



LIBRARY STRATEGY

2022 - 2032

At Sutherland Shire Council we do more than serve our community - we are our community.

We understand that our natural landscapes - the bays, beaches and bush - and our love of outdoor living gives us a unique energy that sets us apart from anywhere else.

This translates into an active community, and a living energy, that propels us forward.

To align our culture to our community, we are active, evolving, respectful and collaborative in everything we do. From having a can-do attitude, to embracing opportunity and change, being people-centred and working together as one.

That's why Sutherland Shire is a place for life; its vibrancy brings people to life and makes it a place they want to stay forever.

It's our role to enhance the spirit of our area and its people.



CONTENTS

Introduction	4
Our Vision	5
Our Principles	6
Our Focus	7
Our Planning Process	8
Our Strategic Approach	9
Strategy Development	9
Delivering the Strategy.....	10
Strategy Objectives and Measures.....	11
Context	12
Our Community at a Glance.....	16
Our Libraries at a Glance.....	17
Agencies and Stakeholders	18
Consultation.....	19
Drivers of Change	23
Area of Focus: Spaces	24
Area of Focus: Resources	27
Area of Focus: Services.....	30
Appendix: Libraries Facilities Plan	35

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Acknowledgement of Country

Sutherland Shire Council acknowledges the Dharawal people as the Traditional Custodians of the land within Sutherland Shire. We value and celebrate Dharawal culture and language, and acknowledge Dharawal people's continuing connection to the land, the sea and community. We pay respect to the Elders and their families, past, present and emerging, and through them, to all Aboriginal and Torres Strait Islander peoples.

MAYOR'S MESSAGE

Our local libraries have always been great places to discover a new favourite author, to meet friends, to study, to delve into our history or develop a new skill. But more than this, they serve as a great illustration of how our wonderful community facilities enhance our quality of life. And here in the Sutherland Shire we are fortunate enough to have access to several library facilities which play a key role in promoting the wellbeing of our community.

The services these facilities support align with Council's values of bringing people together, respecting our community and providing informative and engaging spaces which promote a more connected, vibrant and inclusive community.

It's clear from the hundreds of community members who recently provided feedback on how they use Sutherland Shire Libraries, that these shared community spaces are treasured by residents young and old, individuals and families.

This feedback has greatly aided the direction and objectives of Council's Library Strategy, which will help shape the long term vision for library services across our region.

At Council we are proud to support all Sutherland Shire residents to continue to learn, stretch their imagination, stay connected and informed, and follow their interests well into the future through the care of Sutherland Shire Libraries.

We are honoured to celebrate and acknowledge the Traditional Custodians of the land within the Sutherland Shire through library programs and resources, and we are proud to promote inclusivity and diversity by broadening opportunities for people living with disability, their carers, and multicultural communities to access the joys of library services.

No matter how residents interact with local libraries, Council will continue to evolve its service offerings to meet the changing needs of our community under the guidance of this Library Strategy.

We are thankful for the feedback we have received from the community to help shape this Strategy, and we look forward to offering more for residents to enjoy through Sutherland Shire Libraries.

Councillor Carmelo Pesce
Sutherland Shire Mayor

OUR VISION

Libraries are for everyone to discover, relax, research, connect and learn.



OUR PRINCIPLES

WELCOMING

Libraries are free and open places for everyone to study, work, read and connect.

We are part of a diverse community with diverse needs. We aim to meet the changing needs and interests of our changing community with our spaces, services and collections.

We are respectful and inclusive.

INNOVATION

We look for opportunities to embrace change, champion new ideas and celebrate solutions.

Our spaces, services and collections are always evolving to benefit our thriving community.

We are confident to try new things and strive for continuous improvement.

We will honestly assess innovations to ensure they are meeting the desired outcomes for the community.

SUSTAINABILITY

We believe libraries play a role in creating more sustainable communities. We will support the Australian Libraries 2020-2030 targets aligned with Sustainable Development Goals. They include: literacy; access to knowledge; equitable access; culture and heritage; sustainable communities; contribution to health and wellbeing; diversity and gender equality; lifelong learning and global citizenship.



COLLABORATION

We will actively seek opportunities to partner and collaborate across Council and the community to provide quality and varied programs and services.

We prioritise partnerships that benefit the community.

We will integrate with other Council strategies to support the delivery of the Sutherland Shire Community Strategic Plan.

LIFELONG LEARNING

We believe lifelong learning and connection significantly contributes to community wellbeing.

We foster literacy, learning, creativity and discovery by providing trusted information, diverse events and programs, and space to study outside the home.

We help customers bridge the digital divide with free access to technology and a supportive environment in which to learn.

OUR FOCUS

Focus Area

1

Spaces

Library spaces need to be welcoming, engaging, flexible and well-used. They need to be big enough for their catchment areas, located in community centres close to public transport and linked with outdoor spaces. Our spaces need to be flexible, change with evolving community needs, and have clear and accessible wayfinding.

Focus Area

2

Resources

We give customers access to up-to-date technology and the help they need to use it. We aim to use technology so that it is easier to use and access our collections and services anywhere at anytime.

Our collections are responsive to the leisure and learning needs of our diverse community. We aim to provide a broad range of materials in a wide range of formats. We aim to increase access to and visibility of our unique local history collections.

Focus Area

3

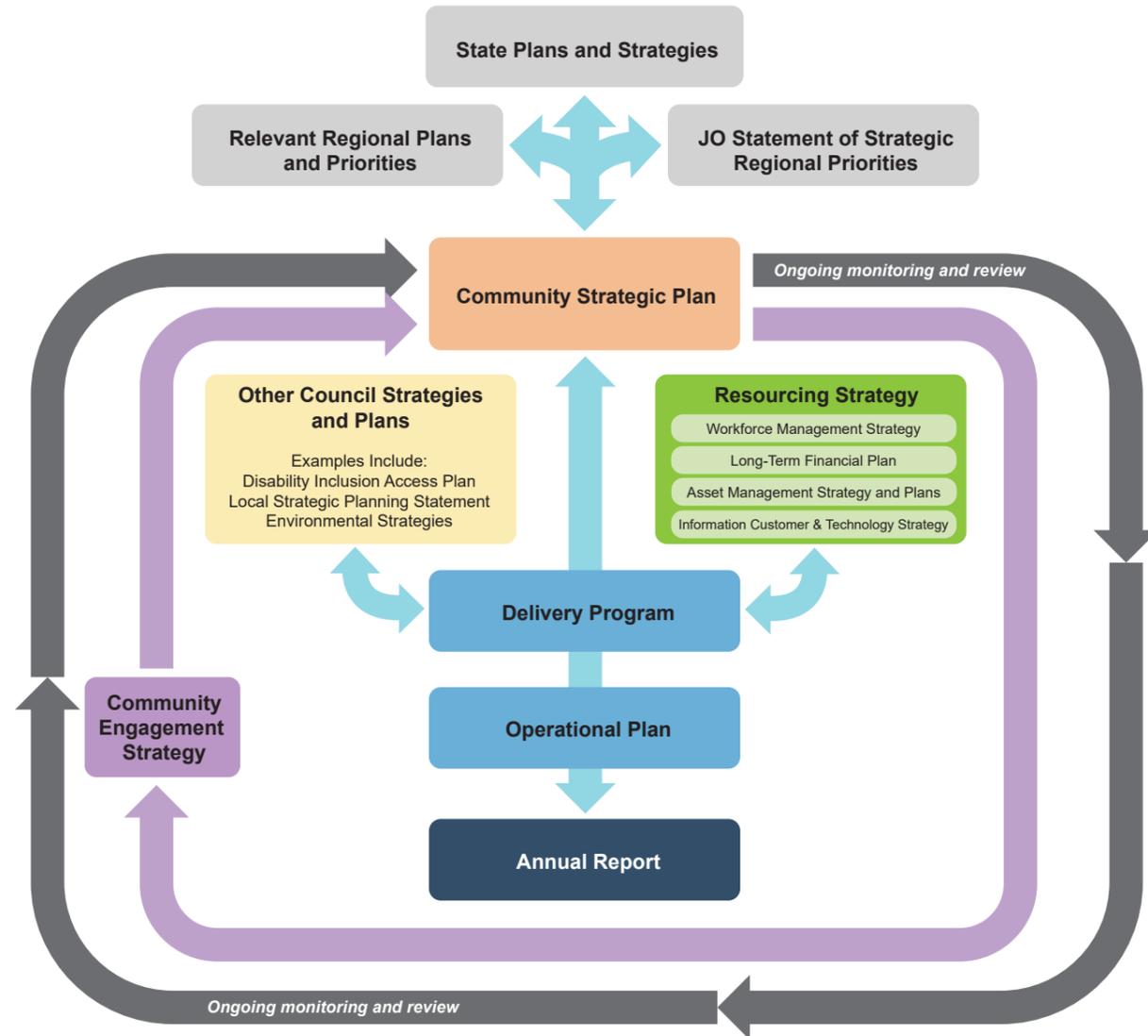
Services

We are an agile service that adapts to meet the needs of our changing community. We embrace new ideas, strive to always improve, and assess services often to see if they are meeting the desired outcomes for the Sutherland Shire community.

We hold a wide range of inclusive, informative and fun events and programs for every age. We prioritise innovative events that provide positive literacy and lifelong learning, informed and connected citizens, digital inclusion, personal development and wellbeing, stronger and more creative communities, and economic and workforce development outcomes.

OUR PLANNING PROCESS

Council's Plans and Strategies work together to make Sutherland Shire a connected and safe community that respects people and nature, enjoying active lives in a strong local economy.



OUR STRATEGIC APPROACH

Council has an integrated approach. Council's Plans and Strategies work together to make the Sutherland Shire a liveable place for all people.



The Library Strategy expands on Our Community Plan (CSP) and sets out approaches taken by Council to sustain a liveable place with a high quality of life. Intersecting and 'supporting documents' are connected and sit alongside the Library Strategy. These include

- Cultural Strategy 2022-2032
- Information Management & Technology Strategy 2022-2032
- Community Facilities Strategic Plan 2022-2032
- Disability Inclusion Action Plan 2022-2032
- Reconciliation Action Plan 2022-2032
- Local Strategic Planning Statement 2020

Some of the above were still in development at the time of publication of this document.

STRATEGY DEVELOPMENT

In 2022 Council will adopt the Library Strategy. The Strategy was informed by national, state, regional and local planning directions, current and forecast population trends, leading trends, benchmarking and internal and external stakeholder engagement.

Council has worked closely with the Sutherland Shire community to produce this Strategy, with more than 800 people contributing to its development, including residents, councillors and staff.

DELIVERING THE STRATEGY



Integration

The actions in this Strategy may become part of our Delivery Program and Operational Plan and will help to deliver Sutherland Shire's Community Strategic Plan.

Implementation

A detailed implementation Plan that includes timeframes, priorities, resources, and responsibilities will be developed to help with delivery of the Strategy.

Evaluation

Measures have been developed to record our progress towards delivering this Strategy. Data will be collected throughout the implementation of the Strategy.

Reporting

Council's progress towards delivering this Strategy will be reported as part of our normal performance reporting cycle.

INTEGRATION

This Library Strategy will integrate with our four-year Delivery Program and annual Operational Plan, supporting our delivery of Sutherland Shire's Community Strategic Plan.

IMPLEMENTATION

The delivery of the Strategy will be guided by the implementation plan contained within it. The implementation plan sets out a program of actions for each of the focus areas and includes timeframes and responsibilities.

EVALUATION

Monitoring and evaluating our delivery of the Strategy will be ongoing. We will use a range of methods to help us measure the Strategy's outcomes. These methods may include demographic data, participation/usage data, community and customer satisfaction surveys, focus groups and case studies.

REPORTING

We will report on the delivery of this Strategy in the following ways:

- Occasional reporting via social media and Our Shire newsletter
- Half yearly reporting to Council
- Annual Report

RESOURCING

Most of the actions in this Strategy will not require additional funding and will be included as part of our everyday work. Some actions will require additional funding, and these will be considered as part of Council's annual budget and planning process. We may apply for external funding to help us deliver the actions in this Strategy.

STRATEGY OBJECTIVES AND MEASURES

WE AIM TO

- Review and improve existing libraries
- Explore opportunities for self-service facilities and libraries that meet current standards

WE WILL TRACK OUR PROGRESS AGAINST

- High level of customer satisfaction with spaces, signage and wayfinding
- Increased provision of library floorspace working towards meeting State Library of NSW floorspace to population ratios
- Number and use of self-service access points

- Provide community-driven collections
- Increase access to and visibility of our local history collections
- Increase awareness of collections and services
- Be agile in response to a fast-changing environment

- High level of satisfaction with collections
- High level of awareness of collection and services
- Increased membership
- Increase in proportion of community selected items
- Number of local history items digitised

- Activate library spaces with innovative programs and events
- Support readers and promote literacy
- Connect with new customers through targeted community outreach
- Support staff professional development
- Manage our libraries well

- High level of satisfaction with services
- Number of programs and events and number of attendees
- Number of customers signed up to Beanstack reading challenges
- Number of outreach events and number of attendees
- High level of satisfaction with opening hours



CONTEXT

This Strategy sits within a wider, international, national, state and local planning framework.

INTERNATIONAL

Libraries play an important role in striving to meet the **United Nations 2030 Agenda for Sustainable Development** by providing equitable access to information and resources and by providing safe, welcoming and inclusive meeting spaces where cost is not a barrier to developing new knowledge and skills.

NATIONAL

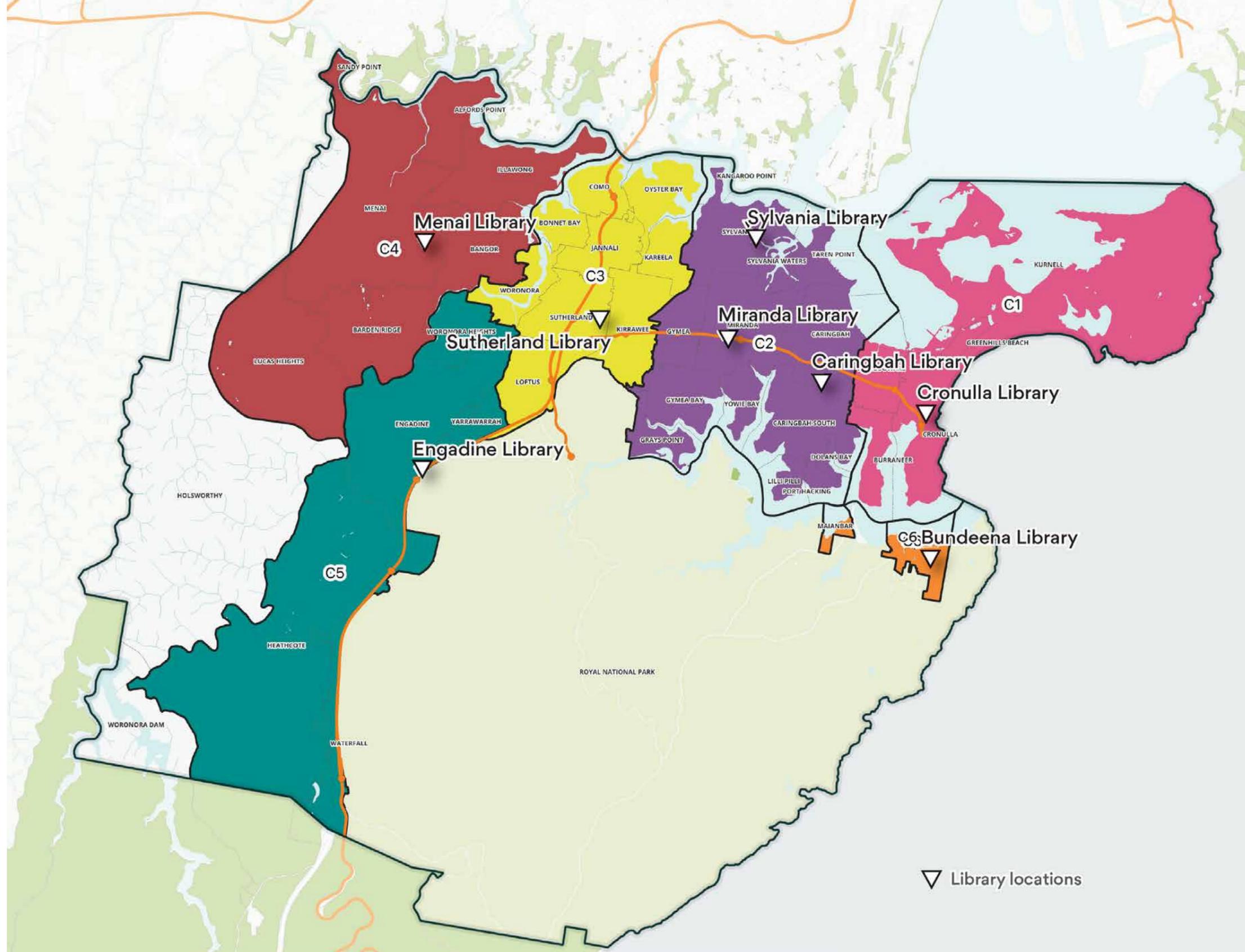
ALIA Guidelines for Australian Public Libraries nominate five (5) outcomes to measure their impact:

- Literacy and lifelong learning
- Informed and connected citizens
- Digital inclusion
- Personal development and wellbeing, and
- Economic and workforce development

NSW STATE GOVERNMENT

People Places: A guide for public library buildings in NSW prepared by the State Library of NSW and its governing body, the Library Council of NSW, helps local councils measure population and service benchmarking, provides guidelines for developing projects, and outlines current library trends.

NSW Premier’s priorities include a focus on more public space including libraries, particularly in growing cities and towns. The greener public spaces priority aims to: ‘Increase the proportion of homes in urban areas within 10 minutes’ walk of quality green, open and public space, including libraries by 10% by 2023.’



Better Placed, Government Architect’s Office outlines seven (7) reasons why a well-designed built environment including libraries benefits the community.

The NSW Government’s guide for planning and delivery of cultural infrastructure, the **Cultural Infrastructure Plan 2025+** highlights the growing recognition of the important role of libraries as cultural and community hubs.

The **Greater Sydney Region Plan** and **South District Plan** aims to have most residents live within 30 minutes’ of jobs, education and health facilities, services and great places. It emphasises the benefits of infrastructure to foster healthy, creative, culturally rich and socially connected communities.

SUTHERLAND SHIRE COUNCIL

Local government is legislated to provide free library services under the NSW Library Act 1939.

The **Local Strategic Planning Statement 2020** states public libraries will continue to provide traditional services such as print, audio-visual and digital collections, events, and study facilities. To meet changing community demands and need for space, technology and community connection, libraries will need to be flexible, functional and multipurpose spaces.

They will become cultural and knowledge hubs, serving as community living rooms and providing for individual/quiet and group/collaborative study and reading spaces.

The **Our Shire Towards 2032 Community Strategic Plan** outlines Sutherland Shire Council's vision, 'A connected and safe community that respects people and nature, enjoying active lives in a strong local economy.'

Relevant goals include:

- Strong civic leadership trusted by an informed and engaged community
- A beautiful, protected and healthy natural environment
- A creative, caring and healthy community that celebrates culture and diversity
- A prosperous, well-educated community with a diverse range of economic opportunities
- An active community that enjoys safe, accessible and diverse open places and spaces
- A high quality urban environment, supporting a growing and liveable community

The **Community Development Strategy** is a 10-year plan that outlines key community outcomes contributing towards a caring, supportive and connected community, liveability and cultural vibrancy. Maintaining and enabling social infrastructure, including libraries and services that meet the needs of the local community, is a relevant focus area.

Disability Inclusion Action Plan 2017-21 aims to ensure libraries are accessible and promote positive attitudes toward people with disability.

LIBRARY BRANCH SIZE AND DISTRIBUTION

Sutherland Shire Libraries have eight (8) branches.

The central library is **Sutherland Library**, which has the largest floor space (2622m²), collection and number of events. It is open 73 hours over seven days a week.

Specialised collections such as the reference, local history, family history, English as a second language, community languages and home library are held at Sutherland Library.

Caringbah Library (552m²) is in the Caringbah Community Complex including the Caringbah Leisure Centre, YMCA and Seniors Centre. It is open from Monday to Saturday for 50.5 hours.

Cronulla Library (900m²) is open 53.5 hours a week from Monday to Saturday. It is located within Cronulla Central, which provides a range of community services including meeting rooms and public toilets.

Engadine Library (610m²) is next to a childcare centre and collocated with a health clinic. It is open from Monday to Saturday for 49.5 hours per week.

Menai Library (504m²) is collocated with other community facilities and opposite the Menai Marketplace Shopping Centre. It is open 49.5 hours from Monday to Saturday.

Miranda Library (459m²) is adjacent to Miranda Public School, Wombat Occasional Day Care, Out of School Hours Childcare (OOSH) and beside a Westfield Miranda carpark. It is open 45.5 hours from Monday to Saturday.

Sylvania Library (353m²) is located in the basement carpark of Southgate Shopping Centre. It is open at various times from Tuesday to Saturday for a total of 20.5 hours.

Bundeena Library (170m²) is located within Bundeena Public School. It is open on Monday, Wednesday and Saturday for 14 hours per week.

Population benchmarking by Cred Consulting shows that between 2016 to 2026 there is a demand for two central libraries providing flagship services in the Sutherland Shire local government area. This increases to three central libraries from 2031 to 2036.

Sutherland Shire currently has just over half (6170m²) the library floorspace needed to cater for the projected 2036 population (11896 m²), according to the State Library of NSW Library Building Calculator and the currently available 2036 year population projections.

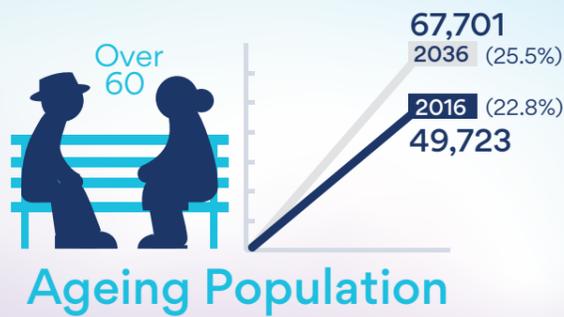
The floorspace is not distributed proportionally between catchment areas. It ranges from 29.8% (Menai Library) to 89.5% (Bundeena Library).

Furthermore, the State Library of NSW Library Building Calculator was created before the COVID-19 outbreak and so does not take into consideration current social distancing requirements. Future considerations will be monitored.

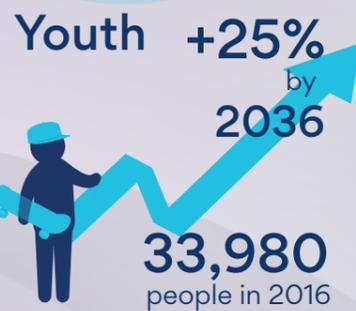
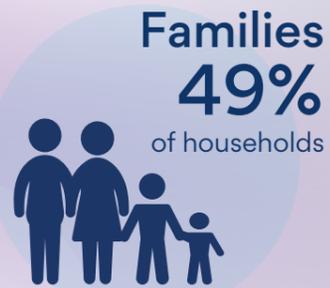
Opening hours are not consistent across the service at each branch and do not reflect the low and high demand usage times. For example, Sutherland Library is open until 9pm every weeknight but is not well used on Friday nights in particular. Customers have asked for more access to the library on weekends. Currently most branches are only open from 9am to 12pm on Saturdays. Sutherland and Cronulla Libraries are open 9am to 4pm on Saturdays. Sutherland Library is open 11am to 5pm on Sundays.



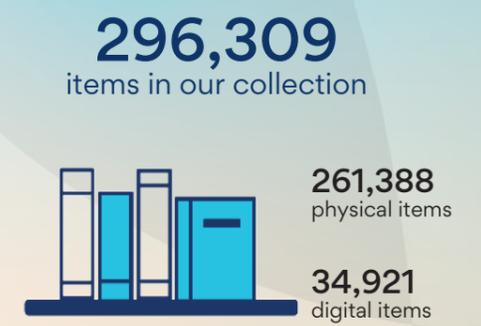
OUR COMMUNITY AT A GLANCE



Culturally and Linguistically Diverse



OUR LIBRARIES AT A GLANCE





Libraries are a vital community service providing information, learning opportunities, entertainment and connection for all ages.

AGENCIES AND STAKEHOLDERS

Library Services are supported by and support a wide range of agencies and stakeholder groups.

These include:

- Australian Library and Information Association (ALIA)
- The Library Council of NSW
- State Library of NSW
- NSW Public Library Association
- Community organisations, associations and clubs
- Interest groups and facility users such as U3A, Wrap with Love, Fellowship of Australian Writers
- Volunteers, including Duke of Edinburgh
- Community Members, including tourists



CONSULTATION

OVERVIEW OF ENGAGEMENT ACTIVITIES

The engagement sought to understand the Sutherland Shire community's library service needs, priorities and aspirations to inform the development of the Library Strategy and Facilities Plan.

The COVID-19 outbreak meant that the original community engagement plan had to be modified from to become predominantly remote. It included online surveys, online focus groups and workshops.

More than 800 local residents, including more than 400 children and young people, participated in the community engagement. Additional consultation was done with Councillors, library and other Council staff.

KEY THEMES

Sutherland Shire Libraries are highly valued in the community.

Libraries are the lifeblood of the community providing an opportunity for people to develop positive relationships to reading from a young age.

They are a valuable free source of information, learning resources and books, e-books, audiobooks, magazines, video and music for recreation.

Spaces for study, meetings, computers, printers and events and activities are appreciated and add to the people's sense of belonging in the community.

Sutherland Shire Libraries are friendly, relaxed and inclusive spaces.

Across engagement activities, people emphasised that Sutherland Shire Libraries are helpful and friendly spaces. This was predominantly attributed to library staff who make them feel welcome and willing to help.

Cultural events and LGBTQIA-friendly facilities, such as gender-neutral bathrooms, safe spaces and training for staff were suggestions for improvement.

There is a need to provide diverse spaces to cater to the changing needs of the community.

Across all engagements, people strongly indicated that in the future Sutherland Shire Libraries should be purpose built with flexible and multipurpose spaces to cater for the diverse needs and interests of the community.

This included providing dedicated spaces for children, noisy study areas, quiet study areas, work spaces, reading spaces, indoor-outdoor spaces and spaces for events and programs.

Sutherland Shire Libraries facilities need to be more inviting, open, modern and natural.

People across all engagements told us while Sutherland Shire Libraries are highly valued and used by the community, they are ageing and dated.

Ideas include improving visibility from the street, better wayfinding to libraries, attractive and engaging entrances, and colourful and dynamic interiors.

Flexible open layouts that allow more natural light into buildings and allow people to read in outdoor or semi-outdoor spaces that are close to nature.

Children were given the opportunity to submit drawings of their dream libraries and a high proportion of their drawings included colourful furniture, trees and plants and cozy corners, indicating children are actively looking for differentiated architectural design in libraries.

Satisfaction with current library facilities and services though programs and space for young people needs improvement.

Satisfaction with library services was relatively high across the board, with the exception of programs and events for young people. Respondents who were familiar with these events generally felt that they were average or expressed dissatisfaction.

Satisfaction with library facilities was also relatively high across the board, with the exception of spaces for teens and young adults, with which respondents indicated dissatisfaction.

Access to the library needs to adapt to the work/life demands of our community.

A high proportion of respondents (38%) stated that they are neutral and felt the opening hours are about right. This was followed by 22% of respondents who stated that they are very satisfied with the opening hours.

The majority of respondents indicated support for the plan to reduce library operation hours at low-demand times, to better support staffing and customer experience in high-demand periods.

Many respondents felt that longer opening hours were particularly important on weekends, expressing concern with the current limited weekend hours.

Libraries need to provide more opportunities to bring people together.

People strongly indicated that they saw value in providing more talks, workshops, educational activities and events.

They felt future programs could be delivered in a hybrid model where they are offered in-person and online.

Libraries should provide access to a range of resources.

Many people recognise that libraries are no longer just about books. But, they say, 'books are still important' and would like ongoing access to them.

Other valued resources include audiobooks, DVDs, CDs, computers, printers and copiers.

People want free high-speed WiFi, additional powerpoints and charging spots across all libraries.





DRIVERS OF CHANGE

Future planning for library services needs to respond to several emerging trends, challenges and opportunities:

BEST PRACTICE DELIVERY TRENDS

Internationally, libraries are becoming multipurpose spaces with moveable furniture, shelving and walls to allow for spaces to be reconfigured for different purposes.

Libraries are now more often included in multipurpose community hubs or cultural and creative spaces, facilitating collaboration and connection. This can provide cost and efficiency benefits and flexibility to change as community needs change.

Libraries aim to move beyond the library walls to meet customers where they are through a range of services including temporary pop-up libraries, 24/7 access to online resources, mobile libraries and street libraries. These “everywhere” libraries help increase access and attract new library users.

Libraries are no longer principally quiet spaces for people to sit and read (although this is still an important use). Libraries provide a variety of spaces to collaborate for group study, work and social activities. They function as community lounge rooms, particularly for those

who live in high-density areas. Well-designed libraries can become community focal points, improving the vitality and livability of local areas. As government and other services are further moved to online delivery, libraries are crucial to allow the community to access WiFi, computers, and other technology and training. This helps bridge the digital divide for those who do not have access to such resources themselves. Library investment in the latest technology such as 3D printing, recording studios and design software, as well as relevant training, improve community members’ skills and employability.

Libraries look to provide equitable access for all, including Aboriginal and Torres Strait Islander people, multicultural communities, and people with disability. This is done by focusing on welcoming spaces and programs.

Community building is also a function of the modern library which can include supporting vulnerable community members, fostering civic participation and innovation, and assisting economic development via access to work spaces.



POPULATION GROWTH

Sutherland Shire is predicted to grow by 25,500 people by 2036, with growth mainly located in and around our high-density precincts in Sutherland, Kirrawee, Miranda, Caringbah, Cronulla, Jannali, Engadine and Gymea. People living in apartments and high-density areas often need access to libraries to study, relax and socialise.

AGEING POPULATION

It is expected that more than a quarter of the Shire’s population will be aged over 60 years by 2036 – a rise of about 12,000 people. Older people are big users of libraries. They often live alone and seek social interaction at libraries, participate in events and programs to increase their community engagement, and seek access to technology assistance to use it. Those who can no longer come to the library need the Home Library service to come to them.

CULTURAL DIVERSITY

Sutherland Shire is steadily increasing its cultural and linguistic diversity and libraries play an important role providing welcoming space, programs and collections for these groups, including creating connections with local Aboriginal and Torres Strait Islander peoples.

DISABILITY

Libraries need to provide accessible spaces, collections and programs for those with a disability.

HOUSEHOLD INCOME

Following the impact of COVID-19, Libraries as a free public space are increasingly important for lower socio-economic groups. They give access to free and low-cost resources and services such as WiFi and technology.

LIBRARIES FUNDING

The provision of libraries across the Sutherland Shire requires significant funding to maintain. Council is experiencing tighter financial conditions. The NSW Government announced a per capita increase for public libraries in 2019/20. However, it is not significant enough to fund major capital works for libraries.

1

Spaces

Library spaces need to be welcoming, engaging, flexible and well-used. They need to be big enough for their catchment areas, located in community centres close to public transport and linked with outdoor spaces. Our spaces need to be flexible, change with evolving community needs, and have clear and accessible wayfinding.

To do this we will:

- Work within the scope of the Sutherland Shire Libraries’ Facilities Plan 2022-2032.
- Review and improve existing libraries.
- Explore opportunities for self-service facilities and libraries that meet current standards.

COLLABORATIVE SPACE

IMPLEMENTATION PLAN

Implementation Actions	Delivery Stream	Collaboration	Funding	22/23	23/24	24/25	25/26	5+ Years	On going	
Action: Work within the scope of the Sutherland Shire Libraries’ Facilities Plan 2022-2032										
1.1.1	Develop, endorse and regularly review Sutherland Shire Libraries Facilities Plan 2022-2032.	Library Services	Building Services Asset Services	Unfunded						●
1.1.2	Prioritise Catchment 2 actions to provide best practice facilities.	Library Services	Building Services	Unfunded						●
Action: Review and improve existing libraries										
1.2.1	Review signage at all branches to improve visibility and inclusiveness, e.g. Acknowledgement of Country, visually-impaired, dementia-friendly.	Library Services	Communication and Engagement Sign Shop	Unfunded	●	●				
1.2.2	Collaborate on suburb wayfinding projects to improve wayfinding to Libraries and improve library branch visibility.	Project Delivery Traffic and Public Domain Services	Library Services	Unfunded	●	●				

Implementation Actions	Delivery Stream	Collaboration	Funding	22/23	23/24	24/25	25/26	5+ Years	On going	
Action: Explore opportunities for self-service facilities and libraries that meet current standards.										
1.3.1	Investigate building a new high-quality best practice library that is located with the Miranda Civic Precinct.	Library Services	Strategic Planning, Property Services, Financial Services	Unfunded		●	●	●		
1.3.2	Investigate service models for Sylvania to respond to the growing needs of the wider community.	Library Services	Strategic Planning, Property Services, Financial Services	Unfunded				●		
1.3.3	Investigate providing a flexible, innovative library and technology-focused community hub at the planned South Village community space at Kirrawee. Explore integration with community meeting spaces.	Library Services	Strategic Planning, Property Services, Financial Services	Unfunded	●	●	●	●		
1.3.4	Explore funding opportunities and plan for new purpose-built libraries and self-service facilities to respond to the growing needs of the community.	Library Services	Strategic Planning, Property Services, Financial Services	Unfunded	●			●		

Implementation Actions	Delivery Stream	Collaboration	Funding	22/23	23/24	24/25	25/26	5+ Years	On going
1.3.5	Apply the State Library of NSW Library Evaluation Tool to ensure that the quantity and distribution of libraries better aligns with current and future community needs.	Library Services	State Library of NSW	Funded					●
1.3.6	Consider opportunities for locating library facilities that are integrated with other relevant and valued community services, particularly in town centres with high population growth and density.	Library Services	Strategic Planning, Asset Services	Unfunded			●		
1.3.7	Investigate options for indoor/outdoor connections and integrated user pays services.	Library Services	Strategic Planning, Property Services, Financial Services	Unfunded	●				
1.3.8	Consider opportunities for active transport end of trip facilities at libraries.	Library Services	Strategic Planning, Property Services, Financial Services	Unfunded			●		

2

Resources

Our resources including collections and technology are responsive to the needs of our diverse community. We give customers access to up-to-date technology to bridge the digital divide. We use technology to make it easier to access our collections and services anywhere, anytime.

To do this we will:

- Provide community-driven collections.
- Increase access to and visibility of our local history and wayfinding collections.
- Increase awareness of collections and services.
- Be agile in response to a fast-changing environment.



IMPLEMENTATION PLAN

Implementation Actions	Delivery Stream	Collaboration	Funding	22/23	23/24	24/25	25/26	5+ Years	On going
Action: Provide community-driven collections									
2.1.1	Assess collections for diversity and to ensure they meet the changing demographic profile.	Library Services	Funded						●
2.1.2	Identify possible new and emerging collections.	Library Services	Funded	●	●				●
2.1.3	Realign relative expenditure on physical and digital content in response to customer use.	Library Services	Financial Services	Funded					●
2.1.4	Investigate systems with vendors to enhance suggestion for purchase customer experience.	Library Services	James Bennett Overdrive BorrowBox and other vendors	Funded	●	●			●

Implementation Actions	Delivery Stream	Collaboration	Funding	22/23	23/24	24/25	25/26	5+ Years	On going	
Action: Increase access to and visibility of our local history collections										
2.2.1	Develop and implement action plan to continually enhance the local history website and facilitate community participation.	Library Services	Recollect	Funded	●				●	
2.2.2	Collect and preserve content on the Libraries' Discover Local History website, including adding new oral histories to capture local stories.	Library Services		Funded						●
2.2.3	Further develop our Local Stories trail and investigate opportunities for an integrated signage and online platform self-guided tours across Sutherland Shire.	Library Services	Shire Infrastructure	Funded						●
2.2.4	Support the community involvement in Heritage Week	Sutherland Shire Citizens' Heritage Festival Committee	Library Services	Funded						●

Implementation Actions	Delivery Stream	Collaboration	Funding	22/23	23/24	24/25	25/26	5+ Years	On going	
Action: Increase awareness of collections and services										
2.3.1	Develop 5-year Marketing Plan to increase community awareness of Libraries' collection and services and increase library membership.	Library Services	Communication and Engagement	Funded	●					
Action: Be agile in a fast-changing environment										
2.4.1	Develop robust and adaptable technology networks and infrastructure to enable appropriate response to a fast-changing digital environment.	Library Services	Information Management and Technology	Unfunded						●
2.4.2	Develop a technology plan that includes the issues of managing: <ul style="list-style-type: none"> Increasing demand from the community Increasing cost for new technology Support for staff to remain competent in managing technology The constantly evolving nature of technology 	Library Services	Information Management and Technology	Unfunded		●				

3

Services

We hold a wide range of inclusive, informative and fun events and programs for every age. We prioritise innovative events that provide positive literacy and lifelong learning, informed and connected citizens, digital inclusion, personal development and wellbeing, stronger and more creative communities and economic and workforce development outcomes.

We have friendly, helpful and knowledgeable staff in an agile service that adapts to meet the needs of our changing community.

To do this we will:

- Activate library spaces with innovative programs and events.
- Support readers and promote literacy.
- Connect with new and existing customers through targeted community outreach.
- Support staff professional development.
- Manage our libraries well.



IMPLEMENTATION PLAN

Implementation Actions	Delivery Stream	Collaboration	Funding	22/23	23/24	24/25	25/26	5+ Years	On going
Action: Activate spaces with innovative library programs and events									
3.1.1	Develop and present intercultural programs to create connection with and improve knowledge of First Nations culture.	Library Services	Sutherland Shire Council Aboriginal Advisory Committee La Perouse Local Aboriginal Land Council Gandangara Local Aboriginal Land Council Tharawal Local Aboriginal Land Council Natural Areas Aboriginal Heritage Officer Kurranulla Aboriginal Corporation Sutherland Shire Reconciliation	Funded					●
3.1.2	Explore opportunities to increase representation of our diverse community in our programs and services including people with disabilities, Culturally and Linguistically diverse (CALD) audiences and LGBTIQA communities.	Library Services	Gynea Community Aid and Information Service	Funded					●
3.1.3	Seek collaboration with partners for effective service delivery to be able to offer a diverse range of programs.	Library Services	Council Teams and Units, Community Organisations, Educational Institutions	Funded					●

Implementation Actions	Delivery Stream	Collaboration	Funding	22/23	23/24	24/25	25/26	5+ Years	On going	
3.1.4	Investigate and implement a variety of intergenerational and intercultural learning opportunities	Library Services		Funded						●
Action: Support readers and literacy										
3.2.1	Develop confident learners in the early years of life by implementing family literacy programs targeting children under 5 years of age	Library Services		Funded						●
3.2.2	Provide training to staff to provide best practice literacy and reader development support through school and community outreach programs.	Library Services	People & Culture	Funded						●
3.2.3	Deliver a range of learning opportunities to build knowledge and capacity in digital literacy and participation, including programs developed in partnership with key learning institutions.	Library Services		Funded						●
3.2.4	Provide e-safety resources to library staff and the Sutherland Shire community.	Library Services		Funded						●

Implementation Actions	Delivery Stream	Collaboration	Funding	22/23	23/24	24/25	25/26	5+ Years	On going	
Action: Connect with new and existing customers										
3.3.1	Use Pop-up Library and other forms of outreach to promote Sutherland Shire Libraries' collections, services, programs and facilities outside of library walls to new and existing customers.	Library Services	Shire Services	Funded						●
3.3.2	Map services to identify pain-points and enhance customer experience to ensure the Library Service is easy to do business with.	Library Services		Funded	●					
Action: Supporting staff professional development										
3.4.1	Informed by Council's Workforce Strategy, support individual and collective performance through a culture of continuous growth, learning and flexibility.	Library Services	People and Culture Team	Funded	●					
3.4.2	Investigate creating an Employee Framework to enhance staff engagement with the community and guide staff review frameworks.	Library Services	People and Culture Team	Funded		●				
3.4.3	Investigate opportunities for professional development and/or a mentorship program for staff.	Library Services	People and Culture Team	Funded		●				
Action: Managing our libraries well										
3.5.1	Conduct a feasibility study to harmonise library opening hours using visitor analytics and community feedback	Library Services	Communication and Engagement Team	Funded	●					

APPENDIX

LIBRARY FACILITIES PLAN

2022 - 2032

SOUTHAMPTON SHIRE

Acknowledgement of Country

Sutherland Shire Council acknowledges the Dharawal people as the Traditional Custodians of the land within Sutherland Shire. We value and celebrate Dharawal culture and language, and acknowledge Dharawal people's continuing connection to the land, the sea and community. We pay respect to the Elders and their families, past, present and emerging, and through them, to all Aboriginal and Torres Strait Islander peoples.

At Sutherland Shire Council we do more than serve our community - we are our community.

We understand that our natural landscapes - the bays, beaches and bush - and our love of outdoor living gives us a unique energy that sets us apart from anywhere else.

This translates into an active community, and a living energy, that propels us forward.

To align our culture to our community, we are active, evolving, respectful and collaborative in everything we do. From having a can-do attitude, to embracing opportunity and change, being people-centred and working together as one.

That's why Sutherland Shire is a place for life; its vibrancy brings people to life and makes it a place they want to stay forever.

It's our role to enhance the spirit of our area and its people.



Table of contents

Library Facilities Plan Summary	38
Introduction	40
Context	46
The importance of libraries to community wellbeing	47
Typology of library spaces	48
Libraries through the eyes of children and young people	50
What our community value about libraries	54
Policy and demographic context	56
Library Facilities Assessment	58
Key Findings Summary	78
Planning for our future libraries	80
Action Plan	86
Library Evaluation Tool	86
Community Design Brief	89

Prepared by:

Cred
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Library Facilities Plan Summary



Vision

Libraries are for everyone to discover, relax, research, connect and learn.

Principles

Welcoming everyone to study, work, read and connect. Libraries are free and open places and part of a diverse community with diverse needs.

Innovation and embracing change, champion new ideas and celebrate solutions.

Collaboration and partnerships across Council and the community to provide quality and varied programs and services.

Lifelong Learning and connection, fostering literacy, learning, creativity and discovery significantly contributes to community wellbeing.

Sustainability in maintaining a healthy and equitable community.



About the Plan

Libraries are central to the everyday life of our communities. The value and role of libraries are continually expanding into community and cultural hubs.

This Library Facilities Plan 2022-2032 aims to plan for and provide library spaces that support everyone in the community to learn and grow, be creative and explore, feel welcome and connect, experience a sense of wonder and discovery, or just get lost in a good book.

This Plan is guided by the Sutherland Shire Library Strategy's vision and principles, with a focus on the library buildings and spaces. This Plan also aligns to the Community Strategic Plan and other relevant strategies and plans.

The importance of libraries and their spaces go beyond being a treasure trove of knowledge, a place to meet through shared interests, a place to learn new skills or a place to sit and just be. Many benefits that libraries offer are intangible, but no less important to the community resilience and cohesion and an individual's sense of belonging.

The Facilities Plan has been informed by

800+
residents + staff
including
400+
children + young people

Key influences on the planning for our libraries

Analysis of the strategic policy context, current and forecast demographics of Sutherland Shire, and library trends identified the following drivers that inform the future planning for libraries.

- Sutherland Shire is expected to grow by 30,000 residents and deliver an additional 15,000 dwellings by 2036.
- Sutherland Shire is also becoming more dense with an increase in apartment living.
- Significant increase in children, students and young workers and the proportion of older people will double by 2036.
- Increasing cultural and linguistic diversity within the Sutherland Shire community.
- Community connections and cross-generational interaction needed to build social cohesion to reduce social isolation.

Our community told us that:

- They value the libraries and staff across the Sutherland Shire.
- There is a high satisfaction with current library facilities and services but programs and space for young people need improvement.
- The libraries should be modernised to be more visually appealing, comfortable and welcoming.
- Longer opening hours were important, particularly on weekends, to better suit their needs and adapt to the work/life demands of the community.
- They would like a variety of programs and activities such as story time, author talks, workshops, book weeks, festivals of all cultures, training courses and social clubs such as craft, maths and science clubs.

“The value that public libraries bring to their communities is far more than just books and banks of computers, libraries are still places where individuals gather to explore, interact, and imagine and they are central to building community and supporting local culture.”

David Morris (2011)

Future needs to deliver a high quality network of libraries for the Sutherland Shire

From the research, community engagement and co-design with staff, the following are the key considerations and actions needed to enhance the existing Sutherland Shire library network:

- Population benchmarking indicates that to cater to the increasing local population, the Sutherland Shire needs three central sized libraries, that should be located within the strategic, high growth and highly accessible centres.
- Sutherland Shire has a below-benchmark floorspace provision of 4,897m². By 2036, the benchmark floorspace provision will have risen to 6,260m².
- The libraries across the network will need to be improved, upgraded and renewed to provide larger multifunctional spaces for the community to engage in a range of activities and to meet the needs of the changing and growing Sutherland Shire community.
- Be co-located with other community services and incorporate indoor and outdoor spaces.
- Provide for co-working, study and meeting spaces.
- Provide spaces for creative uses and designed to reflect the local stories and diversity of the Sutherland Shire community, including First Nations communities, to create a sense of belonging.



naggangbi gweagalgulli nguranhung nhay

INTRODUCTION

This Library Facilities Plan 2022-2032 aims to provide library spaces that support everyone in the community to learn and grow, be creative and explore, feel welcome and connect, experience a sense of wonder and discovery, and get lost in a good book.

This Plan is guided by the Sutherland Shire Library Strategy's vision and principles, with a focus on the library buildings and spaces. This Plan also aligns to the Community Strategic Plan and other relevant strategies and plans.

The Libraries Facilities Plan 2022-2032 considers the future of our libraries, community expectations and needs, and how the role of libraries continue to broaden and change. It also considers the design and function of library spaces, through a community design brief to provide comfortable, welcoming, and inspiring library environments for everyone to enjoy.

The development of this Plan was informed by the enthusiasm of Sutherland Shire residents, children, young people, and the highly valued Sutherland Shire libraries staff.

Background and Purpose

Libraries are central to the everyday life of our communities. The value and role of libraries are continually expanding into a community and cultural hub, providing a range of social, educational, cultural, wellbeing and economic benefits to individuals and communities.

Sutherland Shire is expected to grow by 30,000 residents and deliver an additional 15,000 dwellings by 2036. With this increase, it is expected that the profile of the Sutherland community will change with increasing cultural diversity and people over 60 years, as well as young people.

The purpose of the Sutherland Shire Library Facilities Plan is to understand the changing needs and expectations of our community, and articulate the evolving role of libraries within our communities and how this is reflected in our libraries - both inside and out - in terms of the size, location, spaces provided, design, function and how it feels.

The development of the Sutherland Shire Library Facilities Plan is a priority action identified in the Sutherland Shire Library Strategy.

It provides an action plan for the next 10 years to improve and deliver libraries that feel welcoming to everyone in our community and provide the spaces to connect, create, learn and read. We want to offer an experience that inspires, is relaxed, brings the outside-in and the inside-out, is multipurpose and contemporary.

The following is the approach to developing the Library Facilities Plan

Cred Consulting prepared a Sutherland Shire Libraries Needs Study that was informed by:

-  **Strategic context**
Understanding planning directions at the National, State, regional and local level as well as impacts of major projects.
-  **Population growth & demographic characteristics**
Current and forecast population trends and characteristics.
-  **Audit & access**
Inventory and mapping of libraries servicing the Sutherland Shire and its accessibility to local areas.
-  **Quality, capacity and utilisation**
What is the quality and utilisation of existing libraries and do they have the capacity to "work harder" through improved design and promotion?
-  **Leading trends**
Understanding how communities participate within libraries. Researching leading practice principles and precedents.
-  **Internal and external stakeholder engagement**
What libraries needs are expressed by internal and external stakeholders.
-  **Benchmarking**
Population based, proximity, quality, and comparative benchmarking.



The Needs Study informed the **Library Strategy** developed by Council, in particular in Vision and Principles.



The Library Strategy informed the **Libraries Facilities Plan** which will guide the delivery of quality library spaces.

"In a community, a library is a cross between an emergency exit, a life-raft and a festival. They are cathedrals of the mind; hospitals of the soul; theme parks of the imagination. On a cold rainy island, they are the only sheltered public spaces where you are not a consumer, but a citizen instead."

- Caitlin Moran



OUR VISION

Libraries are for everyone to discover, relax, research, connect and learn.



OUR PRINCIPLES

WELCOMING

Libraries are free and open places for everyone to study, work, read and connect. We are part of a diverse community with diverse needs.

We aim to meet the changing needs and interests of our changing community with our spaces, services and collections. We are respectful and inclusive.

LIFELONG LEARNING

We believe lifelong learning and connection significantly contributes to community wellbeing.

We foster literacy, learning, creativity and discovery by providing trusted information, diverse events and programs, and space to study outside the home.

We help customers bridge the digital divide with free access to technology and a supportive environment to learn.

SUSTAINABILITY

We believe libraries play a role in creating more sustainable communities.

We will support the Australian Libraries 2020-2030 Sustainable Development goals. They include: literacy; access to knowledge; equitable access; culture and heritage; sustainable communities; contribution to health and wellbeing; diversity and gender equality; lifelong learning and global citizenship.

COLLABORATION

We will actively seek opportunities to partner and collaborate across Council and the community to provide quality and varied programs and services.

We prioritise partnerships that benefit the community. We will integrate with other Council strategies to support the delivery of the Sutherland Shire Community Strategic Plan.

INNOVATION

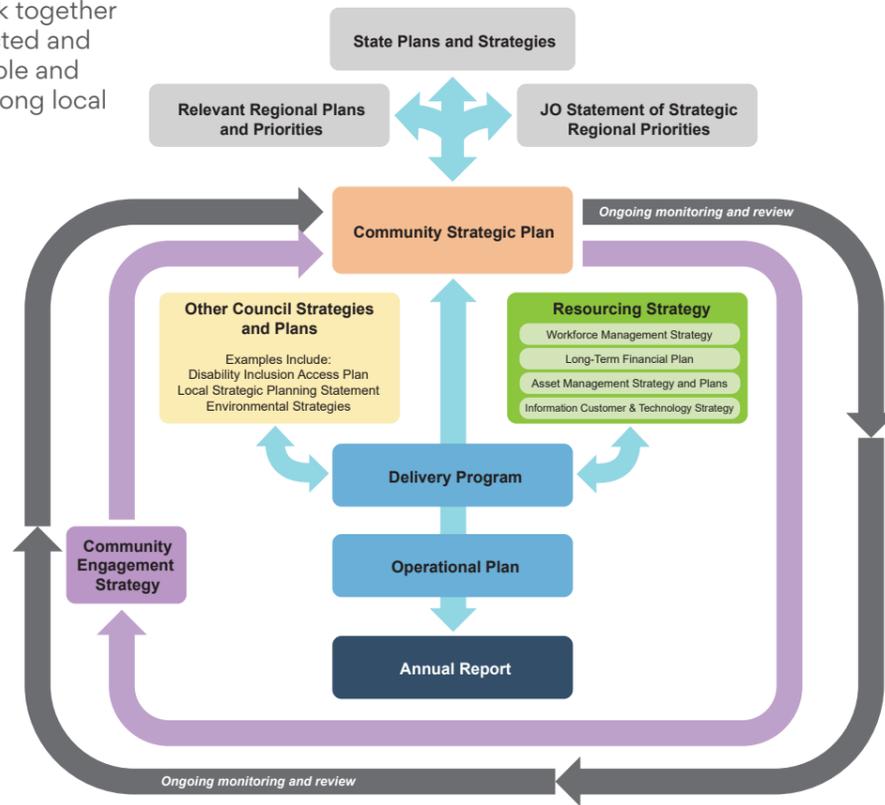
We look for opportunities to embrace change, champion new ideas and celebrate solutions. Our spaces, services and collections are always evolving to benefit our thriving community.

We are confident to try new things and strive for continuous improvement. We will honestly assess innovations to ensure they are meeting the desired outcomes for the community.



Our Planning Approach

Council's Plans and Strategies work together to make Sutherland Shire a connected and safe community that respects people and nature, enjoying active lives in a strong local economy.



Our Strategic Process

Council has an integrated approach. Council's Plans and Strategies work together to make the Sutherland Shire a liveable place for all people.

The Library Facilities Plan 2022-2032 is one of the key documents that delivers the vision and principles of the Library Strategy. It also aligns with our Community Strategic Plan (CSP), that sets out approaches taken by Council to sustain a liveable place with a high quality of life.

In addition to the Sutherland Shire Library Strategy, a number of 'supporting documents' are also connected and will inform the implementation of this Plan. These include:

- Community Facilities Strategy and Action Plan
- Sutherland Shire Local Strategic Planning Statement
- Cronulla Town Centre Masterplan
- Various Centre and Precinct Plans



Delivering the Plan

Integration

This Facilities Plan will align with the Library Strategy Implementation Plan and integrate with our four year delivery program, annual operational plan and the Sutherland Shire Community Strategic Plan.

Implementation

The delivery will be guided by the actions outlined in this Plan. The implementation plan sets out a program of actions for each of the Sutherland Shire Libraries, including time frame, delivery stream and area of responsibility.

Evaluation

Monitoring and evaluation of actions will be ongoing over the life of this Plan. We will use a range of methods to measure the outcomes of implementation.



Reporting

Reporting on the delivery of this Plan will be via Council's social media channels and Our Shire newsletter, annual reporting to Council, and periodic review of this Plan and Library Strategy.

Resourcing

Some actions will require additional funding which will be considered as part of Council's annual budget and planning process. We may also seek external funding to help us deliver the actions outlined in this Plan. Many actions will be included as part of our existing work programs.

Plan Objectives and Measures

WE AIM TO:	WE WILL TRACK OUR PROGRESS AGAINST:
Review and improve existing libraries	<ul style="list-style-type: none"> • High level of customer satisfaction with spaces, signage and wayfinding
Explore opportunities for purpose building and self-service facilities	<ul style="list-style-type: none"> • Increased provision of library floorspace working towards meeting State Library NSW floorspace to population ratios • Number and use of self-service access points



CONTEXT

The value and role of libraries are continually expanding beyond providing shelves of books to become community and cultural hubs, providing vital public spaces and access to essential resources, services, and information that support the liveability and productivity of our cities, neighbourhoods, and communities.

Libraries are some of the top visited and trusted public institutions in Australia and globally. They provide a free place where people of all ages and backgrounds are welcome, they help to build social capital offering spaces where people can meet (formally and informally), participate in community programs, learn, attend events, and connect through shared interests.

This section provides the policy and demographic context and library facilities and future demand assessment. It also summarises what the community told us and how libraries help our communities.

The importance of libraries to community wellbeing

Sutherland Shire Libraries contribute towards creating a sense of community and connection by providing places where people can meet and stay, share local stories and bring people together.

The importance of libraries and their spaces go beyond being a treasure trove of knowledge, a place to meet through shared interests, a place to learn new skills or a place to sit and just be. Many benefits that libraries offer are intangible, but no less important to the community resilience and cohesion and an individual's sense of belonging.

The following are some of the social, educational, cultural, wellbeing and economic benefits and value of libraries to individuals and communities.

Foundation of strong social capital

Libraries play an important role in building social capital and connecting communities, including through providing inclusive and free spaces and programs where people of all backgrounds can meet and have shared experiences.

Libraries support social connections for those experiencing social isolation, by providing a free and safe public space and programs to interact with other people and if required access services and resources to get support.

They are particularly important in growth areas where there is expected to be a new and changing demographic. While these new areas develop there may be limited spaces that provide opportunity for the incidental connections that support a sense of belonging and neighbourliness.

Economic investment equals positive social return

Libraries can have economic benefits for communities too. A three-year study in Victoria shows that for every dollar invested in libraries, the community receives triple the value (McDougall, 2011).

A study for Public Libraries South Australia found that "public libraries in South Australia generated \$252 million of benefits in 2018-19. After accounting for operational costs, the net community welfare contribution is estimated at \$163 million. This means that for every dollar invested in public libraries, \$2.80 of benefits are generated for the South Australian community". (SGS Economics & Planning, 2020)

Supporting lifelong learning

Libraries have been a part of our lives since childhood. They are the places we go to learn about the world around us, to expand our imagination and walk alongside a myriad of characters through their stories.

The central role of libraries will continue to be to encourage learning throughout a person's lifespan, from babies through to the elderly, by providing access to books, digital resources, local history archives, educational programs and events as well as spaces for study and learning outside the home.

Skill development beyond literacy, including in the realm of digital, technology and creativity has become an increased focus for libraries.

Library staff play a critical facilitation and "research assistant" role in supporting the community in their pursuits of knowledge, intergenerational connections and learning.

Connecting the community

Libraries play a crucial role in bringing people together from varying socio-economic backgrounds; forging greater understanding of other perspectives and cultures; offering a safe and free public space; and connection into the community for people who are otherwise excluded. Libraries provide an important link to government information and services.

Building community resilience

Resilience is about "the capacity of individuals, communities, institutions, businesses, and systems within a city to survive, adapt, and grow no matter what kinds of chronic stresses and acute shocks they experience" (Rockefeller Foundation).

Libraries play an important role in fostering resilience by providing free access to a range of relevant resources, information and skills that can help connect people to their community, local service providers and other support.

It is important to consider how Sutherland Shire Libraries can plan to be prepared for a range of unexpected shocks and stresses, such as pandemics, and be able to continue to support those within the community who are vulnerable or at risk of social isolation.

Over time, libraries have become more than a place for books and archived knowledge (although this is still important). They have evolved into community hubs, providing multi-functional spaces for the community to engage in a range of activities and create their own experience.

There is also increasing recognition of libraries as public spaces. The NSW Premier's Priorities includes a goal to increase the proportion of residents of urban areas within walking distance of a public space including libraries.

Moreover, many libraries now extend beyond physical buildings, into a digital space and even take the library to where people are with delivery and outreach services for those who are vulnerable or not able to visit their local library.

The following explores the range of spaces that libraries provide to respond to the various needs of our communities. The community design brief (in Actions) provides examples of these spaces.

Libraries offer many spaces such as ...

Education + learning spaces

Libraries help boost educational outcomes, with studies showing the relationship between the provision of children's services in public libraries and early reading success at school. Research indicates that students tend to be more engaged with learning on the whole if they engage with library resources, interact with library staff, and spend time using libraries. Local history and archives are a connection to the past and contain resources that reveal important stories and connections to the place.

Access to technology resources is vital for people of all ages to access information, study, apply for jobs and develop skills. Offering public access to emerging and specialised technology programs and resources such as virtual reality and coding clubs for young people and providing education around these emerging technologies is important to develop skills that will be increasingly important in future jobs.

Gathering spaces

Public libraries are increasingly understood to be important "third places" outside home and work where people exchange ideas, enjoy activities, and build relationships. Originally coined by Ray Oldenburg, he notes that libraries as third places are "levelers" in that they are by nature inclusive places that are accessible by the general public and do not set formal criteria of membership and exclusion.

Integrating and co-locating libraries with other community spaces within "hubs", establishment of a cafe and community "lounge" areas, both inside and out helps to achieve key gathering points within a community with a variety of offerings. "Space for connections" is as important as "space for collections".

Cultural + creative spaces

Public libraries provide a community with a cultural focal point, reflecting and celebrating the cultural diversity of the community. The incorporation of dedicated Aboriginal spaces, art and cultural activities into public libraries can play a major role in ensuring these spaces are welcoming to Aboriginal and Torres Strait Islander community members.

Supporting local creatives and creativity fosters connection through shared interests and sharing crafty skills. Libraries can provide a gallery space, by integrating public art within and outside the building, hosting exhibitions and displays; offering workshops and events; and providing access to creative technology, equipment or software, such as recording studios, 3D printers or a green screen.

Libraries are also increasingly co-located with arts and cultural facilities and services, such as art galleries to create a local cultural hub. There is an increasing trend for makerspaces, and tech libraries where people can borrow or use equipment to create and produce their own work. These spaces can also host residency programs for writers and other artists, with access to collections in exchange for sharing skills and knowledge with the public.

Growing spaces

We would think about these spaces being green, full of plant life - as many want libraries to be more green and 'bring the outside-in' but these spaces also support and encourage the growth of ourselves and our communities. It is also about the flexibility of the library spaces to change, adapt and grow, increasing our collective resilience.

Libraries provide access to free programs, services and activities that some may not be able to afford. In particular, libraries help to bridge the "digital divide" by offering free public access to computers and computer literacy programs. It is in these spaces that fulfilling connections, interactions and skills can grow and ideas are seeded, nurtured and can flourish. Sustainability is increasingly important with the inclusion of seed libraries, spaces for workshops and community garden spaces.

Spaces for children + play

Play is the foundation for children's learning. It is also the primary way children learn about the world, how to interact and engage with others, and develop new skills, ways of thinking, exploring and figuring things out. Public libraries have traditionally played a pivotal role in early literacy, and these spaces should be engaging, noisy, inspiring, interactive and colourful. Toy libraries are also becoming part of the offering to engage with children. What we see, hear, touch, and smell can be the key to our memories and create sensory experiences. It is also important to cater for low sensory spaces for children with special needs.

Study + work spaces

Most afternoons in libraries, students and young people make use of communal study tables, lounge areas, IT areas and meeting rooms. Libraries need to provide collaborative learning spaces, quiet study spaces and charging points for students to study. These spaces are particularly important as an "equaliser" for students living in high density environments, or have limited or no access to computers or Internet at home.

More people are working from home, running their own business or taking advantage of flexible workplace arrangements. Some will be using, or want to use, dedicated co-working spaces within the library. Local libraries enable people to work wherever it is convenient and access quiet spaces, collaboration and meeting areas, and free Wi-Fi.

Virtual spaces

Online platforms and use of an engaging website is an alternative and important entry into the library, particularly to introduce new people to what the library has to offer. Using the virtual and digital spaces also allows for those who have issues with location, transport or mobility to easily access library programs.

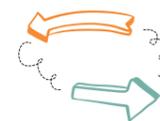
Online information services are at the core of a library's information and reference services and need to cater adequately for future demand. The library's virtual space can provide access to valuable localised information specifically focused on the community and local heritage. When access to library buildings is restricted, activities delivered online to enable access to the library's resources. It is likely that use of these platforms and demand for both online and onsite programs and events will increase.

Inside-Out spaces

Gathering, learning, socialising, collaborating, and expanding the library outdoors is increasing in popularity. By creating "soft boundaries" we blur the lines between the inside and outside, the natural and built environments, and reduce the feeling of disconnection and create a sense of exploration. The use of outdoor spaces offers a different learning environment, increases the capacity of the library for events and programs as well as an increased equity of who can use or "owns" the space.

Mobile spaces

Taking the library to people through home delivery services, temporary and pop-up libraries at events, in parks and shopping centres and mobile libraries play an important role in connecting and supporting isolated communities and/or vulnerable people and provide an interim service in developing areas. They also provide the opportunity for people who might not have otherwise visited the library to see what is on offer.



Libraries through the eyes of children and young people

An online children’s survey was conducted between 23 August and 12 September 2021 (three weeks), where children living in the Sutherland Shire LGA told us about what they like to do at Sutherland Shire Libraries now and in the future and also shared their vision for their dream library. A total of 485 children responded to the online survey, with 162 children completing the survey.

A focus group of young people was conducted on 21 September 2021, where ten young people participated in a robust and interactive discussion and shared with us their experiences of using Sutherland Shire Libraries, what they like about them now, what they would like to change and improve in the future.

An analysis of what the children and young people told us shows that they want future Sutherland Shire Libraries to be.

Make the libraries inclusive + accessible:

- A high proportion of young people and children currently perceive Sutherland Shire Libraries to be friendly, helpful, and welcoming, and predominantly owe it to the staff at the libraries. They would like future libraries to continue to embrace the friendliness and locate staff at the entrance of libraries to create an inviting and welcoming experience.
- Young people spoke about making future libraries a safe place for all, which is welcoming, inclusive and accessible for everyone regardless of their age, gender, sexual orientation, cultural background or ability. Ideas included libraries celebrating festivals of all the cultures and interest groups in the community such as pride week.

The library buildings + facilities:

- Many children described their dream library as a fun and welcoming place. They expressed their desire for future libraries to be playful, including spaces and themed rooms for children to play. Some children also indicated that the play area should be located away from reading areas so as not to disturb people who are reading.
- Many children and young people described the design and decor in future libraries as modern, colourful, cosy, bright with natural light, with plants and vegetation and various forms of art included in the facilities.

- Children and young people described the type of furniture they would like in future libraries to be comfortable, colourful and diverse such as hanging moon chairs, octopus seats and big hand seats. They wanted the furniture to be movable so they can create different layouts with it as per need.
- Children and young people expressed their desire for future libraries to have ample outdoor-indoor and outdoor space with trees and gardens.
- A high proportion of young people and children emphasised the need to have peaceful and dedicated study areas in libraries that have different spaces for casual reading and group study. They wanted clear visible rules and segmented spaces regarding where you can be loud and study together, and where you can be quiet and read or study by yourself.
- Children indicated they would have plenty of technological devices such as computers and tablets in their dream library for gaming, watching shows and to research books.
- Children expressed they would include arts and craft areas in future libraries with access to materials they would not have otherwise such as professional pencils, paints, etc.
- Many young people and some children expressed they would allow food and drinks inside of future libraries. They would also like to be able to purchase food in the libraries from a cafe in the library, a food trolley or a vending machine.

The collections + resources:

- A high proportion of children and young people made references to a variety of books when they described future libraries. This included books of all genres, digital and audio books, and other media.

The library programs + events:

- Children and young people expressed they would have a variety of programs and activities in future libraries such as story time, author talks, workshops, rhyme time, book weeks, festivals of all cultures, and social clubs such as maths and science clubs.

“

“It would be great to see libraries celebrating festivals that includes everyone. They could celebrate events like bisexuality days, you don’t need a lot, just library staff wearing badges for these celebrations.”

- 21 years old

”

“There would also be an area for writing and drawing with tools that you might not be able to access otherwise (like paintbrushes, professional pencils, and other things like that).”

- 14 year old

“

“My dream library would be a place of joy and adventure. It would be somewhere to escape from the harsh, real world to somewhere of adventure and fantasy.”

- 15 year old

”

“There is a nice waterfall in the middle. In the corners of the room, there is a different activity. There is the story and surprise and also some lounges and printers. There is a nice librarian at the counter waiting to chat to you and scan your books. There are also lots of rows of books in the middle near the waterfall.”

- 11 years old



Dare to Dream Maya's Amazing Library

Book Club Cafe
A place where people can meet and discuss all things books, and have a little treat while they do.

Fiction Book Shelves- with all books, new and old

Craft Corner
to create amazing products and connect with others.

Book Characters Stage
where people can dress up as their favourite characters and perform their favourite part of stories.

Glass outdoor area with beautiful gardens and places to sit and read.

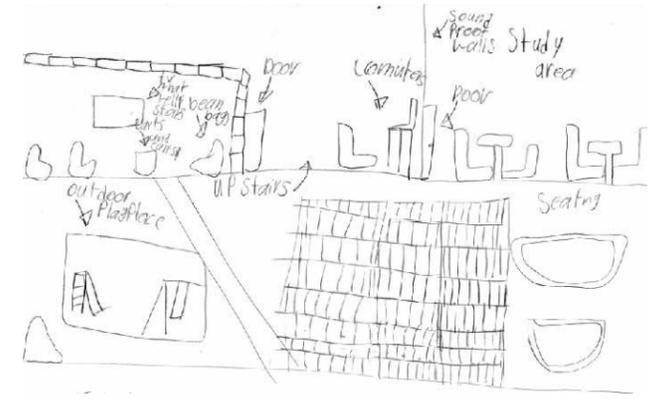
Entry- There would be bright fairy lights coming down from the ceiling to make people come into this amazing Library with a happy smile.

Robots Come Alive
were kids can program robots to do amazing things

Fish Tank Wonder
a real fish tank with a place to sit and wonder and observe real facts.

Non-Fiction Book Shelves- new, mind blowing books

“A library that never closes and is open all day long, one that is super bright and colourful and has many levels and lots of hidden secret reading pods you can read it in [sic], also has a magical garden growing inside with a big tree I can climb.”
- 7 years old



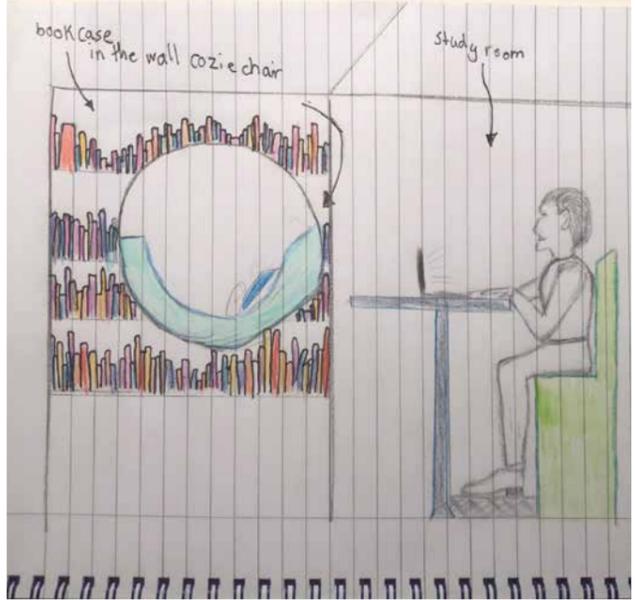
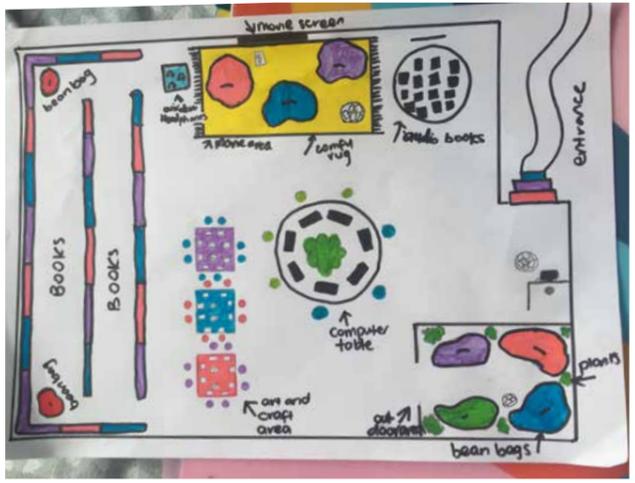
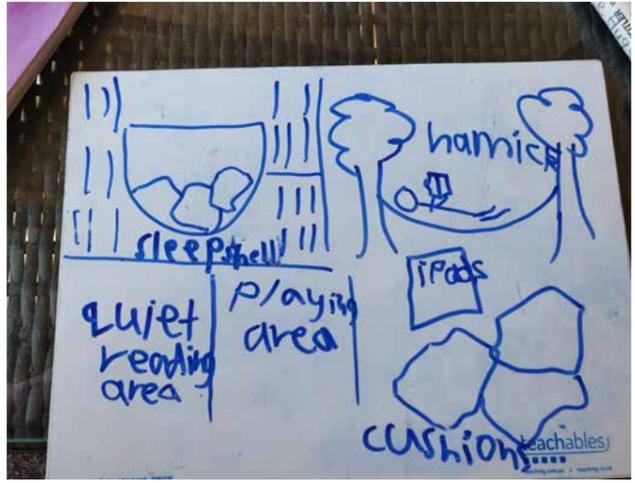
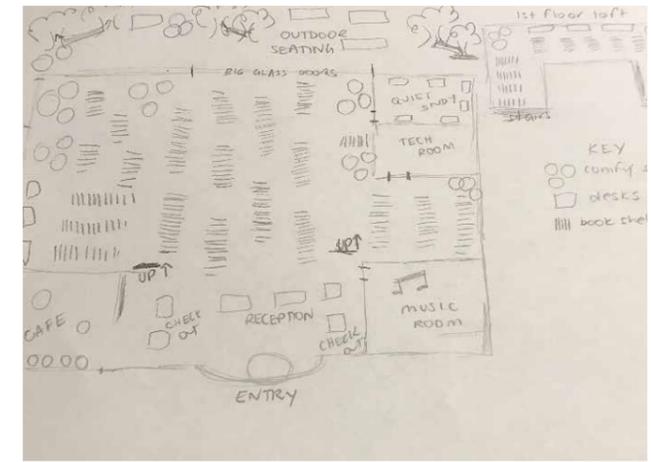
“It is a treehouse design. People with disabilities can access it from a lift or you can climb up stairs. There are spaces to read, play, be creative and have fun. There is something for every age. Everyone is welcome!”
- 8 year old



“My dream library would one where I could teleport to an exciting experience, and live the book!”
- 8 year old



“Warm and cozy, good seating for my Grandma where I can sit near her and listen to her read to me. An indoor place to play when it's raining ... If libraries were like fun indoor learning parks and play spaces more parents would go there on a rainy day. Have a quiet space and a noisy space for the kids to talk and have fun.”
- 11 years old



What our community values about their libraries

To inform the preparation of the Sutherland Shire Library Strategy and the Library Facilities Plan, Cred Consulting conducted an extensive community engagement program. Over 800 residents, from children to older people were integral to the development of both documents. Below is a summary of the key themes that emerged from the 350 responses received through the online survey and written submissions.

The Sutherland Shire community strongly value their libraries.

Many expressed a strong appreciation for the libraries as valuable facilities and the lifeblood of the community, providing an environment for people to develop positive relationships with reading and learning from a young age.

The libraries are considered a valuable source of information, learning resources, enjoyment and relaxation, with a wide range of books, e-books, audiobooks, magazines and media.

Libraries provide convenience and accessibility, giving the community access to a wide range of books and resources that may not otherwise be readily available, offering spaces for meetings and study and providing much-needed services, such as computers and printers.

The community feel welcome at Sutherland Shire Libraries.

Sutherland Shire Libraries are places the community said they feel safe, welcomed, and where all members of the community can enjoy the quiet, interact with others, and broaden their horizons.

Libraries being free and accessible to all was important, and for some it is the only way they can afford to access books and media.

Many indicated that libraries are important spaces to participate in book clubs, events and activities to explore a wide variety of topics outside their interests, learn about family history and local information and ultimately, help to build a strong sense belong in the community.

Satisfaction with current library facilities and services through programs + space for young people need improvement

Satisfaction with library services was relatively high across the board, with the exception of programs and events for young people. Respondents who were familiar with these programs and events generally felt that they were average, or expressed dissatisfaction.

Satisfaction with library facilities was also relatively high across the board, with the exception of spaces for teens and young adults, which respondents indicated dissatisfaction with.

Sutherland Library was the most visited and the most used library, compared to the other libraries, which reinforces its status as the central library facility. Almost half of the respondents (49%) indicated that the facilities are very good.

Access to the library needs to adapt to the work/life demands of our community

When asked about opening hours, a high proportion of respondents (38%) stated that they are neutral and felt the opening hours are about right. This was followed by 22% of respondents who stated that they are very satisfied with the opening hours. The majority of respondents indicated support for the plan to reduce library operating hours at low-demand times, to better support staffing and customer experience in high-demand periods.

Many respondents felt that longer opening hours were particularly important on weekends, expressing concern with the current limited weekend hours. It was identified that extended opening hours would better suit their needs and commitments, and would promote inclusion by ensuring the library is available to those who need it.

Several respondents also requested external book return chutes at each library so they can return books at any time.

Our community suggested the following improvements to:

The library buildings + facilities:

- Library upgrades were a popular suggestion, with many emphasising the libraries should be modernised to be more visually appealing, comfortable and welcoming.
- Attractive book displays and signage.
- Importance of accessibility and ergonomic design in the libraries.
- Providing adequate seating and dedicated meeting spaces, quiet spaces and social spaces to help manage noise and meet user needs.
- Introduction of features such as garden beds, native bee hives and frog and fish ponds, to create practical educational experiences and promote sustainability at the libraries.
- Provision of faster Wi-Fi, additional power points and charging spots.
- Close to coffee shops or cafe provided inside the libraries.
- Should be community hubs, with active promotion in the community to attract new users.

The collections + resources:

- Need to provide a wider variety of books, e-books and magazines, including in different languages and written by authors from a diversity of backgrounds.
- Library users expressed a desire to have improved publicity about users' ability to suggest books for the libraries to purchase.
- Additional items be available for borrowing, including toys, game consoles and educational equipment.
- Providing a JP service at the libraries.
- Improvement to the app and online database search functionalities to be more user-friendly, and requested a feature where readers can write reviews and recommend particular books or authors.

Make the libraries inclusive + accessible:

- Libraries need to be made more appealing, particularly for young people.
- Cultural events and LGBTQI+ friendly facilities and services, such as gender-neutral bathrooms, safe spaces and training for staff.
- A free bus service to better enable people to visit the library, and connections with the State Library.
- Improve promotion about the libraries to the Sutherland Shire community. One respondent suggesting a newsletter to promote events and activities happening at the library.
- Improved parking.
- Provide a click and collect or delivery service, and remove hold fees and transfer fees from other libraries.
- Strong support for extended library opening hours, noting that the libraries should be open earlier in the day to meet community needs.
- Creating a digital library card or the ability to access library cards on the app.

The library programs + events:

- Many saw the value in providing more talks, workshops, educational activities and events, with many suggesting ongoing digital technology training courses and events held in Auslan.
- A wider range of activities, including board games and craft activities.
- Current library programs should be held/ available virtually, such as Taming Technology and Story Time as well as in person.

Policy drivers

A range of international, national, regional and local strategies and policies were reviewed and the following was identified as being key drivers for the future planning of Sutherland Shire Libraries.



Libraries play an important role in contributing towards UN Sustainable Development Goals and creating more sustainable societies, including by providing public, equitable access to information and resources, and providing safe and inclusive meeting spaces where cost is not a barrier to developing knowledge.



Increasing the proportion of homes in urban areas within 10 minutes walk of open and public spaces is one of the Premier's Priorities.



The Greater Sydney Commission's South District Plan includes a focus on providing social infrastructure such as libraries to meet demand as the District's population grows. Council's Local Strategic Planning Statement states that future public libraries in Sutherland Shire should be flexible, functional and multipurpose spaces, that are third places for the community.



The Sutherland Shire Library Strategy and Facilities Plan should align with the Community Strategic Plan and the Local Strategic Planning Statement, with a focus on:

- Strengthening community connections by providing libraries for community activities and services to bring people together.
- Creating attractive and distinctive public places that are welcoming, safe and enjoyable for residents and visitors.
- Respecting Sutherland's local character as areas grow and develop.
- Fostering culture through the provision of cultural infrastructure.



Aligning with the Disability Inclusion Action Plan, Sutherland Shire Libraries should support people with disability through providing physical access and promoting positive attitudes and behaviour toward people with disability.

Demographic drivers

Analysis of the current and forecast demographics of Sutherland Shire identified the following drivers, that will inform the future planning for libraries.

Sutherland Shire population is growing and becoming more dense.

- Sutherland Shire is growing in population, and is forecast to grow to 266,020 people by 2036, which is about 25,000 more people from 2021. This indicates that there will be an increasing demand for access to existing libraries, and their capacity to deliver services for the existing and forecast population.
- Sutherland Shire has a higher population density (5.92 persons per hectare compared to 3.90 Greater Sydney). Areas within Sutherland Shire that have a forecast for increased density such as Cronulla, Miranda, Sutherland and Kirrawee should be priority areas for expanded library services or new facilities.
- Sutherland Shire will have an increase in apartment living by 2036. People living in apartments have limited space and therefore social infrastructure such as libraries will become even more important in the future. They often function as "communal living rooms" for residents, and this presents an opportunity to consider the inclusion of more social spaces within future libraries.

Increasing cultural and linguistic diversity.

- Sutherland Shire has an increasing number of residents speaking a language other than English at home, including Mandarin, Spanish and Russian.
- Libraries play an important role in the community as third places and can facilitate cross-cultural relationships as well as new connections for recently arrived residents.

Significant increase in children, students and young workers.

- In 2016, Sutherland Shire had a younger population, with 23% aged under 17 years (compared to 22% Greater Sydney). By 2036, the proportion of this population is forecast to increase by 42%.
- By 2036, the proportion of the 18 to 34 year old population will also increase by 42%, and this indicates that spaces within libraries for young people should be a priority.

- Considerations for future planning should include extending opening hours to accommodate people who work, by providing lighting, and working and study spaces for use at night time.

The proportion of older people will double by 2036.

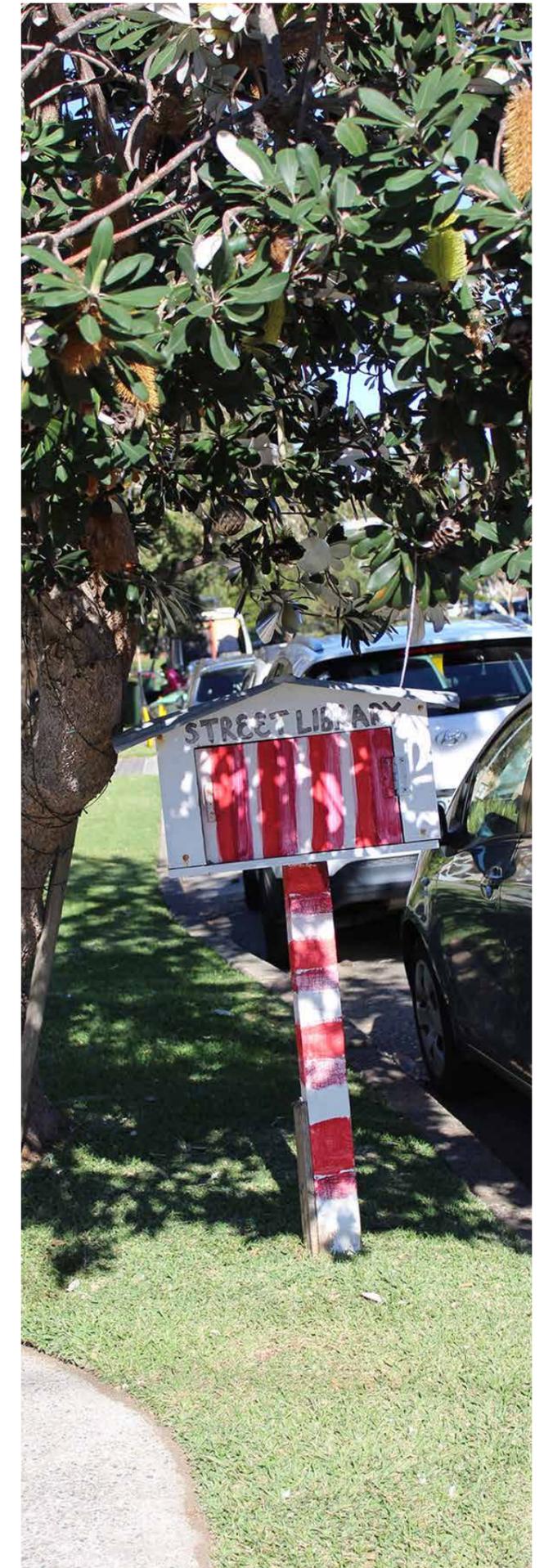
- In 2016, Sutherland Shire had an older population, with 23% aged 60+ years (compared to 19% Greater Sydney). This population will more than double by 2036.
- Participation in social, cultural and recreational activities brings many benefits as people age, including improved health and wellbeing and social connection.
- There will be a need for libraries that support activities for older people such as lifelong learning, and they should be universally designed to increase accessibility.

Community connections and cross-generational interaction to build social cohesion.

- Couples with children are the dominant family structure within Sutherland Shire at 39% (higher than Greater Sydney at 35%). The Local Government Area (LGA) also has a high proportion of lone person households at 20%.
- The growing proportion of ageing and youth populations indicates a need to promote cross-generational interaction. This includes libraries that offer a range of amenities and programs for all age groups. They need indoor and outdoor spaces where the community can spend time and increase social cohesion.

Need for libraries to promote active transport.

- Sutherland Shire has a very high car ownership (89% own one car, compared to Greater Sydney at 81%). There are some areas within the LGA that have a higher proportion of households that do not own a car including Miranda (10%), Caringbah (10%) and Sutherland (10%), Jannali (9%), Gymea (8.5%), and Kirrawee (7%).
- Libraries should be well-located in close proximity to bus stops, train stations and local centres to ensure that they are accessible to all by car, bike, bus and walking.



Library facilities assessment

Sutherland has a network of eight libraries (see Figure 1) serving multiple catchment areas. This includes the following seven branch libraries and one central library:

- Sutherland Library (Central)
- Caringbah Library
- Cronulla Library
- Engadine Library
- Menai Library
- Miranda Library
- Sylvania Library, and
- Bundeena Library

The following sections provide a summary for each library, a summary of the facilities assessment and what our community told us. For the detailed assessment, please see Sutherland Shire Libraries Background Report.

Planning catchments

A catchment approach is a useful planning tool to understand the number and distribution of libraries needed based on an area or geographic boundaries.

The Sutherland Shire Libraries Background Report assesses each of the existing libraries and the future community needs using a planning catchment approach. Figure 1 identifies the planning catchment areas developed as part of the background research.

Given the large geographical area of Sutherland Shire, and significant public transport barriers in some areas, planning in catchments helps to understand issues of equitable access. This is particularly important in suburbs that are transport disadvantaged where access to libraries as part of a local network of social infrastructure will be important.

Current + future demand

For the purposes of this study, catchment planning has been completed within the following library hierarchy:

Catchment	Library hierarchy
LGA catchment	Central library
Planning catchment	Branch libraries servicing the population within each planning catchment

Benchmarking library services in Sutherland Shire across a range of indicators including distribution, proximity, access and population provides insight into what will be required in the future to meet the needs of the rapidly growing and changing community.

Population benchmarks provide an indication of the number of library services that could be provided in an ideal situation, and have been used to understand the library service needs of Sutherland Shire at an LGA wide and library service catchment level.

The State Library of New South Wales People Places Guidelines (revised April 2019) provides a well-developed floorspace calculator tool used to understand population based supply and demand for library floor space (see Figure 2 and 3 over page).

The benchmark assessment is only one method for understanding potential demand and future provision. The planning for future libraries must also consider a range of other factors, such as demographic profile, location, fit for purpose and accessibility.

The figure and assessment over page shows that Catchment 2 has the highest demand for library floorspace in 2016 and 2036. Catchment 2 also has the highest below benchmark provision currently due to a high forecast growth in these areas.

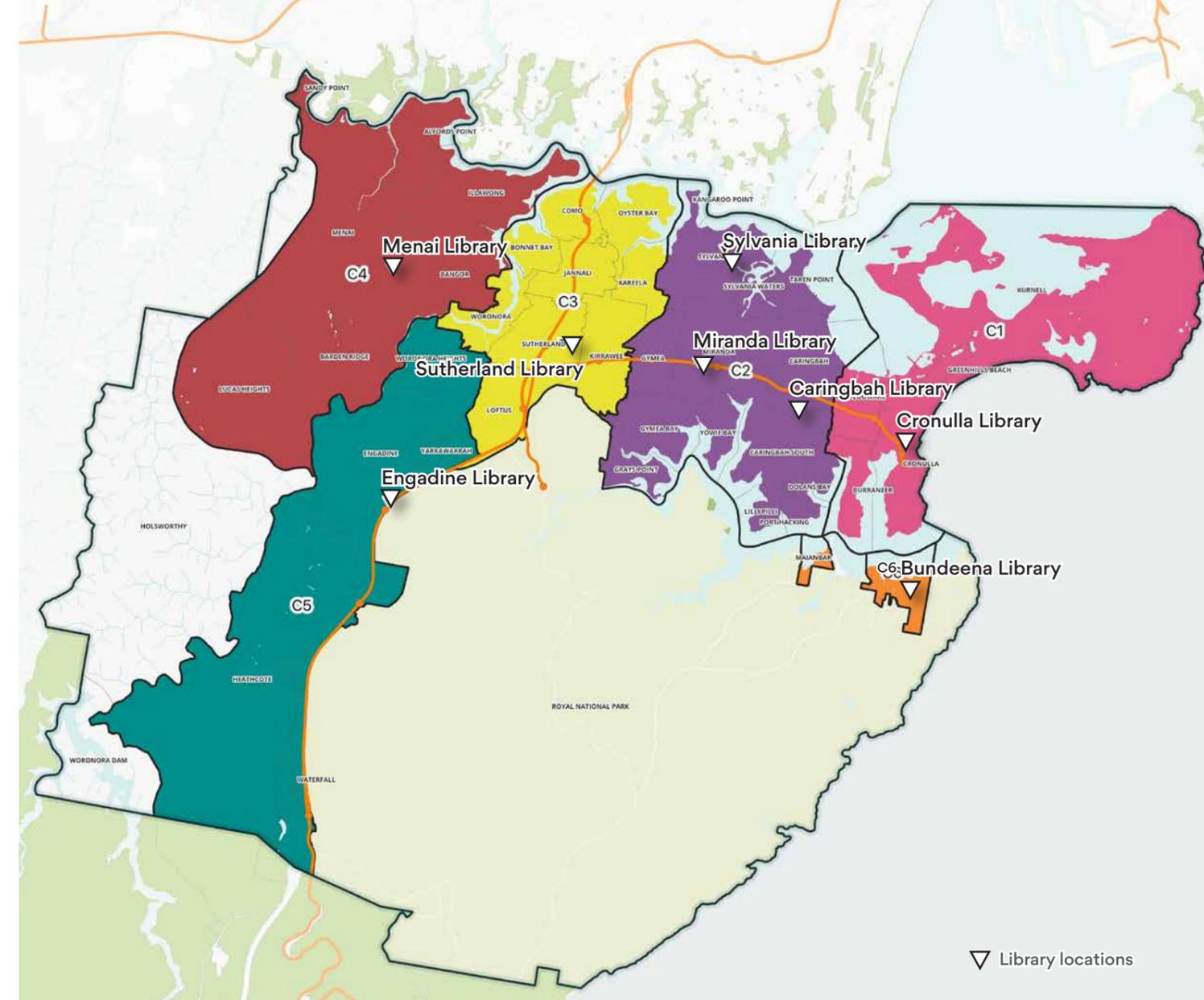


Figure 1: Library planning catchments and existing/future benchmark provision

Catchment 1 (C1):
Catchment 1 currently includes Cronulla Library.

Catchment 2 (C2):
Catchment 2 currently includes Caringbah Library, Sylvania Library and Miranda Library.

Catchment 3 (C3):
Catchment 3 currently includes Sutherland Library.

Catchment 4 (C4):
Catchment 4 currently includes Menai Library.

Catchment 5 (C5):
Catchment 5 currently includes Engadine Library.

Catchment 6 (C6):
Catchment 6 currently includes Bundeena Library that is located within the Bundeena Public School.

Number of libraries population benchmarking

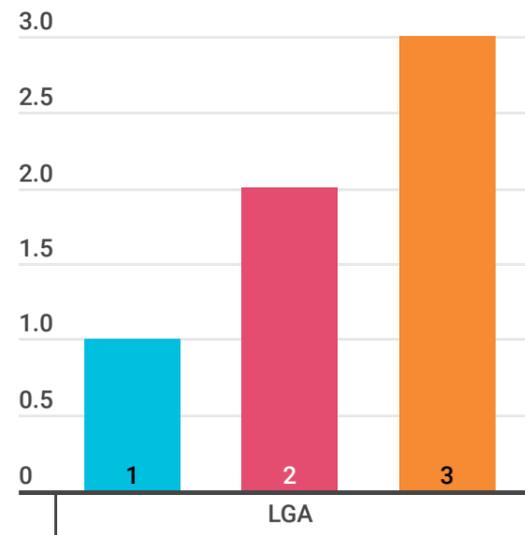
Central library

The Sutherland Shire LGA currently has one central library.

The number of flagship/central library population based benchmarks are adopted at an LGA level because of the high population size served by flagship libraries.

It is also calculated at an LGA level because central libraries don't just serve the Catchment population but attracts people from the overall LGA due to the flagship services they offer.

A standard benchmark of one central library per 100,000 people based on State Library of New South Wales benchmarks is applied to calculate the number of flagship libraries needed for the Sutherland Shire LGA population.



● Current provision ● 2016 demand ● 2036 demand

Figure 2 - Number of central libraries population benchmark

It shows that to cater to the current and future population, the Sutherland Shire LGA needs an additional two central libraries.

Branch libraries

The Sutherland Shire LGA currently has seven branch libraries.

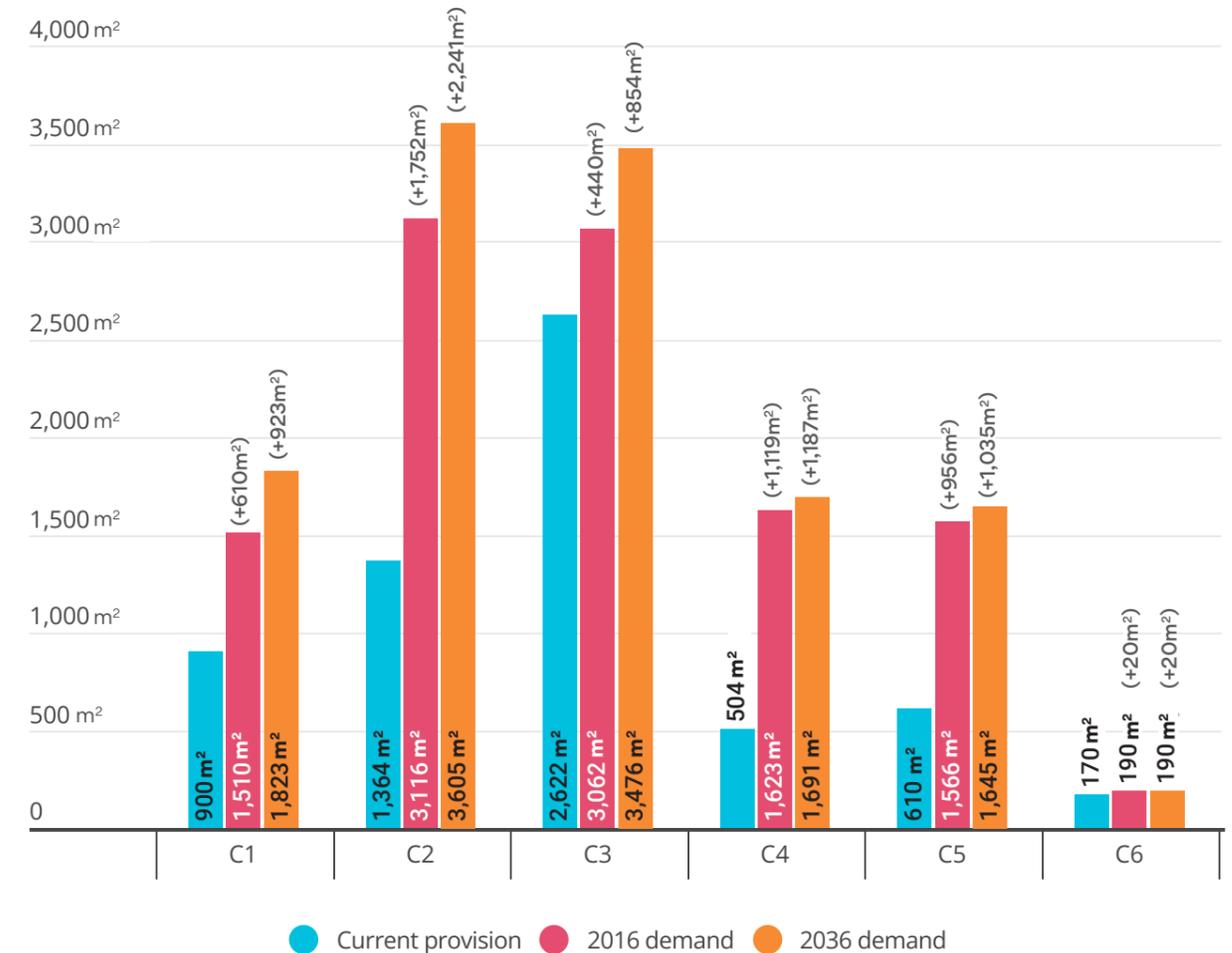
A standard benchmark of one branch library per 35,000 to 65,000 people based on State Library of New South Wales benchmarks is applied to calculate the number of branch libraries needed for the Sutherland Shire population.

It shows that all catchments (except Catchment 3) meet demand for the number of branch libraries from 2016 to 2036.

Catchment 3 currently has no branch library. It has a benchmarked demand for one to two branch libraries from 2016 to 2036 to cater to the future population. However, given that the central library is located within Catchment 3, this demand is likely to be offset by that provision.



Library floorspace population benchmarking



● Current provision ● 2016 demand ● 2036 demand

Figure 3 - Library planning catchment's existing library floorspace provision and future benchmarked demand

Catchment 1 (C1 - Cronulla):

Catchment 1 has a library floorspace demand of 1,510m² in 2016, increasing to 1,823m² by 2036. There is a below-benchmark provision of 610m² in 2016, increasing to 923m² by 2036.

Catchment 4 (C4 - Menai):

Catchment 4 has a library floorspace demand of 1,623m² in 2016, increasing to 1,691m² by 2036. There is a below-benchmark provision of 1,119m² in 2016, increasing to 1,187m² by 2036.

Catchment 2 (C2 - Caringbah, Miranda, Sylvania):

Catchment 2 has a library floorspace demand of 3,116m² in 2016, increasing to 3,605m² by 2036. There is a below-benchmark provision of 1,752m² in 2016, increasing to 2,241m² by 2036.

Catchment 5 (C5 - Engadine):

Catchment 5 has a library floorspace demand of 1,566m² in 2016, increasing to 1,645m² by 2036. There is a below-benchmark provision of 956m² in 2016, increasing to 1,035m² by 2036.

Catchment 3 (C3 - Sutherland):

Catchment 3 has a library floorspace demand of 3,062m² in 2016, increasing to 3,476m² by 2036. There is a below-benchmark provision of 440m² in 2016, increasing to 854m² by 2036.

Catchment 6 (C6 - Bundeena):

Catchment 6 has a library floorspace demand of 190m² from 2016 to 2036. There is a below-benchmark provision of 20m² in 2016 and 2036.

This takes into account that the library here will be the central library that will service the flagship needs of the entire LGA population.

Cronulla Library

Cronulla Library is part of Cronulla Central and is co-located with a range of community facilities. It is located within 450m from Cronulla Train Station and less than 500m from the nearest bus stop. The library is open six days a week, from Monday to Saturday with varying hours.

In 2020-2021 (by 30 June 2021), the library had:

-  28,301 collection items.
-  92,059 circulation (10.5% of all circulation).

Spaces within the library

Reception, reading spaces, book spaces, computers and printers, and a junior area.

Quality of the building and library service

Cronulla Library's building quality and service was evaluated using the State Library of NSW's evaluation tool, and it shows that:

- It has the highest score in terms of architectural presentation when compared to other Council libraries.
- It is centrally located in close proximity to shops, services, parking and public transport.
- It does not currently have the capacity to activate the public domain around it.
- It scores highly in terms of quality of internal space with the exception of need for more light and segregation of noise.
- It performs adequately in terms of environmental sustainability.
- It is highly accessible to people of all ages, genders, cultures and abilities.
- It offers moderate community benefit with room for improvement.
- It has good internal spaces that help with staff's workflow and productivity.
- It is adequately maintained.

Please refer to page 52 for the evaluation criteria, definitions and detailed evaluation scores.

Hierarchy	Branch
Built	2009
Library floor area	900m ²

Catchment floorspace provision

900 m²

2016 floorspace demand

1,510 m² (+610 m²)

2036 floorspace demand

1,823 m² (+923 m²)

By 2036, the Cronulla Library will have a benchmark need to grow approximately double in size to cater to the growing population.



Cronulla Library entry



Cronulla Library service desk

How our community describes Cronulla Library now.....

Dark Modern Open plan

Attractive Great location Nice cafe

Diverse collections Welcoming Noisy

Loved Small children's area

Bad parking No enclosed areas Energetic

How our community would like Cronulla Library to be in the future

More light Modern Open plan

Attractive Great location Nice cafe

Diverse collections Enclosed areas

Loved Welcoming Place to be

Better connected Flexible Energetic

What our community told us

Of the 336 survey responses, 11% (36 surveys) indicated that they primarily visited Cronulla Library, with 32% of respondents rating the facilities as good and 31% who rated the facilities as very good. Twenty-eight percent of all respondents were not sure about the facilities at Cronulla Library

The following ideas were suggested by the community and staff about how to improve the experience at Cronulla Library:

- More natural light within the library.
- Themed recommendations for books and authors.
- Flexible spaces with the ability to enclose certain areas.
- Better technology including printing and photocopying.
- Bigger and better children's area.
- More events such as talks and workshops.
- Provision of light weight stools and chairs across the library to browse through lower and higher shelves.
- Better study spaces.
- More and better community outreach and social media engagement.

Caringbah Library

Caringbah Library is located in the Caringbah Community Complex facing Port Hacking Road. The complex hosts a range of community facilities like the Caringbah Leisure Centre, YMCA, Seniors Centre and more. It is located 450m from Caringbah Train Station and the nearest bus stop is directly outside. The library is open six days a week, from Monday to Saturday with varying hours.

In 2020-2021 (by 30 June 2021), the library had:

-  28,978 collections items.
-  96,516 circulation (11% of all circulation).

Spaces within the library

Staff room, reading space, book spaces, toilets, and three public computers

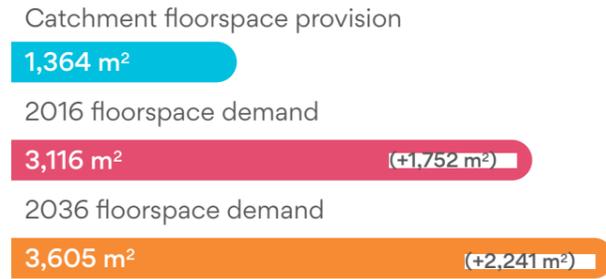
Quality of the building and library service

Caringbah Library’s building quality and service was evaluated using the State Library of NSW’s evaluation tool, which shows that:

- The Library scores well in terms of ambience of internal space, but has poor street presence or cultural representation of the community.
- It is centrally located and is close to shops, services, parking and public transport.
- It does not activate its surroundings.
- It has an adequate internal space with room for improvement.
- It performs well in terms of environmental sustainability.
- It offers moderate community benefit.
- The library building and layout does not positively contribute to staff’s workflow and productivity.
- It is adequately maintained.

Please refer to page 52 for the evaluation criteria, definitions and detailed evaluation scores.

Hierarchy	Branch
Built Year	1987
Library floor area	552m ²



This Catchment includes the Caringbah, Miranda and Sylvania libraries. By 2036, Catchment 2 has a benchmark need to grow by an additional 2,241m² to cater to the growing population.



How our community describes Caringbah Library now...

- Large
- Community
- Good parking
- Attractive
- Connections
- Transitory
- Diverse collections
- Small
- Not welcoming
- Noisy
- No enclosed space
- Bright
- Kid-friendly
- Conservative
- Busy

How our community would like Caringbah Library to be in the future ...

- Large
- Community
- Good parking
- Attractive
- Connections
- Adventurous
- Diverse collections
- Bright
- Diverse spaces
- Integrated
- Expanded
- More amenities
- Kid-friendly
- Welcoming
- Busy
- Garden library
- Enclosed spaces
- Futuristic

What our community told us

Of 336 survey responses, 9% (31 respondents) indicated that they primarily visited Caringbah Library, with 33% of respondents rating the facilities as good and 16% who rated the facilities as average. Thirty-five percent of all respondents were not sure about the facilities at Caringbah Library

The following ideas were suggested by the community and staff about how to improve the experience at Caringbah Library:

- A renovated library.
- Expanding the library.
- Targeted book groups.
- Longer hours and open during weekends.
- A diverse range of books.
- Tutoring options.
- More and diverse e-books.
- Better mechanisms for the community to recommend books and authors.
- Upgraded entrance to make it more welcoming.
- Better use of the outdoor garden and courtyard space.
- Modern photocopiers and scanners.
- Providing diverse spaces such as work are study areas.
- More events and workshops.
- Click and collect services.
- Opportunities to be better integrated with the community hub.
- Flexible spaces with the ability to enclose certain areas.

Miranda Library

Miranda Library is located close to the Westfield Miranda on Wandella Road. It is co-located with a children’s facility and close to Miranda Public School. It is located 650m from Miranda Train Station and less than 400 from the nearest bus stop. The library is open six days a week, from Monday to Saturday with varying hours.

In 2020-2021 (by 30 June 2021), the library had:

- 15,614 collection items.
- 35,066 circulation (4% of all circulation).

Spaces within the library

Junior area, toilets, staff room, reading space and book space, two public computers.

Quality of the building and library service

Miranda Library’s building quality and service was evaluated using the State Library of NSW’s evaluation tool, which shows that:

- It does not have good architectural presentation. However, it has good ambience of internal space.
- It performs very poorly in terms of library site and location, meaning it is not centrally located or well-connected to other services and amenities.
- It does not contribute to a sense of place or activate the public domain around it.
- It has adequate scores for library internal space with good scores for signage and library layout.
- It performs adequately in terms of environmental sustainability.
- It is not highly accessible or suitable for young people, Cultural and Linguistic Diverse communities or people with disabilities.
- It offers moderate community benefit with room for improvement.
- The library building and layout does not positively contribute to staff’s workflow and productivity.
- It is adequately maintained.

Please refer to page 52 for the evaluation criteria, definitions and detailed evaluation scores.

Hierarchy	Branch
Built Year	1984
Library floor area	459m ²

Catchment floorspace provision

1,364 m²

2016 floorspace demand

3,116 m² (+1,752 m²)

2036 floorspace demand

3,605 m² (+2,241 m²)

This Catchment includes the Caringbah, Miranda and Sylvania libraries. By 2036, Catchment 2 has a benchmark need to grow by an additional 2,241m² to cater to the growing population.



How our community describes Miranda Library now.....

Good parking, Quiet, Old-fashioned, Small, Cosy, Poor location, Introverted, Hard to find, Charming, Dated, Friendly

How our community would like Miranda Library to be in the future

Good parking, Calm, Charming, Fit-for-purpose, Cosy, Easy to find, Extroverted, Front and centre, Well-connected, Community, Friendly

What our community told us

Of 336 survey responses, 5% (17 respondents) indicated that they primarily visited Miranda Library. Twenty-five percent of respondents rated the facilities as good and 19% of respondents rated the facilities as average. Forty percent of all respondents were not sure about the facilities at Miranda Library.

The following ideas were suggested by the community and staff about how to improve the experience at Miranda Library:

- Wider range of books and e-books.
- More and comfortable seating.
- More free events.
- More school holiday activities.
- Longer opening hours.
- Relocating the library to a more central location.
- Upgrading the building.
- Improving wayfinding and signage.
- Opportunity to integrate it into the mall as a self-serve library.
- More online services, more community outreach, flexibility around events, social media engagement.
- Partnership opportunities with local schools.

Sylvania Library

Sylvania Library is located next to the basement of Southgate Shopping Centre. It is the second smallest library in Sutherland Shire. The nearest train station is 3.2km from the library at Miranda. However, it is accessible via bus with the nearest bus stop located directly opposite. The library is open only five days a week, from Tuesday to Saturday with varying hours. In 2017-2018, the library hosted less than 160 events and 536 people attended them.

In 2020-2021 (by 30 June 2021), the library had:

-  14,397 collection items.
-  13,953 circulation (1.6% of all circulation).

Spaces within the library

Staff room, book space, reading space, plant room, photocopier, and two public computers.

Quality of the building and library service

Sylvania Library's building quality and service was evaluated using the State Library of NSW's evaluation tool, which shows that:

- It does not have good architectural presentation regarding presence on the street, built form sensitivity to local community or ambiance of internal space.
- It performs poorly in terms of library site and location, but has good access to shops and parking.
- It does not contribute to a sense of place or activate the public domain around it. It has adequate scores for library internal space with good scores for internal lighting.
- It performs adequately in terms of environmental sustainability.
- It is not highly accessible or suitable space for people with disabilities. It offers moderate community benefit with room for improvement.
- The library building and layout positively contribute to staff's workflow and productivity.
- It is adequately maintained.

Please refer to page 52 for the evaluation criteria, definitions and detailed evaluation scores.

Hierarchy	Branch
Built Year	1984
Library floor area	353m ²

Catchment floorspace provision

1,364 m²

2016 floorspace demand

3,116 m² (+1,752 m²)

2036 floorspace demand

3,605 m² (+2,241 m²)

This Catchment includes the Caringbah, Miranda and Sylvania libraries. By 2036, Catchment 2 has a benchmark need to grow by an additional 2,241m² to cater to the growing population.



Sylvania Library entrance



Sylvania Library reading space

How our community describes Sylvania Library now...

Good parking Proximity to shops Dated

Small Hard to find Opening hours

Claustrophobic Poor location Dated

Dark Shy Reliable

How our community would like Sylvania Library to be in the future ...

Good parking Proximity to shops Relocated

Bright Lively Relaxed

Well-located Easy to find Reliable

What our community told us

Of 336 survey responses, 2% (6 respondents) indicated that they primarily visited Sylvania Library and 19% of respondents rated the facilities as average, with 12% rating the facilities as good. The majority of respondents (58%) were not sure about the facilities at Sylvania Library.

The following ideas were suggested by the community and staff about how to improve the experience at Sylvania Library:

- Longer opening hours.
- Opportunity to relocate the library that is centrally located and easy to find, with natural light.
- More and better natural light.
- Provide more social spaces.
- Provide an external returns chute.

Sutherland Library

Sutherland Library is a central library and the largest amongst the network of libraries in the LGA. It is centrally located 650m from the Sutherland Train Station and less than 400 from the nearest bus stop. The library is open seven days a week and opening hours up to 9pm on weekdays.

In 2020-2021 (by 30 June 2021), the library had:

-  87,678 collection items.
-  273,767 circulation (31% of all circulation).

Spaces within the library

Sutherland Library has a lounge space, reading space, quiet study spaces, local history space, digital spaces, event spaces, public computers, book space, and a meeting room that can be hired by the community.

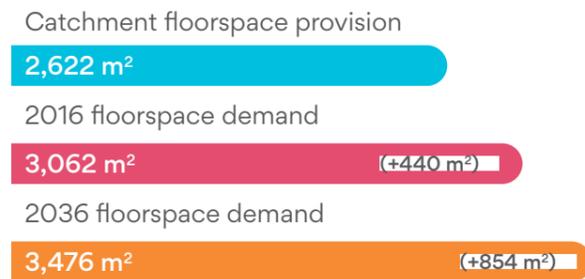
Quality of the library spaces + facilities

Sutherland Library's building quality and service was evaluated using the State Library of NSW's evaluation tool, which shows that:

- The library scores well in terms of architectural presentation.
- It is accessible to all in terms of catering to diverse ages, genders, abilities and cultures.
- It lacks connections to the town centre and shops.
- It has moderate capacity to activate the building around it.
- It scores the lowest (compared to the other libraries) in terms of library internal space regarding its ability to cater well to its users.
- It offers high community benefit.
- It is well maintained and has spaces that adequately support work and study.

Please refer to page 52 for the evaluation criteria, definitions and detailed evaluation scores.

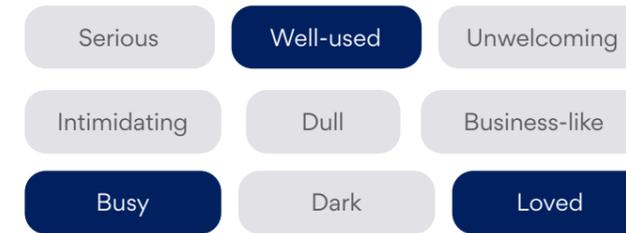
Hierarchy	Central
Built Year	1993
Library floor area	2,622m ²



By 2036, the Sutherland Library has a benchmark need to grow by additional 854m² to cater to the growing population.



How our community describes Sutherland Library now...



How our community would like Sutherland Library to be in the future ...



What our community told us

Almost half of online survey respondents (43%, 143 respondents) indicated that they primarily visited Sutherland Library and 49% rated the facilities as being very good.

The following ideas were suggested by the community and staff about how to improve the experience at Sutherland Library:

- A re-designed library that makes it a community hub that is larger and fit for purpose.
- The library currently services the community well, but is perceived as boring, dull and business-like. There is a desire to make Sutherland Library bright, friendly, welcoming and flexible.
- Better utilisation of the outdoor verandah.
- A library that is more children and young people friendly with spaces for art and craft, outdoor play, toy library and a selection of books for young people.
- Longer opening hours during peak days and weekends.
- Click and collect facilities when the library is closed.
- Diverse spaces such as noisy areas to play board games and group study, quiet areas for reading, meeting rooms for hire, tables and facilities for remote working, areas for events and programs, and indoor-outdoor spaces.
- More events such as author talks, workshops and training, events for children and young people and events for culturally diverse groups.
- Better digital app to easily browse selections, allow not just borrowing books but facilitate watching online library content.
- Collaboration with other community services such as community partnerships and support for local arts community and individuals.
- A tech/science library that has access to microscopes, gaming equipment, music and computers.
- Better outreach and social media engagement.
- More and better parking facilities.

Menai Library

Co-located with multiple community facilities, cafe and a shopping centre, Menai Library is at the core of a commercial area. The nearest train station is located in Sutherland, 7.7km from the library. The nearest bus stop is located directly opposite and the can reach the train station within 15 minutes. The library is open six days a week, from Monday to Saturday with varying hours.

In 2020-2021 (by 30 June 2021), the library had:

 23,096 collection items.

 71,191 circulation (8% of all circulation).

Spaces within the library

Children's learning, staff room, book space, and toilets.

Quality of the building and library service

Menai Library's building quality and service was evaluated using the State Library of NSW's evaluation tool, which shows that:

- It has very good architectural presentation with good ambiance of internal space, presence from the street and sensitivity of the built form towards the local community.
- It has the highest score for location. It is centrally located in close proximity to shops, services, parking and public transport.
- It has very good scores for its contribution of sense of place around it and activating the public domain.
- It has high scores for library internal space with very good signage and library layout.
- It performs well in terms of environmental sustainability.
- It is highly accessible to people of all ages, genders, cultures and abilities.
- It offers moderate community benefit with room for improvement.
- It has good internal spaces that highly contribute to staff's workflow and productivity.
- It is adequately maintained.

Please refer to page 52 for the evaluation criteria, definitions and detailed evaluation scores.

Hierarchy	Branch
Built Year	1995
Library floor area	504m ²

Catchment floorspace provision

 504 m²

2016 floorspace demand

 1,623 m² (+1,119 m²)

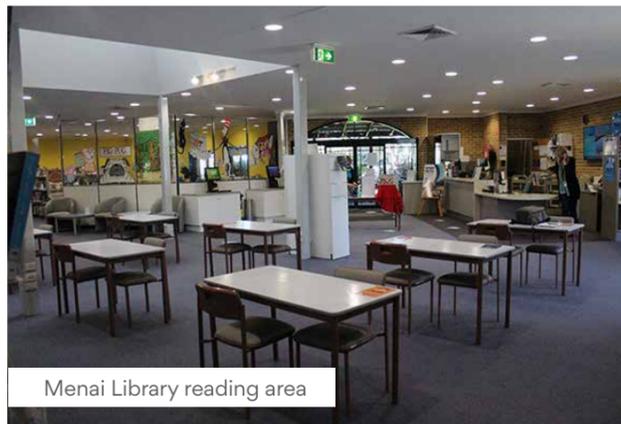
2036 floorspace demand

 1,691 m² (+1,187 m²)

By 2036, the Menai Library will have a benchmark need to grow by an additional 1,900m² to cater to the growing population.



Menai Library children's area



Menai Library reading area

How our community describes Menai Library now...

Children - friendly Central location

Hard to find Good parking Quiet

Bright Sociable Reliable

Poor signage Dated Under - utilised

Small Student friendly Good meeting room

How our community would like Menai Library to be in the future ...

Children - friendly Central location Larger

Easy to find Good parking Quiet

Bright Sociable Reliable

Active and busy Modern Well - utilised

Open space Flexible spaces Welcoming

What our community told us

Of 336 survey responses, 8% (27 respondents) indicated that they primarily visited Menai Library. Twenty-seven percent of respondents rated the facilities as good and 11% rated the facilities as very good. Fifty percent of all respondents were not sure about the facilities at Menai Library

The following ideas were suggested by the community and staff about how to improve the experience at Menai Library:

- Wider range of books and e-books.
- More comfortable furniture.
- More events and workshops.
- Mobile shelving.
- Providing a display area.
- More computers.
- Poupas in the mall.
- Charging facilities.
- Upgraded facility.
- Better staff desk facilities and location.
- More partnerships with other community services.
- Better utilise the open space adjacent to the library as an extension of the facility.

Engadine Library

Engadine library is located next to an early education centre and shares the building with a health centre. It is located 400m from Engadine Train Station and nearest bus stop, also at the train station. The library is open six days a week, from Monday to Saturday with varying hours.

In 2020-2021 (by 30 June 2021), the library had:

-  25,993 collection items.
-  89,393 circulation (10% of all circulation).

Spaces within the library

Meeting room, children area, book space, toilets and a kitchen space.

Quality of the building and library service

Engadine Library's building quality and service was evaluated using the State Library of NSW's evaluation tool, which shows that:

- It has good architectural presentation with high scores for ambiance of internal space and presence from the street.
- It is centrally located in close proximity to shops, services, parking and public transport.
- It has very good scores for its contribution of sense of place around it and activating the public domain.
- It has the highest scores for library internal space.
- It performs adequately in terms of environmental sustainability.
- It is highly accessible to people of all ages, genders, cultures and abilities
- It offers moderate community benefit with room for improvement.
- It has good internal spaces that highly contribute to staff's workflow and productivity.
- It is well-maintained.

Please refer to page 52 for the evaluation criteria, definitions and detailed evaluation scores.

Hierarchy	Branch
Built Year	1988
Library floor area	610m ²

Catchment floorspace provision

610 m²

2016 floorspace demand

1,566 m² (+956 m²)

2036 floorspace demand

1,645 m² (+1,035 m²)

By 2036, the Engadine Library will have a benchmark need to grow by an additional 1,000m² to cater to the growing population.



Engadine Library books area



Engadine Library books area

How our community describes Engadine Library now...

- Bright
- New quiet space
- Community
- Old-fashioned
- Good location
- Odd layout
- Charming
- Under-utilised
- Good parking
- Lack of open space
- 90s pop star
- Noisy
- Dim
- Student friendly
- Good meeting room

How our community would like Engadine Library to be in the future ...

- Bright
- Flexible spaces
- Community
- Ambitious
- Good location
- Active
- Charming
- Well-utilised
- Good parking
- Integrated community hub
- Contemporary
- Welcoming
- Student friendly
- Open space

What our community told us

Of the 336 survey responses, 14% (47 surveys) indicated that they primarily visited Engadine Library. Twenty-five percent of respondents rated the facilities as good, and 16% rated the facilities as very good. Forty-five percent of all respondents were not sure about the facilities at Engadine Library

The following ideas were suggested by the community and staff about how to improve the experience at Engadine Library:

- Make it more welcoming.
- Need for upgrading the facility including fixing the roof and improving sound proofing.
- Providing self check-in machines.
- More open space.
- Addition of audio video equipment to the children's area.
- More and better technology equipment such as computers and printing facilities.
- Longer opening hours including being open on weekends.
- Better segregation between noisy and quiet areas when needed.
- Wider selection of books and magazines.
- Have the ability to borrow books through the Library app at the facility rather than relying on the physical card.
- Movable shelving and flexible spaces.
- More and better e-books and audio books.
- Beverage/ snack facilities to allow people to stay longer.
- Charging facilities.

Bundeena Library

Bundeena Library is located within the Bundeena Public School and it is the only library in the Bundeena-Maianbar area. There are no train stations nearby and the closest bus stop is located near the entrance of the school. The library is open three days a week on Mondays, Wednesdays and Saturdays with varying hours.

In 2020-2021 (by 30 June 2021), the library had:

-  4,424 collection items.
-  2,994 circulation (0.3% of all circulation).

Spaces within the library

Reading space and book space.

Quality of the building and library service

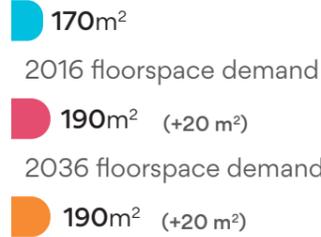
Bundeena Library's building quality and service was evaluated using the State Library of NSW's evaluation tool, which shows that:

- It does not have good architectural presentation.
- It performs poorly in terms of library site and location, but has good access to parking.
- It contributes to a sense of place or activates the public domain around it.
- It has adequate scores for library internal space with good scores for signage.
- It performs adequately in terms of environmental sustainability.
- It is accessible to all but with inadequate facilities to cater to Cultural and Linguistic Diverse communities.
- It offers moderate community benefit with room for improvement.
- The library building and layout positively contribute to staff's workflow and productivity.
- It is well-maintained.

Please refer to page 52 for the evaluation criteria, definitions and detailed evaluation scores.

Hierarchy	Branch
Built Year	Located within Bundeena Public School
Library floor area	170m ²

Catchment floorspace provision



By 2036, Bundeena Library will have a benchmark need to grow by an additional 20m² to cater to the growing population.



Bundeena Library

How our community describes Bundeena Library now...

Unique

Limited collection

Dated

Hard to access

Cosy

Under-utilised

Poor location

Small

Quaint

How our community would like Bundeena Library to be in the future ...

Unique

Efficient

Relocated and new

Sociable

Cosy

Well-used

Well-located

Flexible

Quaint

What our community told us

Of 336 survey responses, 1% (5 respondents) indicated that they primarily visited Bundeena Library. Nineteen percent of respondents rated the facilities as average and 12% rated the facilities as good. The majority of respondents (58%) indicated that they were not sure about the facilities at Bundeena Library.

The following ideas were suggested by the community and staff about how to improve the experience at Bundeena Library:

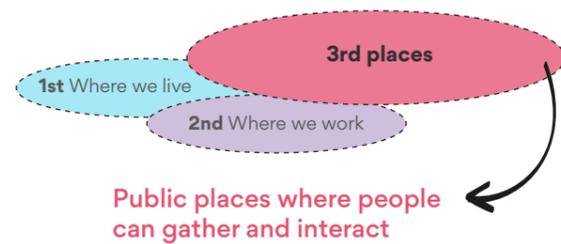
- Opportunity for a proper library in Bundeena with places to work and read.
- More events and workshops such as the digital training for the 50+ year old.
- Update existing library technologies.
- Promote library e-collections.

Key findings summary

Sutherland Shire is expected to grow by 30,000 residents and deliver an additional 15,000 dwellings by 2036. This means that there will be an increased demand for social infrastructure such as libraries.

Libraries play a key role in creating more sustainable societies by providing equitable access to information and resources and providing safe and inclusive meeting spaces where cost is not a barrier to developing knowledge.

The Sutherland Shire Library Strategy acknowledges the importance of making libraries a more welcoming and inclusive space for everyone including strengthening community connections and local identity, and creating flexible, functional and multipurpose spaces that make libraries a “third place” for the community.



The growing Sutherland Shire population is forecast to live in medium or high density environments with increased need to access social spaces on a daily basis. This means easy access to high quality libraries will be vital for the current and future communities.

Sutherland Shire is also forecast to have a high proportion of children, young people, workers and old people. This indicates that future libraries should provide spaces that cater to the diverse needs of the different user groups.

Leading trends and best practices across the globe and the nation show that libraries have the capacity and opportunity to become more than a place for books and archived knowledge (although this is still important). They have evolved into community hubs, providing multifunctional spaces for the community to engage in a range of activities and create their own experience.

This includes providing spaces for learning and growing, social gatherings, cultural activities, community services, virtual and digital activities, play spaces for children, work and study areas for young people, and indoor-outdoor spaces for all.

Sutherland Shire LGA

- Sutherland Shire LGA currently has eight libraries - one central and seven branch libraries.
- Population benchmarking shows that **by 2036, the LGA has a need for two to three central libraries**. These central libraries should be equitably distributed across the LGA providing everyone access to high quality spaces and facilities.
- The Sutherland Shire LGA is large and somewhat disconnected, with areas that are not easily accessible by active and public transport. This highlights the importance of Sutherland Shire Libraries to continue providing services such as home library service, improve the library digital services, and provide mobile libraries that take libraries to where people are.

Catchment 1 (C1):

- Catchment 1 had a population of 27,892 in 2016 and is forecast to grow to 37,089 by 2036, which will increase the population by 33%.
- Cronulla Library (900m² in size) that is well-located, well-used and valued by the community.
- This catchment has a library floorspace demand of 1,510m² in 2016, increasing to 1,823m² by 2036.
- It is important to retain Cronulla Library and plan for an increase in floorspace and upgrade its spaces and facilities to make it a welcoming and high-functioning space for everyone to better cater to the community’s needs.

Catchment 2 (C2):

- Catchment 2 had a population of 78,875 in 2016 and is forecast to grow to 96,755 by 2036, which will increase the population by 23%.
- It is important to note that this catchment will continue to be the most populous catchment across the LGA with 36% of the total LGA population living within this catchment.
- Catchment 2 currently includes three branch libraries - Caringbah Library, Miranda Library and Sylvania Library. Together they provide a floorspace of 1,364m².
- Catchment 2 has a library floorspace demand of 3,116m² in 2016, increasing to 3,605m² by 2036.

- Community sentiment indicates that all three libraries are ageing, dated and not aligned with best practices.
- Miranda Library is currently small, not well-connected and does not meet best practices. As a fast-growing strategic centre in the LGA that is well-connected to public transport, there is an opportunity to recycle the existing library and build a new larger local library in Miranda precinct.
- Caringbah Library is located in a community precinct that is currently undergoing a master plan process. There is an opportunity to upgrade the branch library at Caringbah into a central library that is well-integrated with the other community facilities.

Catchment 3 (C3):

- Catchment 3 had a population of 47,812 in 2016 and is forecast to grow to 58,933 by 2036, which will increase the population by 23%.
- Sutherland is the only central library in the LGA and it is also the most used library. It provides a library floorspace of 2,622m².
- Catchment 3 has a library floorspace demand of 3,062m² in 2016, which will increase to 3,476m² by 2036.
- In the short to medium term, the existing Sutherland Library should be retained and improved to cater to the growing population. In the long term, there is a need to recycle the existing library and build a flagship central library that is connected to public open space and co-located with other public facilities.

Catchment 4 (C4):

- Catchment 4 had a population of 31,175 in 2016 and is forecast to grow to 33,164 by 2036.
- Menai Library is well located and provides a library floorspace of 504m².
- Catchment 4 had a current library floorspace demand of 1,623m² in 2016, which will increase to 1,691m² by 2036, which would be more than double its current size.
- It is important to retain Menai Library as a branch library and upgrade it as a high-quality branch library to cater to the growing population of the catchment.

Catchment 5 (C5):

- Catchment 5 had a population of 29,500 in 2016 and is forecast to grow to 31,825 by 2036.
- Engadine Library is well located, though it is a dated and aging library, providing a library floorspace of 610m².
- Catchment 5 had a library floorspace demand of 1,566m² in 2016, increasing to 1,645m² by 2036, which would be more than double its current size.
- It is important to retain Engadine Library as a branch library and upgrade it as a high-quality branch library to cater to the growing population of the catchment.

Catchment 6 (C6):

- Catchment 6 had a population of 2,425 in 2016 and is forecast to grow to 2,475 by 2036.
- Bundeena Library is located within the Bundeena Public School. It currently provides a library floorspace of 170m² with a future demand for an additional 20m² of library floorspace in the catchment.
- While there is no critical mass to demand a full-fledged library service in Bundeena, its remote location and its distance from other libraries within the LGA means that it is vital to provide some library services in Bundeena to cater to the population.
- The existing library is located within a public school making it inaccessible and is not best practice.
- Opportunity to integrate the library service within the existing Bundeena Community Centre to create an attractive, co-located and accessible library/meeting spaces for all.



ACTIONS

Sutherland Shire's public libraries have their own unique character. They are local and accessible places already well-loved and well-used. To continue being responsive to the diverse needs of our communities, we too must adapt, improve, change and grow.

The following sets out a series of actions over the next 10 years that will deliver on the Library Strategy vision and objectives, community needs and desired library experiences.

Planning for our future libraries

The Sutherland Shire community highly value our libraries and have described how they would like their future libraries to look and feel (see individual libraries section to refer to the words used by the community to describe the future libraries).

The following actions deliver on the vision and principles set out in the Sutherland Shire Library Strategy and provide a road map to improve and deliver library spaces, over the next 10 years that feel welcoming to everyone in our community and offer an experience that inspires, is relaxed, brings the outside-in and the inside-out, is multipurpose and contemporary.

Based on the research and community and staff engagement, a Community Design Brief has also been developed. This design brief transforms the aspirations and desired experiences into a set of design and spatial directions that will be the 'starting point' and guide the design of new libraries and new library spaces in the future.

Delivering a best practice library network for the Sutherland Shire community

Sutherland Shire's Libraries cater well to the demands of its local communities. However, Sutherland Shire's libraries are limited in best practice design of the buildings, offering diverse spaces for innovative and multipurpose uses, co-located with other community spaces to enable a third-place, provide spaces for all ages and highlight First Nations Australians.

Drawing on the best practices, future Sutherland Shire Libraries should:

- Be designed to be open and welcoming.
- Have multipurpose and flexible spaces.
- Be located close to public transport and easily accessible by foot and bicycle.
- Incorporate indoor and outdoor spaces.
- Provide spaces for creative uses such as maker spaces, recording studios and entertainment spaces.
- Be designed to include and reflect the local stories and diversity of the Sutherland Shire community, including First Nations people to create a sense of belonging.
- Be co-located with other community spaces.
- Offer co-working and group study spaces.
- Provide spaces and access to digital and technological infrastructure.
- Provide spaces to support a variety of programs and events for all ages that brings the community together.
- Provide opportunities for the library 'to be everywhere' with temporary and 'pop-up' library spaces, street libraries, and incorporating the library function within existing community spaces.

A 10-year action plan

The following actions are based on the research and engagement key findings to enhance the Sutherland Shire library facilities and services in the future.

The actions are expressed as general (across all libraries) and also specific to the individual libraries. They are prioritised over the short, medium to long term based on the needs assessment and resourcing required.

The table also uses the following terminology in terms of implications and future actions for the libraries.

- **Improve** - This means low cost and minor improvements to the library facility. In terms of other library services such as digital and home services, improve refers to reviewing and improving these services to cater to the community
- **Expand** - This means retaining the existing library facility and expanding its size. The expansion can be vertical (adding more storeys) or it can be horizontal (expanding it on the ground floor). Expansions mean that there are no significant changes required to repair or upgrade the existing library facility.
- **Upgrade** - This means significant upgrades to the library such as major architectural changes to the facility or demolishing the existing structure and building a new high quality facility in the same site.
- **Recycle** - This means consolidating the library into the development of a new, expanded or upgraded library in an alternative location.
- **New** - This means building a new high quality and best practice library in a new centrally located site within the same suburb.

	Actions	Timing
General across all libraries		
	Improve wayfinding and signage to all libraries making them easier to find and part of the library experience beyond the front door.	Short term
	Look to provide digital screens in all libraries to increase the interaction and information sharing with library users.	Short term
	All the libraries to be physically accessible and provide spaces that are comfortable and welcoming for everyone.	Medium term
	Explore public art opportunities that relate to the library and align with the Sutherland Shire Cultural Strategy 2022-2032.	Align with Cultural Strategy 2022-2032
	Explore avenues to provide more semi-open space as part of the library to create more indoor and outdoor connections.	Medium term
	Investigate the opportunity to provide a kiosk or vending machine library in appropriate areas within the LGA.	Long term
Catchment 1 (C1)		
1.1 Cronulla Library		
1.1.1	Improve the visibility of the library at the ground level on Croydon and Cronulla Street in collaboration with Property Services.	Short term
1.1.2	Investigate the expansion of the capacity of the existing library and provide quiet spaces and opportunities to utilise the adjoining community meeting rooms.	Short term
1.1.3	Investigate the design of the future Cronulla Library to provide an additional 950 m ² of library floorspace. Provide all on a single level (with community space on ground floor) and upgrade into a multi-purpose and flexible library to meet the needs of the growing population.	Long term
Catchment 2 (C2)		
2.1 Caringbah Library		
2.1.1	Improve the library entrance to make it more inviting and welcoming.	Short term
2.1.2	Continue to explore options to improve the library interior to provide flexible and multipurpose spaces that can segregate the noisy and quiet areas when needed.	Medium term
2.1.3	Investigate the integration of the library with the Caringbah community facilities precinct. Upgrade to a high-quality and best practice library to cater this catchment and the wider LGA.	Long term
2.2 Miranda Library		
2.2.1	Improve the library interior to provide flexible and multipurpose spaces that can segregate the noisy and quiet areas when needed.	Medium term
2.2.2	Recycle the existing library and look to build a new high-quality and best practice library that is centrally located with the opportunity to be co-located with other public spaces.	Medium term

	Actions	Timing
2.3 Sylvania Library		
2.3.1	Improve the existing library to make it a more welcoming and inviting place for all.	Short term
2.3.2	Recycle the existing library and consolidate with the proposed future library at Miranda or central library at Caringbah and provide a library 'kiosk' style service in an appropriate location.	Long term
Catchment 3 (C3)		
3.1 Sutherland Library		
3.1.1	Improve the pocket public space and verandah outside Sutherland Library entrance to make it a more welcoming and usable space that relates to the library.	Short term
3.1.2	Improve visibility of the library by incorporating attractive and bold public art on the library facade.	Short term
3.1.3	Improve lighting within the library including allowing more natural light into the building.	Medium term
3.1.4	Improve the library interior to provide flexible and multipurpose spaces that can segregate the noisy and quiet areas when needed.	Ongoing
3.1.5	Explore a partnership to trial the provision of a coffee cart within Sutherland Library to invite users to stay longer and connect with other community members.	Short term
3.1.6	Investigate providing a flexible, innovative library and technology-focused community hub at the planned South Village community space at Kirrawee. Explore integration with community meeting spaces.	Medium term
3.1.7	Look to recycle the existing Sutherland Library and build a new fit-for-purpose, high quality and best practice library closer to the town centre that is integrated with a possible future community hub.	Long term
Catchment 4 (C4)		
4.1 Engadine Library		
4.1.1	Improve the library entrance to make it more inviting and welcoming.	Short term
4.1.2	Investigate the opportunities to create an environmental focus for Engadine Library, utilising the adjacent open space. This could include a seed library, community garden, outdoor learning and workshop spaces, and programs for children.	Medium term
4.1.3	Explore the expansion of the library to provide an additional 1,000m ² of library floorspace. Explore ways to expand the library and provide indoor and outdoor reading spaces that are integrated with the adjacent open spaces.	Long term

	Actions	Timing
Catchment 5 (C5)		
5.1 Menai Library		
5.1.1	Improve visibility of the library through providing bold and inviting signage at the entrance.	Short term
5.1.2	Explore a partnership to trial the provision of a coffee cart within the library to invite users to stay longer and invite young people into the library.	Short term
5.1.3	Improve and activate the open space outside the library with outdoor library events and/or a reading area.	Medium term
5.1.4	Improve the layout of the library to make it more user and staff friendly.	Medium term
5.1.5	Explore the expansion and upgrade the library to provide an additional 1,200m ² of library floorspace.	Long term
5.1.6	Investigate the opportunity to provide a semi-open library in the open space behind the library. Consider ways to make this a quiet reading space in nature.	Long term
Bundeena Catchment (C6)		
6.1 Bundeena Library		
6.1.1	Investigate the opportunity to relocate the library from its current location and integrate it with the Bundeena Community Centre as a flexible, innovative library service.	Medium term
6.1.2	Investigate the opportunity for the relocated Bundeena Library to be managed in collaboration with the local community, and integrated with other spaces, such as maker spaces and community meeting spaces.	Medium term

Library evaluation tool *(State Library NSW)*

This Evaluating Public Library Buildings template can be used to:

- Measure the functionality and appropriateness of a new library design and its performance in relation to a design brief or to common standards
- Evaluate performance at the end or at key points of a building's lifecycle, with the outcomes used to inform a design brief for a new or upgraded facility
- Evaluate how well a library is performing post completion or over time and to ensure the building is able to adapt to changing social and demographic change.

The evaluation criteria is categorised under key themes:

Architectural presentation

- There is a strong architectural presence from the street
- The ambience of internal spaces is good
- The library's architecture is sensitive to local built form
- The library's architecture is sensitive to local community identity

Library site and location

- Library is located in the main street or shopping area
- Library is highly visible from main street or shopping area
- There is clear exterior or wayfinding signage showing where the library is
- There is a transparent façade with high visibility into the library
- There is clear and visible ground floor and street frontage
- Library is fully accessible with inclusive design principles
- Library has safe and accessible pedestrian access
- Library has safe and accessible bicycle access
- Library has safe and accessible car parking
- Library is accessible for delivery vehicles
- Library has safe and accessible mobility scooter access
- Library is less than 500m walking distance from public transport
- There is potential for future expansion of the library

Placemaking

- The location and layout of the library promotes integration with nearby services and facilities (e.g. proximity to shops, schools, parks)
- The library is well integrated with surrounding public

domain and contributes to activation of the area

- The library is well integrated with the public domain and contributes to a strong sense of place

Library internal space

- There is effective circulation space to minimise congestion
- There is clear wayfinding signage
- There is clear identification signage
- There is suitable lighting
- There is suitable lighting for each activity area
- There are appropriate sound levels for each area
- There is suitable acoustic/speech privacy
- There is low background noise
- There is a pleasant outlook onto surrounds
- There is suitable collection signage
- There is suitable shelf signage
- There is a fully accessible internal layout
- The height of book shelves is 1600mm or less for adults
- The height of book shelves is 1300-1500mm for children
- The width of the aisles is 1500mm or more
- There is a clear view of books on the lowest shelf
- There is library furniture specifically for young people
- There is library furniture specifically for children
- There is dedicated storage for each activity area

Library environmental performance

- There is good natural light
- There is good natural ventilation
- There is good thermal comfort (e.g. temperature, humidity)
- There is good indoor air quality
- There is a recycling system for plastics, paper, glass.
- There is a rainwater collection system/facility
- There is recycling of greywater/stormwater
- There is use of green energy sources
- There is an energy efficient lighting system, with zoning
- There are energy efficient mechanical systems, with zoning (e.g. mechanical ventilation, heating/cooling)
- The library has committed to other Environmentally Sustainable Design (ESD) initiatives

Library accessibility

- The library building caters for the diverse needs of people with disability in the community, in line with

the NSW Disability Inclusion Act 2014

- Individuals or groups representing people with disability are consulted about library building planning
- Library spaces are safe and accessible to all potential users, regardless of physical or sensory disability
- The library has suitable facilities for all potential users, regardless of physical or sensory disability (e.g. accessible parking bays, space for mobility scooters)
- The library has facilities to cater to people from CALD backgrounds (e.g. multicultural collection)
- The library has suitable facilities for seniors and frail older people
- The library has suitable facilities for young people

Community benefit

- Does your library provide a range of public programs for different user groups?
- Does your library provide a suggestions, comments and feedback option to customers?
- Does your library have a library committee or similar with regular representation from the community?
- Have total circulation (all formats) so far this reporting year increased, decreased or remained roughly the same when compared to the corresponding period in the previous year?
- Has the number of exhibitions implemented or facilitated by the library so far this reporting year increased, decreased or remained roughly the same when compared to the corresponding period in the previous year?
- Has the number of public programs offered by the library so far this reporting year increased, decreased or remained roughly the same when compared to the corresponding period in the previous year?
- Has the number of people participating in public programs so far this reporting year increased, decreased or remained roughly the same when compared to the corresponding period in the previous year?
- Has the number of physical visits to your library so far this reporting year increased, decreased or remained roughly the same when compared to the corresponding period in the previous year?
- Has the number of registered library members so far this reporting year increased, decreased or remained roughly the same when compared to the corresponding period in the previous year?
- Has the number of PCs with internet access increased, decreased or remained roughly the same when compared to the corresponding period in the previous year?
- Has the number of internet bookings so far this

reporting year increased, decreased or remained roughly the same when compared to the corresponding period in the previous year?

- Has Wi-Fi use so far this reporting year increased, decreased or remained roughly the same when compared to the corresponding period in the previous year?
- Has the number of library website 'virtual visits' so far this reporting year increased, decreased or remained roughly the same when compared to the corresponding period in the previous year?
- Has the number of registered home library service users so far this reporting year increased, decreased or remained roughly the same when compared to the corresponding period in the previous year?

Workflow and productivity

- The internal building layout promotes staff workflow and productivity
- The design of the building has a positive impact on staff morale
- There is adequate space for carrying out required tasks by staff
- The building is flexible enough to accommodate a range of different activities (e.g. small and large groups, noisy and quiet)
- It is easy to maintain sightlines and enable supervision by staff inside the library
- It is easy to observe and maintain security inside the building

Library maintenance

- There is adequate vehicle access to the building
- It is easy to move large or bulky equipment within the building
- It is easy to move furniture for day-to-day cleaning (e.g. vacuuming)
- Interior fittings are durable and perform well despite everyday use
- The library building is easy to maintain and service
- It is easy to access and maintain fittings and fixtures
- It is easy to buy spare or replacement parts for fittings and furnishings
- There is adequate storage space for maintenance equipment

Please see below the evaluation scores range and scores for the individual Sutherland Shire Libraries as assessed by Cred Consulting using the established evaluation criteria.

Table 2 - Evaluation score range

Criteria	Adequate	Good	Very good
Library architectural presentation	0-14	15-17	18-20
Library site and location	0-20	16-21	22-26
Placemaking	0-9	10-12	13-15
Library internal space	0-56	58-69	70-81
Library environmental performance	0-27	28-33	34-39
Library accessibility	0-24	25-30	31-35
Community benefit	0-28	29-36	37-42
Workflow and productivity	0-20	21-25	26-30
Library maintenance	0-28	29-34	35-40

Table 3 - Sutherland Shire Libraries evaluation scores

Criteria	Sutherland Library	Caringbah Library	Cronulla Library	Engadine Library	Menai Library	Miranda Library	Sylvania Library	Bundeena Library
Library architectural presentation	11	10	17	14	16	8	5	8
Library site and location	3	20	15	20	24	0	6	7
Placemaking	8	8	12	13	13	3	5	10
Library internal space	38	41	58	67	62	48	47	43
Library environmental performance	10	27	15	25	26	14	9	11
Library accessibility	22	19	27	29	26	19	21	22
Community benefit	22	20	22	22	18	22	19	15
Workflow and productivity	16	13	21	25	21	15	20	18
Library maintenance	23	24	25	37	27	25	28	30

Community Design Brief for future libraries

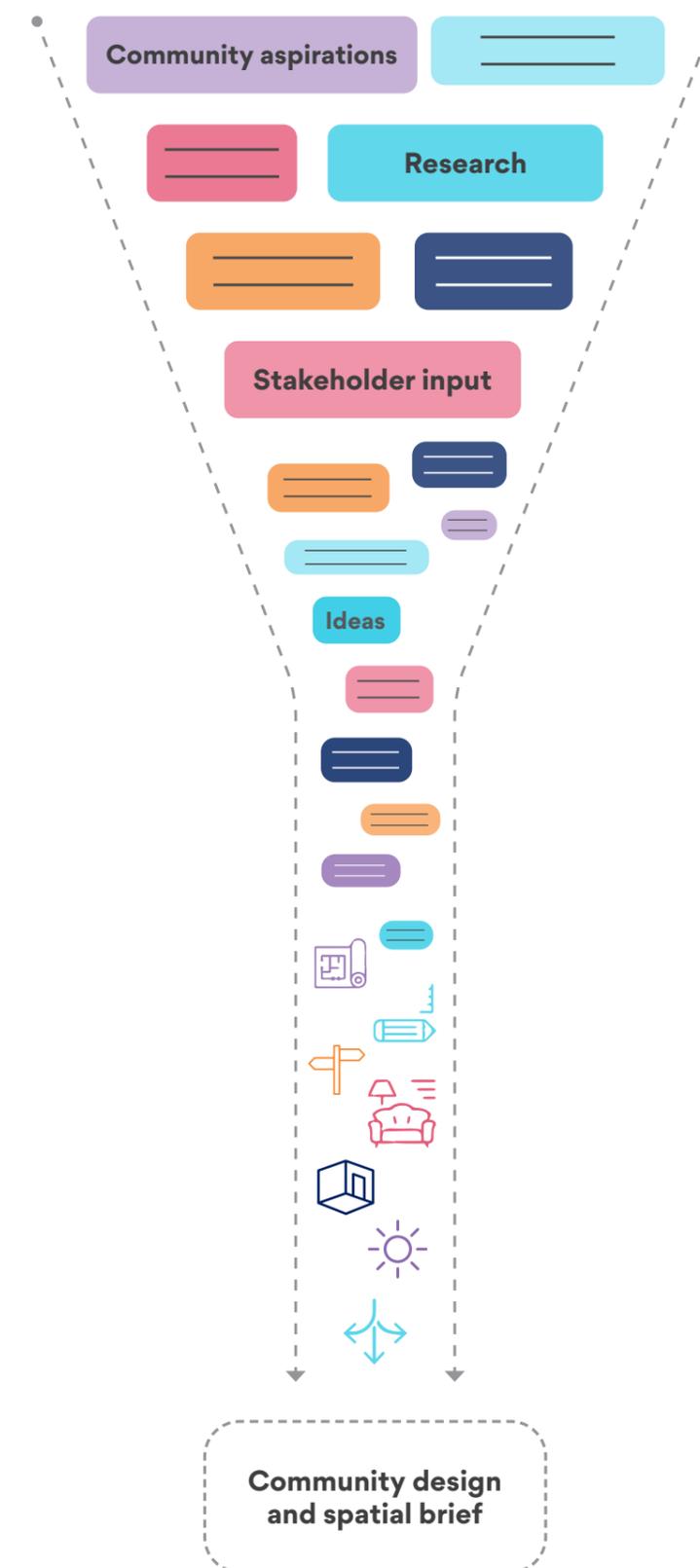
The Community Design Brief for Sutherland Shire Libraries synthesises the research, community and stakeholder aspirations into a set of design and spatial directions that will help deliver on their aspirations (see individual libraries section to refer to the words used by the community to describe the future libraries).

For example, a majority of the community would like future libraries to be ‘welcoming’. That can mean different things to different people and a range of spatial additions and changes can help make existing library spaces feel more welcoming.

In order to help translate community sentiment and aspirations into tangible design elements, this section draws out the most commonly used words and expands on what this means for libraries from a design and spatial perspective.

This Design Brief will help inspire and guide the delivery of this Facilities Plan. While some design elements might be suitable for one library, it may not be suitable for others.

For more library case studies, please see Sutherland Shire Libraries Background Report.



Welcoming

Inviting

The community would like the library to be a welcoming space and a pleasant experience.

This can include several things such as the arrival experience, the spatial layout, the colours and furniture in the library and facilities that are available for diverse user groups such as people with disabilities and Cultural and Linguistic Diverse communities.

Other things to consider:

- Placing a concierge desk near the library entrance that is separate from the working area creates a pleasant entry experience.
- Ensure the library is fully accessible for people with disabilities.
- Areas for children should be welcoming and can be enhanced by strategically using colours and decals that invite to play and explore.



Incorporate plants where possible to create a green, comfortable and welcoming ambiance.

(Woollahra Library at Double Bay. Photo credit: Woollahra Council)



Incorporating glass facades in the library entrance allows people outside to get a glance of the library and encourages them to use it. It is ideal for these glass facades to face a pedestrian plaza, park or public open space to add to the liveliness of the library.

(Green Square Library. Photo credit: Katherine Griffiths/City of Sydney)



Acknowledging First Nations people and providing spaces for story telling is a great opportunity to help increase our understanding of Australia's heritage and learn from local custodians of the land and elders. Ensure collections for Cultural and Linguistic Diverse communities are also available in all libraries.

(Marrickville Library. Photo credit: Melinda Bryde)

Indoor - outdoor

Natural

Bright

The community expressed a desire for future libraries to blur the lines between indoor and outdoor, and the need to have more outdoor spaces integrated within libraries.

They would like reading experiences in a more natural setting and with abundant natural light in the building.

Other things to consider:

- Retrofit existing libraries to include glass facades where possible to create reading spaces that look into nature and allow natural light into the building.
- In libraries with limited areas, create strip balcony spaces that allow people to use semi-open, children-safe library spaces
- Outdoor libraries in high pedestrian areas that can be opened and closed at Council's convenience. It also has opportunities to operate as a volunteer-managed community library.



Areas for children should be welcoming and can be enhanced by strategically using colours that invite them to play and explore.

(Carnegie Library and Community Centre. Photo credit: Glen Eira City Council).



Provide outdoor areas for additional reading and quiet study spaces or learning areas. (The Parks Library, City of Port Adelaide Enfield. Photo credit: JPE Design - jpe.com.au/projects/parks-library).



Outdoor library pop-ups bring the joy of reading to community events, festivals and in parks.

(Pop-up Library. Photo credit: Joseph Mayers/City of Sydney)



An outdoor location for children's storytime programs that takes the library to where the people are.

(Pop-up Library. Photo credit: Brisbane City Council Library Service)

Community

Connection

Sociable

The community would like libraries to become a “third place” to meet people, hang out, bump into friends, have shared learning experiences, and be a place that builds and nurtures social cohesion.



Welcoming, flexible spaces and movable furniture provide opportunities to deliver more programs and events in the library and make them a place for the community to come together.

(Wollongong Library crafting community meet up. Photo credit: Wollongong City Libraries)

Other things to consider:

- Libraries, both inside and out, can be a canvas that reflects the local community by incorporating public art or symbols and letters that represent local cultures and places.
- Providing lounge spaces in the library allow people to meet others and hang out.
- Creating memorable and different spaces will make users connect with the library space and entice them to come back.
- Incorporating maker spaces and messy spaces allows additional uses and more flexibility for workshops and skill sharing sessions.
- Incorporating community gardens can help promote library spaces to new users while enabling knowledge sharing and workshops for community members.



Use low cost temporary additions such as door decals to promote library programs and events to attract more people inside to explore what is happening.

(Welcome to The Yarn. Photo credit: Hunters Hill Council)



When building new libraries, it is an opportunity to integrate local stories in the building. This library represents the demographic make up of the community through colours. (Springvale Community Hub. Photo credit: City of Greater Dandenong)

Multipurpose

Flexible

Diverse

Segmented

A high proportion of the community and stakeholders spoke to the need for diverse, flexible and multipurpose spaces within libraries.

They would like the library to have spaces for different activities, spaces that can transform from reading spaces to event and workshop spaces, and spaces that have the ability to bring everyone together.

The community would like future Sutherland Shire Libraries to work hard and cater to the changing needs and times.

Other things to consider:

- Dedicated study and group working areas can provide a social environment to learn with and from each other.
- Sound proof foldable doors can be opened up or enclosed to segregate quiet and noisy spaces when needed.
- Audiovisual walls can be used for presentations, workshops, events and programs like children’s story telling.
- Dedicated book displays help users discover new books and encourage them to come back.



Provide flexible spaces such as co-working areas and group study spaces that cater to growing participation trends and allow different user groups to use the space as they see fit, stay longer and play or explore.

(The Connection, Rhodes. Photo credit: City of Canada Bay)

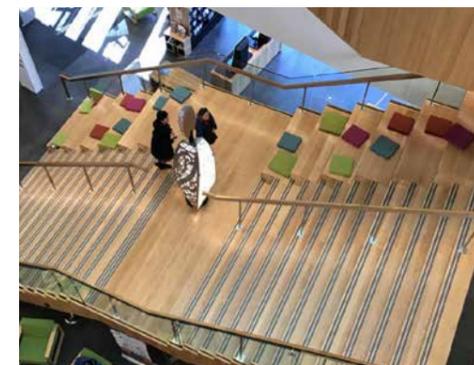
Inviting users to find their personal favourite spots, combined with flexible furniture provides multipurpose and flexible spaces.

(Green Square Library. Photo credit: Katherine Griffiths/City of Sydney)



Creative and imagination spaces for children or maker spaces for adults could spark a new interest, idea and explore learning in different ways.

(Wāhi Whānau, Hapori - Imagination Station, Family Place - and Auahatanga - Creativity - Space, Tūranga Library, Christchurch. Photo credit: Christchurch City Council)



Seating integrated into stairs can function as an auditorium for presentations while also creating informal seating areas.

(Tūranga Library, Christchurch. Photo credit: Christchurch City Council. Artwork 'Tāwhaki' by Fayne and Caleb Robinson.)



A dedicated cafe will help increase the number of visitors and extend the duration of their stay while growing community skills.

(The Foundation Cafe - Tūranga Library, Christchurch. Photo credit: Christchurch City Council)

Contemporary

Modern

Open plan

The community felt that many of Sutherland Shire Libraries are dated, old and need a renovation with a fresh and contemporary look.

They also spoke about the need for open plan libraries that are easy to navigate and help users discover spaces and collections. However, flexible and enclosed spaces were also important to support a diversity of uses.

The community also expects libraries to be tech-savvy and digitally updated to cater to the changing times.

Other things to consider:

- Different colours, materials and finishes can be used to structure open plan areas. E.g. bright colours for noisy activities and softer colours for quiet spaces.
- Provide spaces that allow quiet activities and are equipped for meetings and study.
- Consider functionality and strategically choose the location of functions, such as study or kids areas.
- The book display areas can help divide the space and be used as buffers between different functions. Also use lighting to make them more attractive.



A bold and contemporary colour provides a distinctive definition of a space and differentiates it from other spaces within the Library

(Geelong Library Heritage Centre and reading room. Photo credit: Geelong Regional Libraries)



An open plan layout can create flexibility and support different functions throughout the space while remaining accessible for all users.

(Marrickville Library. Photo credit: Philip Noller/Inner West Council Library and History)



Providing large digital screens and services to pave the way for contemporary events and programs. *(Digital Library, Newcastle. Photo credit: City of Newcastle)*



Providing specialist equipment and spaces such as recording studios and music rooms.

(Library at The Dock Recording Studio. Photo credit: City of Melbourne)



Providing a modern and up to date digital catalogue helps users discover and locate books easily.

(Oran Park Library, Camden. Photo credit: Milk & Honey Photography/Cred Consulting)

Easy to find

Central location

A high proportion of the community and internal stakeholders highlighted the need for libraries to be centrally located close to shops, transport and other amenities.

In particular, they would like libraries to be easily findable with well designed signage and wayfinding.

It is not only important for libraries to have good wayfinding to the library from other places, but also have good wayfinding elements within the library to direct people to the different areas and spaces.

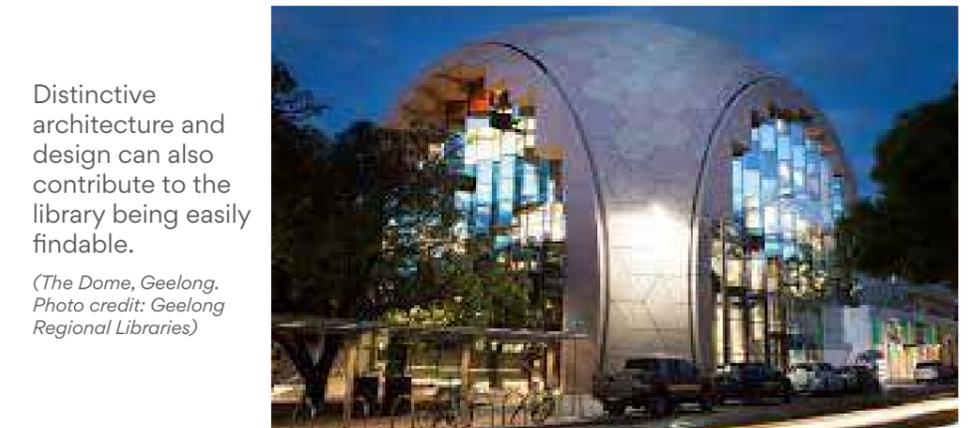
Other things to consider:

- Locating libraries within highly used shopping centres is a way to take the library to where people are.
- Libraries should be well-connected with good active and public transport and infrastructure.
- Using clear signage supported by floor decals for wayfinding can help users easily navigate to different spaces within the library.



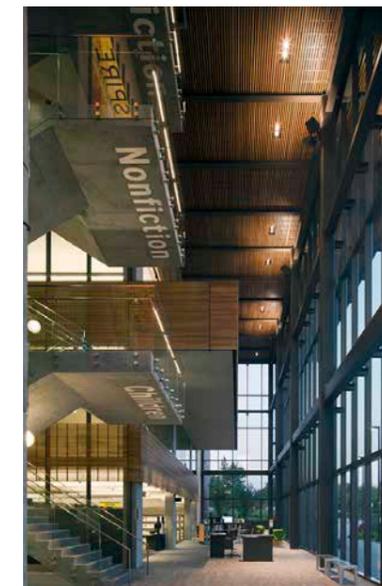
Provide bold and bright library entrances to ensure they are easily findable and have good presence on the street.

(Oran Park Library, Camden. Photo credit: Milk & Honey Photography/Cred Consulting)



Distinctive architecture and design can also contribute to the library being easily findable.

(The Dome, Geelong. Photo credit: Geelong Regional Libraries)



Wayfinding can be more than just signage, it can be a bold design statement that has inviting and memorable elements.

(Vancouver Community Library, Washington Library. Photo credit: Nic Lehoux / Architectural Photography)



Provide clear signage and wayfinding at key locations to direct people to the library. *(Photo credit: City of Melbourne)*



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