



# Community Consultation Report

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LibraryPLUS Project

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## **Executive Summary**

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.

The multi-faceted consultation process which 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.

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.

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% or respondents currently visit/ 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.
- The most desired services for a LibraryPLUS included the book collection (including digital), JP Services, Wi-Fi and art activities/ displays with digital literacy, family history and gaming services less desired by respondents.
- A Café, children's play and events, meetings rooms, outdoor space and services for those 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 this 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/ studying areas were most important to 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.
- A modern, artistic and sustainable external form 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 a view on potential location. All members are encouraged to read the detailed comments on this question as part of the decision making process for the LibraryPLUS site but a clear theme was present for the Village Heart and Civic Precinct to be considered. Some comments encouraged purchase of potential underperforming private businesses on Main North Road whilst others saw the positive potential of the Johns Road Depot site.

There were 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.

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

### **Communication activities**

A number of communication tools were used including targeted email, fact sheet (FAQ), face to face conversations, website presence and the community survey.

### **Consultation activities**

Library staff attended two community events being Tourrific Prospect and the Prospect Fair. In addition to this staff also visited NorthPark Shopping Centre and Prospect Central (Prospect Coles). Community spoke to staff about the project and were encouraged to fill out the survey. The community shared a great interest in and support for the LibraryPLUS project.

The online survey also proved to be a good mechanism for gathering feedback, with 503 responses received which has a significant and valid response rate.

## **General community response**

The overall feeling expressed by respondents and the community is that a 'LibraryPLUS' facility is essential for the City of Prospect, considering the existing lease at the Thomas Street Centre will end in 2019. Community members who spoke to staff were passionate about the future possibilities and eager for a new facility to be built and operational prior to that deadline.

Anecdotally, even those who did not to complete the online survey expressed a positive reaction to the project and asked many questions.

As is to be expected there were some immediate concerns and questions asked by the community. Most particularly, these focused on the new location, the appropriate mix of facilities and the continuation of current services, programs and activities.

## **Introduction**

### **Purpose of consultation**

In January, February and March 2016, 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. It also assisted with dissemination of information across the community through awareness activities.
- Gain the views and aspirations of the community about the project which affect them directly or indirectly or in which they may have a significant interest.
- Share an understanding of how community input will inform the project and how community input will contribute to the final outcome.

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

## **Background**

In August 2015, the SA Department of Education and Child Development (DECD) confirmed 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.

Elected Member workshops held in February, March and June 2015 set the scene for a project to consider the future of our library services. In May 2015, Libraries Alive was engaged to work with Council on a service plan to evaluate the current functions and outline the level of services desired in a new facility. An initial findings report covering community profile and characteristics, library services outline, library trends and recognised key performance indicators, status of the building at 1 Thomas Street, and broad costed options were presented at the 2 June 2015 Elected Member workshop.

The 'Library Service to the Future' project report and recommendations were adopted by Elected Members on 25 August 2015. At this point it was identified that an initial process of 'inform' of the project to date and to seek initial community opinion should take place. It was suggested that this could occur during the Tourrific Prospect event in January 2016, as well as a community survey during 2016.

Recommendation to commence the community engagement process adhering to Council's 'Community Engagement and Consultation Policy' was adopted by Council in December 2015.

## **Communication & Consultation Activities**

Council staff participated in several community events as part of the early consultation stage of the project. The program of communication and consultation was designed in two rounds. In the first, the supporting information was printed, published and made available to inform the community of the project and to promote the online survey. It included the following key activities:

- Webpage was established and published as part of the City of Prospect website ([www.prospect.sa.gov.au/LibraryPLUS](http://www.prospect.sa.gov.au/LibraryPLUS));
- A fact sheet (FAQ – frequently asked questions) was printed and made available (duplicate information available on the website);
- Library customers with email contact were sent a direct email;
- Social media posts placed, and boosted on both City of Prospect and Prospect Library Facebook pages;
- Child care, pre-schools, primary and secondary schools in the area (and beyond) were sent a direct email for distribution in their school community; and
- Information was placed in the public area of the Prospect Library.

Council staff ran 'Tell Us What You Think' consultation stands at Tourrific Prospect and the Prospect Fair. A further two 'Tell Us What You Think' days were held at NorthPark Shopping Centre and Prospect Central. Council staff also attended a Friends of the Prospect Library general meeting and presented to the group.

### **'Tell Us What You Think' – Tourrific Prospect**

Council staff held a consultation stand at Tourrific Prospect in conjunction with the consultation efforts around the Strategic Plan consultation on Monday 18 January from 5pm to 10pm. This event was chosen as it provided an excellent opportunity to interact with a cross section of the community in an environment removed from the library.

The purpose of the exercise was to provide information, answer questions and encourage participation in the survey. The consultation was conducted in a marquee with display boards, fact sheets were handed out and iPads made available to fill out the survey online. To attract those at the event eye catching signage and the opportunity to win a child's balance bike was displayed.

## Feedback

10 manual feedback forms were received and 23 people completed the survey at the event. Many people who spoke to staff said that they would fill in the survey online. In the days following 36 surveys were completed.

## Logistics

Set up was completed quickly and efficiently as part of overall Tourrific Prospect event preparations. Communications Team from Council designed the space for maximum impact. A total of 3 rotating library staff worked during the evening and completed pack up. Staff indicated that the heat impacted on the number of people wanting to stop and fill out the survey and engage in conversation, particularly early in the evening.

## Key Comments/Discussion

The reaction from the public attending the event was positive, although many expressed concern that the library was moving as it was the first time that they learnt of the project.

## **‘Tell Us What You Think’ – Prospect Fair**

Council staff also held a consultation stand at the Prospect Fair on Saturday 19 March from 10am to 4pm. This event was chosen as it provided another opportunity to interact with a cross section of the community in an environment away from the library.

The purpose of the event was to provide information, answer questions and encourage participation in the survey. The consultation was conducted in a small marquee with display boards, fact sheets handed out and iPads made available to fill out the survey online. Council staff set up activities for children and provided chairs for customers to sit down and fill out the survey. The incentive prize of the child’s balance bike was on display.

## Feedback

15 manual feedback forms were received and 42 people completed the survey at the event. Many people who spoke to staff said that they would fill in the survey online. In the days following 139 surveys were completed.

## Logistics

Set up was again completed quickly and efficiently as part of overall Prospect Fair event preparations. A total of 5 rotating library staff worked during the day and completed pack up. Staff indicated that the mild weather and the relaxed atmosphere meant that the community did stop to engage, ask questions and fill out the survey compared to Tourrific Prospect where people wanted to keep moving.

## Key Comments/Discussion

The reaction from the public attending the event again was positive with many questions and conversations related to the new location.

### **'Tell Us What You Think' – Northpark Shopping Centre Day**

The third 'Tell Us What You Think' day was held in the Northpark Shopping Centre on Wednesday 23 March from 9am-4.30pm.

Members of the public were provided with the fact sheet and the opportunity to fill out the survey online or at a later date. Staff spoke informally with the public to answer questions and give information.

#### Feedback

In addition to anecdotal feedback, 36 feedback forms were completed. In the days following 157 surveys were completed.

#### Logistics

Shopping centre management provided a designated space and staff set up signs and chairs. On the day 5 rotating library staff worked and completed pack up. Northpark is a very busy place, particularly a few days before Good Friday.

#### Key Comments/Discussion

A few negative comments were received about the move from the Thomas Street Centre site; however the overall the reaction from the public was positive.

### **'Tell Us What You Think' – Prospect Central Shopping Centre Day**

The last 'Tell Us What You Think' day was held in the Prospect Central Shopping Centre (Prospect Coles) on Wednesday 30 March from 9am-4.30pm.

Members of the public were provided with the fact sheet and the opportunity to fill out the survey online or at a later date. Staff spoke informally with the public to answer questions and give information.

#### Feedback

In addition to anecdotal feedback, 9 feedback forms were completed. In the days following 66 surveys were completed.

#### Logistics

Shopping centre management provided a designated space and staff set up the signs and chairs. On the day 5 rotating library staff worked and completed pack up.

#### Key Comments/Discussion

Overall the reaction from the public was positive with many questions focused on the new location.

### **Friends of Prospect Library – General Meeting**

On Tuesday 3 March 2016 at 7.30pm, the Library Services Manager attended the Friends of Prospect Library general meeting to provide an update and information about the project.

Attendees at the meeting were briefed on the project steps to date and were encouraged to complete the online survey.

Key comments/discussion:

- What are the possible options for location?
- When will Council make a decision about the location?
- What will happen to the existing building; and has the department indicated what they will do with it?
- Where will the Library go if a new facility is not ready in 2019?
- What did you see when you toured other libraries?
- We do not know what the possibilities or options are for a new library
- Will the new building have plenty of meeting rooms and meeting spaces?
- Will Council enter into a lease for a new facility?
- How can the Friends of Prospect Library be involved in the project?

**Other Consultation Activities:**

Material	Purpose	Distribution
Fact sheet, online survey and posters	To inform the community about the project and the online survey	Went live on 11/1/2016
Webpage www.prospect.sa.gov.au/LibraryPLUS	To inform visitors to the website about the project and to encourage feedback	Went live on 11/1/2016 with a link on the main website. Link provided on the FAQ. Page has since been updated and is current.
Social media – COP and Prospect Library Facebook pages. Posts were boosted to maximum coverage.	To inform Facebook users to visit the website for information and to encourage feedback	Posts 29/1/2016, 11/2/2016, 13/2/2016 and 22/3/2016.
Direct email	To inform current customers about the project and the online survey	Email sent to 1,920 customers on 9/2/2016
Online 'Survey Monkey'	To obtain feedback	11/1/2016-31/3/2016
Public display and iPad located in Library	To inform current customers about the project and encourage feedback	20/1/2016-31/3/2016

**Feedback – Who Responded?**

A total of 503 responses were received, with 47 being in hardcopy format which were later submitted to Survey Monkey through manual entry.

***Not all respondents answered all questions and many selected more than one answer (in the case of multiple choice questions), therefore tallies may not total 503.***

Majority of respondents (159) were aged between 36-50 years and lived in the suburbs of Prospect (270), Nailsworth (51) and Broadview (43). Whilst it was not defined, many respondents appeared to be families with young children based on the community engagement process and the comments provided throughout the survey.

### Age:

Answer Choices	Responses
35 - 50 years	32.32% 159
50 - 65 years	27.03% 133
65 + years	20.12% 99
20 - 35 years	17.48% 86
12 - 20 years	1.42% 7
0 - 12 years	1.22% 6
Prefer not to answer	0.41% 2
<b>Total</b>	<b>492</b>

### Suburbs:

Answer Choices	Responses
Prospect	62.65% 270
Nailsworth	11.83% 51
Broadview	9.98% 43
Sefton Park	6.73% 29
Collinswood	4.64% 20
Fitzroy	2.55% 11
Medindie Gardens	0.93% 4
Ovingham	0.70% 3
Thorngate	0.00% 0
<b>Total</b>	<b>431</b>

### Feedback – What the Community Thinks?

*Not all respondents answered all questions and many selected more than one answer (in the case of multiple choice questions), therefore tallies may not total 503.*

**Do you currently visit, or use the facilities and programs at the Thomas Street Centre including the Library, Digital Hub, Prospect Gallery, Community Cottage, Local History Services or Toy Library?**

Answer Options	Response Percent	Response Count
Yes	86.8%	433
No	13.2%	66
If no, why not? Please specify -		59
<b>answered question</b>		<b>499</b>
<b>skipped question</b>		<b>4</b>

If no, why not? (sample of reasons given)

- Visited a couple of time. As a local resident I was expecting the library located within Prospect near the town hall. I found it's a bit far away where I live, so rather go to North Adelaide library.
- Library is too small; range of books is not adequate. The library is too noisy and the focus seems to be on things other than books. I have used a few times only.
- I have visited a rhyme time however I didn't feel connected or comfortable in the space. It was quite overcrowded and the leader struggled to manage the parents and children. The space is also a bit tired compared to other nearby libraries.
- Not enough facilities or a nice environment for uni study.
- Needs updating.
- Don't have time.
- Occasionally. Minimal school programs for under-fives during school holidays and children's section too close to front door.
- Not appealing to visit with small children as it's on a main road.
- I generally use other libraries. I didn't know there was one in Prospect.
- Only a couple of times a year. I used to visit more frequently but as I work in the city I now use the new City Library to collect books requested from libraries all over the metropolitan area.
- Honestly didn't even know they existed!
- I generally use Woodville library or Hindmarsh. I didn't know there was one in prospect.
- New resident but keen to become a member & delve into the goodness , literature wise : )
- Parking difficulties not open on Mondays!
- Too far away from Central Prospect, Council etc.

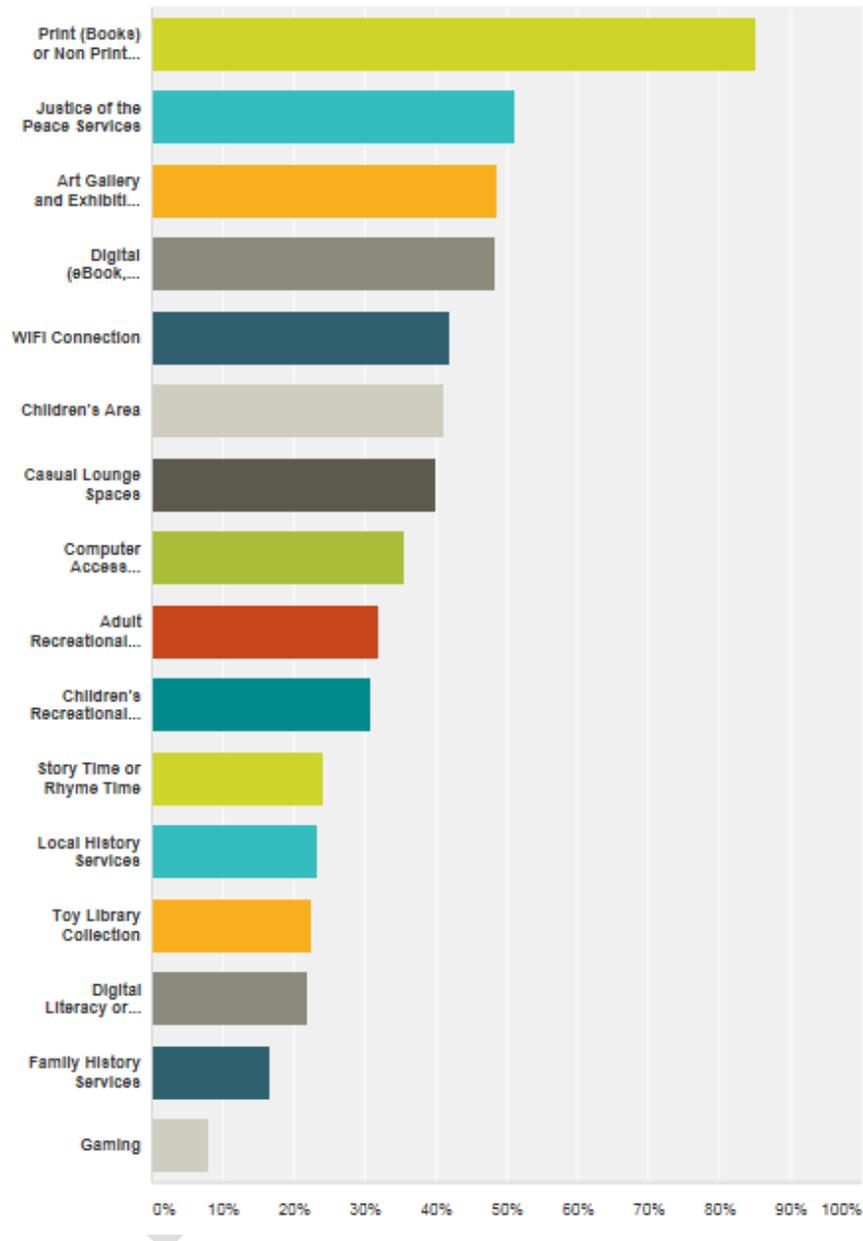
**Are likely to use any of the following current services or programs in a new facility?**

Answer Choices	Responses
Print (Books) or Non Print (DVD/CD/Audio Books/Games) Collections	84.88% 421
Justice of the Peace Services	51.21% 254
Art Gallery and Exhibition Space	48.59% 241
Digital (eBook, eMagazine, Online Resource) Collections	48.19% 239
WiFi Connection	41.94% 208
Children's Area	41.13% 204
Casual Lounge Spaces	39.92% 198
Computer Access including Printing and Scanning Services	35.48% 176
Adult Recreational or Educational Programs	31.85% 158
Children's Recreational or Educational Programs	30.85% 153
Story Time or Rhyme Time	23.99% 119
Local History Services	23.39% 116
Toy Library Collection	22.38% 111
Digital Literacy or Technology Programs	21.98% 109
Family History Services	16.53% 82
Gaming	7.86% 39
Total Respondents: 496	

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## Are likely to use any of the following current services or programs in a new facility?

Answered: 456 Skipped: 7



### Sample of additional feedback:

- Please can you create a fun and interactive children's area that is not by the door? You have a 2 year old and take them to the library it is nice if the area is away from automatic doors so that you do not have to worry about them running out.
- Hope to see the new library located near the city council.
- Work desks (room for laptop, with privacy screens).
- I do not wish the facility to move, as I use it with the Nailsworth school children for Visual Arts. Its location is perfect and if you move, we would no longer be able to access this wonderful facility.

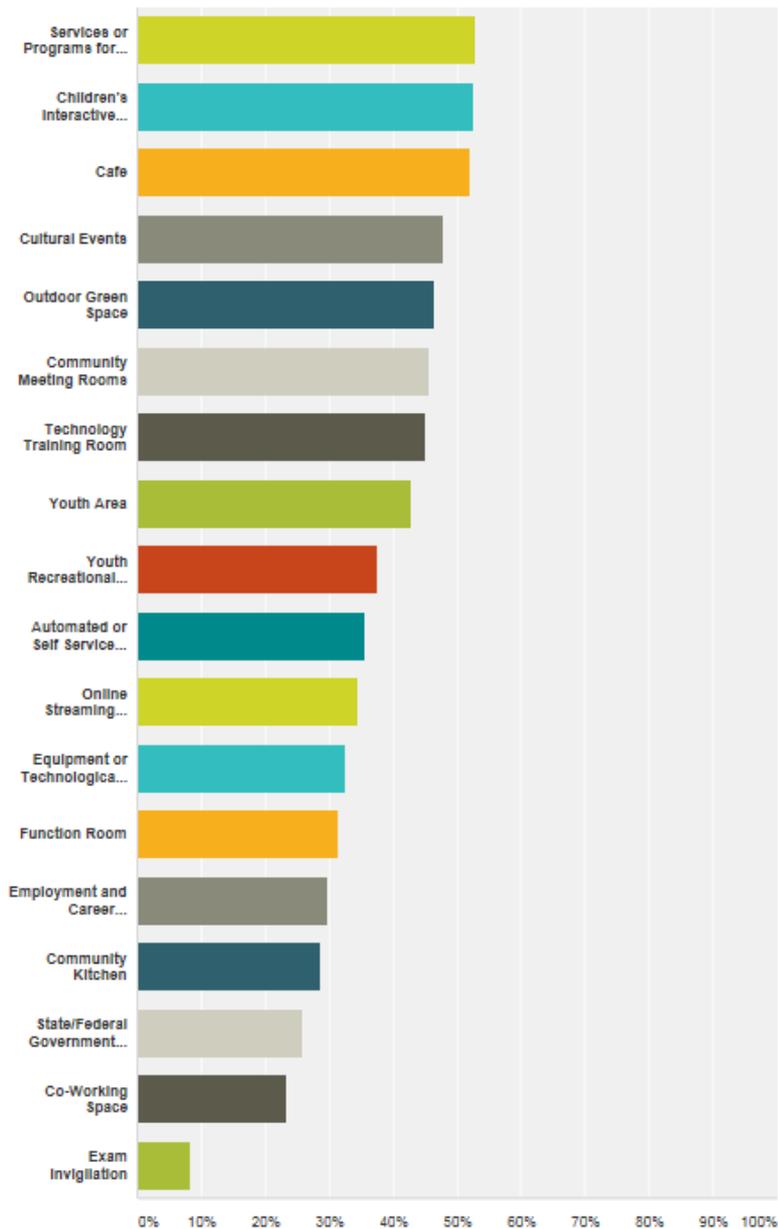
- Large multipurpose room (with storage area) that could be used for clubs such as kinder gym or playgroup.
- Would use meeting, function spaces.
- More quiet study space.
- Attend workshops and take part in exhibitions.
- A little area outside to sit in the sun and eat my sandwich.
- Adult programs - depends what is on offer.

### Which new services or programs do you consider as 'must haves' in a new facility?

Answer Choices	Responses
Services or Programs for Persons with a Disability or Special Needs	52.78% 256
Children's Interactive Play Equipment	52.58% 255
Cafe	51.96% 252
Cultural Events	47.84% 232
Outdoor Green Space	46.39% 225
Community Meeting Rooms	45.57% 221
Technology Training Room	45.15% 219
Youth Area	42.89% 208
Youth Recreational or Educational Programs	37.53% 182
Automated or Self Service Facilities	35.46% 172
Online Streaming Services	34.43% 167
Equipment or Technological Devices Collection	32.58% 158
Function Room	31.34% 152
Employment and Career Resources	29.69% 144
Community Kitchen	28.66% 139
State/Federal Government Services or Programs	25.77% 125
Co-Working Space	23.30% 113
Exam Invigilation	8.25% 40
Total Respondents: 485	

## Which new services or programs do you consider as 'must haves' in a new facility?

Answered: 485 Skipped: 18



Sample of additional feedback:

- No less than 2 community meeting rooms, gallery, history room and JP room.
- Having a café... that makes it a nice community meeting place.
- Art Gallery of high profile.
- Café, café, café.
- 3D printer & computer assigned for 3D drawing.
- Rhyme time in a larger space to dance etc.
- Study youth area for older students that want to engage in tutoring..
- Open study area.
- Quiet hard copy reading room.

- Dedicated Lego room and Minecraft (gaming) area.
- Battery recharge options.
- Chess board.
- Let's be bold and make it a truly inclusive community space.
- A separate area for the X-Box/iPad that are currently in the children's section.
- Gallery/flexible display areas.

### **Which services or programs are you most likely to use and why?**

Answered question: 436

Skipped question: 67

Of the 436 responses a number of trends emerged. Respondents indicated that they would mostly use all current services (20%), collections; both print and digital (20%), general library services (15%), children's services (12%), Digital Hub (10%), Gallery (8%), technology (7%), library programs (6%) and youth services (2%).

Feedback indicated that respondents expect to continue to utilise core library services and programs; such as collections, services and programs related to literacy, those targeting particular age groups and core service provision.

Sample of responses:

- Already use all of these – collections, Wi-Fi connection, digital literacy programs, art gallery, children's services and programs (now have a grandchild).
- We use the library as a learning, literacy and play space. It's a nice experience and outing.
- Borrowing books – I can't afford to buy new books so this is the most important service to me.
- Books and all collections. Our family likes to read.
- Books and e-resources because these services are not available elsewhere in the local area.
- All the normal library services like Wi-Fi, JP's and printing.
- Collections – book, audio, DVD, CD, digital, Wi-Fi connection, art gallery, seating spaces – already use these.
- Programs, borrowing items and other services.
- Meeting rooms, technology, co-working spaces, online streaming services which would all be beneficial for my business.
- All services that we regularly use and love at our local library. My son loves the library space as do I. It is a safe and interesting place...
- Gaming for leisure purposes.
- Children's area as I bring in my grandchildren and use the facilities in general.
- Children's games, toys and collections because they are fun.
- Children's areas for reading and Rhyme Time.
- Anything kid related.
- Children's services as more are needed in the area.

- Digital Hub – it's the only place I can get help with my technology and the volunteers and staff are wonderful and helpful
- Digital Technology Hub. I need to be kept up to date
- Digital Hub and digital resources that I cannot access at home.
- Technologies so that I can be kept updated and use the latest equipment.
- Art Gallery – to see the exhibitions.
- Art Gallery. This is an essential part of the cultural life of Prospect, and a valuable addition to the cultural life of Adelaide.
- Technology and online streaming.
- I use the library for my access to the online world. I don't have Internet at home and find the library a great place for me to sit down and use my tablet on the Wi-Fi, it also handy for printing services too.
- Technology services i.e. computers, Wi-Fi connection, printing and scanning.
- Community programs and social groups, knitting etc.
- Programs for lifelong learning and assisting the community.
- Programs, as the library is a wonderful space for people to learn and explore.
- Youth educational programs for school work assistance for my teenager.
- Youth educational and recreational facilities as I have children this age.

#### **Which services or programs are you least likely to use and why?**

Answered question: 355

Skipped question: 148

Of the 355 comment responses a number of trends emerged. Respondents indicated that they are least likely to use children's services (25%), youth services (20%), technology (13%), employment services (10%), meeting rooms or co-working spaces (8%), café (8%), gaming (5%), and hard/print copy collections (3%), Art Gallery (2%), history services (2%) or other services (2%).

The feedback received indicates overall that some respondents are either not interested in some services or programs, do not have time to use the services, do not think that some options are suited to the library service or they do not fit the age profile for services provided (particularly children's and youth services).

Those that indicated that services were not relevant to them, due to age or personal circumstance, also responded that they thought these services or programs were still necessary and relevant to others in the community.

Sample of responses:

- Children's service – I have no children.
- Children's services and toy library – simply because my family is too old, although I think it is a great service to have.
- Children's services – no grandchildren yet!
- Children's services and programs because I do not have children but I strongly support such programs for families and their children. I have seen families and

children use the Prospect Library's services and it makes me smile, they are appreciative and enjoy the experience of doing so...

- Children's services. When my kids were younger, visited weekly.
- Youth services – I am not in that age group.
- Tech training and Wi-Fi as I am already digitally savvy but I think these are important for others.
- Online services as I am able to access at home.
- Technology – do this at home/work.
- Employment – retired but other will probably need.
- Employment and career resources – more suited to Centrelink.
- Government services or programs are not relevant to me.
- Community meeting rooms for me is not something I would see myself using but I can see others in the community using it as a safe place for meetings.
- Co-working spaces and meeting rooms because I can use other spaces for these purposes such as my workplace, home or local cafes.
- Café – would tend to go elsewhere although if the area is suitable I may make it a new study place.
- Café because when we go to the library we go for reading/borrowing books etc.
- Café – unfair competition with other cafes.
- Gaming. Libraries are for learning. Kids can do this at home or better still read a book or play outside.
- Gaming as this does not interest me.
- I tend not to use the library for books as I read on my tablet now.
- Don't tend to borrow printed materials anymore since I changed to online services.
- Art gallery and function area are not useful to me.
- History area, no time.
- Cultural events – time limitations.
- Kitchen – I prefer a café.
- Disability services, but they are still critical to those that need them.

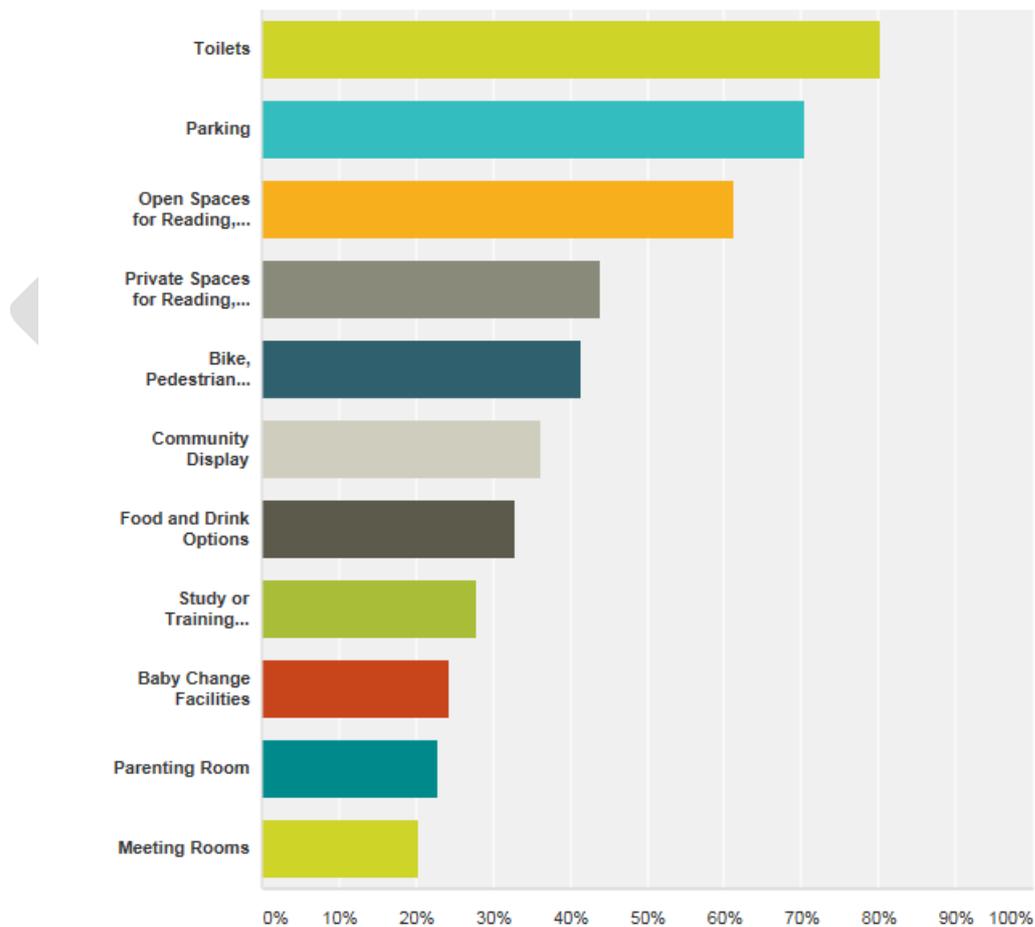
## What amenities are most important to you?

Answer Choices	Responses
▼ Toilets	80.08% 390
▼ Parking	70.43% 343
▼ Open Spaces for Reading, Working or Relaxing	61.19% 298
▼ Private Spaces for Reading, Working or Relaxing	43.74% 213
▼ Bike, Pedestrian and/or Public Transport Access	41.27% 201
▼ Community Display	36.14% 176
▼ Food and Drink Options	32.85% 160
▼ Study or Training Facilities	27.72% 135
▼ Baby Change Facilities	24.23% 118
▼ Parenting Room	22.79% 111
▼ Meeting Rooms	20.33% 99

Total Respondents: 487

## What amenities are most important to you?

Answered: 487 Skipped: 16



Sample of additional feedback:

- Community spaces for meetings, gallery exhibition space, space for classes - and all these need kitchen facilities too.
- Spaces for community groups including storage as required, digital hub or equivalent, collections.
- Parking would be important if new library located away from current one. I currently walk to library.
- The poor parking at current library is the main reason I rarely use the service
- Digital Hub - is MY primary interest in the Prospect Library (or indeed in ANY library)
- Study room/reading room.
- Disabled toilet (for my mother).
- Disability access.
- Parking would be important if new library located away from current one. I currently walk to library.
- Parenting room is a must incl. breastfeeding facility. Free public water should be available too.
- Café.
- Cold water dispenser.
- I love the idea of community green spaces.
- Children's spaces which don't intrude on other users.
- Safe and child friendly spaces.
- Indoor/outdoor areas.
- Separate kids section where the kids can explore and learn and not have to be silent.
- Large dedicated area for story time as these sessions at most good libraries are popular and attract high attendance.
- Quiet reading lounge area.
- Spaces for community groups including storage as required, digital hub or equivalent, collections
- Clean and comfortable places to sit.
- Safe and child friendly spaces.
- Kids craft rooms and play rooms and under covered playground.
- Study room/reading room.
- All of the above are important, even tho I may not need to use them.
- Better food and drink options that would encourage me to stay longer.

**Are there services which you do not consider as appropriate for the future LibraryPLUS facility?**

Answered question: 184

Skipped question: 319

Of the 184 comment responses few trends emerged, with the approximately 50% of respondents answering 'no' or providing the same answers to previous questions. A variety of comments were received about food and drink options, noise and separation of areas of activity, general technology, display of screens/gaming and appropriate Government services.

A number of respondents indicated that they thought all of the suggested services, programs or amenities were appropriate. Others commented that although some suggestions were not personally appropriate for them they were still necessary and relevant to others in the community.

Sample of responses:

- Any services that detract from the library services- additional training and exam invigilation sound like services that may already be available through other service providers.
- A cafe may or may not be suitable depending on the location of the new facilities. It may be a reason to visit the library/ gallery or may be a drain on resources, depends on the location and execution (will have to be great coffee and cakes at a minimum).
- Food and drink options - too messy.
- Noisy activities and talking on phones.
- Computer gaming area.
- Parking as facility should promote walking, riding, exercise.
- Health and welfare offices; these should be kept separate from cultural facilities.
- I think the noisy children's activities need to be in a separate space. I often am trying to concentrate in the library and people are talking loudly on mobile phones, children are screaming. there must be some quiet areas
- Rowdy public places. Love a busy, calm library.
- Outdoor play area.
- Anything of a strong commercial nature.
- Gaming and technology services should have a dedicated hub or space and not be mixed in with the quieter reading areas.
- Services covered by other government services.
- Exam invigilation. These could be elsewhere to free up library for broader community use.
- It can all work so long as it is a library with BOOKS.
- No, libraries are changing in nature so can be whatever we want them to be.
- No, anything that helps the community is a good idea.
- No, the more community engagement, the better. Men's sheds, sausage sizzles, car park capers, bring it on.
- All of the above services are very appropriate for different individual needs.
- No, I think all suggestions are valid but some apply to my lifestyle right now more than others!

## Which current services could be improved as part of the future LibraryPLUS facility?

Answered question: 229

Skipped question: 274

Of the 229 comment responses a number of trends emerged. Respondents indicated that marketing and promotion could be improved (15%), that operating hours could be extended, particularly for weekends (15%), new collections could be introduced, the collection range improved or the size of collections increased (14%). Internal layout and display improved (10%), improvement in the speed of Wi-Fi (10%), increase in the number and range of programs (8%), increase in staffing levels (5%) and the remainder of comments (23%) either related to other factors or the current building layout.

Sample of responses:

- I would like to see some more information on upcoming events as I often miss out on events as the current advertising is not prominent.
- I would like to see a bi monthly communication from the library to advertise events. I miss out on a lot of adult events as I don't visit the library often enough to see the posters but I would attend if there was more marketing done.
- After-hours access to the library.
- Parking and opening hours (earlier than 10.15).
- Better facilities for community activities and more community activities (these have sadly decreased in recent times) - the library must be a community hub. Also, longer opening hours - a couple of extra evening openings at least and if possible longer weekend hours.
- More paid staff to facilitate one on one services.
- The book collection could be expanded, more penguin classics.
- More online books and audio books.
- Well, with the gaming, being able to play PS4 and Xbox One. It would be nice if you allowed people to borrow some of them (like with the Wii & Wii U games).
- More new release books.
- Light in the space- needs to be much brighter and more cheerful than the existing one
- Sitting areas.
- Linking of the facilities so a more coherent community space exists. Currently the library swamps and obscures the entrance to the Gallery which is unfortunate. The history collection could do with more appropriate space.
- Larger collection, cafe, more couch/ez- chair reading spots, outlets to charge devices/laptops.
- The book shelves are too high.
- The way magazines are displayed. Improving the spacing between book aisles (too squeezey). Increased privacy in workspaces. Groups should use meeting rooms rather than taking over workspaces (i.e. scrabble group uses all the tables and chairs).
- Speed of Internet access. You claim to be a digital hub but your internet access is really slow.

- All the services as the Thomas street library are a bit dated.
- More story time baby time slots. More interactive baby times.
- I think it is important to revisit all current services on regular basis.

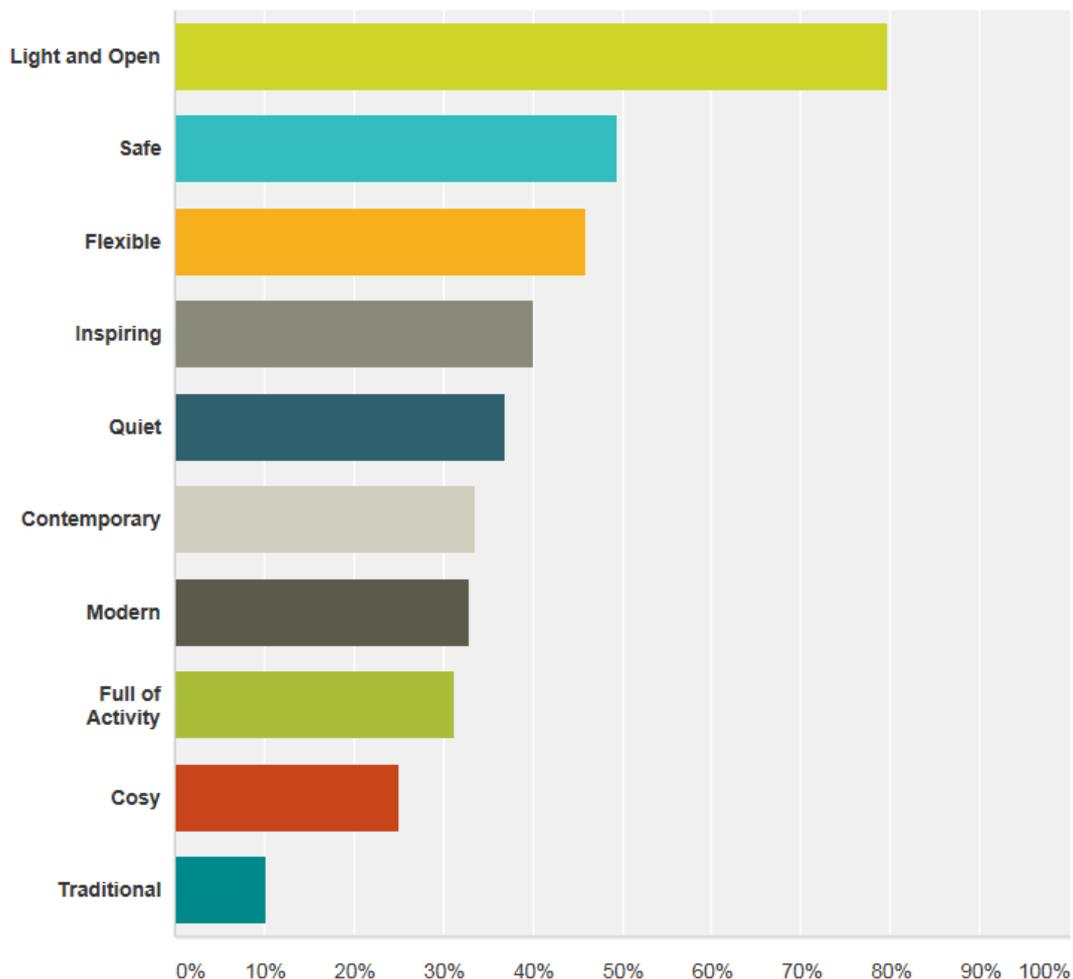
### How would you like the future LibraryPLUS facility to feel?

Answer Choices	Responses
▼ Light and Open	79.67% 388
▼ Safe	49.49% 241
▼ Flexible	46.00% 224
▼ Inspiring	40.04% 195
▼ Quiet	36.96% 180
▼ Contemporary	33.68% 164
▼ Modern	33.06% 161
▼ Full of Activity	31.42% 153
▼ Cosy	25.05% 122
▼ Traditional	10.27% 50
Total Respondents: 487	

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## How would you like the future LibraryPLUS facility to feel?

Answered: 487 Skipped: 16



### Sample of additional feedback:

- Like a home for the local community - and all ages and backgrounds. abuzz with activities and plenty of light and life. the products of activities on display e.g. children's and adult's art works, craft display, gathering spots for ALL ages and abilities and disabilities.
- Some quiet places for people to study but areas for young kids to be themselves
- Create different zone for different activities. Please let children have their own space.
- It doesn't matter to me if it is open, modern and contemporary or traditional and cosy and old as long as it is filled with life and ever changing displays and friendly and inviting for children, the elderly and everyone in between. It needs to be a place for relaxing, play, reading, activities, art and books.
- Half to be modern for research, half to be olde world for resting. Maybe with a fireplace in winter?
- 'Cutting edge'

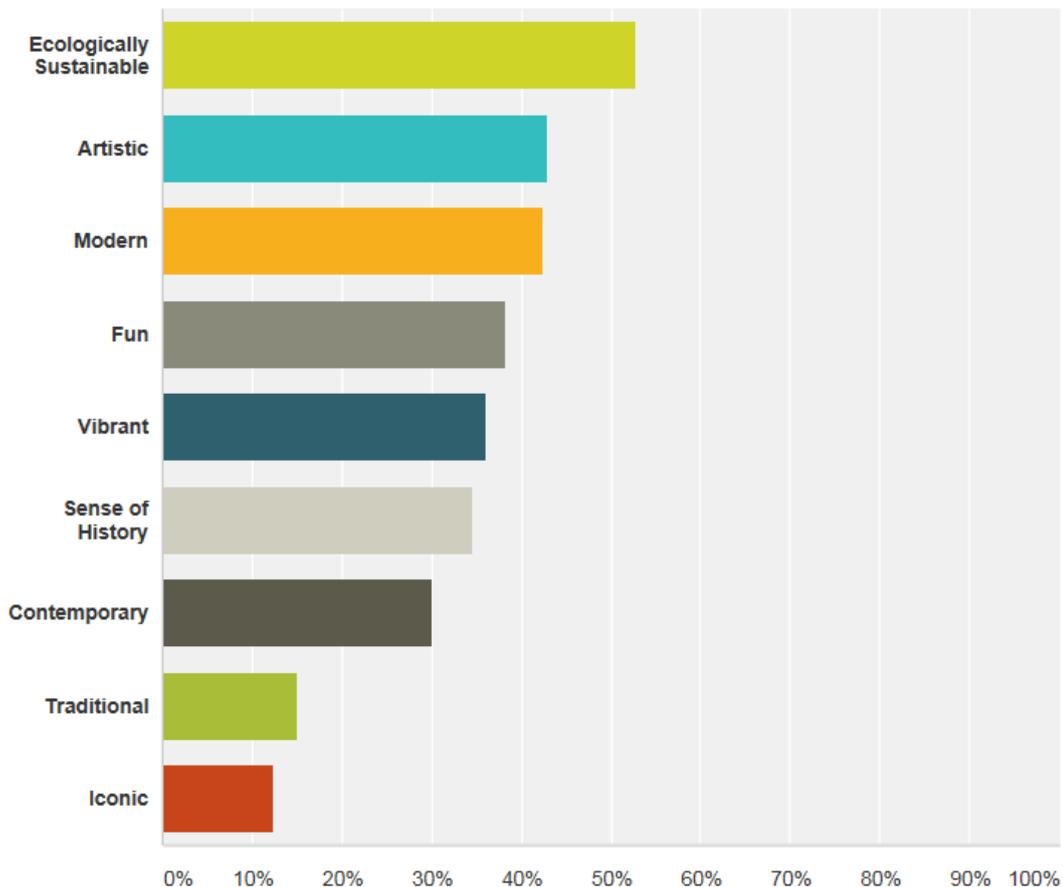
- A library should be a peaceful haven.
- Honestly, some separate rooms or spaces dedicated to a few of these styles would be fantastic! A space that is full of activity for group work, but also a quiet space for study or reading or just a safe place to hang out away from home for high school kids!
- I would love it to offer all of these things! I think the key will be separating spaces. Open plan is very fashionable, but fit for purpose (i.e. some quiet areas for work/study and some more interactive areas for kids, etc.) would actually allow a broader range of benefits to be enjoyed.
- Despite making the above choices I wouldn't mind a sustainable building envelope reflective of local architectural heritage, similar to what it is now.
- Open but with pockets, dividers to transform spaces.
- Friendly and welcoming!
- Maybe a mixture of all.
- Perhaps each of the above can be accommodated in different themed regions of the library.
- Cosy in parts, the kid's area should be separate so they are free to explore naturally.

**How would you like the future LibraryPLUS facility to look in its characteristics and design elements?**

Answer Choices	Responses
Ecologically Sustainable	52.77% 248
Artistic	42.98% 202
Modern	42.34% 199
Fun	38.30% 180
Vibrant	36.17% 170
Sense of History	34.68% 163
Contemporary	30.00% 141
Traditional	15.11% 71
Iconic	12.34% 58
Total Respondents: 470	

## How would you like the future LibraryPLUS facility to look in it's characteristics and design elements?

Answered: 470 Skipped: 33



### Sample of additional feedback:

- Must have a sense of being a part of Prospect - colourful and artistic (sparse and white and cool/cold is the opposite of everything Prospect is- so please none of that!)
- Function is not about the design. Too much \$ go into design but how the place functions and used by people is important...
- Don't mind if it modern or traditional as long as it's fun and welcoming.
- If an old venue is found it might be nice to retain its original look & feel from the street, to some extent.
- Architecture contemporary but reflecting the past either in the use of materials, forms etc. Prospect Council building is a fine example. Light and open with views to easy care sustainable garden beds/ trees. Cafes seem to be the in thing...
- Kauna specific: (i.e.) linked in with country
- Not fussed. Just clean.
- NO concrete floors. NO stark, empty, cold spaces. NO Scandi-chic!
- Still in keeping with Prospects funky feel.

- Not too much permanent colour/fixtures. Make these flexible and for display purposes. Too much light and visual 'noise' will take away the peacefulness you need to read/study/relax/concentrate. Designate areas thoughtfully.
- Not too harsh or bright - tranquil sanctuary
- It needs to have a little bit of everything, to be a people's library it needs to be special to everyone.
- Prefer leather/carpet/nooks/old English theme.
- Any of the above - with books.

**Are there any additional services or activities which you think should be provided as part of the future LibraryPLUS facility?**

Answered: 190

Skipped: 313

This question provided respondents with an opportunity to provide feedback on any additional services or activities that should be provided. Few distinct trends emerged with a variety responses received. Many respondents mentioned services, programs or amenities that the library service already provides.

A number of respondents indicated that they thought all of the suggested services, programs or amenities were appropriate. Others commented that although some suggestions were not personally appropriate for them they were still necessary and relevant to others in the community.

Sample of responses:

- An enclosed baby play area would be a great thing for my family.
- More local history on display.
- Start up and innovation training and workshops.
- Reach out program to new parents. I know that libraries offer starter packs to new parents but while I was excited about this I haven't had a chance to fit it in to my new mum life! Hosting a mother's group perhaps?
- After-hours access.
- Cafe.
- Meeting facilities 7 days per week especially evenings.
- I would like to see more cultural celebrations as we live in multi-cultural environment.
- Clutter free so the disable and elderly can move around without tripping.
- I like the idea of an outdoor area - a playground attached/enclosed would be brilliant.
- A library cat (or pet)!
- Services that encourage and are supportive of the community served e.g. if older people then services for their needs; services that meet the community's cultural needs; in short services that meet the demographics of the community.
- Potentially a space for music performances.
- Continuation of school holiday programs, continuation of extended opening hours.
- Outlets and usb charging ports in logical locations spread throughout the library.
- I believe the library needs to consider the longer term future of the Council development plans. With the significant number of apartment developments

occurring currently on Prospect and Churchill Road, and the future developments on Main North Road, there will be clearly a larger population which would be frequenting our new Library and hence the consideration of expansion and including additional services will need to be considered in the future.

- Co-working, casual work spaces + business development resources and events.
- Local history section.
- Music afternoons - piano's etc.
- Community kitchen with the ability to gather residents to interact and exchange cultures.
- Phone/iPad, laptop charging facilities; kettle for making pots of tea for long study sessions!!
- Public health dissemination (info somewhere/somehow to connect people with available info).
- A cafe or parents area would be nice so parents with young kids can meet and interact there.
- Pay rates, dog registration etc.
- Anything like the self-service machine that can make the process quicker.
- Community craft classes, I sew and knit and paint, perhaps a speaker on something of interest.
- Essential we maintain a service for family history as it is unique in our area.
- Continuation of school holiday programs, continuation of extended opening hours.
- Community kitchen with the ability to gather residents to interact and exchange cultures.
- More opportunities for exhibitions & displays...more space for the local history & art collection & community information.

**Do you have any specific ideas about the future LibraryPLUS facility that you would like to be considered?**

Answered: 194

Skipped: 309

The last question also provided respondents with an opportunity to provide feedback on any specific ideas that they had about the future LibraryPLUS facility. A range of responses were received with some distinct trends. Some respondents mentioned preferred location, need for adequate parking, community inclusion and the need for more space.

- A home away from home - inviting to ALL members of our community, and all ages - good for kids, but accessible in all ways for the elderly too, and with plenty of staff to provide the needed human contact - NOT everything automated only (tho of course we need plenty of cutting edge technology)..
- Rooms for different age group/different activities to use.
- Encouraging startups, innovation and ideas.
- Child focus room for parent groups etc. to meet - start readers young!
- Quiet - no phone and no speaking areas.
- It would be nice if more community events and activities could be run near or in the library to encourage non-library users to discover and explore its many uses.

- Extended opening hours and a place for people to meet.
- I would love to be able to purchase a good coffee within or near the building. Also hosting community activities and special guests for both children and adult, i.e. local artists and entertainers
- I think it is important not to lose what we have already, but to build on it. Prospect has an image for me of being engaged with its community, and has had a respected reputation within Adelaide art community, artist in residence program etc., less recently, but the area had an identity
- Capture key elements of Prospect: a blend of traditional and contemporary (e.g. have both cozy and open, airy elements). Think that Prospect is a first of all a place for families, an area with an agricultural history, and in more recent decades a commitment to creativity (in art and business) and ecological sustainability.
- Having bigger areas. It feels a bit cramped right now.
- Alcohol (Wine and cheese) and book/activities sounds could be way to broaden the appeal of the centre as place to socialise; businesses to network etc. Plus additional revenue stream. Less emphasis on floor space being dedicated to rows of books. I believe there a higher value uses.
- Parking - the current library parking is horrendous for those with small children.
- A dedicated family history room with 'ancestry' access computers would be nice
- A much larger purpose built space is required.
- The centre should either be big, vital and attractive enough to create its own critical mass as a place many people want to visit or be in a place where people already go - or both!
- Inclusive of all cultures / language (inc non literate) groups .Good signage
- Maker Space; be a community hub that is open and active in the evenings and on the weekends. Would like it reflect the heritage and creative community that Prospect is known and valued for.
- Please find a site that has better parking facilities.
- More programs for children to help them with technology and being safe.
- Need a lounge or casual area for BYOD users to sit comfortably.
- Gallery opening monthly & monthly market (swap local produce etc.) occasional street party. The library should be a real community hub and reading should be celebrated. Community arts & crafts projects.
- Try to keep the lovely atmosphere that you have in Thomas Street. I would love to keep the same warm reception we always get when we walk in the staff will make the new place work.
- Please, in the large print section do not put shelving close to the floor. A lot of us using this area are elderly and have difficulty accessing anything this close to the floor. I have never been able to. Thank you.
- An inviting space where one can spend time and feel safe.
- A vibrant creative centre where we can enjoy the latest technology and creativity.
- A much larger purpose built space is required.
- I'd hope the council would consider the future libraryplus facility as a showpiece of the council.

## Other Key Comments and Concerns:

### Location

- Please locate this right in prospect. On prospect rd. Can council acquire the now vacant bank building and extend it?
- Close to Main North Road.
- Shop front would be great also in the civic centre
- I think the future LibraryPLUS would be best situated in the hub of Prospect where there can be a lively community feel. Re developing the Council Chambers would be great.
- Best location is in central Prospect, next to the current council chambers.
- Central in location to the needs of the people who live in Prospect
- Location - in Village Prospect!
- On Prospect Road would be good, perhaps on the civic site
- Near a major shopping centre would be more accessible
- It should be on this side of Main North Road! All of the suggestions that I have heard of so far indicate that it will end up somewhere the Town Hall, on that "vibrant" side of Prospect. There are many unused and underutilised sites on Main Nth Road, starting with the Muzz Buzz site next door. Some facilities need to be retained in this part of prospect and at the moment; it is an easy walk to the Library.
- If it goes west of Main North road I will cease to use it. Too hard to access.
- Locate the Library Plus facility in a shop front arrangement on Prospect Road - would create more reason to visit this precinct and add more life and activity to the street. The current Thomas Street library is relatively isolated and one of the reasons why I tend not to visit.
- Depot Tram Barn to be used as a history library which could incorporate a cafe and function room.
- I would like the Library to be considered for the Johns Road Depot. This appears to be a large area which would clearly improve the scenery of this end of Johns Road, and using the adjoining heritage looking building on Gordon Road would be a significant improvement. It can incorporate the beautiful Tram display facing Main North Road.

### Marketing and promotion of current services

- Better marketing and communication needed.
- Wasn't aware of the digital hub and other services available
- Honestly didn't even know they existed!
- Just moved into the area and didn't know about it!

### Staffing

- Automated or self-service facilities only if librarians were still employed to work in the library in other areas and the staffing levels were not reduced.
- Access to trained staff
- Be careful that you don't underestimate the value of the engagement with staff that we currently enjoy and benefit from their advice and expertise.

- It's a library, not a social services centre. At XX library the staff man the council desk, do they know both jobs properly? Some of them seem pretty grumpy a lot of the time! Not a nice place to visit compared to Prospect!
- More paid staff to facilitate one on one services

## Conclusion

Overall feedback from the survey was positive. Participants in the community engagement process expressed a feeling that a new facility was required at the end of lease, and that the LibraryPLUS project would be well supported by the community. Most people were eager to know the new location and some concerns and reservations about location were expressed which was to be expected.

Survey results indicate that the community will continue to utilise all current services and programs with the most popular response being print or non-print collections. Respondents indicated that the most important amenities are toilets, followed by parking and then both open and private spaces for reading, working and relaxing.

In relation to the look and feel of the future LibraryPLUS facility respondents indicated that they would like an environment that is light and open, safe and flexible. For characteristics and design elements respondents answered from the available choices that they would like the future facility to be ecologically sustainable followed by artistic and modern.

A series of themes emerged from the free text questions. For services that are most likely to be used respondents answered that they would use all current services. For services and programs that are least likely to be used respondents answered children's services followed by youth services.

For services that the community considered not to be appropriate for a future facility, respondents provided various comments which interestingly were expressed by others as appropriate which were received in additional services and specific ideas questions. These comments related to food or drink options or a café, noise and separation of areas, technology, display of screens and gaming and appropriate Government services. Other concerns focused on the appropriate mix of facilities and the continuation of current services, programs and activities.

There were 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.

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

## Appendices

Signage designed for community consultation events



### LibraryPLUS Project FAQ Fact Sheet

#### Why are the Library and other services (Digital Hub, Cottage, Toy Library, Local History and Art Gallery) at 1 Thomas Street moving?

The current building is leased from the SA Department of Education and Child Development (DECD) which is adjacent to Nailsworth Primary School. The lease which is due to expire in 2019 will not be renewed as Nailsworth Primary School will be expanding their facilities due to enrolment pressures.

#### What is the current status of Council's plans for the future of the Library and other services (Digital Hub, Cottage, Toy Library, Local History and Art Gallery) at the Thomas Street Centre?

Council workshops have provided Elected Members with an overview of current services and programs, identified gaps and explored future opportunities. A service plan has been developed to inform the future facility type and potential new sites are currently being explored.

The first stage of consultation is designed to inform our community about the project and to gather community feedback and aspirations for its future Library (and associated) services.

#### How can I find out more about the proposed new facility and give my feedback?

You can check updates on this website and complete the current survey here – <https://www.surveymonkey.com/r/LibraryPLUS>

The Prospect community will be invited to attend and participate in a series of community forums, information sessions and surveys over the life of the project to provide feedback and to have questions answered.

### **What is LibraryPLUS?**

LibraryPLUS is the preliminary name given to the project and is designed to highlight the intent to deliver more than just Library programs and services.

### **Will the new facility be the same size as the existing Library Services at the Thomas Street Centre?**

It is anticipated that a new facility will be larger than the current site at 1 Thomas Street, Nailsworth.

### **Will there be space for all the current service and programs in the new facility?**

Yes. Regardless of the model for service delivery it is planned that a new facility will offer larger spaces for programs, services and amenities.

### **How many visits are there to the Thomas Street Centre every year?**

Over 120,000 people visit the Library, Digital Hub, Cottage, Toy Library, Local History and Art Gallery every year, with many more accessing online resources.

### **What new technologies can contemporary libraries now offer?**

New technologies in libraries include an increase in digital collections such as eBooks, streaming services, eMagazines, eReaders and equipment for loan, high speed WiFi, 3D printing and digital education. Online resources and interactive displays are designed to entertain, to educate and to inspire.

### **How has Internet usage at Prospect Library changed?**

Online usage has increased by over 250% from 2013 to 2015 for the number of WiFi customers, use of in house computers and use of online resources.

### **How is Prospect Library currently being used?**

In the past 10 years, the physical loan of books has decreased, while the major growth is in the use of technology including WiFi access and online resource use. Customer enquiries now relate to assistance with technology while much less relate to reader's advice. Growth in library usage is now driven by customers attending programs and training or simply using the library space as a community meeting space to relax, to learn, to be entertained or to meet others.

### **What will happen to the existing Thomas Street Centre after the end of the lease?**

This decision will be made by the SA Department of Education and Child Development (DECD) in collaboration with Nailsworth Primary School.

### **What will happen to existing services during construction or re-location?**

That will be decided at a later date as the project outcomes are determined. Plans will be put in place to ensure that the community can continue to access library services during the various project stages.

### **Where can I get more information on the project?**

You can check updates on this website and complete the current survey here

<https://www.surveymonkey.com/r/LibraryPLUS>