



# Libraries for Ryde

*"Our future is an open book"*

2014 - 2024

 City of Ryde



Lifestyle and opportunity @ your doorstep



## Mayor's Message



A library is a repository of information and every citizen has equal access to it. A library is also a community space: a cultural, social, recreational and lifelong learning space.

Today, when technology has put a world of information at our fingertips in a way that was unimaginable ten years ago, it's vital that we re-imagine what our libraries can be and do in a decade from now.

Once, people came to libraries to borrow books, movies or music, they now take part in a growing choice of activities including community discussions, group learning, author talks, concerts and children's programs. They use the free computers or sit with a laptop or a book. The emergence of the eLibrary means we're now open virtually 24/7.

In the future, our libraries must be flexible enough to adapt to new technologies, population shifts and demand for resources. We must also look at how we will expand Library Services by developing partnerships within the community.

Libraries of the future will be places where communities connect. Where people not only consume content, but create it; where people not only gain knowledge, but apply it.

Already Ryde Library Service has a reputation for excellence. This reputation has been achieved by re-evaluating our services, understanding our community's needs and forward planning. This document continues that journey of innovation.

Regards,

Clr Roy Maggio  
Mayor - City of Ryde

Prepared by



April 2014  
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# Introduction

*As technology becomes increasingly ubiquitous in our everyday lives, the role of libraries is changing.*

*We see this as an opportunity to attract a new community of users and to grow to meet the changing expectations of City of Ryde residents and visitors.*



*Free public WiFi in all Libraries*

Despite changes to the way people use libraries, they remain at the heart of the community. Statistics show library usage is increasing in the City of Ryde and we recognise that this provides us with great opportunities for innovation, and for Ryde's libraries to grow and change with the community they serve.



*The popular children's Storytime*

This document reviews the current status of our libraries, explores issues that could impact our future, and discusses alternative approaches to addressing those issues while ensuring that our libraries remain dynamic and reflect our community's needs.

**30,752 parents and children attended Storytime/Rhymetime in 2012/13**



## Our libraries today

*As well as offering access to a huge range of reading material, information and a place to read, study and unwind, our libraries are also a hub for community activities, from children's story time and writing workshops to author talks, musical events, technology classes and cultural events.*

We provide a high quality service to our community, featuring:

- Professional, knowledgeable, adaptable and flexible library staff committed to continuous learning, best practice and excellent customer service
- An integrated network of five libraries - Ryde, North Ryde, West Ryde, Eastwood and Gladesville
- New and revitalised library infrastructure at Ryde, West Ryde, Eastwood and North Ryde
- Print and online resources, including eBooks and eAudio collections
- A diverse range of community and culturally focused programs
- Access to technology, including training and free public WiFi.

Benchmarking with other NSW public libraries reveals the strong performance of Ryde Library Service, with our libraries performing above median level.

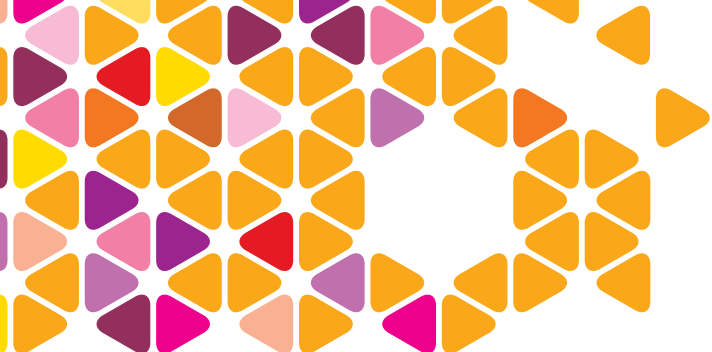
Particular strengths include visits to the library per capita, loans per capita and turnover of stock.

The library also performs well with regard to membership, size of the collection, age of the collection, staff numbers and provision of computers.

**There were 946,157 visitors at our libraries in 2012/13 compared with 579,936 at the Powerhouse Museum, 428,454 at the Australian Museum and 790,266 at the State Library of NSW. Of these figures, only the City of Ryde Libraries had increased attendance compared with previous years.**



Reopening of Eastwood Library after renovations in February 2013



## Snapshot of our community

Current population: 110,791 (2012 estimate), projected to rise to 135,508 by 2031

25-49 year olds make up 38.2% of the population compared with 37.3% in Greater Sydney and 34.6% across NSW

42% of the population was born overseas compared with 34.2% in Greater Sydney and 25.7% across NSW

42% speaks a language other than English at home compared with 32.5% in Greater Sydney and 22.5% across NSW

The most commonly spoken languages other than English were Mandarin, Cantonese and Korean compared with Arabic, Mandarin and Cantonese in Greater Sydney and across NSW

44.3% of local residents are registered library users

37,050 people aged over 15 (33%) have tertiary qualifications compared with 28.2% across NSW

Source: ABS Statistics, Profile ID



## What we do

*Our libraries provide a range of spaces, resources and services that support and enhance the cultural, social, recreational and lifelong learning needs of the community now and into the future.*

*The Library Service also fosters wellbeing and is a significant contributor to community harmony and culture in the Ryde area.*

### Our guiding principles

**Place:** We provide welcoming spaces that inspire social, recreational and learning experiences for our community.

**Access to information:** We provide free and equitable access to quality information in a range of formats for our community.

**Staff:** Our staff are customer focused enthusiastic team workers who strive for excellence. We have the skills to meet the changing information needs of our community.

**Responsiveness to change:** We are a constantly evolving service that responds to, and anticipates changing community needs and expectations.

**Empowerment:** We build community capacity by providing information, services, programs and technology that empower people to participate fully in society.

**Innovation:** Our libraries enthusiastically adopt innovative technologies and approaches to deliver library services.

**Partnerships:** We seek to develop internal and external partnerships that extend and enhance the range and depth of our service and programs.



Ryde Library





# The changing library landscape

*Many issues will shape libraries in the future, from their design, to the way services are delivered and collections are developed. The following factors outlined already influence the way libraries deliver their services and will continue to play an important role in the future.*



Technology courses



Library Knit-in

## Community space

Libraries are increasingly important community focal points. New libraries are bigger and better designed with flexible, adaptable and accessible interiors, and are increasingly co-located with cafes, retail outlets or other community services.

## Community harmony and wellbeing

Socially inclusive, cohesive and sustainable, libraries play an important role in developing and building the capacity of communities. They are actively engaged in providing opportunities for lifelong learning, from early literacy programs to classes for tech savvy seniors, delivered both face-to-face and online. Recreational activities are also thriving, and communities are being engaged by attending, developing and conducting events and activities.

## Technological change

Libraries have an increasing number of eResources, faster internet speeds and will enjoy greater bandwidth after the rollout of the National Broadband Network.

Libraries are engaging with their communities through the use of social media, smart technology and mobile applications.

## Partnerships

Partnerships with the community are expanding as mutually beneficial relationships are made with volunteers, the education sector, community organisations, and commercial enterprises. Such partnerships deliver opportunities for future expansion of the library service.

## Evolving collections

Recently there has been a significant growth in eBooks and access to other online materials, although hard copy books will remain a feature of the modern library for many years to come.

Collections are also becoming more targeted and responsive to demand, and are increasingly being presented in flexible and contemporary shelving configurations with attractive face-out displays that encourage browsing. In the near future there will be an increasing amount of content creation by the community that will also form part of the library's collection.





## Adaptable resourcing

To maintain and develop their collections and services against a backdrop of financial constraint, innovative libraries are seeking additional resourcing through sponsorships and partnerships with education, business and community services.

They are also finding new ways of income generation, by co-locating with cafes and venue hire for example. The emphasis is on sustainable resourcing models.

The State Government provides limited support for public libraries through an annual Public Library Funding Strategy and availability of Library Development Grants. State Government expenditure on public libraries has decreased as a proportion of total public library expenditure from 23% in 1980 to 7% in 2013.



*Libraries make the ideal location for study*

**For every dollar expended  
on NSW public libraries,  
\$4.24 of economic benefit and  
\$2.82 of real economic activity is generated.**

Library Council of New South Wales:  
*Enriching communities: The value of public  
libraries in New South Wales (2008)*



## What does our future hold?

*Our notion of libraries is changing. They have expanded from collections of print books to a diverse mix of print and online media; from hushed spaces to vibrant and welcoming meeting places with quiet corners for study and reading; and from lending institutions to creative, interactive community hubs.*

*As patterns of usage change, our libraries will also change to meet community expectations.*

Contemporary libraries develop and maintain social cohesion and community capacity. They provide accessible and timely resources, services and activities that enhance community learning, lifestyle and opportunity.

The roles of library staff have evolved. They now provide fast, mobile access to a comprehensive range of services, programs and collections through an enhanced online presence. Our physical libraries are strategically located throughout our City so that all community members are within a 15 minute drive.

Modern public libraries are attractive, dynamic and flexible. As the City of Ryde's population changes we will embrace new opportunities.

### **A growing, shifting population:**

The current configuration of libraries best serves the southern part of the Local Government Area (LGA). Strategically, and as opportunities arise, libraries will need to be relocated or redeveloped in the northern part of the LGA, especially around Macquarie Park, due to increasing development and population growth.

### **Commercial and residential development:**

Co-locating libraries in commercial and residential developments in growth areas, such as North Ryde and Macquarie Park, will provide value for money opportunities for new library facilities.

### **Our multicultural community:**

Showcasing and supporting the unique cultural mix of City of Ryde will remain an important focus of the Library Service.

### **More older people, young adults and children:**

The number of older people, young adults and children is predicted to sharply increase in the City of Ryde over the next 20 years.

To meet their growing needs, the library will explore innovative service delivery, marketing and promotional ideas to remain relevant.

### **Greater community participation:**

The library will continue to provide spaces and programs that reflect and embrace our community, while collecting and curating 'Ryde stories' that tell the story of the City and its people for the community and beyond.

### **More efficient use of resources:**

Our libraries will be located in key areas, and open hours that are most appropriate for their communities. As patterns of library usage change, and an increasing number of services become available online, staff will be deployed where they are most needed, while library collections will reflect the local community's interests and demands.

### **Clever use of technology:**

To enable our community to access information and services, eDelivery of both programs and resources will continue to expand, including online booking systems, an interactive website and catalogue, service delivery through mobile devices and a strong social media presence.



## Our evolving community

In 2023, our forecast population is 125,396, with projected increases in the number of:

- people aged over 65
- people aged under 15 years
- lone person households
- people born overseas.





# How will we get there?

*The future development of Ryde's libraries will closely reflect the goals from Council's 2025 Community Strategic Plan, Lifestyle and opportunity at your doorstep. To achieve these goals, we aim to become an adaptable and sustainable library service that maximises available resources, and meaningfully engages with its community, and other key stakeholders.*

**We will focus on:**

## Infrastructure

**Our goal: Community focused libraries and facilities aligned with the Library's Service Delivery Model**

We have developed a new Library Service Delivery Model (see page 18) to better define the future service capability, capacity and design of each library.

Libraries may be defined as City, Town Centre, Neighbourhood or Express, based on usage, size, and the needs of the local population. The model will also inform the relocation or redevelopment of libraries into the future, including co-location with other Council or commercial services.

It is aimed at ensuring that the City of Ryde Library Service remains sustainable, and that resources are best placed to optimise and maximise service delivery. Integral to this model will be the continuation and growth of the Home Library Service and a 24/7 online library.

### Our strategies

We will:

- assess all our current facilities
- redefine and align our libraries to reflect our new model of service delivery
- proactively manage our facilities to ensure they are kept to standard, are well resourced and are sustainable into the future

- undertake detailed scoping of the Service Delivery Model to ensure our libraries are well managed.



*The interior of the newly refurbished Eastwood Library*



## Collections

**Our goals: Optimal and equitable access to all the library's collections, both physical and electronic.**

**Collections that meet the high expectations of the community.**

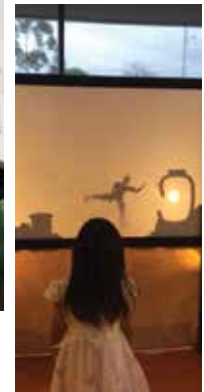
The future ratio of eResources to hard copy is not easy to predict, although some suggest it may reach 50/50 in the next five to ten years. Hard copy is still being published and is very popular in most of the major collection areas, particularly non-English materials. It is, therefore, unlikely that digital publications will replace hard copy collections in the short to medium term and more likely that the library will have to provide and manage both formats.

Another emerging trend of note is that public libraries are both collecting and publishing local content e.g. local writing and music.

### Our strategies

We will:

- develop a Collection Management Plan
- ensure our physical and electronic collections are easily accessible
- market our collections to maximise usage and understanding of what is available
- explore the collection and publication of local content e.g. local and family histories
- actively seek community input and feedback on collections.





## Services and programs

**Our goal: Quality and relevant services and programs with clear community outcomes.**

The services and programs developed and delivered by the City of Ryde Library Service are as important and vital to library users as the collections. The number and range of services and programs is increasing in line with both community expectations and demand and is reflective of what is happening in public libraries throughout Australia.

### Our strategies

We will:

- design our services and programs to clearly identify our resource requirements, opportunities, efficiencies and desired community outcomes
- explore and develop partnership opportunities for service and program delivery
- deliver selected library services electronically.



*Author Julie Goodwin presents her new book*



*Musical Morning Tea using the Grand Piano at Ryde Library*

## Information and communication technology

**Our goal: Customer focused, innovative and accessible information and communication technology.**

Information and communication technology (ICT) is a leading area of focus for the City of Ryde Library Service. The library's ICT will encompass equity of access, planning, integration and renewal of library ICT, the development of an online library (including mobile web and App access), and the use of technology within library facilities.

### Our strategies

We will:

- develop an ICT Services and Assets Management Plan
- provide access to online library services and resources including databases, eBooks and eMagazines
- provide access to library technology including WiFi and public access computers
- provide a customer focused library management system
- explore and develop mutually beneficial technology partnerships
- explore self-service options for our users.

## Staffing

**Our goals: A staffing structure that supports flexible and adaptable service delivery.**

**A workplace culture of learning and growth.**

The library's organisational structure will optimise the deployment of staff, support staff learning and development, and ensure an ongoing focus on review, evaluation and implementation of innovative services and programs.



### Our strategies

We will:

- develop a library structure that supports the delivery of our goals and strategies; and the needs of our customers and community
- ensure our skills, behaviours and practices reflect and support our customer and community service delivery expectations
- develop a Library Workforce Plan that addresses and supports the recruitment and deployment of staff and volunteers
- develop a Library Learning Plan for staff that encompasses technology, customer and community engagement, and event and facilities management.



*Staff participating in Banjo Paterson Festival celebrations*



## Partnerships

**Our goal: Collaborative partnerships that benefit the library service, customers, Council and the community; and that encourage investment in library projects, services and programs.**

Creating a range of partnerships that support library projects, services and programs will help the library innovate, and importantly, maintain its relevance and viability into the future. The combination of partner and library skills and resources should be mutually beneficial, and of value to customers and the community.

Partnership options range from large commercial enterprises to small local community organisations, and can include sponsors, volunteers, library supporters and advocates.

### Our strategies

We will:

- develop clear and transparent partnership guidelines, procedures and roles for staff
- assess and develop partnership and collaboration opportunities

- develop a Library Partnership Prospectus that clearly outlines opportunities and benefits for potential sponsors, partners and collaborators.

## Finance

**Our goal: A well-resourced and sustainable library service.**

A range of income and resourcing streams will need to be developed for the City of Ryde Library Service into the future. These income and resourcing streams will need to be applied to programs and services that provide the best strategic outcome for the community.

### Our strategies

We will:

- assess the financial effectiveness, efficiency and viability of all projects, programs and services
- explore external funding and resourcing opportunities
- ensure efficient budget management.

## Stakeholder engagement

**Our goal: Inform, consult, involve and collaborate with key stakeholders in the ongoing design and development of library services and programs.**

The library aims to involve those people who may be affected by its decisions and ensure that its strategic direction meets the aspirations of the local community.

This strategy will align with the City of Ryde's Communications and Engagement Strategy.

### Our strategies

We will:

- assess the library's processes and approach to customer and community engagement
- develop a community and customer engagement plan
- create engagement opportunities for all our key stakeholders.





## Marketing

**Our goal: Targeted and effective marketing strategies that build community recognition, knowledge, and usage of services, programs and facilities.**

The library will communicate and market its services, collections, events and activities to its customers and the community more effectively.

To achieve this, the library will integrate marketing and communication strategies into all its services, events and activities.

### Our strategies

We will:

- analyse our environment to better understand the current needs and challenges facing the library, customers and the community
- actively engage with our key stakeholders and partners in the development of library marketing strategies
- develop, adopt and implement a Marketing Plan.



There were 121,000 logins using our library WiFi service in 2012/13





## The new Library Service Delivery Model

*To position our libraries to meet future needs, we have created a new Library Service Delivery Model that will provide for a range of libraries tailored to the needs of their local area and that can be adapted to meet a number of future scenarios potentially affecting the City of Ryde.*

We recognise that in order to meet service demands now and into the future, the Library Service needs to maximise the effectiveness of our resources, both operational and capital. This may require innovations in the way we deliver our services, from

the development of 'express' and online libraries, to the creation of new facilities in growing areas.

Library Service Delivery Models guide the development and operation of library facilities, and examples can be found in Newcastle, Lake Macquarie and Liverpool. We have reviewed these models and developed a Library Service Delivery Model that is based on the needs of our community.

Our model is based upon the establishment of two large library facilities that provide a full range of high quality library

services and resources. These will be supported by a number of smaller facilities such as neighbourhood and express libraries, to be located in high traffic areas such as shopping centres and transportation hubs.

These flexible, physical facilities will also be supplemented by a Home Library Service for housebound residents, and a comprehensive online library providing access to a range of key library services 24/7, creating a library service that is available to our community anywhere, anytime.





There are other benefits as well. Using this model we will be able to deploy staff to where they are needed to maximise customer service and benefit to the community, while enhanced online services will facilitate engagement with the community and expand the range of services offered by the library.

By having two larger libraries, we will be able to offer longer opening hours and comprehensive services across the area. The minor reduction in hours at the smaller libraries will assist in staffing the larger libraries and will also allow staff to be channelled into other under-resourced areas such as running programs and events and managing online service delivery. Together, these initiatives will help create sustainable, cost effective libraries for the future.

A stronger focus on co-location and partnerships with other service providers and businesses will introduce library services to new users, while also ensuring that library facilities remain within easy reach of all City of Ryde residents.

The creation of flexible and adaptable spaces that will grow with the needs of our changing demographic mix, while ensuring that services and facilities for an ageing community are enhanced.

*Libraries for Ryde* does not advocate the immediate development of libraries as outlined in the Library Service Delivery Model. Instead it provides long-term guidance for relocation or re-development if and when the opportunity arises.

Some of these opportunities or events are outlined in 'Other catalysts for change' on page 22.

The current library network of five libraries provides a basis for the provision of library services to the anticipated population of the local government area.






The Library Service Delivery Model provides the flexibility to shape that network according to opportunity and community need. The optimum outcome would be a five library network comprised of a city library, a town centre library and three neighbourhood libraries.

In the short term, the Library Service Delivery Model will assist with day-to-day decision making in matters that have a long-term impact on library services.












## The new Library Service Delivery Model

Components	City Library	Town Centre Library	Neighbourhood Library	Express Library
<b>Size</b> 	2,000 - 3,500 sqm	1,500 - 2,000 sqm	500 - 700 sqm	50 - 150 sqm
<b>Opening hours</b> 	Up to 70 hours per week e.g. <b>Mon-Fri:</b> 9.30am - 9.00pm <b>Sat:</b> 9.30am - 5.00pm <b>Sun:</b> 12noon - 5.00pm	Up to 70 hours per week e.g. <b>Mon-Fri:</b> 9.30am - 9.00pm <b>Sat:</b> 9.30am - 5.00pm <b>Sun:</b> 12noon - 5.00pm	Up to 40 hours per week e.g. <b>Mon-Wed, Fri:</b> 9.30am - 5.00pm <b>Thurs:</b> 9.30am - 8.00pm <b>Sat:</b> 9.30am - 12noon	In line with co-located business
<b>Staffing</b> 	Service, technical and administrative staff who will also provide staffing support to Neighbourhood and Express Libraries	Service staff, with adequate technical and administrative support; who will also provide support to Neighbourhood and Express Libraries	Two service staff, with assistance provided from City and Town Centre Libraries	Unstaffed with daily support from City or Town Libraries. Overall supervision of space by co-located business
<b>Collection</b> 	Comprehensive, including Local Studies	Comprehensive	Tailored to community, with a focus on recreational, popular material, children and relevant community language resources	Small and popular collections e.g., DVDs, children's material, and eMaterials
<b>Technology</b> 	The full suite of core public technology including computers, self-checkout, WiFi, high-speed Internet; and access to specialised technology, online library; and IT kiosk access to Council services	A suite of core public technology including computers, self-checkout, WiFi, high-speed Internet, online library; and IT kiosk access to Council services	A suite of core public technology including computers, self-checkout, WiFi, high-speed Internet, online library; and IT kiosk access to Council services	A suite of core public technology including computers, self-checkout, WiFi, high-speed Internet, online library; and IT kiosk access to Council services



## The new Library Service Delivery Model

Components	City Library	Town Centre Library	Neighbourhood Library	Express Library
<b>Programs</b> 	Comprehensive range of targeted learning and recreational programs	Comprehensive range of targeted learning and recreational programs	Focused range of targeted programs e.g. children's	Limited range, e.g. Storytime
<b>Specialised service areas</b> 	<ul style="list-style-type: none"> <li>Children</li> <li>Youth</li> <li>Technology</li> <li>Local Studies</li> <li>Meeting rooms</li> <li>Quiet study areas</li> <li>Display / exhibit areas</li> </ul>	<ul style="list-style-type: none"> <li>Children</li> <li>Youth</li> <li>Technology</li> <li>Meeting rooms</li> <li>Quiet study areas</li> <li>Display / exhibit areas</li> </ul>	<ul style="list-style-type: none"> <li>Children</li> <li>Technology</li> <li>Display area</li> </ul>	<ul style="list-style-type: none"> <li>Display area</li> </ul>
<b>Configuration</b> 	Open, spacious and flexible layout, seating and mobile shelving dispersed throughout the library	Open, spacious and flexible layout, seating and mobile shelving dispersed throughout the library	Open and flexible layout, seating and shelving	Comfortable community space and seating, with limited shelving and activity space
<b>Location factors</b> 	High visibility and high traffic area close to public transport and parking	High visibility and high traffic area close to public transport and parking	High visibility and high traffic area close to public transport and parking	High visibility and high traffic area close to public transport and parking
<b>Design factors</b> 	Attractive, contemporary, flexible interior design, that includes relevant security infrastructure, and acoustic design to control the noise levels associated with multi-use.	Attractive, contemporary, flexible interior design, that includes relevant security infrastructure, and acoustic design to control the noise levels associated with multi-use.	Attractive, contemporary, flexible interior design, that includes relevant security infrastructure, and acoustic design to control the noise levels associated with multi-use.	Attractive, contemporary, flexible interior design, that includes relevant security infrastructure, and acoustic design to control the noise levels associated with multi-use.
<b>Home Library Service</b> 	Housebound deliveries Books and audiobooks eReaders	<b>Online Library</b> 	24/7 access to eBooks, other eResources Video casts, music downloads Catalogue, eServices	



## Other catalysts for change



*To ensure we are ready to take advantage of any new opportunities, we have reviewed known factors and potential game changing events (trigger points) and developed a number of possible future scenarios.*

*From these, four were recognised as providing significant opportunities to grow our services and change the City of Ryde's library landscape.*

Many factors will influence the future of Ryde's Libraries, including, the future of the joint library agreement with Hunters Hill, funding availability, demographic change, changing community priorities and possible Council amalgamations.

Other issues such as residential and commercial developments, the library's role in lifelong learning and as a social hub and destination, the impact of the National Broadband Network (NBN) and the accelerating rate of technological change will also play a role.



Meeting room at Ryde Library



## Scenario 1: Redevelop Eastwood as a Town Centre Library

**Trigger points:** An opportunity to partner with a commercial developer in the redevelopment of Eastwood Town Centre and the library in particular; Council's vision for a Youth Hub and Cultural Centre at Eastwood.

To better meet the needs of the Ryde community in the north of the LGA, under this scenario Eastwood Library would be expanded from 500 to between 1,500 and 2,000 square metres, with increased opening hours, additional staff, a larger collection and more activities and events. Ryde would remain as a City Library, and North Ryde, West Ryde and Gladesville would be redeveloped as Neighbourhood Libraries. The Eastwood Library would likely be redeveloped within the existing footprint of the building.

Expansion of the current Eastwood building into a second level could also allow for the realisation of Council's vision for an Eastwood Youth Hub Learning and Cultural Centre within the library's footprint.

North Ryde, West Ryde and Gladesville would see some reduction in opening hours, and more targeted collections. Space at West Ryde Library could potentially be leased to a café or retail outlet.

## Scenario 2: Construct a new Town Centre Library at Macquarie Park

**Trigger points:** An opportunity to partner with a commercial developer in the expansion of the Macquarie Centre shopping complex; Council's vision for a cultural and community venue in the Macquarie Park area.

Intended to accommodate the growing population in this part of the LGA, Macquarie Park Library would be a new building of 1,500 - 2,000 square metres, with long opening hours, large collections, and a diverse range of events and activities.

Under this scenario, Ryde would remain as a City Library, North Ryde would be redeveloped as an Express Library, and Eastwood, West Ryde and Gladesville would be redeveloped as Neighbourhood Libraries.

Eastwood, West Ryde and Gladesville would see some reduction in opening hours, and more targeted collections. There is potential to lease space at West Ryde to a café or retail outlet.





An Express Library would be developed at North Ryde in co-location with a café or retail outlet. Opening hours would match the co-located partner.

There would be a collection of popular items including DVDs, children's material, and eResources; and a suite of core public technology including computers, self-checkout, WiFi, high-speed internet; and kiosk access to Council services.

### Scenario 3: Provide a library service point at Meadowbank

**Trigger point:** An opportunity to partner with a commercial developer, possibly in a new residential or commercial development in Meadowbank.

Intended to benefit the community in the southern part of the LGA, especially Meadowbank residents in new developments, under this scenario, Ryde Library would remain as a City Library; Gladesville, North Ryde, Eastwood and West Ryde would remain unchanged.

An Express Library would be developed at Meadowbank in co-location with a café, retail outlet, or railway station.

Opening hours would match the co-located partner. There would be a collection of popular items including DVDs, children's material, and eResources; and a suite of core public technology including computers, self-checkout, WiFi, high-speed internet; and kiosk access to Council services.

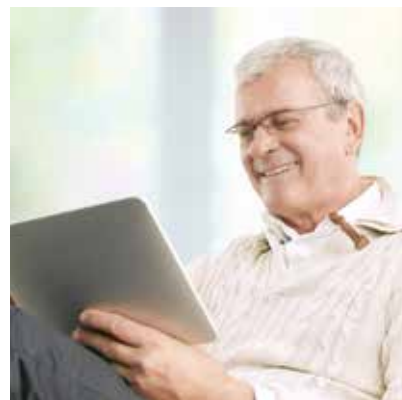
### Scenario 4: Hunters Hill withdraws from the joint library agreement

**Trigger point:** Hunters Hill Council opts not to renew its joint service agreement with the City of Ryde.

Designed to benefit the Gladesville community with a well located, community focused library, under this scenario, Ryde would remain as the City Library; North Ryde, West Ryde and Eastwood would also remain unchanged. Gladesville would be replaced by an Express Library co-located with a café or retail outlet, with opening hours to match those of the co-located business. The existing Gladesville Library building would be made available for other purposes or sold.

## Conclusion

With so much opportunity presented by the changes occurring all around us, it is clear that the City of Ryde Library Service will remain central to our community for decades to come. Our future is an open book and we look forward with great interest and excitement to see what will be written on its pages.







# Acknowledgements



## Project Manager

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Erica Spinks  
Jill Webb  
Gabrielle Wyllie  
Jinru Zhu



## Community Reference Group

A Libraries for Ryde stakeholder and community reference group was also convened to represent community views regarding local issues, impacts, costs and benefits associated with the provision of library services.

Lisa Bortz  
Hayden Evans  
Margaret Helman  
Dr Ken Johnston  
Cathy Larvin  
Hugh Lee  
Suzanne Smithson  
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Rachel Sullivan

## Graphic Design

Renee Mitchell



# Translation Information

## English

If you do not understand this document, please come to the Ryde Civic Centre, Devlin Street, to discuss it with Council staff, who will arrange an interpreter service. Alternately, you may ring the Translating and Interpreting Service on 131 450 to ask an interpreter to contact Council for you. Our phone number is 9952 8222 and our office hours are 8.30am to 4.30pm Monday to Friday.

## Arabic

إذا كنت لا تفهم محتويات هذه الرسالة، فالرجاء الاتصال بمركز مجلس بلدية رايد Ryde Civic Centre، وعنوانه: Ryde، Devlin Street، لمناقشتها مع العاملين في المجلس عن طريق مترجم، يستعين به العاملون لمساعدتك. أو يمكنك، بدلا من ذلك، أن تتصل بمكتب خدمات الترجمة TIS على الرقم 131 450 وأن تطلب من أحد المترجمين أن يتصل بالمجلس نيابة عنك. رقم تليفون المجلس هو 9952 8222، وساعات العمل هناك هي من الساعة 8.30 صباحا إلى 4.30 بعد الظهر من يوم الاثنين إلى يوم الجمعة.

## Armenian

Եթե այս նամակը չէք հասկնար, խնդրեմ եկէք՝ *Րայդ Բիւրօնը Սենթրը, Տեյվլին փողոց, Րայդ, խօսակցելու*։ Բաղաքապետարանի պաշտօնեաներուն հետ, որոնք թարգմանիչ մը կրնան կարգադրել։ Կամ, կրնաք հեռաձայնել *Թարգմանութեան Ապասարկութեան՝ 131 450, եւ խնդրել որ թարգմանիչ մը Բաղաքապետարանին հետ կապ հաստատէ ձեզի համար։ Բաղաքապետարանի հեռաձայնի թիւն է՝ 9952 8222։ Բաղաքապետարանի գրասենեակի ժամերն են՝ կ.ա. ժամը 8.30 - կ.ե. ժամը 4.30, Երկուշաբթիէն Ուրբաթ։*

## Chinese

如果您看不懂這封信，請到位于 **Devlin Street, Ryde** 的禮特區市府禮堂 (Ryde Civic Centre) 與區政廳工作人員討論，他們將會給您安排傳譯員服務。或者您自己打電話給“翻譯及傳譯服務”，電話：131 450，請他們替您與區政廳聯係。區政廳的電話號碼是：9952 8222。區政廳工作時間是：週一至週五，上午 8.30 到下午 4.30。

## Farsi

اگر این نامه را نمی فهمید لطفاً به مرکز شهرداری رايد در **Devlin Street** مراجعه کنید. کارمندان شهرداری ترتیب استقاده از يك مترجم را براي شما خواهند داد. یا میتوانید به سرویس ترجمه کتبی و شفاهی شماره **131 450** تلفن بزنید و بخواهید که يك مترجم از جانب شما با شهرداری تماس بگیرد. شماره تلفن شهرداری **9952 8222** و ساعات کار از **8.30** صبح تا **4.30** بعد از ظهر مي

## Italian

Le persone che hanno difficoltà a capire le presente relazione annuale, sono pregate di presentarsi al Ryde Civic Centre in Devlin Street, Ryde, e parlarne con gli impiegati municipali che provvederanno a richiedere l'intervento di un interprete. Oppure possono chiamare il Translating and Interpreting Service al 131 450 e chiedere ad uno dei loro interpreti di mettersi in contatto con il comune di Ryde. Il numero del comune è 9952 8222. Gli uffici comunali sono aperti dalle 8.30 alle 16.30, dal lunedì al venerdì.

## Korean

이 편지를 이해할 수 없으시면 Ryde의 **Devlin Street**에 있는 **Ryde Civic Centre**로 오셔서 카운슬 직원과 상담하여 주십시오. 저희 직원이 통역 서비스를 연결해 드릴 것입니다. 아니면 **131 450**번으로 통번역 서비스(TIS)에 전화하셔서 통역사에게 대신 카운슬에 연락해 주도록 부탁하셔도 됩니다. 카운슬 전화 번호는 **9952 8222**번입니다. 카운슬의 업무 시간은 오전 **8:30**부터 오후 **4:30**, 월요일에서 금요일까지입니다.



## Ryde Library Service

### **Ryde Library**

1 Pope Street, Ryde 2112 (cnr Pope and Devlin Streets, within Top Ryde City Shopping Centre)

Phone: 9952 8352

Email: rydelibrary@ryde.nsw.gov.au

### **North Ryde Library**

201 Coxs Road, North Ryde 2113

Phone: 9952 8377

Email: nrlibrary@ryde.nsw.gov.au

### **West Ryde Library**

2 Graf Avenue, West Ryde 2114

Phone: 9952 8376

Email: wrlibrary@ryde.nsw.gov.au

### **Eastwood Library**

Corner Hillview Road and West Parade, Eastwood 2122

Phone: 9952 8375

Email: ewlibrary@ryde.nsw.gov.au

### **Gladesville Library**

6 Pittwater Road, Gladesville 2111

Phone: 9952 8378

Email: gvlibrary@ryde.nsw.gov.au



 **City of Ryde**



Lifestyle and opportunity @ your doorstep

**Civic Centre** 1 Devlin Street, Ryde NSW  
**Ryde Planning and Business Centre**  
1 Pope Street, Ryde (Below Ryde Library)

**Post** Locked Bag 2069, North Ryde NSW 1670  
**Email** [cityofryde@ryde.nsw.gov.au](mailto:cityofryde@ryde.nsw.gov.au)  
**www.ryde.nsw.gov.au**

**Customer Service** (02) 9952 8222  
**TTY** (02) 9952 8470 **Fax** (02) 9952 8070  
**Translating and Interpreting Service** 131 450