

# GREAT LIBRARIES

# GREAT COMMUNITIES

IMAGINE  
CONNECT  
LEARN



**RYDE LIBRARY SERVICE  
STRATEGIC PLAN  
2019-2024**

 City of Ryde

Lifestyle and opportunity  
@ your doorstep





# CONTENTS

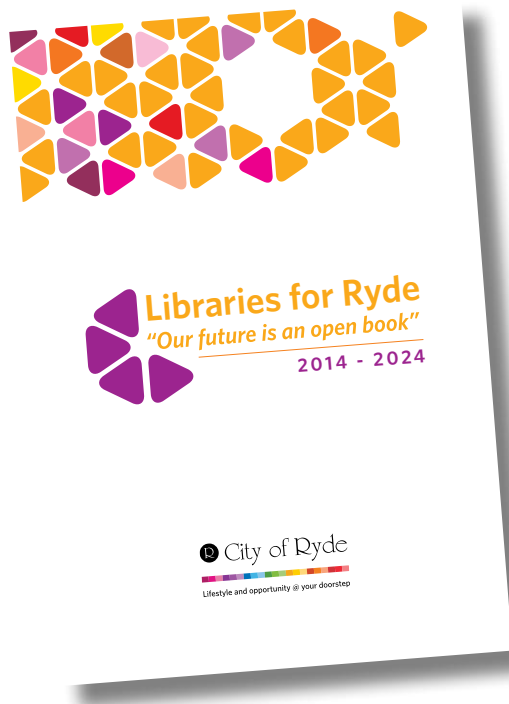


<u>Introduction</u>	4
<u>Our libraries today</u>	6
<u>Snapshot of our community</u>	10
<u>About our library service</u>	16
<u>The changing library landscape</u>	20
<u>What does our future hold?</u>	24
<u>How will we get there?</u>	28
<u>Our new Library Service Delivery Model</u>	36
<u>Imagining our new libraries</u>	42
<u>Catalysts for change</u>	44

## INTRODUCTION

Libraries hold a special place in the hearts of our community. As well as being spaces for people to access information and ideas, the City of Ryde's libraries support social inclusion, help bridge the digital divide, encourage lifelong learning, and act as meeting places for a range of community activities.





In 2014, we released our first strategic plan, *Libraries for Ryde 2014 – 2024*. While intended to shape our future for 10 years, a rapidly expanding and evolving community and the new *2028 Community Strategic Plan* for the City of Ryde necessitates a revision.

While continuing to provide books, magazines and other publications, we anticipate that our libraries will also provide refuges to escape from the pressures of high-density living, places to connect with people who share common interests, spaces to build skills and knowledge and room to let the mind wander free.

We have revisited our Library Service Delivery Model to ensure that it affirms our collective goals and that we have a clear vision of the future. It will guide us in our delivery of the services and facilities our community needs in both the short and longer term, and position us to optimise the opportunities arising through the growth and development of our City.

The City of Ryde won the **NSW Public Libraries Marketing Award** for our **March to a Million campaign**, which achieved its target of receiving more than a million visits to our libraries in a year, along with a significant increase in the use of services, collections and new memberships.



#### Some of our achievements during the past five years included:

- We now offer improved digital connectivity and our community has responded enthusiastically.
- Library collections continue to adapt to community interest and needs.
- Library staff are a cohesive professional team that delivers outstanding customer service.
- We developed a very popular volunteer program that is building cohesion in our community.
- The development of partnerships has led to a 10 percent growth in programs and 25 percent increase in attendance.
- Our asset management plan has seen refurbishments at all libraries.
- Marketing of the Library Service has become increasingly sophisticated, resulting in sustained growth and use of the libraries.
- We have a solid planning foundation provided by our Library Service Delivery Model.



## OUR LIBRARIES TODAY

Library usage in the City of Ryde continues to defy national trends. While our libraries are more popular than ever, our evolving community – and the changing role of libraries in their lives – provides us with exciting opportunities to take the next step on our journey to offering the best possible library service.



The new *Ryde 2028 Community Strategic Plan* has presented us with an opportunity to revisit *Libraries for Ryde*. It has allowed us to reimagine the future of the Library Service in our City, now that we have a clearer understanding of what that future might hold.

Our new *Library Service Strategic Plan: Great Libraries, Great Communities*, identifies and affirms our goals, and provides a blueprint for achieving those goals by outlining our short and long-term strategies and the tasks needed to implement those.









Our five libraries offer diverse programs and activities that appeal to a broad sector of our community.

#### Key Statistics (2017/18):

- 1,025,597 visits
- 944,889 loans
- 160,000 information requests
- 122,239 eLoans
- 1,832 events with 64,585 attendees
- 274,877 WiFi logins
- 64,346 public PC hours.





Libraries play an increasingly important role in building community cohesion. They provide diverse literature and other materials in a range of languages and formats to allow people from all backgrounds to explore ideas, discover the past, engage with the present and imagine the future.

They recognise, appreciate and celebrate people's different backgrounds and circumstances and how their lives enrich the community. They create opportunities, through employment, volunteering, events and social activities, and build a common vision and sense of belonging.

They provide a focus for community activities, activate public spaces, create social capital and enhance the liveability of a community by increasing opportunities for engagement.

As our City grows and changes, we need to plan to meet increased demand for the facilities and services that support the entire community, including a specific focus on spaces for people to participate and engage with others in lifelong learning.

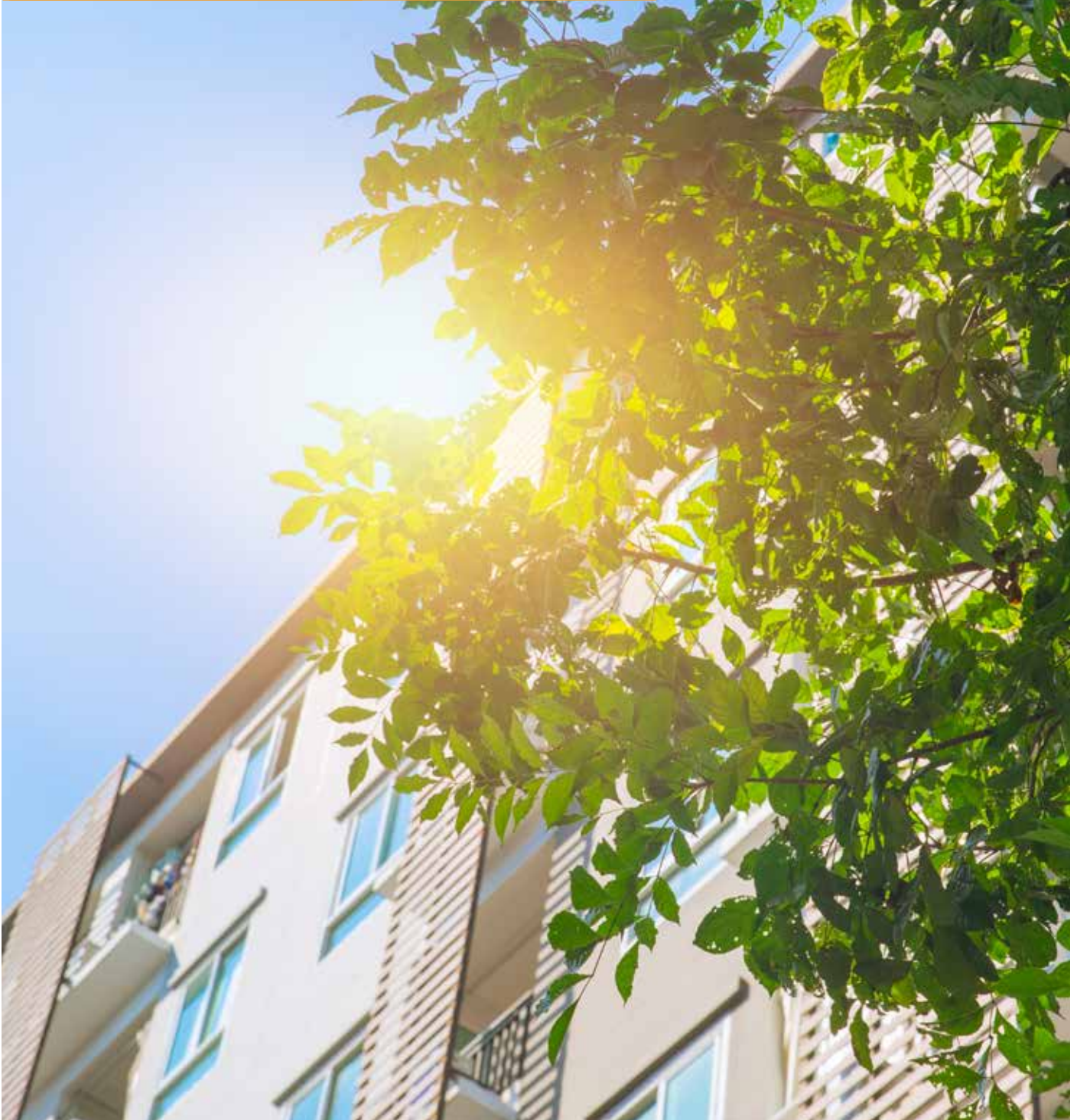
In return, the rich array of social networks, community groups and partnerships facilitated by these spaces connect neighbourhoods and improve the quality of life for people of all ages, abilities and cultures.





## SNAPSHOT OF OUR COMMUNITY

Over the coming decades the overall composition of our community will shift in some important areas. Our changing demographics are adding a new chapter to the City of Ryde's story.



Between 2011 and 2016, total dwellings across the City of Ryde increased by 4,484. Of these, 4,200 were high-density dwellings, reflecting a significant change in the way people live. Denser living means that more people will be living in units, increasing demand on the area's many lifestyle assets, public spaces and local services.



Significantly, there will be 40,000 more people accessing the City of Ryde's services and facilities by 2036. This increasing and changing population will influence planning for schools, organised sports and youth services. It will also require us to reassess the services and facilities we offer, to ensure reasonable access for people at all stages of their lives.

For example, population forecasts predict that the number of people who have reached retirement age will increase by more than 60 percent, requiring the growth of a range of tailored services and safe access to more places.

Similarly, many young families are moving to the City of Ryde, with numbers of children and teenagers projected to increase more than 40 percent, requiring a new approach to successfully meeting their needs.



## OUR COMMUNITY IS EVOLVING



is expected during the next

**20 years**

outstripping earlier predictions of 22 percent. All age groups are expected to grow, with the largest increase predicted to be among people of retirement age.

**2018**

128,138



**2036**

171,650



## THEY ARE CULTURALLY DIVERSE

**In 2016**

**47%**

of our population was born overseas with the largest groups coming from:

China

**13%**

and South Korea

**4%**



Almost half of our population

**48%**

spoke a language other than English at home. The largest groups were:

Mandarin

**13%**

Cantonese

**7%**

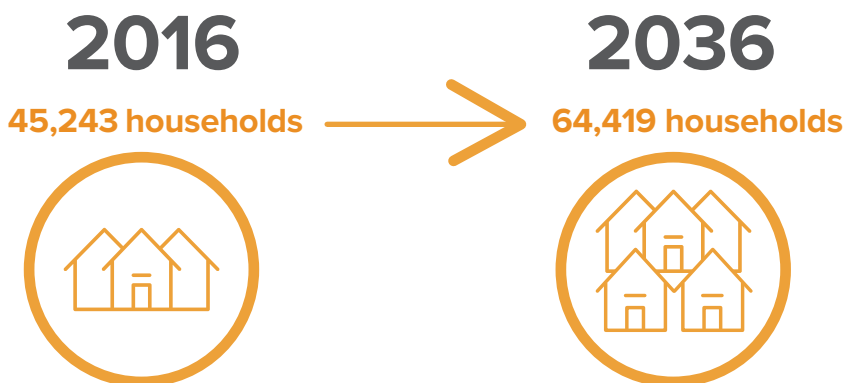
Korean

**5%**





## THE WAY WE LIVE IS CHANGING



An increase is expected to be in the growth of single person households:

**In 2016**

**23%**

**In 2036**

**26%**

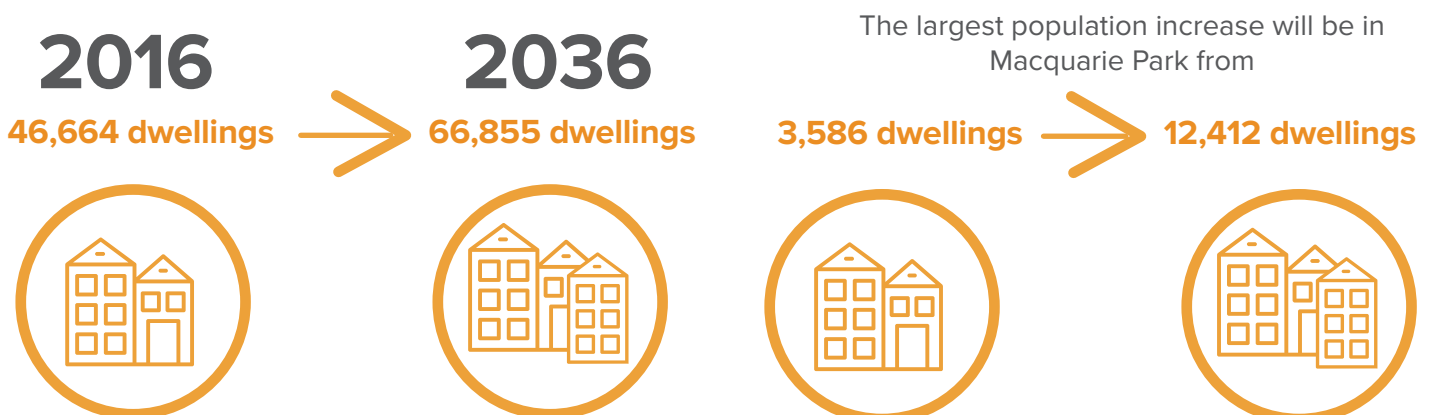
while the dominant household type will be couples with dependants, currently

**34%**

of the total.



## WHERE WE LIVE IS CHANGING TOO



The largest population increase will be in Macquarie Park from

with single person occupants in the 20-24 age group expected to become increasingly dominant.



In practical terms the increase in higher density living will mean that people may need to look elsewhere for quiet study spaces and places to gather to engage in creative pursuits. Libraries will play a significant role in ensuring these spaces are available in areas of greatest population concentration. And for the growing population of lone apartment dwellers, libraries, and the staff who bring them to life, will provide a vital space to share with others.



## ABOUT OUR LIBRARY SERVICE

Our libraries deliver spaces, experiences and opportunities that enhance the social, cultural, recreational and lifelong learning needs of our wider community.



Our libraries are inclusive both in the services we offer and in our broad, progressive and diverse collection of books and other materials, while our principles of equity, acceptance and tolerance promote an ethical framework across our City.



## OUR GUIDING PRINCIPLES

---

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

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

**Staff:** We are customer-focused, enthusiastic team workers who strive for excellence. We are lifelong learners, meeting the changing 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 and resilience by providing information, services, programs and technology that empower people to participate in society.

**Innovation:** We enthusiastically adopt innovative technologies and practices, adapting them to improve services.

**Engagement:** We engage with the community and other stakeholders to develop the range and depth of our service and programs.

**Fostering Multiculturalism:** We strive to provide culturally and linguistically appropriate library services to our multicultural community.



The Library Service is a key contributor to all outcomes of the City of Ryde 2028 *Community Strategic Plan*, particularly:

### OUR ACTIVE AND HEALTHY CITY

- We provide comfortable community spaces that offer a range of choices for learning, recreation and living.
- We provide services and activities that strengthen community life, connectedness and wellbeing.

### OUR CONNECTED AND ACCESSIBLE CITY

- We provide up-to-date technology that enables the community to navigate the technological requirements of life.

### OUR DIVERSE AND INCLUSIVE CITY

- We provide places that are accessible to all members of the community.
- We welcome people and help them to feel connected within their community.

### OUR SMART AND INNOVATIVE CITY

- The creative technology focus of our proposed Specialised Centre Library will contribute to the development of Macquarie Park as an innovation district.

Following several years of significant growth in our City, in June 2018 we released our *Ryde 2028 Community Strategic Plan*. This is the Council's ten-year strategy for ensuring that the City of Ryde lives up to the aspirations of our community, while also meeting the challenges of our future.

Developing the plan involved extensive community consultation, with a number of themes emerging. They include recognition that our City is home to a friendly, supportive community with a rich history and range of backgrounds. There was also recognition that as the city grows, we will need to bring people together and find new ways to strengthen community connections between diverse groups.

*Great Libraries, Great Communities* provides a Library Service response to the challenges and opportunities identified in the new *Ryde 2028 Community Strategic Plan*.







## THE CHANGING LIBRARY LANDSCAPE

Diverse issues will shape libraries into the future, from their design to the way services are delivered and collections are developed.



The following factors already influence the way libraries deliver their services and will continue to play an important role in the future.

### COMMUNITY SPACE

Libraries are increasingly important community focal points. New libraries are dramatic and inspiring destinations with flexible, adaptable and accessible interiors, and are increasingly co-located with cafés, retail outlets or other community services.

### DIVERSITY AND INCLUSIVENESS

Socially inclusive, cohesive and sustainable, libraries play an important role in bringing people together and strengthening community connections. They provide opportunities for lifelong learning, from early literacy programs to technology classes for seniors, delivered both face-to-face and online. They underpin a rich range of social networks, community groups and partnerships and help residents and businesses to participate in creative, diverse and voluntary activities that connect neighbourhoods and improve the lives of people of all ages, abilities and cultures.



## TECHNOLOGICAL CHANGE

---

Libraries have embraced the digital age. They engage with their communities through social media, smart technology and mobile applications. They offer digital maker spaces, as well as spaces for other creative activities, and provide support – both in terms of infrastructure and staff expertise – for online transactions with government and business.

## PARTNERSHIPS

---

Partnerships with the community are expanding as mutually beneficial relationships are made with volunteers, the education sector, community organisations, and selected well-aligned commercial enterprises. These partnerships allow libraries to engage with the community and other stakeholders in new ways and to develop the range and depth of our services and programs.



## EVOLVING COLLECTIONS

There is significant growth in demand for online library services, leading to the challenge of finding the ideal balance and mix of print and online items. Collections are also becoming more targeted and responsive to demand, and are increasingly being presented in attractive face-out displays that facilitate browsing.



## ADAPTABLE RESOURCING

To maintain and develop their collections and services, innovative libraries are seeking supplementary resourcing for targeted programs and services through sponsorships and partnerships with education, business and community services.







## WHAT DOES OUR FUTURE HOLD?

As patterns of library usage have changed, so too have libraries. Modern public libraries are attractive, dynamic and flexible. They respond to diverse needs with comfortable spaces for quiet reading and reflection, as well as providing places for active learning, collaboration and events.



Our physical libraries are strategically located throughout our City so that community members are able to access the resources we offer. They inspire visitors with possibilities – from ideas contained within books, print and online media to the inspiration provided by exhibitions and events – and even the design of the libraries themselves, helping to enrich the cultural life of our city.



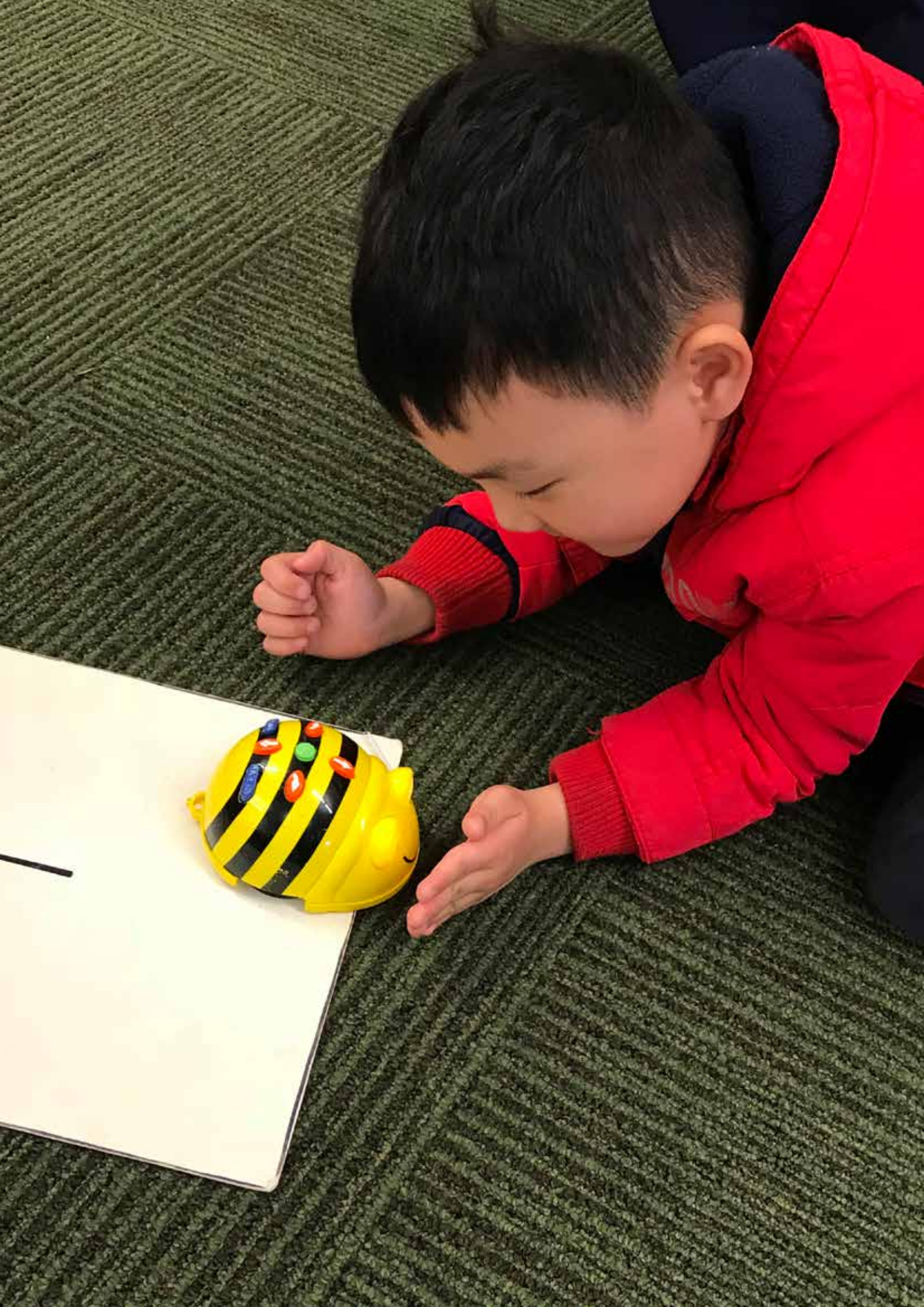


Offering a mix of quiet corners for study and reading, with vibrant and welcoming meeting places, libraries have become creative, interactive community hubs. They provide a place of welcome, where people can come together, attend events and interact, helping to develop and maintain social cohesion. They build community capacity by providing accessible and timely resources, services and activities that enhance learning, lifestyle and opportunity.

As the world increasingly adopts digital technology and its possibilities, we provide space and infrastructure for creative technology use and digital inclusion. Our library staff now act as friendly guides to services and information that enable our community to engage and participate.









Many forces will shape our libraries' future:

## **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, North Ryde and Eastwood, due to increasing development and population growth.

## **COMMERCIAL AND RESIDENTIAL DEVELOPMENT**

Co-locating libraries in commercial and residential developments in growth areas will provide value for money opportunities for new library facilities. We also need to be prepared to meet the needs of an increasing number of residents living in high density accommodation.

## **OUR DIVERSE AND INCLUSIVE COMMUNITY**

Showcasing and celebrating the unique cultural and social mix of City of Ryde will remain an important focus of the Library Service. We will continue to seek opportunities to highlight events, issues and interests that are significant to different groups within our community.

## **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 programs to remain relevant and to continue to meaningfully engage with them.

## **GREATER COMMUNITY PARTICIPATION**

The library will continue to provide spaces and programs that reflect and embrace our community. We will engage with our community in a variety of ways, including collecting and curating 'Ryde stories' that preserve the stories of the City and its people for the community today and into the future.

## **MORE EFFICIENT USE OF RESOURCES**

Our libraries will be located in key areas, and open during hours that are most appropriate for their communities. As patterns of library usage change we will adapt our use of resources to reflect our local community's interest and demands.

## **CLEVER USE OF TECHNOLOGY**

To enable our community to access information and services online and improve digital inclusion, both programs and public technology will continue to expand, including service delivery through mobile devices and a strong social media presence.



*Casey-Cardina, Bungil Place Library,  
Victoria*



*Geelong Library and Heritage Centre  
Geelong, Victoria*

## HOW WILL WE GET THERE?

The ongoing evolution of our libraries is guided by the goals set in the *Ryde 2028 Community Strategic Plan*. To achieve these goals, we will study trends in libraries worldwide and adapt our service so that is ready to grow and change with our community and their needs.



We will optimise available resources, meaningfully engage with our community and key stakeholders and bring to life a vision of the best possible library service.



We will focus on:

## INFRASTRUCTURE THAT RESPONDS TO COMMUNITY NEEDS

### Our goals

We aim to provide:

- Community-focused libraries and facilities aligned with the Library Service Delivery Model (LSDM)
- Library infrastructure that is adaptable and flexible and responds to emerging trends, population change and population growth.

Our new Library Service Delivery Model has been developed in response to the growth in our City and to the changing way that our residents are living.

This model offers scope to accommodate the expected future capacity requirements of our libraries, both in terms of the size of the populations they serve, and the needs of those populations – from the design of library spaces to the services they will need in the future.

### Our strategies

We will:

- Modify and develop the LSDM to meet the changing needs of residents and users
- Proactively assess and manage our facilities to ensure they are kept to standard, are well resourced and are sustainable into the future
- Develop our library spaces to align with the needs of the community, the LSDM and future development in the industry.



## COLLECTIONS THAT MEET COMMUNITY EXPECTATIONS

### Our goals

We aim to provide:

- Equal and easy access to all the library's collections, both physical and online
- Collections that respond to community expectations and needs.

The future ratio of hard copy to online loans is not easy to predict. Our challenge will be to maintain the correct balance and to predict developments in this area.

### Our strategies

We will:

- Ensure our physical and online collections are easily accessible
- Market our collections to maximise usage and awareness of what is available
- Actively seek community input and feedback on collections
- Develop collections that are responsive to community expectations and needs
- Preserve and promote the local history of the area through development of the local studies collection.

## RELEVANT SERVICES, PROGRAMS AND EVENTS

### Our goal

We aim to provide:

- Quality and relevant services and programs with clear community outcomes.

The services, programs and events developed and delivered by the Library Service are as important and vital to library users as the collections themselves

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:

- Deliver services, programs and events to meet community outcomes
- Develop services, programs and events that respond to new initiatives and opportunities
- Design our services, programs and events to ensure optimum use of resources and utilise external opportunities where possible.







## OFFERING INNOVATIVE INFORMATION AND COMMUNICATION TECHNOLOGY

### Our goal

We aim to:

- Provide information and communication technology that is customer focused, innovative and accessible.

Information and communication technology (ICT) is a leading area of focus and encompasses digital inclusion, planning, integration and renewal.

We will continue to develop our online library, and increase the use and availability of a range of technologies within library facilities to create an innovative and exciting user experience for our diverse community groups.

### Our strategies

We will:

- Provide an innovative and customer-focused online library
- Provide access to relevant and customer-focused information technology
- Explore and develop mutually beneficial technology partnerships
- Explore innovative and customer-focused self-service options for our users
- Implement appropriate technological applications to improve workflow efficiencies.

## DEVELOPING SKILLED AND FLEXIBLE STAFF

### Our goals

We aim to:

- Have a staffing structure that supports flexible and adaptable service delivery
- Have a workplace culture of learning and growth.

The library's organisational structure will optimise the deployment of our staff across our libraries.

### Our strategies

We will:

- Develop a library structure that supports the delivery of our goals, and the needs of our community
- Develop a library staff culture that facilitates and maintains learning and growth
- Ensure our skills, behaviours and practices reflect and support our goals.





## DEVELOPING PARTNERSHIPS THAT DELIVER

### Our goal

We aim to:

- Maintain and establish collaborative partnerships that benefit the Library Service, Council and community.

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

### Our strategies

We will:

- Develop clear partnership guidelines and procedures
- Assess and develop partnership and collaboration opportunities.

## SUSTAINABLE RESOURCING

### Our goal

We aim to:

- Provide a sustainable library service that is well-resourced to meet a growing population and increasing demand.

Develop a range of income and resourcing streams to support the Library Service into the future, while also exploring efficiencies in our operational delivery.

### Our strategies

We will:

- Assess the financial effectiveness, efficiency and viability of all projects, programs and services
- Explore internal and external funding and resourcing opportunities
- Ensure efficient budget management.



## COLLABORATIVE STAKEHOLDER ENGAGEMENT

### Our goal

We aim to:

- Inform, consult, involve and collaborate with stakeholders in the ongoing design and development of library services and programs.

We aim to involve those people who may be affected by our decisions and ensure that our strategic direction meets the aspirations of the local community. We will continue to develop and regularly evaluate our engagement programs and measure stakeholder satisfaction through surveys and other outreach activities.

The Library Service will also align with the City of Ryde's *Communications and Engagement Strategy* to ensure we are meeting the needs of our diverse community.

### Our strategies

We will:

- Evaluate the library's processes and approach to customer and community engagement
- Develop and implement a community and customer engagement plan
- Create engagement opportunities for key stakeholders.

## EFFECTIVE MARKETING THAT INCREASES LIBRARY USE

### Our goal

We aim to:

- Provide targeted and effective marketing strategies that build community recognition, knowledge, and use of collections, services, programs and facilities.

The Library Service will communicate and market our services, collections, events and activities to our customers and the community more effectively, through a range of marketing channels and media.

We will build community awareness and enhance customer relations through targeted and integrated marketing and communication strategies.

### Our strategies

We will:

- Monitor our environment to better understand the needs and challenges facing the library, customers and the community
- Actively engage with our key stakeholders and partners in the delivery of library marketing
- Develop and implement a Marketing Plan and ensure it is regularly reviewed.









## OUR NEW LIBRARY SERVICE DELIVERY MODEL

Library Service Delivery Models are used by innovative libraries to guide the planning and operation of library facilities, based on the needs of the communities they serve.



Our network of five libraries provides services that meet the needs of our current population. They are increasingly popular with the community, thanks to the diverse array of events and services we offer. However, as outlined on page 12, in the coming decades the City of Ryde's population is expected to grow by more than a third. The number of people wanting to live in our City to take advantage of the lifestyle and opportunities it offers has outpaced the population forecasts that shaped *Libraries for Ryde 2014 – 2024*.



Our revised Library Service Delivery Model offers an expanded vision and scope to ensure that it meets the expectations of Ryde's evolving and dynamic population, and to ensure we are prepared to respond to opportunities for relocation or redevelopment as they arise.

The model is based on the measured, long-term delivery of library spaces of between 10,000 sqm to 13,000 sqm (up from the current 4,879 sqm). It includes one City Library, supported by Specialist Centre Libraries (such as the planned new library at Macquarie Shopping Centre), Town Centre Libraries and Small Centre Libraries.

These will be located in the centres where the population is most concentrated to ensure library facilities remain within reach for all City of Ryde residents. They will be visible and in high-use areas close to public transport and parking, and may be co-located with complementary businesses or services.

They will be designed to be attractive, with contemporary, flexible interior design that includes appropriate security infrastructure and acoustic design to control the noise levels associated with multi-use facilities. Full accessibility will be integral to all libraries to support our ageing and diverse community.

These dynamic, physical facilities will provide the full range of library services and resources, supported by our Home Library Service for housebound residents, and our Online Library, which offers 24/7 access to a broad range of online resources including eBooks and services such as reservations, renewals, and event bookings.



As patterns of library usage change we will continue to adapt our resourcing to reflect the local community's evolving interests and expectations. Our collections will become more diverse – from their content and language of publication to their mode of delivery – while we will also continue to find new ways of using technology creatively and develop new spaces that inspire and build community cohesion.

*Great Libraries, Great Communities* is not advocating for the immediate development of new libraries or expansion of our library network. Instead, it provides guidance for the long term and identifies the catalysts for change outlined on page 44. It provides the flexibility to shape our network according to opportunity and community need; and in the short term it will assist us with day-to-day decision-making on matters that impact the way we provide library services to our community.







## LIBRARY SERVICE DELIVERY MODEL, 2019

A guide to the development of approximately 13,000m<sup>2</sup> of library space to meet a projected population of 180,000 by 2036

CATEGORY	SIZE	OPENING HOURS	STAFFING
<b>City Library eg Ryde</b>	3,000 - 6,000m <sup>2</sup> * Ryde 2,031	Up to 80 hours per week <i>For example</i> <ul style="list-style-type: none"> <li>9.00am - 9.00pm weekdays</li> <li>10.00am - 6.00pm weekends</li> <li>Potential for 24/7 access to limited space and services</li> </ul>	Customer Service, Specialist and Administrative Staff Security guard for extended hours
<b>Specialised Centre Library eg Macquarie Park</b>	2,000 - 5,000m <sup>2</sup> * Proposed 3,800	Up to 80 hours per week <i>For example</i> <ul style="list-style-type: none"> <li>9.00am - 9.00pm weekdays</li> <li>10.00am - 6.00pm weekends</li> <li>Potential for 24/7 access to limited space and services</li> </ul>	Customer Service and some Specialist Staff Security guard for extended hours
<b>Town Centre Library eg Eastwood, West Ryde</b>	1,500 - 2,500m <sup>2</sup> * West Ryde 1300 * Eastwood 528	Up to 70 hours per week <i>For example</i> <ul style="list-style-type: none"> <li>9.00am - 9.00pm Mon - Thurs</li> <li>10.00am - 6.00pm Fri - Sun</li> </ul>	Customer Service Staff
<b>Small Centre Library eg Gladesville, North Ryde</b>	1,000 - 1,500m <sup>2</sup> * North Ryde 520 * Gladesville 500	Up to 55 hours per week <i>For example</i> <ul style="list-style-type: none"> <li>10.00am - 6.00pm Mon - Wed</li> <li>10.00am - 9.00pm Thurs</li> <li>10.00am - 6.00pm Fri, Sat</li> </ul>	Customer Service Staff

SPECIALISED LIBRARIES		
<b>Home Library Service</b>	Housebound deliveries, books, audiobooks and eReaders	<b>Configuration</b>
<b>Online Library</b>	24/7 access to a broad range of online resources, including ebooks 24/7 access to online services such as reservations, renewals, bookings for events and computers and the library catalogue	<b>Location Factors</b>
		<b>Design Factors</b>

\*Current floor sizes 2019



COLLECTIONS (TOTAL SIZE OF 320,000 ITEMS: 240,000 PHYSICAL AND 80,000 ONLINE)	PROGRAMS	SPECIALISED SPACES	TECHNOLOGY
70,000 items includes Local Studies	Comprehensive range of targeted learning and recreational programs <i>For example</i> <ul style="list-style-type: none"> <li>• 8–12/week for children</li> <li>• 4–6/week for adults</li> </ul>	Core spaces plus: <ul style="list-style-type: none"> <li>• Local Studies</li> <li>• Youth</li> <li>• Group areas</li> <li>• Event/performance spaces</li> <li>• Display/exhibit areas</li> <li>• Training space</li> </ul>	Core technology plus <ul style="list-style-type: none"> <li>• Digital labs</li> <li>• Wayfinding</li> </ul>
60,000 items	Comprehensive range of targeted learning and recreational programs <i>For example</i> <ul style="list-style-type: none"> <li>• 8–12/week for children</li> <li>• 4–6/week for adults</li> </ul>	Core spaces plus: <ul style="list-style-type: none"> <li>• Local Studies</li> <li>• Youth</li> <li>• Group areas</li> <li>• Event/performance spaces</li> <li>• Display/exhibit areas</li> <li>• Training space</li> </ul>	Core technology plus <ul style="list-style-type: none"> <li>• Digital labs</li> <li>• Wayfinding</li> <li>• Maker spaces</li> </ul>
30,000 items (2 libraries, 60,000)	Comprehensive range of targeted learning and recreational programs <i>For example</i> <ul style="list-style-type: none"> <li>• 6–8/week for children</li> <li>• 2–3/week for adults</li> </ul>	Core spaces plus: <ul style="list-style-type: none"> <li>• Group areas</li> <li>• Event spaces</li> <li>• Display/exhibit areas</li> </ul>	Core technology plus <ul style="list-style-type: none"> <li>• Digital labs</li> <li>• Wayfinding</li> </ul>
25,000 items (2 libraries, 50,000)	Focused range of targeted programs <i>For example</i> <ul style="list-style-type: none"> <li>• Children's programs</li> <li>• Customer-led activities such as bookclubs and knitting groups</li> </ul>	Core spaces including: <ul style="list-style-type: none"> <li>• Children's</li> <li>• Technology</li> <li>• Meeting rooms</li> <li>• Quiet study areas</li> <li>• Display areas</li> </ul>	Core technology: <ul style="list-style-type: none"> <li>• Computers and WiFi self-service</li> <li>• High-speed internet</li> <li>• Access to specialised technology and the online library</li> </ul>

### SPECIAL FACTORS FOR ALL LIBRARY CATEGORIES

Open, spacious and flexible layout. Seating and mobile shelving dispersed throughout the library.

High visibility and high-use area close to public transport, retail centres and parking. Co-location with complementary businesses or services could be advantageous.

Attractive, contemporary, flexible interior design that includes relevant security infrastructure, and acoustic design to control the noise levels associated with multi-use. Full accessibility is essential to all libraries.

# IMAGINING OUR NEW LIBRARIES

## IMAGINING A SMALL CENTRE LIBRARY

Your local community library, it's a place for our residents and friends to feel welcome.

### What does it feel like?

With a mix of comfortable spaces that invite visitors to linger, stimulating displays that engage, and flexible vibrant spaces for kids' activities, Small Centre Libraries create a sense that this is your local lounge room.

### Who will use it?

*Focusing on the local community:*

- Residents looking for books, PCs and other technology and meeting places
- Local school children
- Retirees

### What services will it offer?

*A diverse mix to cater for the varying needs of our community:*

- Public technology for business or staying connected with the world
- Kids' programs for pre-schoolers and the after-school crowd
- Community-led programs, including book clubs and knitting groups.



*Rockdale Library*



*Green Square Library*

## IMAGINING A TOWN CENTRE LIBRARY

An asset for any town centre, this library is vibrant and contemporary with a smart, business feel.

### What does it feel like?

Offering private spaces and public services, a smart, business-like ambience will characterise this library, with enough space for a range of distinct zones, including a kids' zone, quiet study areas, and vibrant meeting spaces.

### Who'll use it?

*As well as regular visits from the local community, Town Centre Libraries will attract visitors including:*

- Shoppers
- Local workers
- Secondary and tertiary students

### What services will it offer?

*A creative program of events will be available throughout the year:*

- With space for 70-80 kids at Storytime, plus room for their carers and prams
- Adult programs such as author talks, cultural events and information sessions will be held several times a month
- A digital media lab with creative technologies will be available.





Victoria University of Wellington

## IMAGINING A SPECIALISED CENTRE LIBRARY

An engaging and sophisticated high-tech destination that inspires creativity through access to information, technology and ideas.

### What does it feel like?

*A sophisticated, digitally smart library that retains its welcoming and comfortable ambience. It offers distinct spaces for a wide range of cultural interests, including:*

- A large, dedicated kids' zone
- Meeting rooms that are available in a range of sizes
- Dedicated maker spaces that include high tech digital spaces, room for arts and crafts and music spaces
- A performance and rehearsal space
- Dedicated exhibition spaces.

### Who will use it?

*As well as regular visits from local community members, Specialised Centre Libraries will also attract:*

- Students
- Budding entrepreneurs
- Local groups using the creative maker spaces.

### What services will it offer?

*This library will offer a dynamic, rich and diverse program of activities including:*

- Kids' programs daily, including a stimulating STEM-focused services that will inspire budding scientists
- Adult programs that will enhance creativity
- Community-led activities in the maker spaces.

## IMAGINING A CITY LIBRARY

Our flagship library, a modern and elegant space that is the pride of its community.

### What does it feel like?

*The City Library is a place of learning and culture, and is modern, comfortable and inviting. It offers a range of spaces with standout features including:*

- An exciting kids' area, zoned for different age groups
- Quiet nooks
- Display areas that host meaningful, significant exhibitions.

### Who will use it?

*As well as visits from across the whole community, the City Library will also appeal to:*

- Students of all ages
- Business people and budding entrepreneurs
- Local groups who meet regularly.

### What services will it offer?

*The City Library will host a rich and diverse program of activities reflecting library users' interests, including:*

- Vibrant kids' programs
- Adult programs that enhance lives and cater for the intellectually curious
- Community-led learning activities
- A Local Studies Centre of Excellence for collaborative programs, research and genealogy.



Bunjil Place Library

## CATALYSTS FOR CHANGE

Many factors will influence the future of Ryde's Libraries, including the Joint Library Agreement with Hunter's Hill Council, funding availability, population growth and a changing community. Other issues such as residential and commercial developments, the library's role in lifelong learning and as a social hub and destination, and the accelerating rate of technological change will also play a role.



To ensure we are ready to take advantage of any future opportunities, we reviewed known factors and developed a number of possible scenarios. From these, six were recognised as providing significant opportunities to develop the library service. These opportunities were further reviewed and aligned with the Library Services Delivery Model (LSDM).

### SCENARIO: 1

**Relocation and/or expansion of Eastwood Library as a Town Centre Library.**

*Activation point:* An opportunity to partner with a commercial developer in the Eastwood Town Centre.

To better meet the needs of the Ryde community in the north of the LGA, Eastwood Library would be expanded from 500 to between 1,500 and 2,500 square metres, with increased opening hours and a greater number of activities and events. A new location would be preferred due to risk of flooding and car parking issues on the existing site. The new library would create a cultural focus point for Eastwood with expanded study and event spaces and more access to technology. Specialised collections would also be available in a range of community languages.





## SCENARIO: 2

**The timeframe  
for the Macquarie  
Park Library and  
Creative Hub is  
finalised**

*Activation point:* The development timeframe is agreed.

The new facility would accommodate the rapidly growing population in the northern part of the LGA. According to current plans, the Macquarie Park Library and Creative Hub would be a Specialised Centre Library of 5,000 square metres, with extended opening hours, large collections, and a diverse range of events and activities on offer. It would include creative spaces, performance places, exhibition areas and an engaging children's area. It would have a strong focus on creative learning with ample study space, meeting rooms and programs. Part of the facility would also have 24/7 access available.



## SCENARIO: 3

**Expansion of  
Ryde Library into  
a City Library**

*Activation point:* The availability of space on level 1A at Pope Street.

While Ryde Library is the largest library in the LGA (2,000 square metres) it is too small to meet either current or future community needs. The opportunity to expand to level 1A (above the existing the library) would provide the growing community with more space for study, and for additional meeting and event areas. It would also allow the introduction of new services, including a digital media lab and an expanded children's area. Staff offices and the Local Studies Centre of Excellence would also move to level 1A, providing additional public space on level 1.



## SCENARIO: 4

**A new library in the  
Gladesville area**

*Activation point:* The opportunity for a partnership between a commercial developer in the Gladesville area and either Ryde or Hunter's Hill Councils.

Gladesville Library would be relocated to a high-visibility location (in Gladesville) and developed into a larger 1,000 to 1,500 square metre Small Centre Library. The Ryde Hunter's Hill Joint Library Service agreement would be renegotiated to include the new facility. The new library would focus on core services and collections and offer a range of children's and adult programs and provide expanded meeting and event spaces.

## SCENARIO: 5

### Relocation and/ or expansion of a library at North Ryde

*Activation point:* An opportunity to partner with a commercial developer in the North Ryde area and/or the redevelopment of the North Ryde School of Arts Community Centre.

The North Ryde Library would either be relocated to a new location in the rapidly growing northern area of the LGA or be part of a new development at Cox's Road, and would retain our very popular toy library service. A move to a large new development in the northern area of the LGA would require a Specialised Centre Library of more than 2,000 square metres, while a development at Cox's Road would require a Small Centre library of 1,000 to 1,500 square metres. The Small Centre Library at Cox's Road could be part of a redeveloped North Ryde School of Arts Community Centre.

## SCENARIO: 6

### A new library outside a designated centre

*Activation point:* A developer proposes a new library outside a designated centre.

The opportunity would need to be assessed for geographic and demographic suitability and alignment with the LSDM. It should be in a highly accessible location with good transport and parking and should not duplicate an existing service. If the development is not suitable for a LSDM service, alternative options may be investigated, including a shared community space with a book vending machine, WiFi and study area with scheduled visits for activities such as children's storytime.









## ACKNOWLEDGEMENTS

Project and Outcome Leader – Angela Jones-Blayney

Project Team – Jill Webb, John Neuhaus, Kathleen Allen, Ken Klippel

The think tank – all library staff

Other input: Councillors of the City of Ryde, the City of Ryde Executive Team, and advisors from a range of Council departments

Editorial – Rachel Sullivan

Graphic Design – Renee Mitchell





