their views and eager for a new facility to be built and operational within the required deadline.

Site Selection Locational Criteria Matrix

5.15 The tool used by Council for the initial analysis of our future library needs, including locational needs; was based on 'site selection locational criteria' from *People, Places: a Guide for Public Library Buildings in New South Wales*. 3rd edition 2012. Commissioned by The State Library of New South Wales, Australia and undertaken by architects Francis-Jones Morehan Thorp (FJMT) and a number of other sources.

5.16 This tool details key criteria for main street or shopping centre location, visibility, ground floor space, accessibility, personal and property safety, outdoor space, pedestrian access, public transport, parking and other factors.

5.17 In addition Elected Members, feedback from community consultation and staff surveys have provided further refinements to the site selection locational criteria, including early indicators of emerging priorities as follows:

5.18 Emerging Site Selection Locational Criteria

YELLOW - INDICATES ELECTED MEMBER TOP FIVE (5) PRIORITIES
BLUE - INDICATES STAFF TOP FIVE (5) PRIORITIES

LOCATIONAL MATRIX (EACH SCORED OUT OF 3)	WEIGHTING PRIORITIES	SITE - PROSPECT OVAL PRECINCT	SITE - DEPOT / TRAM BARN	SITE - CIVIC CENTRE	SITE - NORTHPARK
APPROXIMATE SIZE		46,000M2 (INCL CROQUEST CLUB) - CRICKET CLUB 700M2, RSL 485M2, CROQUET 592M2.	5,500M2 - TRAM BARN 300M2, LEAN-TO 390M2.	5,650M2 (INCL CARPARK) - CIVIC 1300M2, HALL 220M2, TOWN HALL 665M2.	45,000M2 - MAIN CENTRE 18,000M2, PAD BUILDING (DICK SMITH ETC) 1860M2.
MAIN STREET OR SHOPPING CENTRE LOCATION	MAIN STREET OR SHOPPING CENTRE LOCATION				
HIGHLY VISIBLE LOCATION	HIGHLY VISIBLE LOCATION				
POTENTIAL FOR ICONIC DESIGN					
LANDMARK TO TRANSFORM LOCATION					
GROUND FLOOR AND STREET FRONTAGE	GROUND FLOOR AND STREET FRONTAGE				
OPPORTUNITY FOR COMMERCIAL OPERATIONS	OPPORTUNITY FOR COMMERCIAL OPERATIONS				
HIGH LEVELS OF PERSONAL AND PROPERTY SAFETY (LIGHTING, PARKING, ACTIVE LOCATION)	HIGH LEVELS OF PERSONAL AND PROPERTY SAFETY (LIGHTING, PARKING, ACTIVE LOCATION)				
FULLY ACCESSIBLE	FULLY ACCESSIBLE				
PARTNERING OPPORTUNITY - PRIVATE SECTOR					
PARTNERING OPPORTUNITY - NEIGHBOURING COUNCIL					
ACCESSIBLE FROM LOCAL SCHOOLS	ACCESSIBLE FROM LOCAL SCHOOLS				
PROXIMITY TO RETAIL/COMMERCIAL					

PROXIMITY TO OPEN SPACE/RECREATIONAL AREAS					
PROXIMITY TO EXISTING LIBRARIES	PROXIMITY TO EXISTING LIBRARIES				
POTENTIAL FOR OUTDOOR SPACE	POTENTIAL FOR OUTDOOR SPACE				
PRIORITY PEDESTRIAN ACCESS (SAFETY & EASE)					
WALK TO PUBLIC TRANSPORT					
CONVENIENT AND SAFE PARKING	CONVENIENT AND SAFE PARKING				
ACCESSIBLE FOR ALL VEHICLES (DELIVERABLES, PERFORMERS)					
LIKELY DELIVERY WITHIN TIMEFRAME					
POTENTIAL OPERATIONAL EFFICIENCIES FOR COUNCIL					
FUTURE EXPANSION OPTION					
OVERALL SCORE					

PROXIMITY TO OTHER LIBRARIES		PROSPECT OVAL	DEPOT/TRAM BARN	NORTHPARK SHOPPING CENTRE	CIVIC CENTRE
ENFIELD LIBRARY		3.7KM	3.5KM	2.5KM	4.5KM
NORTH ADELAIDE LIBRARY		3.4KM	3.5KM	4.8KM	3.5KM
WALKERVILLE LIBRARY		2.5KM	3.0KM	4.4KM	3.4KM
HINDMARSH LIBRARY		5.1KM	4.9KM	6.2KM	4.0KM
THE PARKS RECREATION CENTRE		6.9KM	5.9KM	5.6KM	6.0KM

- 5.19 Council will have the opportunity to further refine and work through a process to finalise the criteria and weightings matrix in a workshop.
- 5.20 Irrespective of the final site selected, a full independent prudential report under section 48 (aa1) of the *Local Government Act 1999*, will be required. A prudential management report attempts to foresee what adverse financial consequences might arise from any project that Council is contemplating, and requires managing the project in a manner as to capture the proposed benefits, while minimising, offsetting or otherwise taking account of the foreseeable financial risks.
- 5.21 The necessity to obtain a prudential report under section 48 is triggered:
- a) *where the “expected expenditure of the Council over the ensuing five years is likely to exceed 20 per cent of the Council’s average annual operating expenses over the previous five financial years (as shown in the council’s financial statements)” or*
 - b) *where the expected capital costs over the ensuing five years is likely to exceed \$4.5 million (indexed).*
 - c) *The Act provides, at section 48(3), that a prudential report is not required in relation to road construction or maintenance**

*Local Government Financial Sustainability Information Paper No. 27: *Prudential Management* at www.lga.sa.gov.au/FSP

ATTACHMENTS

Attachments 1-21: Adelaide and Melbourne Library Site Tour Workshop Information

Attachments 22-53: Community Consultation Report