Community Facilities

CITY OF PARRAMATTA

Library Network

Quality library space helps people to access the essential information, services and supports that they need to live well and succeed.

As free, publicly accessible and welcoming institutions, libraries are places to learn and to be inspired. They are also a place where people can come together and experience a sense of belonging and connection to their community.

Defining our libraries

"A collection of resources in a variety of formats that is organised by information professionals or other experts who provide convenient physical, digital, bibliographic, or intellectual access and offer targeted services and programs with the mission of educating, informing or entertaining a variety of audiences and the goal of stimulating individual learning and advancing society as a whole"

– George Eberhart, The Librarian's Book of Lists (Chicago: ALA. 2010 p.1)

LIBRARY NETWORK

Current situation

What is provided now?

8
Library and learning spaces

KEY: ● Council-owned

City of Parramatta Council (Council) currently plays a significant role in provision of library and learning space. Council has eight library and learning spaces of 6,743m^2 in total. Other library and learning spaces are made available to our community through schools, universities and private organisations throughout our LGA. However, access to these spaces is generally not granted to the broader community.

2019 City of Parramatta Council library network

Dundas Library

Carlingford Library

Catchment 2

Catchment 3

Catchment 1

Epping Library

Constitution Hill Library

Catchment 4

Catchment 5

Ermington Library

Parramatta Library

Wentworth Point Community Centre Library

Catchment 6

Newington Library Service

Council has eight libraries within our LGA, that together form a network that caters for:

- Physical visits
- Online resources available 24/7
- "Pop-up" locations throughout the Parramatta CBD and local neighbourhoods

Council's library and learning space network

CATCHMENT 1	STRENGTHS	WEAKNESSES
Constitution Hill Library *20 Hollis Street,* *Constitution Hill* *Size: 603m^2* *Built: 1989* *Last refurbished: 2005*	• Building condition • Integrated with other services (in local village centre) • Location • Accessibility: public transport and universal accessibility • Flexible multipurpose space • Signage	• Lack of visual prominence • Pedestrian and cycling accessibility • Adequate parking

CATCHMENT 2	STRENGTHS	WEAKNESSES
Carlingford Library *Lloyds Avenue,* *Carlingford* *Size: 348m^2* *Built: 1963* *Last refurbished: 2006*	• Building condition • Public transport access • Bicycle and pedestrian access • Visual prominence • Well-utilised	• Lack of flexible multipurpose space • Small facility size
Dundas Library *21 Sturt Street,* *Dundas Valley* *Size: 268m^2* *Built: 1963*	• Integrated with other services • Visual prominence • Outdoor space	• Poor perception of safety • Lack of flexible, multipurpose space • Small facility size

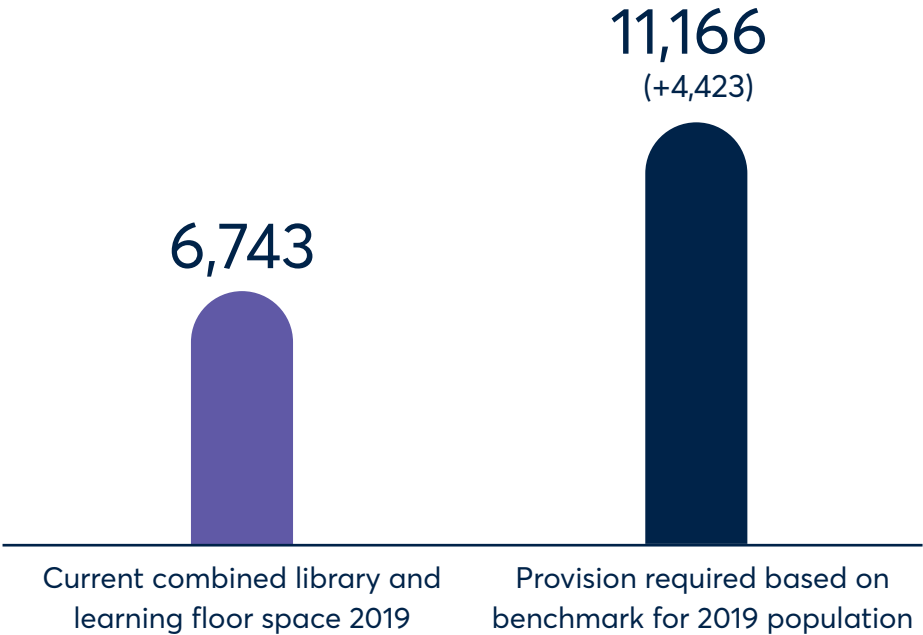| CATCHMENT 3	STRENGTHS	WEAKNESSES
Epping Library *Chambers Court,* *Epping* *Size: 550m^2* *Built: 1975* *Last refurbished: 2003*	• Public transport access • Integrated with other services • Pedestrian and bicycle access • Well-utilised • Open 7 days per week	• Lack of flexible multipurpose space • Lack of adequate parking • Poor visual prominence

CATCHMENT 4	STRENGTHS	WEAKNESSES
Parramatta Library *1-3 Fitzwilliam St, Parramatta* *Size: 2,200m²* *Commenced operation at site in: 2015*	• Building condition • Signposting • Co-location and integration • Public transport access • Well-utilised • Open 7 days per week	• Lack of visual prominence • Lack of flexible multipurpose spaces • Small size • Lack of adequate public domain

CATCHMENT 5	STRENGTHS	WEAKNESSES
Ermington Library *River Road, Ermington* *Size: 424m²* *Built: 1963* *Last refurbished: 2001*	• Integrated with other services • Universally accessible • Public transport access	• Lack of flexible multipurpose spaces

CATCHMENT 6	STRENGTHS	WEAKNESSES
Newington Library Service *Corner of Avenue of Europe and Avenue of Asia, Newington* *Size: 150m²* *Built: 2000*	• Building condition • Integrated with other services in the Newington Community Centre • Universal accessibility • Public transport, pedestrian and cyclist access	• Limited library service • Open less than seven hours per week
Wentworth Point Library *2 Waterways Street, Wentworth Point* *Size: 2,200m²* *Operational: 2019*	• Building condition • Flexible community meeting rooms co-located with a cafe • Range of facilities on offer • Located within town centre	• Poor perception of safety • Small facility size compared to future population of surrounding area

Rates of provision

City of Parramatta: 2019 library and learning space provision against benchmark

City of Parramatta's current provision of library and learning space available to the general public is severely lacking.

There is a gap in current library and learning space provision of approximately 4,400m².

11,166
(+4,423)

6,743

Current combined library and learning floor space 2019

Provision required based on benchmark for 2019 population

KEY: ● Current library floor space (m²)   ● 2019 benchmark (m²)

Benchmark based on State Library of New South Wales and 'Guidelines, Standards and Outcome Measures for Australian Public Libraries' developed by the Australian Public Library Alliance

Library and learning space benchmarks

Public libraries have several well-developed provision standards. These standards, or benchmarks include those outlined by the State Library of NSW as well as the 'Guidelines, Standards and Outcome Measures for Australian Public Libraries' developed by the Australian Public Library Alliance and the Australian Library and Information Association:

REGIONAL OR SUB-REGIONAL FACILITIES

Central Library

Rates of Provision
1:100,000+

Approximate GFA
28m² per 1,000 people, plus 20% circulation space
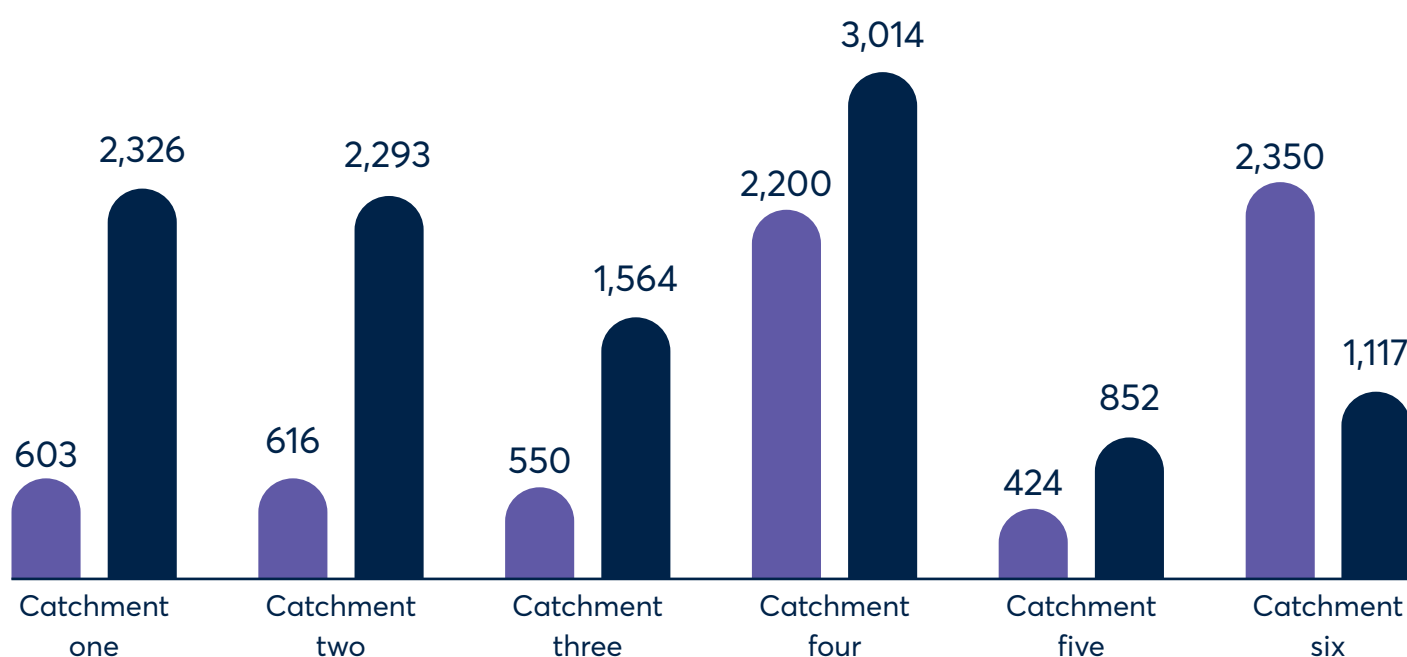
DISTRICT AND SUB-DISTRICT LEVEL FACILITIES

District Library

Rates of Provision
1:20,000-35,000

Approximate GFA
39m² per 1,000 people, plus 20% circulation space

Rates of Provision
1:35,000-65,000

City of Parramatta by catchment: 2019 gap in provision of library and learning space (m²)

KEY: ● 2019 current library floor space (m²) ● 2019 benchmark indication for library floor space (m²)

Approximate GFA
35m² per 1,000 people
plus 20% circulation space

For more information on the application of benchmarks and their strengths, weaknesses and considerations, refer to the 'Table of benchmarks' pages 60-61.

How well positioned is our current library network?

The strengths of our library network include:

- We have libraries in each of our catchments.
- We have spaces that enable provision of services and programming for our local residents.
- Many libraries are within close proximity to good public transport access.

Despite some strengths, the buildings that form our library network have weaknesses:

- Reinvestment is required to improve overall accessibility, quality and capacity of buildings.
- There is a shortfall of library space to meet the needs of our current and future population. Increasingly, our libraries will be relied upon to fulfil a gap in provision left by schools, universities and others, who choose not to have a physical library service.
- Some of our library spaces are not co-located with other services, limiting opportunities for collaboration and increased utilisation.

Facts at a glance

In 2017-18, City of Parramatta's libraries had:

996,967 visitors

1,079,764 loans and renewals

73,118 active borrowers

2,403 programs

392,916 items in collection

2,887,150 webpage visits

Satisfaction rating:

Library customer satisfaction survey, 2017

92%
VERY SATISFIED
with the library
service overall

74%
SATISFIED
with library programs
and activities

7 in 10
USERS SATISFIED
with operational
aspects of the
library

Carlingford Library

CASE STUDY

City of Parramatta's Carlingford Library is located on Lloyds Avenue within the suburb of Carlingford.

Carlingford library is located within walking distance to the Carlingford Railway station and neighbourhood shops. There are bus stops located close by and these connect the library with Pennant Hills, Epping and Parramatta.

In the near future, a light rail stop will also be located close to the existing library location.

Carlingford Library includes an extensive book and magazine collection, digital library, public computers and a children's corner.

The library is relatively small and has no flexible, multipurpose space. This is a popular library with all ages, providing a 'third place' away from home, school or work. It is especially busy in the afternoons when it is crowded with school children seeking a comfortable and safe place to study.

Carlingford library offers a range of services. At this library, you can:

- Book a computer, iPad or Android Tablet
- Access the Community Information Database
- Charge your mobile
- Scan or photocopy documents
- Access JP Services
- Access free WIFI
- Search over 60 databases for free subscription

Carlingford Library also offers a variety of programs that cater for a range of user groups. Some of the regular programs this library offers include:

- Carlingford Library Book Club
- Carlingford Library Korean Book Club
- English Conversation Class
- Homework Help
- 'Yarn on a Stick' or Two Knitting Group
- Story Time
- Bilingual Story Time

The future community of Carlingford is set to experience significant growth in population as a result of increasing high density development. We know that this growth will impact the immediate area surrounding Carlingford Library and will place an even greater demand on the library service, which is already operating above capacity.

Image credit: ParraParents

Emerging trends

City of Parramatta's transformational change, as well as the changing information and technology landscape, will have a significant impact on the future of our library network.

Changing information landscape.

In the context of a radically transformed information and technology landscape, an increasingly networked society and broader access to content, what is the role of a library? As libraries evolve from their traditional roles, they can become both gatekeepers and tour guides, helping people to access and navigate the increasing amounts of data and information available anywhere, at any time.

Growing demand.

As the population continues to grow, existing library facilities are under pressure, and we need innovative solutions to meet changing needs, with a rethinking of how we use space. Local governments are increasingly advocating for multipurpose, co-located facilities as a more sustainable model of provision. The provision of larger district and regional spaces close to services and public transport can support diverse uses and more effectively meet the needs of the community.

Libraries as a third place.

'Third places' are spaces for informal community gatherings that are inclusive, local and help to bring people together, promoting community cohesion and social inclusion. Libraries are increasingly expected to be a place where people can spend time outside their home, school and work spaces.

No one size fits all.

Australian society is increasingly diverse, leading to new customers, and new demands. This requires libraries to listen and be responsive to their customers. To do this, libraries have increased the range of programs, spaces and resources available to appeal to different age groups, interests and cultural backgrounds and needs.

Image credit: Salty Dingo

Shared learning.

Libraries are adapting to the shift from individual study towards more group and collaborative learning. Libraries emphasise lifelong learning, with programs and collections to enable a range of interests, skill levels and learning abilities, from preschool to post retirement. To enable this shift, new spaces, resources and skills are required.

Community creativity.

There is growing demand for space to play and experiment within libraries, as the economic and social value of creativity is increasingly recognised. Facilitating creative uses of library spaces give the community places where people can gather to share knowledge and skills, work on projects, network and create.

A trusted community partner.

Libraries are valued community anchors in an era of declining trust in institutions. Libraries become an entry point to access other government services and social supports. For example, many libraries also now host or provide specialist services, including Justice of the Peace Services, tax advice and nutrition and health education workshops.

Libraries as health promoting.

Libraries are well-positioned to serve as effective health promotion settings. Quality libraries with well-designed spaces help people to access the information, services and supports they need to live healthy lives and succeed. The unique positioning of libraries within a community make them an ideal setting to consider, where appropriate, joint use or co-location with health services.

What does future best practice look like?

Surry Hills Library and Community Centre

In 2009, City of Sydney opened the Surry Hills Library and Community Centre. The accessible building spans four floors and includes a library/resource centre, community centre and childcare centre.

The architects of the building state that "accessibility, openness, transparency and sustainability were key values as was a general sense of aspiration" in designing and developing the space.

The building, located at 405 Crown Street, Surry Hills is 2,497m^2 and includes an extensive green roof that is irrigated using recycled rain water.

The library on the ground and lower-ground levels contains a diverse borrowing collection of approximately 30,000 items, local history collections, some reference material and public access computers.

The community centre on level one comprises a function facility for 125 people and adjoining verandah, meeting rooms, commercial teaching kitchen, Neighbourhood Centre administration offices and amenities.

On level two, the childcare centre provides accommodation for 26 children in two groups (1-2 and 2-5 years) and includes an outdoor landscaped play space with automatic shade roof.

The centre has been embraced by the local community since its opening. It is a welcoming place for all ages and all social groups. It provides facilities that embody the values of equity of access to information and resources that are essential to building communities.
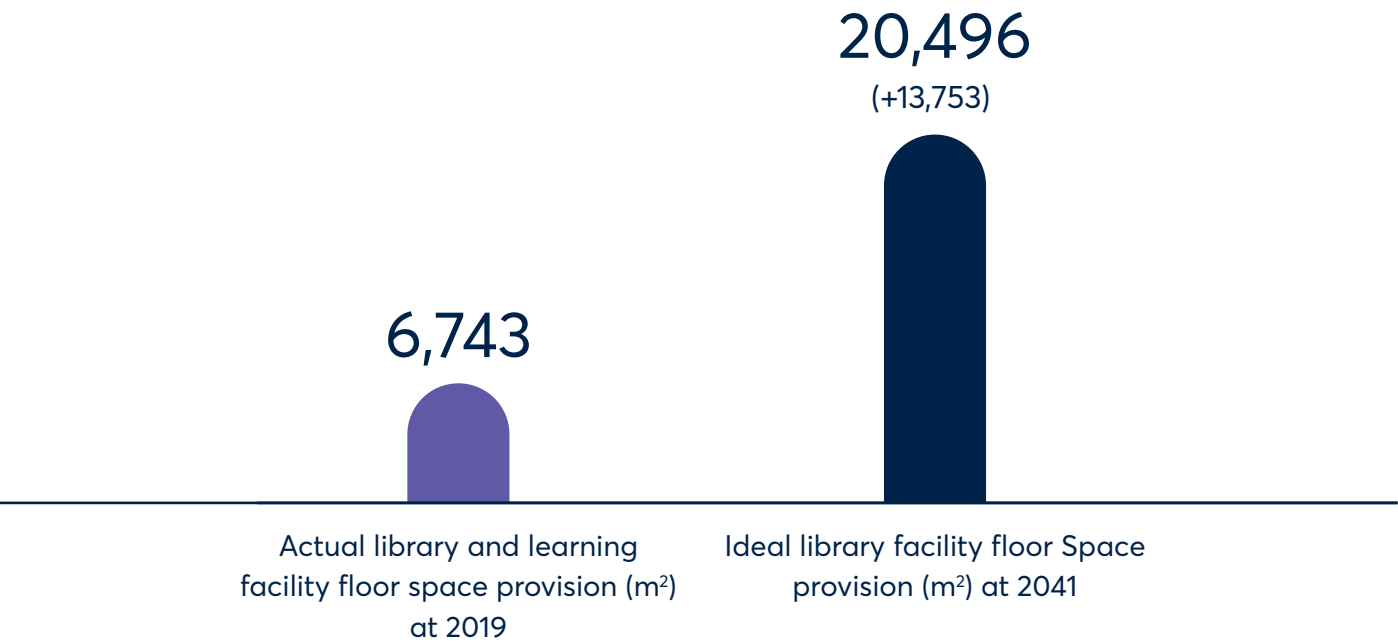
This information and image has been sourced from https://www.archdaily.com/57339/surry-hills-library-and-community-centre-fjm/#

Image credit: Salty Dingo

CASE STUDY

LIBRARY NETWORK

Future needs

What are the gaps and challenges we face?

City of Parramatta:
2041 library floor space provision against benchmark

20,496
(+13,753)

6,743

Actual library and learning facility floor space provision (m²) at 2019

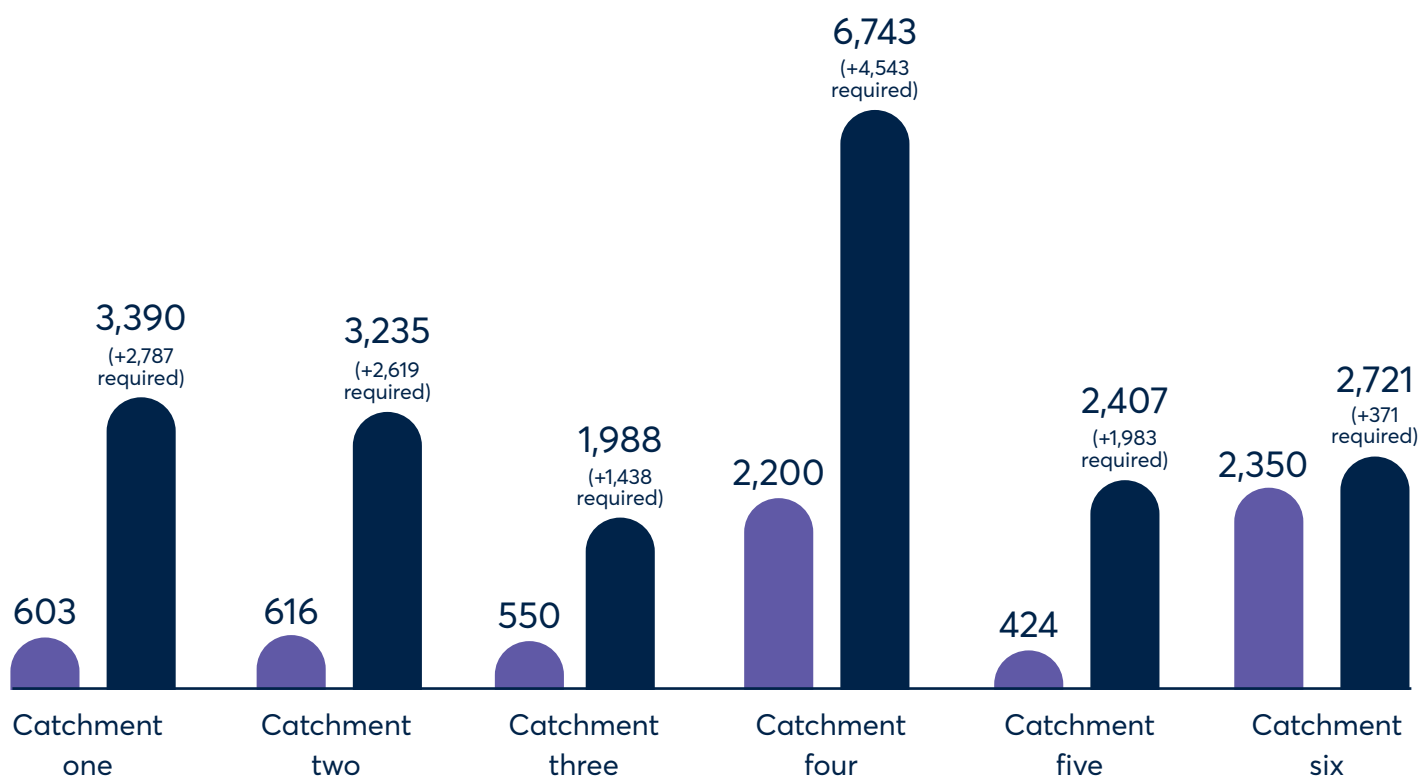Ideal library facility floor Space provision (m²) at 2041

KEY: ● 2019 library space (m²) ● 2041 population benchmark (m²)

Benchmark analysis

City of Parramatta's current provision of library and learning floor space is severely lacking. The future population is estimated to grow to 488,000 people by 2041. Benchmark analysis for the 2041 population indicates that 20,496m² of library floor space is required in total, which is an additional 13,753m² of space compared to current provision.

City of Parramatta by catchment:
2041 gap in provision of library floor space (m²)

6,743
(+4,543 required)

3,390
(+2,787 required)

3,235
(+2,619 required)

1,988
(+1,438 required)

2,200

2,407
(+1,983 required)

2,721
(+371 required)

2,350

603

616

550

424

Catchment one

Catchment two

Catchment three

Catchment four

Catchment five

Catchment six

KEY: ● Existing library floor space at 2019 (m²) ● Benchmark indication for library floor space at 2041 (m²)

What our community has told us…

The first version of this Strategy was publicly exhibited between August and October 2017, and the updated draft Strategy was publicly exhibited between September and November 2019.

These engagement opportunities allowed Council to better understand the needs and expectations of our community. This information has been useful for strengthening this document. Through the consultation process we heard that:

Our community values:

- Our library network, and the important role our libraries play within the community

- Co-locating libraries within community hubs

Our community would like to see:

- Easily accessible library services with great resources that cater for a range of user groups

- Dedicated spaces to meet the needs of different user groups (i.e. child specific areas)

- Libraries located close to transport

- Upgrades to some of our current libraries

- Libraries positioned as a place to explore and learn about new things (e.g. technology spaces)

"…There is a need to include the importance of libraries to families and the need for child specific areas within the library."

- Resident, public submission

"Libraries are a quiet place for locals to study, and also provide valuable access to learning.."

- Resident, public submission

"…Need to create more mini library settings where books and computer access is available for all members. The location needs to have good parking facilities and be close to transport. It is also important that library spaces have clearly separated user areas."

- Resident, public submission

Melton Library & Learning Hub

The Melton Library and Learning Hub is located on 31 McKenzie Street, Melton in Victoria, where it forms part of a best-practice community hub

The hub itself has approximately 3,500m² of floor space, which is split over two levels.

The building houses the library's collection and provides lifelong learning and community activity opportunities with flexible spaces to cater for large and small groups. It also provides:

- Computers
- Children's area with outdoor playground
- Play station area, staff and administration area including outdoor lunch area
- Recording room (e.g. local history, young people)
- Large meeting room and 80 seat auditorium connected to Federation University
- Council service desks
- Café and foyer area connected to activity rooms, with a spillover event space
- Total of 11 meeting rooms

In addition to the library services and spaces provided at this green building, there are two types of subsidised office space operating out of this hub:

- Maternal and child health rooms which are located adjacent to the children's space.
- A small co-working space which provides office space for local services, including a legal aid service who then use the library's meeting rooms for client sessions.

The library is located to promote visibility, which means that the public knows about the hub and sees the services that the hub provides.

The hub is also a soft entry point, which means that the hub introduces services to service users in informal environments within their own communities.

This approach means that families are not expected to go out of their way to access services, rather services are set up in spaces that families are already familiar with and regularly visit. The hub also prioritises privacy for people accessing services within the centre which helps to ensure that all people feel welcome and comfortable in accessing the Melton Library and Learning Hub.

This information has been supplied by Cred Consulting. Image credit: FJMT

CASE STUDY

The strategic challenges we face together

For our library network to continue to deliver exceptional services and ensure ongoing community satisfaction, we cannot do what we have always done in the way that we have always done it.

As City of Parramatta continues to undergo transformational change, our library network can assist in strengthening people's sense of belonging and community.

Changes to the mix of services provided, the design and use of spaces and the skills required to effectively operate contemporary libraries will be required in the future City of Parramatta.

We will need to collaborate, partner, advocate, plan and prioitise the use of our resources to find solutions to the following challenges:

Q. How can we ensure that our library spaces are delivered in the right locations to meet the needs of our growing and changing communities?

Q. In the face of increasing technology, how can we best integrate our library spaces with emerging tools and resources that support and enhance service delivery?

Q. How can we ensure our library network is agile and remains relevant and responsive to the needs of our transforming community?

Q. What essential partnerships should we prioritise to enable greater access to library and learning space throughout our community?

Q. What funding strategies will be most successful for delivering best practice facilities, spaces and programs, in both the short and long term?

Image credit: Salty Dingo

LIBRARY NETWORK

Future directions

Strategic directions

To meet the needs of City of Parramatta's growing and increasingly diverse community, Council will seek to realise adequate library space in the right locations in each catchment.

This will enable the delivery of essential library and learning programs, services and supports to meet the needs of residents and others who come to City of Parramatta.

It is appropriate for Council to continue to work in this area, as this provision is often not met by the private market and demand is growing.

Council aims to deliver library spaces that will support the future role of libraries in our community which is:

"…To provide universal access to information, skills and ideas, foster social connections, promote cultural development and support self-expression and shared understanding" –

Our Future Library Network Discussion Paper, City of Parramatta, 2018

City of Parramatta Council will focus on the following strategic directions:

- **Provision of a regional level library in the Parramatta CBD** to provide services to City of Parramatta and the Greater Western Sydney region.

- **Provision of district level libraries in each of the six catchments** that complement each other, work as a network, and ideally are co-located in community hubs.

- **Provision of additional neighbourhood community learning spaces** that complement the district and regional library network in areas that warrant this due to access constraints or large scale urban renewal leading to significant population growth. Ideally these would also be co-located in a community hub or a town centre.

- Seek opportunities to extend library programming and services (both temporarily and permanently where the community need exists) **through shared use of other library and learning assets** within City of Parramatta at schools, universities or other locations.

City of Parramatta Council library and learning space network:
20 YEAR PROVISION TARGETS

Through collaboration, partnerships and the resources of many,
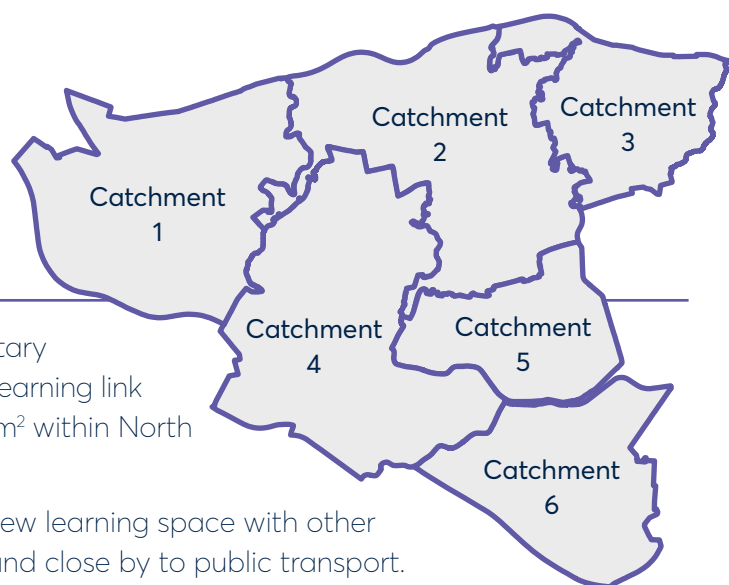we seek to achieve the following targets for our community:

$6,743m^2$

2019 current supply

2041 future supply based on population growth

$21,333m^{2*}$

*This figure includes current library floor space and floor space intended
to be generated via the following recommendations.*

Key recommendations

CATCHMENT 1	RECOMMENDATION
Constitution Hill Library *20 Hollis Street, Constitution Hill*	• Expand Constitution Hill Library to achieve a district-level facility of 1,500m^2, including additional meeting and activity space for the community. • This is approximately 900m^2 of additional library floor space.

CATCHMENT 2	RECOMMENDATION
Dundas Library *21 Sturt Street, Dundas Valley*	• Deliver a new Telopea District Library of 2,250m^2, as part of the future Telopea Village Shopping precinct at Sturt Street, Telopea. This will need to include library, meeting rooms, exhibition and performance space. • This is approximately 1,980m^2 of additional library floor space.
Carlingford Library *Lloyds Avenue, Carlingford*	• Redevelop Carlingford Library into a larger facility of 1,800m^2, located within a new community hub in Carlingford close by to public transport, ideally the future light rail stop. • This is approximately 1,450m^2 of additional library floor space.
North Rocks Learning Link *North Rocks Park, North Rocks Road, North Rocks*	• Deliver a complementary neighbourhood level learning link space of at least 500m^2 as part of the North Rocks Park Master Plan.

CATCHMENT 3	RECOMMENDATION
Epping Library **NEW** *TBC*	• Deliver a new community hub in Epping of a minimum of 3,250m^2, including at least 2,250m^2 of new library space (to replace current Epping Library). • This is approximately 1,700m^2 of additional library floor space.

CATCHMENT 4	RECOMMENDATION
Parramatta CDB Library **NEW** *5 Parramatta Square*	• Progress development of a new regional library of approximately 2,500m^2 within the new 5 Parramatta Square building. • This is approximately 300m^2 of additional library floor space. • Deliver additional meeting rooms and flexible, multipurpose space within the remaining 5 Parramatta Square building to support library programming.

North Parramatta

NEW
TBC

- Deliver a complementary neighbourhood level learning link space of at least 500m² within North Parramatta.

- Seek to co-locate a new learning space with other community facilities and close by to public transport.

Camellia

NEW
TBC

- Deliver a new library of approximately 1,800m² at Camellia.

- Seek to co-locate new library within a community hub in the Camellia Town Centre.

CATCHMENT 5	RECOMMENDATION

Ermington Library

NEW
TBC

- Redevelop Ermington Library into a larger facility of 1,500-3,000m² integrated as part of a new community hub in Ermington, of between 3,500-5,000m².

- This is approximately 1,080-2,580m² of additional library floor space.

Melrose Park

NEW
TBC

- Deliver a new Library Learning Link of approximately 480m² which includes study space and technology suites.

CATCHMENT 6	RECOMMENDATION

Newington Library Service

Corner of Avenue of Europe and Avenue of Asia, Newington

- Review the need for this service once the planned district level library facility at Wentworth Point is operational.

Wentworth Point Library

Footbridge Boulevard

- Maintain quality and promote availability of newly opened library of 2,200m² at Wentworth Point as part of the Wentworth Point Library and Community Centre.

Sydney Olympic Park Authority (SOPA)

NEW
TBC

- Advocate and engage with Sydney Olympic Park Authority (SOPA) in the planning and delivery of the proposed 3,500m² community hub within Sydney Olympic Park (as identified in the Sydney Olympic Park Masterplan 2030).

- The Masterplan identifies the need for 2,400m² of district level library space and 1,200m² of community space.

Criteria to guide decision making for new library and learning space

The follow criteria complement, and are to be used in conjunction with, City of Parramatta's stated principles for community infrastructure planning found on pages 63-65.

Council will use them to guide decision making and discussion with stakeholders and partners about new library infrastructure opportunities.

For all scenarios, will the additional library or learning floor space/facility:	Contribute to meeting the regional and district level facility directions for the catchment as a priority, and complement the existing district and regional library network?
	Be financially viable and give consideration to ongoing staffing, operational and maintenance costs?
	Be sustainable in design and operations, as demonstrated through a sustainability assessment, and minimise environmental impact?
	Deliver a 'warm shell' fit out (i.e. walls lined with plasterboard, appropriate flooring and services connected)?
	Be physically accessible and employ universal design principles?
	Be located, designed and operated to promote safety, inclusivity and connections with the public domain?

For neighbourhood level community learning space, will the additional learning floor space:	Facilitate neighbourhood level community learning space in a high density urban renewal area?
	Be located within a community hub or in a town centre?
	Be located within close proximity to regular public transport services?
	Ideally, be no less than 500m^2?
	Be located to ensure visibility within the site?
	Be physically accessible and employ universal design principles?
	Be designed to maximise flexibility in use and be capable of accommodating a diversity of uses?
	Include meeting rooms, a kitchen and accessible toilets?

For district level library space, will the additional library floor space:	Ideally, be no less than 1,500m²?
	Facilitate neighbourhood level community learning space in a high density urban renewal area?
	Be located witihin a community hub or in a town centre?
	Be located witihin close proximity to regular public transport services?
	Be located to ensure visibility within the site?
	Be physically accessible and employ universal design principles?
	Be designed to maximise flexibility in use and be capable of accommodating a diversity of uses such as children's areas, youth areas, areas for quiet study, areas for discussion and collaboration, and areas for hanging out?
	Include meeting rooms, a kitchen and accessible toilets?

For more information:

This Community Infrastructure Strategy draws on the knowledge and experience of many staff from across Council who have a passion for enabling socially sustainable communities. Together with feedback from our community, and our key stakeholders, this document has been a shared effort.

For further information on City of Parramatta's library network, or Council's key strategic directions, the following resources are available:

- "Sharing the Opportunities of Growth for All – Socially Sustainable Parramatta Framework": https://www.cityofparramatta.nsw.gov.au/sites/council/files/2018-09/socially-sustainable-parramatta-framework.pdf

- City of Parramatta Council's website: www.cityofparramatta.nsw.gov.au

- City of Parramatta Customer Contact Centre: 9806 5050

- For access to demographic data: http://profile.id.com.au/parramatta