People Places

A Guide for Public Library Buildings in New South Wales
Third Edition

STATE LIBRARY®
NEW SOUTH WALES

People
Places

—

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Foreword

NSW public libraries have always made a vital contribution to the social, educational and recreational development of local communities. Public libraries continue to be one of the most well-used educational, cultural and social facilities within our community.

Over the last ten years, visits to NSW public libraries have grown by 24% to almost 36 million visits in 2010/11, with 3.3 million people in NSW being members of their local library. However, changes in technology, collection formats, growing emphasis on engaging with communities, increasing programs and community expectations have fundamentally shifted the way people are using library spaces.

Since its publication in 2000, the public library building guidelines *People Places* has assisted New South Wales local authorities to plan and build more than 70 new or enhanced public library buildings. In 2005 the guidelines were reviewed and evaluated with some minor revisions.

The 2012 revision of *People Places* is comprehensive and reflects significant changes in public library design and services over the past seven years. While there have been substantial changes in the way library spaces are designed and built in recent times, extensive consultation with public library staff during the review highlighted the strength of the benchmarking methodologies provided in *People Places* 2005.

The population and service based benchmarks have been successful in providing public library buildings that meet the vision and needs of their communities. The principles underlying the benchmarks remain, however other guidelines such as *Living Learning Libraries: Standards and Guidelines for NSW Public Libraries* have now been incorporated into these benchmarks. This edition develops and expands the service based benchmark to give greater emphasis on size and design, reflecting the services offered.

This edition of *People Places* will assist NSW local councils to plan for the future needs of their communities. The guidelines provide library managers and local councils with a practical tool to plan and create spaces which respond to our dynamic environment and optimise the use of resources, while at the same time providing library buildings which will meet the needs of the community well into the future.

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Dr Alex Byrne
NSW State Librarian & Chief Executive
State Library of New South Wales

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How to Use *People Places*

People Places is divided into seven sections, each relating to a specific part of the overall methodology involved in the planning and design of a new or refurbished public library building. Each section can be used independently, collectively or in sequence depending on what is appropriate for the particular project.

As a resource tool, *People Places* should be used to assist in any matter involving the planning and design of public library buildings.

People Places can also be used as a step-by-step guide to the planning and subsequent construction of a new library building. Follow each section as a step-by-step process on how to plan for the expansion of a library service, by mapping out a work program or flow chart. *People Places* will guide you through an overall process with direction on items to be considered and how these should be addressed.

Examples of recent public library buildings can be accessed on the *State Library website* and referred to in this document. These examples are intended to illustrate the innovative approaches that have been used in each library's development, and how each community addresses its own particular needs. This is supplemented by a range of national and international benchmarks describing public libraries of varied scale, as well as examples of best practice library functions.

The consultations, undertaken in the process of amending *People Places*, highlighted that stakeholders often visit other recently built libraries when planning a new library. They want to find out how other areas have tackled similar issues that they might be facing. The examples provide information in a readily accessible format, and will help to provide an overview of new approaches and innovations. In addition, personal visits to new libraries you are interested in are very beneficial.

It is important to remember that each library building and the service it provides is unique and should reflect the needs and aspirations of its community. The examples are not intended to be replicated in communities throughout NSW, but rather to highlight a range of approaches that can be undertaken.

A list of references, including web sites, and relevant contacts is provided in *Section 7 Appendixes* for further information and research. As with any guide, this listing will become dated over time and you should ensure that you check for any later editions of the works included, particularly relevant codes and standards.

People Places is also supplemented by information on the State Library of New South Wales website link. All links and templates referred to within *People Places* can be accessed by visiting the online version of *People Places* on the State Library website.

The figure below outlines the basic process for planning a library construction project.

PEOPLE PLACES PROCESS TOWARDS LIBRARY DEVELOPMENT
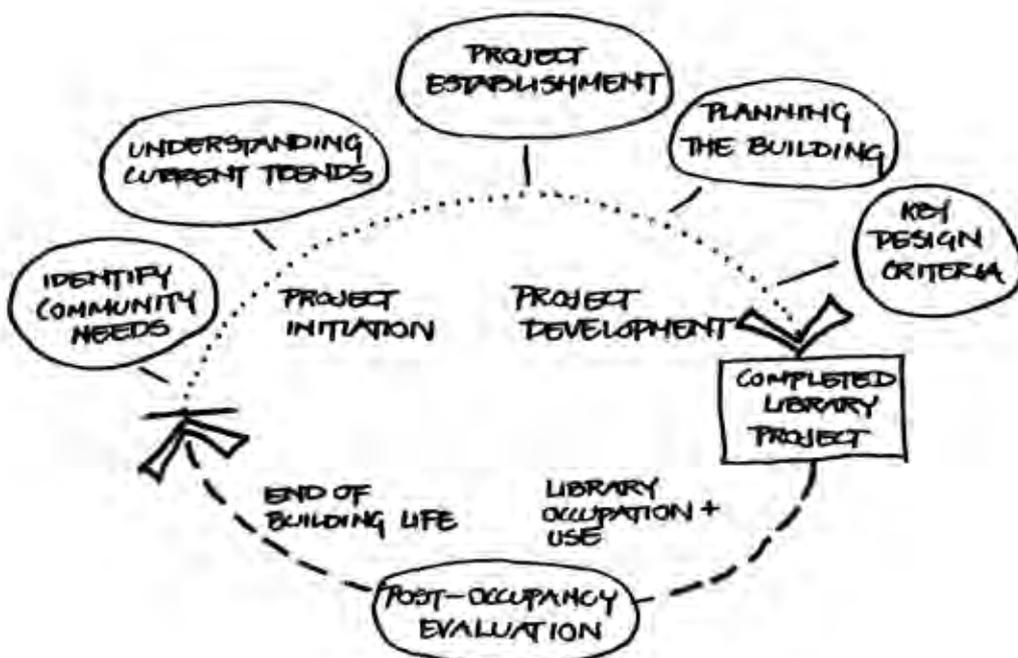
Purpose of *People Places*

WHEN TO USE *PEOPLE PLACES*

Since 2000, *People Places: A Guide for Public Library Buildings in New South Wales* has provided an important planning tool to assist in the **development of public library buildings**. This third edition continues the strong history of practical guidance in the planning of library buildings. This edition has an additional emphasis on **benchmarking of national and international projects and a literature review** to identify developments in library design.

To ensure that it provides the type of information that is relevant to a broad range of stakeholders, *People Places* discusses not only issues involved in the actual design of a library, but also the process required to achieve a successful library development project. It provides information based on a number of library projects throughout NSW and on discussions with stakeholders involved first-hand in these projects. Like any building project, there will be both the pitfalls and the successes. A library development project can be long, complex and difficult. It is hoped that *People Places* will help to improve and expedite the process for all stakeholders involved.

This revised edition provides information on:
- the **continuing popularity of libraries** within a digital age
- **future trends** which impact on library design
- how to determine the **need and size** for a new or extended library building
- **what issues need to be considered in planning** for a new or extended library building
- **establishing a process** which will take the library development project from inception to completion and understanding the building design process
- designing and building a public library which meets **community needs both now and in the future**
- assessing library buildings **after occupancy** to improve services and to inform needs for future library developments.

People Places focuses on **new models for library provision and the integration of modern technology** into library functions and design. This approach is in response to the strong trend that all new and extended library buildings provide a facility and service which is relevant to current and future generations.

In addition to the guidance provided in *People Places*, the State Library is able to provide assistance in the development and design of NSW public libraries.

Acknowledgments

Needs

PLANNING FOR YOUR COMMUNITY

Introduction

Every community is unique, and for local government the development of any type of public building must relate closely to the local community's needs, demands and aspirations. For public libraries, the greatest emphasis remains on the services and collections provided and how it meets the needs of the surrounding community. The building itself may reflect one of several service models through which a library service can be delivered. Service models include mobile libraries, specialised services for housebound, joint developments with other activities and increasingly, library websites and home access services.

The library service needs to fit into the bigger picture of what is happening in the community and how the many opportunities available can be harnessed to add value. Examples include:

- Joint TAFE/public library service that would optimise the resources of books, technology, staff and buildings available to all the community
- Having identified young/unemployed people in need within the Council's Strategic Plan, the local library meets the challenge by providing technology programs and services linking to employment providers and skills training.

It is essential to recognise that the development of public libraries, as is the case with the allocation of resources for any public facility and/or service, is an inherently political process. It involves a range of issues, for which trade-offs and compromises may need to be made. It also involves many stakeholders with particular interests and ideas. As it is a political process, the establishment of a sound planning approach and clear assessment tools will ensure that the process is well organised and informed.

So how do you determine what type of library service your community needs and how best these services can be delivered to the community? *People Places* recommends:

- **Planning Strategies** developed out of a collaborative planning process, involving all stakeholders in determining how to prepare an overall Development Plan for library services
- **A needs assessment** planning method to determine why the community wants or needs a new/changed library service. Needs assessment is used extensively as a planning tool, particularly for community services and social planning. It has a strong basis in community consultation, socio-demographic indicators and comparison to other communities/service models.

This section primarily focuses on how to undertake a needs assessment for your community. It will enable you to gather the right sort of information to show why changes are needed to library services and/or buildings, how to monitor the changing needs of the community and how this may affect the provision of library services. This section also outlines the importance of collaborative planning and how it should be used to determine an overall plan for library services or a Library Development Plan for the community.

PLANNING STRATEGIES

NEEDS

NEEDS ASSESSMENT

IDENTIFIED NEED

NORMATIVE NEED

COMPARATIVE NEED

BENCHMARK BASED NEED

CUSTOMS HOUSE LIBRARY
ARCHITECT:
LACOSTE AND STEVENSON
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Method

Collaborative planning is based on involving a range of stakeholders in the planning process. It seeks out those who have a stake or interest in the potential outcomes and ensures that their ideas and issues are addressed in the planning process. In the consultation program used to develop *People Places*, 'team approach', 'whole of Council' and 'whole of community' were terms many library staff used to describe the planning process used for a new/expanded library building. In short, this is collaborative planning.

Planning is part of good management and occurs at a range of levels in all organisations, particularly local government. In the past 10 years, good planning has become a legislative requirement under the Local Government Act 1993 and the Local Government Amendment (Planning and Reporting) Act 2009. These regulations require the mandatory preparation of a long-term Community Strategic Plan (CSP) and Resourcing Strategy, which must be reviewed at regular intervals (see *IPR Guidelines January 2010* and *Integrated Planning & Reporting Framework – Frequently Asked Questions*). A CSP provides an over-arching framework identifying a community's vision and main priorities. It will cover issues relating to social, environmental, economic and civic leadership, identified through consultation with the local community. Consultation will be guided by a Community Engagement Strategy. The framework encourages both the principles of social justice, so that the community's needs are met, as well as ensuring connections with other agencies and policies at state and federal level. Library service requirements should be an integral element of the CSP.

A Library Development Plan should create strong links with Local Government plans and strategies. The following documents should be referred to in the LDP to ensure that it is linked to other areas of local government activity and planning:

- **Community Strategic Plan** (CSP): An over-arching document identifying a community's vision and main priorities
- **Delivery Program and Operational Plan**: The Delivery Program outlines what a council commits to achieve within an electoral cycle. The Operational Plan details council activities and budgets on a yearly basis

- **Resourcing Strategy**: A long term strategy to achieve the objectives established by the Community Strategic Plan including Long Term Financial Plan, Workforce Management and Asset Management
- **Local Environmental Plan**: provides the legislative framework for the allocation of specific land uses throughout the community
- **Social Strategies**: related to Multicultural, Ageing, Youth and Children's issues
- **Environmental, Waste Reduction, Public Art and Transport Policy**
- **Section 94 Contributions Plan and Planning Agreements**: provides the legal basis on which contributions are sought from local development towards the cost of additional public infrastructure needed as a result of this development.

Collaborative Planning may also result in links to other plans developed by agencies such as the local economic development board, university or technical and further education colleges, tourism development committees and the Department of Health.

Public libraries already undertake planning functions as part of their responsibilities to Council. However, it is how these plans are developed and linked that is important in ensuring the right outcomes for the public library service and its community.

A Library Development Plan (LDP), for one and/or all of the libraries in the service area should be developed. LDPs can be done for communities of varying sizes, including local areas, the whole local government area (LGA) or even on a regional basis. A collaborative plan should include:

- Identification of the various stakeholders to be involved
- Type of information to be gathered and/or issues to be addressed
- Consultation approaches to be used for gathering this information
- Integration of this information into a Library Development Plan
- Consultation should not be limited to the Library Development Plan. It should continue into the building design phases, particularly in the early phases.

1.2   NEEDS ASSESSMENT

So why does a particular community need a new library building or changed library service? This question often becomes the basic issue in the preparation of a Library Development Plan. For many, the real distinction lies between needs and wants and the concern that provision is only based on the articulated wants of professional officers or a small vocal minority in the community. There may be a high level of community debate involved in determining whether the community really needs and not just wants a new library building.

People Places provides a suite of **four different tools for assessing need**, given that it is generally accepted that need is both relative and socially defined. By using all of these tools, you will have a resource of valuable information that will enable more effective collaborative planning. You should assess the need for and size of library required using all of the four tools outlined below. Information collected by each tool will provide a more complete analysis of what type of services need to be provided which can then be translated into the actual design and functional floor areas required in a new/expanded library facility.

The four assessment tools are:

- **Identified Need**: expressed by stakeholders such as library staff, community groups and Council officers. It reflects what needs are expressed by service providers, practitioners and consumers. It is also often referred to as **qualitative information**. A range of consultation techniques may be used to gather this information and ensure that the extent and type of need is fully understood (see link to *Section 1.2.1 Identified Need*).
- **Normative Need**: based on socio-demographic information and recognised **statistical indicators** about library usage, provision per capita, etc. The State Library's standards and guidelines for public libraries which are based on annual statistical returns should be used in determining normative need. Needs determined in this way should be checked to ensure that they are consistent with the qualitative information gained in determining identified need (see link to *Section 1.2.2 Normative Need*).

- **Comparative Need**: based on **comparing service provision with other communities** with similar socio-demographic characteristics. Feedback from the consultation program used in developing *People Places* highlighted that many local Councils and library staff rely heavily on comparing themselves with other communities of similar size and characteristics. They often visit these library services and seek to provide service models similar to these communities. The advantage in using comparative need is that stakeholders can see the outcomes for themselves. They know that it works (see link to *Section 1.2.3 Comparative Need*).
- **Benchmark Based Need**: using specific tools related to the **services provided** by public libraries and the **population served** by a library, this tool provides two different approaches for determining the actual floor area of a public library. By using both methodologies, a target range floor area for a new library will be provided. This information should be used with the other needs assessment tools discussed in this Section. This will provide Council with some flexibility in determining the required size of a library and enable a more local assessment of what best meets community needs. If service provision through a mobile library is being considered, reference should be made to the *International Federation of Library Associations Mobile Library Guidelines (2010 Revision)* (see Section 3.3.4).

These tools are outlined below, with more information on how to use the tools and what resources are available. It is likely that other sections of Council and/or other local agencies may be collecting the same information or using processes through which you could gather useful information. Be sure to check this out first before establishing your work program.

1.2.1   IDENTIFIED NEED

This tool determines the need **expressed** by service providers, practitioners and consumers about library services and/or a new library building. Developing a **consultation strategy** with key stakeholders and the wider community can be a daunting task.

However, before starting any consultation it is essential to ask yourself:

What is the aim of the consultation process, i.e. what information am I trying to get?

It is essential to work out very clearly why you are using this tool and what type of information you want to get. To ensure informed comment, you need to provide participants with information. Don't ask initial vague questions like "What do you think about building a new library?" or "Do you want a new library?" without some opportunity to develop a discussion around the issue. Determine what are the physical problems and benefits of the current library; what other activities/services they would like in the library; and ideas users have on how to increase use.

What will the information be used for?

Think of **which stakeholders need to be consulted** and how this can best occur. Choose the most **appropriate technique** for each group. Consultation can be used to ascertain broad community views or the views of particular groups. It is important to remember that those consulted should **reflect the range of different groups** in the community. Examples of types of consultation include:

- Community meetings
- Consultation websites with e-Newsletters and discussion papers inviting feedback
- Displays and exhibitions in council facilities and public venues
- Phone surveys and phone ins
- Individual questionnaires and interviews
- Focus groups with staff, young people, older residents, parents, play groups, multicultural and Indigenous organisations, Chamber of Commerce, life long learning organisations, community based charities etc.

Outcomes:
What do participants get out of the process?

It is important to remember that **those involved need to gain something** out of the process. At the very least, they should receive a written report about what came out of the process. You may provide a light lunch/refreshments, a thank you letter and invitation to a special Council event, or a free book reservation at the library. Young people might feel more rewarded by gift vouchers or you might be able to organise a special presentation or event.

The important issue however is to ensure that you really use this information which has been given to you. Always let participants know what the information is to be used for and how they might be able to further participate in the process.

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1.2.2   NORMATIVE NEED
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This tool uses **socio-demographic information** and recognised **statistical indicators** to assist in determining the need for additional library facilities. All councils in NSW operate under a framework which requires social and other strategic planning. This is often undertaken by Council's Community Services section and includes a community profile and statistical data about the local government area (LGA). Other information may also be available through planning documents from Council's Environmental Planning section including development of town centres and community/town centre zoning. You should use these documents to inform the library planning process and gather statistical information which identifies issues of importance to library planning such as:

- Size and distribution of population
- Future population growth
- Work, shopping and recreational patterns of the community
- Transport patterns and issues
- Location and size of particular target groups, e.g. older residents, residents with a disability, children, young people, residents from multicultural backgrounds, Aboriginal and Torres Strait Islander people, etc.
- Size and distribution of important indicators such as household income, English language skills, employment
- Location of other services, e.g. child care centres, seniors' centres, neighbourhood centres, educational institutions, retail precincts, recreational facilities, public buildings e.g. post offices, government agencies etc.

Statistical indicators highlighting the use of library services in the LGA should also be collected to inform this data. This will help to identify the extent of need and issues relating to existing library service points. Some of this data may already be available as part of the regular statistics collected by the State Library of New South Wales and/or benchmarking data used to encourage best practice. It is important however, to choose the data which you think is the most useful

to provide realistic information in order to identify service needs. The data may also be related to the community profile data collected above, enabling the development of an individual service point/library profile. Useful data to collect may include:

- **Number, distribution and characteristics of library members**
- **Number and distribution of non-resident members**
- **Gross floor area of each existing library service point**
- **Distance between and transport availability for each service point**
- **Number of visits, circulation, size of collection per service point**
- **Opening hours per service point**
- **Existing and future plans for libraries in adjoining local government areas**.

Together, this statistical data should help to highlight the particular needs of different communities and how the existing library service point meets those needs.

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1.2.3   COMPARATIVE NEED

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To some extent, comparative need can be used to compare the levels of service provision which exist within the LGA. For example, it may be considered equitable to provide libraries of similar size when serving communities with similar needs in the one LGA or region. In reality this does not often occur with communities rarely being the same.

However, comparative analysis does help to identify need based on trends outside the local area and to highlight what has worked in other communities. This tool is particularly useful for the broad range of stakeholders involved in library development projects. It illustrates the **standards of provision considered reasonable in other communities** and will enable stakeholders to compare their community needs with what others have provided.

For example, when considering the need for a new library, visits to other communities that have recently built new facilities will encourage informed discussion. **The size of these new libraries, the communities they serve, the range of services provided and innovative approaches** they may have used, can be used to compare with existing service provision in your community. You should collect this information and develop a picture of what other similar communities are providing.

This does not mean that all communities should replicate each other, but this tool provides an opportunity to use the models already adopted and working in other communities. This may be particularly useful for areas undergoing major population growth. In these cases, experience from other library services located in areas which have experienced major growth, the problems they addressed and the resultant services they have provided, will be invaluable information for developing communities. Equally, for remote communities, information from other areas on how new library buildings are providing for increased technology will be invaluable to local Councillors and community representatives.

The examples shown on the *State Library of New South Wales* website provide information on the planning and building of a range of public libraries throughout NSW. Use these examples, together with other examples you know of, as one tool to comparatively evaluate the need for and size of library buildings required in your community.

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1.2.4   BENCHMARK BASED NEED

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These benchmarks are considered by the Library Council of New South Wales to provide minimum area sizes for public library buildings in NSW.

People Places provides two methodologies that should be used to set the parameters for determining the need for and resultant size of a new or expanded library building. They are the service based benchmark and the population based benchmark which are outlined below together with relevant examples to explain how they should be used in practice.

The service based benchmark is derived from the space required to provide the services and collections that will be delivered from the library building. This benchmark is considered to be the more specific of the two in defining the required size for a library. The population based benchmark provides a recommended size for a library based on the population catchment it is to service. This may be thought of as a recommended size, but it should be noted that it may not reflect the size required to deliver the range of services specific to any given library. These two methodologies should be used together to provide a range of sizes for a new/expanded library building.

The minimum recommended size for a public library building is 190 sqm gross floor area. It is important to note that a library of this size is only capable of servicing communities of less than 2,750 people and is only likely to accommodate a collection of 6000 books (including 2000 e-books and resources which have no space requirement), 240 periodicals, 60 audio visual items and five Public Internet Access PCs . The remaining area (115 sq m) would need to be available for reading, seating and study areas, service desks, amenities, storage and ancillary functions and a staff work area. Smaller libraries have been achieved but are frequently co-located in recreational or retail precincts where amenities, ancillary and storage areas are located elsewhere. This should be taken into consideration in the calculation.

It is particularly important for rural areas with declining or small populations, to give greater weight to the service based benchmark which focuses on providing a range of quality library services consistent with the needs of the community.

The model of one central library with several branch libraries is used as the traditional service structure for many public libraries throughout NSW. However, there are various other models used such as area/district libraries. The benchmarks can be applied to each of these service structures.

It is important to note that mobile libraries are not taken into account when assessing the catchment area of a public library building. For remote and/ or isolated communities they may be an important service but typically the service points are temporary and access is often limited to a few hours per week per location. More detailed information on mobile libraries is available in the link to International Federation of Library Association's *International Federation of Library Associations Mobile Library Guidelines (2010 Revision)* and at *www.mobilelibraries.com.au*.

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1.2.5   SERVICE BASED BENCHMARK

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This method is flexible and easily tailored for local communities. It is used to determine the required size of the library **based on the future collection size and the type and range of services and core functions** that the proposed library building will incorporate. These requirements are then translated into a floor area for each functional area and used cumulatively to determine the size requirement of the proposed library. The process derives from

a simple concept – that library space needs are based on a level of service provision requiring a range of materials and functional areas necessary to serve the community adequately. Each service has an identifiable spatial requirement and to a large extent all of the services are interrelated. The methodology defines a range of broad types of library space, allows a projection of future needs and provides a way to translate resulting service assumptions into spatial requirements.
The areas are as follows:

BASE AREA (Collection Area plus Computer Area)
- Collection area (books, volumes, non print material, virtual & digital resources)
- Computer area (public access terminals)
- It is recommended that approximately 30% of the total library floor space will be made up of the total base area.

FUNCTIONAL and SERVICE AREAS
- Reading and study areas (tables and chairs, individual seating, group study, lounge)
- Customer Service (service desk, self check, information)
- Children and Youth
- Specialist (local studies, specialist genre)
- Amenities and ancillary (toilets, plant, server, loading, maintenance areas, etc.)
- Additional service areas (cafe, exhibition room, community services, etc.)
- It is recommended that the service and functional areas will take up approximately 70% of the total library floor space.

The benchmark uses the overall size of the collection area and computer terminal area as a base which is considered to have a direct impact on the areas required for the other library services. So, if the total base area is identified as 100% then the functional and service area space should be allocated at least 200% to reflect that the functional and service area are twice the size of the base area, or expressed in another way the functional and service area make up approximately 65–70% of the total floor space. It is important that the projected collection size takes account of future population and likely service requirements. As with the projection of the library's service population, it is most effective to make these projections over a 10 year period based on an understanding of the community's library service patterns, priorities, and needs. Comparative statistics and published data can be used to suggest an appropriate collection size, which can be modified

according to the library's rate of acquisitions and discards. Particular attention should be paid in the first instance to the standards relating to collection size based on population which are outlined in *Living Learning Libraries*.

The library's service emphases may also have an effect on collection size. Each library will also need to assess the impact of the growing availability of information by way of virtual and digital resources and the technology required to access them. For instance, some libraries anticipate that digital resources and the technology required to access these resources will slow the rate of growth in traditional collections or even reduce the quantities that will be needed in those traditional collections. Other libraries anticipate little effect. Still others anticipate that some parts of the collection (reference and non-fiction) will be affected substantially while other parts will be affected less dramatically. The key to this step is an understanding of local needs.

Equally, it is important to determine the proportion of the projected collection in the library at one time, while the remainder is on loan.

Many libraries allow for only 65–75% of the projected collection to be on the shelf at one time and each library service should assess its own future needs.

The figures used in the tables assume an aisle width between shelves of 1500 mm and that each shelf unit is 4 shelves high.

The functional areas for each service are based on studies of existing libraries and architectural 'circulation' standards and assume a recommended minimum service provision plus optional additional service areas.
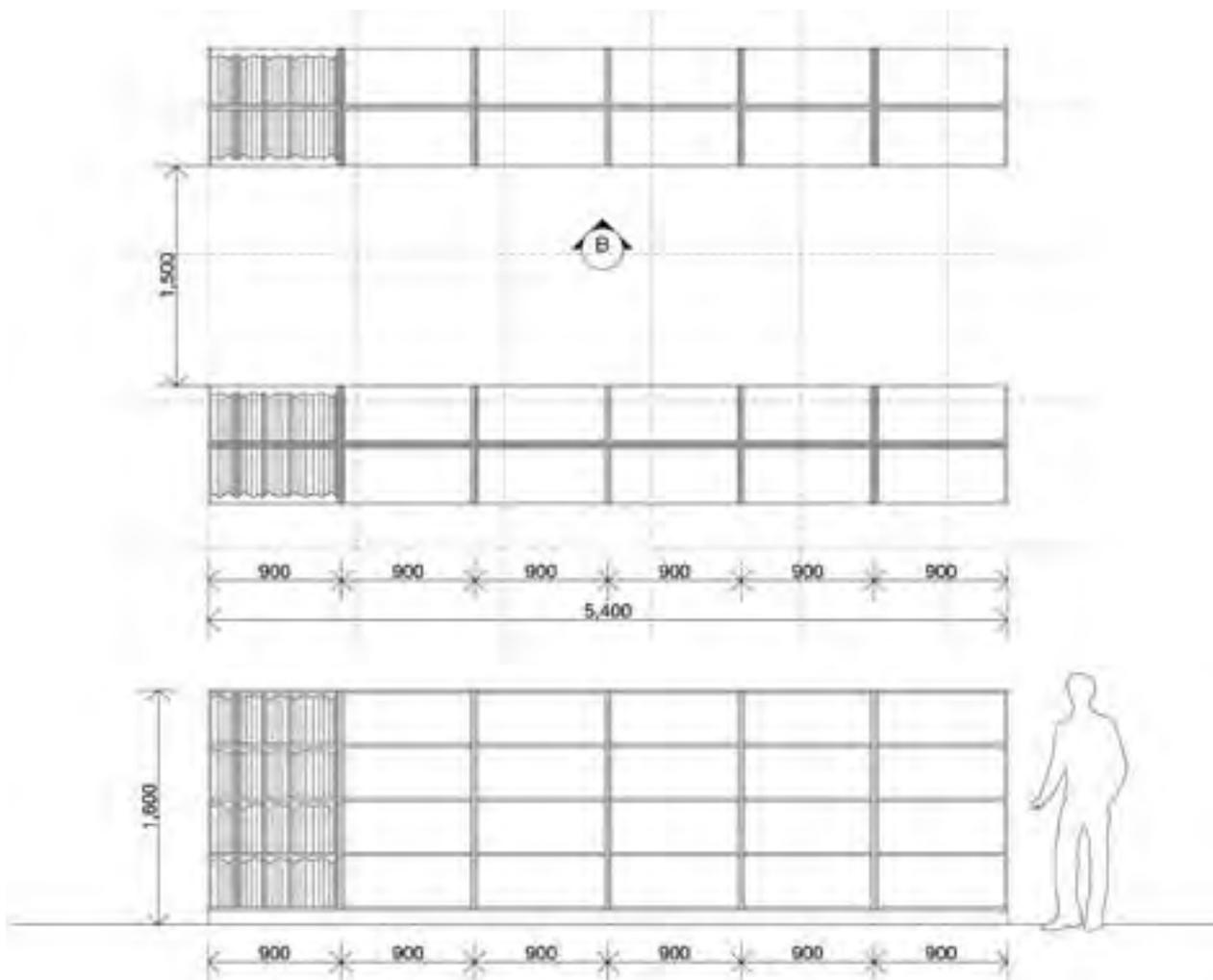
Tools

1.3   **A STEP BY STEP GUIDE**
TO THE POPULATION AND
SERVICE BASED BENCHMARK

THE POPULATION BASED BENCHMARK

PROJECTED POPULATION
FOR YOUR LOCAL CATCHMENT

To plan for future needs you will need to assess what the needs of your community will be over the next 10 years. A key aspect of planning is your projected population. You will need to identify your 10 year projected population to identify the projected size of your library building.

There are two key steps in establishing the projected population of a local catchment area. First, you will need to establish the boundaries of the local catchment area and secondly you will need to source estimates of the projected populations for the areas included within the boundaries of the area you have defined as the local catchment.

Step 1
Sourcing 10 year projected population figures

10 year projections of NSW populations are available from the NSW Department of Planning.

Step 2
Establish your library catchment area

Single service point in an LGA

If the proposed library is the single service point in your Local Government Area [LGA] then your local catchment area will be the entire Local Government Area and you will need to use the 10 year population projection for the entire Local Government Area.

Multiple service points in one LGA

If your library service has multiple service points in one Local Government Area:

- Begin with the 10 year population projection for the entire LGA
- Calculate the % of the population likely to use each of the branches. Note: the total catchment for the library service must be 100% of the population of the LGA
- Take into account commercial, recreational, industrial and residential concentrations
- Consider any physical barriers that may affect known traffic pathways e.g. river, motorway.

Regional Library Service across multiple LGAs

If your library is a Regional Library Service operating across multiple Local Government Areas:

- Where the branch library is the only service point in an LGA Catchment use the 10 year population projection for the entire LGA
- Where there is more than one branch in an LGA refer to multiple service points in one LGA (above)

- When calculating the Regional Central Library catchment, begin with the 10 year population projection for all of the LGAs and the local catchment for the central library.

Action: **Enter the projected population into the Population Based Benchmark spreadsheet.**

PROJECTED NON-RESIDENT WORKFORCE

Step 1
Estimate how many people will be in the non resident workforce in the local catchment area in the next 10 years.

When estimating the size requirements of your library consideration should also be given to the future size of the non resident workforce. Factors that you will need to consider when estimating the size of the non resident workforce include:

- Current non resident workforce
- Location of the library – libraries located in a city, regional or commercial centre are more likely to be used by employees working in the area who may not be LGA residents
- Planned commercial or industrial development e.g. planned new mine, new resort, industrial estate.

This information may be available in the Council's Social or Integrated Plan, strategy documents from the Council Environmental Planning Unit, the NSW Department of Planning or the Australian Bureau of Statistics.

Action: Enter the projected non resident workforce into the Population Based Benchmark spreadsheet.

CENTRAL LIBRARY PROJECTED POPULATION AND WORKSPACE NEEDS

A Central Library typically provides the main library service for an LGA or region and requires additional space for its large collection, range of services and back workroom activities and storage. The spreadsheet will adjust the population based benchmark to accommodate the increased space needed for a central library using the entire LGA projected population.

Note: only undertake Step 1 and 2 if the planned library will be a Central Library.

Step 1

Estimate the 10 year projected population for the Central Library's entire Local Government Area.

Refer to the guidelines above in the projected population for your local catchment section of this guide.

Action: If the Library is a Central Library enter the projected population for the LGA into the Population Based Benchmark spreadsheet. If the Library is not a Central Library, leave this space on the spreadsheet blank.

Step 2

If the Library is a Central Library, estimate the number of people in the non resident workforce in the local government or regional area in the next 10 years.

Refer to the guidelines above in the Projected non resident workforce section of this guide.

Action: If the Library is a Central Library enter the non resident workforce for the LGA into the Population Based Benchmark spreadsheet. If the Library is not a Central Library, leave this space on the spreadsheet blank.

Step 3

Identify the number of libraries sharing Central Library functions.

If the Central Library functions are shared across a number of libraries in the LGA or regional library service then the additional space required for the collections, services and workroom activities usually undertaken within a Central Library will be reduced. Once the number of libraries sharing Central Library functions is specified in the spreadsheet, the spreadsheet will adjust the space required accordingly.

Action: The spreadsheet automatically assumes that if the Library is a Central Library then this library will undertake all Central Library functions and you do not have to change the 1 already entered in the spreadsheet. If however the Central Library functions are shared you will need to enter the number of libraries sharing the functions into the Population Based Benchmark spreadsheet.

COLLECTION SPACE

By determining the size of the collection which will meet the needs of the community in the next 10 years you will be able to identify the space needed to house the collection.

To determine the size of the collection to be accommodated in the library, you will need to calculate the space requirements for each part of the collection and add them together.

To determine the space which will be required for your collection you should consider:

- the standards for collection size in *Living Learning Libraries: standards for NSW public libraries*
- current and projected annual acquisitions per capita
- the layout of the collection e.g. genre, Dewey
- the method by which you plan to display the collection (spine out/face out)
- your community's demographics
- the size of the print book collection
- the size of the print periodical collection
- the size of the non book format collection (excluding electronic and digital resources)
- the % of the collection which will be in electronic and digital format
- the % of print and non book collections which will be out on loan
- future trends and changes in service requirements
- the space standard for each type of collection.

The *Service Based Benchmark spreadsheet* will determine the space requirement for the collection by calculating the space requirements for each format within the collection and adding them together. The spreadsheet uses the following formulas to calculate the space required once you have entered the data on projected collection sizes into the spreadsheet. By determining the size of the collection which will meet the needs of the community in the next 10 years you will be able to identify the space needed to house the collection. For further detail on space allocation for material see *Section 7 Appendixes.*

BOOKS ON SHELVES (N0. OF VOLUMES)	70–100 BOOKS PER 1 SQM
PERIODICALS (NO. OF TITLES)	10 TITLES PER 1 SQM
NON PRINT MATERIAL (CDS, VIDEOS, DVD ETC.)	100 RECORDINGS PER 1 SQM
e-BOOKS AND RESOURCES	NO REQUIREMENT

Step 1
Projecting your collection size

The following *Living Learning Libraries* standards for items per capita can be used to identify a minimum collection size your community will require.

	POPULATIONS UP TO 100,000	POPULATIONS OVER 100,000
BASELINE	2.4	1.5
ENHANCED	2.6	1.8
EXEMPLARY	3.1	2

How to calculate: To calculate the recommended collection size multiply the projected population of your local catchment area by the current items per capita standard for your population size. This figure provides you with a base figure for your projected size of collection however may need to be adjusted to take into consideration other factors, as listed previously, which may impact on the projected size of your collection.

Example: The projected population of the ### Central Library catchment is calculated as 30,000. Applying the standard indicates that ### Central Library should plan for a collection of 72,000 items. These items will include print, non book and electronic books. However the following factors have been noted:

- 10 year projections for the population of the catchment indicate a very high proportion of the population will be between 12–25 years old
- The 2011 Census has identified the LGA as having significantly lower rates of Internet access at home than the State average
- Community consultation has identified access to and programs around technology as a key need within the community
- Loan statistics and acquisitions for collections are below the State median
- The Council has identified the new library as an information technology hub for the community
- The Library will allocate extensive resources to technology in the new library and will focus on marketing the library as a technology hub.

Given the identified need for more public IT space, in this case the ### Library has revised the projected collection size indicated by the standard to plan for 2 items per capita and will allocate extra funding and space to Public Internet Access Computers and laptops.

Action: Use the total number of items to calculate the projected size of different format collections within your collection as outlined in step 2.

Step 2
Identifying the size of different format collections within the collection

Once the total collection size has been calculated you will need to consider the different formats of material within the collection. The above calculation includes print, non books and electronic items. Each of these formats will require different shelf space, so you will need to identify the proportion of the collection in each format. There is no formula for calculating these, however, to estimate the size of each collection you should consider:

- the current formats within your collections and what percentage of the total collections each format currently comprises
- changes in collection formats over the last 5 years
- future trends and changes in service requirements
- specific need as within your community e.g. multicultural, ageing populations.

How to calculate: Multiply the estimated % of each format by the total projected collection size.

Example: The library estimates that in 10 years the collection will be approximately 65% printed books, 4% non book items, 1% periodicals and 30% e-books and resources.

Therefore projected collections of different formats will be:

Printed Books	65% x 60,000	= 39,000 items
Non book	4% x 60,000	= 2,400 items
Periodicals	1% x 60,000	= 600 items
e-resources	30% x 60,000	= 18,000 items

Action: Enter the size of each collection format into the Service Based Benchmark spreadsheet.

Step 3
Identifying the % of the collection out on loan

Once you have identified the size of each collection you will need to estimate how much of each collection is likely to be on loan.

How to calculate: To determine this you should consider the percentage of the collection which is currently on loan and how the collection currently performs in relation to the following *Living Learning Libraries* standards:

- S12 Age of collection
- S13 Turnover of stock
- S14 Circulation per capita.

Collection age directly influences loan and stock turnover. High levels of loans per capita and turnover of stock are likely to mean a high proportion of your collection is on loan at any one time. However you should also consider the length of circulation period, item borrowing limits and the size of lending and non lending collections. Most libraries indicate that between 30% and 35% of the overall collection is on loan at any given time, and that 65% to 70% will be on the shelves. You will need to consider different formats and which ones are more heavily loaned than others.

Example: ### library has a collection where usually between 30–35% of the collection is on loan at any one time. However the large talking book collection is very popular and generally borrowed at greater levels than any other collections. Approximately 50% of our non print collection, 30% of our print collection and 35% of our periodical collection is on loan at any one time.

Action: Enter the proportion of each format's collection that will be on loan into the Service Based Benchmark spreadsheet.

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PUBLIC ACCESS COMPUTERS

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By determining the number of computers your community will require in the next 10 years you will be able to determine the space required for public access computers.

To determine the number of computers you will need to accommodate your 10 year projected population you will need to consider:

- S15 the standard for public Internet workstations in *Living Learning Libraries: standards for NSW public libraries*
- Wireless access and the number of power outlets which encourage patrons to bring their own laptops to the library
- Your community's demographics
- The degree to which public access computers are multiple or single use
- Additional PCs without the Internet you may require.

The Service Based Benchmark uses a space standard of 5 square metres for each public access terminal required.

Step 1

Projecting the number of Public Access Computers in your library

The Living Learning Library standard for Public Internet workstations can be used to identify the minimum number of public Internet workstations your community will require.

How to calculate: Divide your projected population by 3000 to determine the recommended number of Public Computers with access to the Internet. Alternatively, if your projected population is less than 20,000 you will need at least 5 PCs with Internet access. You will then need to add any additional PCs without Internet access that the library will provide. This figure provides you with a base figure for the projected number of Public Access Internet computers however may need to be adjusted to take into consideration other factors, as listed previously, which may impact on the number of PCs you will need.

Example: Using the standard for Public Access Computers and the 10 year projected population of 30,000 the projected number of Public Internet Access Computers is 10. ### Library currently has 1 terminal where you can access family history CD Roms which are not likely to be made available online. The total projected Public Access Computers is 11.

However the following factors have been noted:

- 10 year projections for the population of the catchment indicate a very high proportion of the population will be between 12–25 years old
- The 2011 Census has identified the LGA as having significantly lower rates of Internet access at home than the State average
- Community consultation has identified access to IT and programs around technology as a key need within the community
- There are 3 schools within a 2 km radius of the library and another school planned in the next 5 years
- The Council has identified the new library as an information technology hub for the community. The Library will allocate extensive resources to technology in the new library and will focus on marketing the library as a technology hub.

Given the identified need for more public IT space, in this case the ### Library has revised the projected number of Public Access Computers to 21. The library will also ensure there are extensive power outlets for those with access to laptops.

Action: Enter the projected Public Access Computers into the Service Based Benchmark spreadsheet.

FUNCTIONAL AND SERVICE SPACE

The Service Based Benchmark assumes that the collection and public access computers within the library will take up half of the space within the library. The spreadsheet then requires you to allocate the other half of the space available within the library.

For the purposes of the spreadsheet the collection space is designated as 100% and the functional and service space is designated as an additional space which is likely to be at least twice the size of the collection space. Total library space (collection and functional and service space) expressed as a percentage is likely to total at least 300%, where 100% is allocated to collections and approximately 200% is allocated to service and functional space on the spreadsheet. This means that you will need to use percentages to show what proportion of the available space each function or service will require. As suggested, for most libraries this should add up to approximately 200% however will vary according to the service and functional space required in relation to the collection space required. Expressed in square metres this will mean the space in square metres allocated to collection will make up approximately 30–35% of the total square metres and the space in square metres allocated to the services and function area will make up approximately 65–70% of the total square metres of the building.

For example, using the spreadsheet, the collection size of ### Library sets out that 1000 square metres is required to house the collection. As a guide, the collection space should take up about one third of the library. The functional and service spaces in the library should then be expressed as a percentage of the collection space. Therefore, it is estimated that functional and service space may be estimated to be 2000 square metres or 200% of the collection space. The spreadsheet requires you to specify the functional and service areas as a % of this 1000 square metres.

If ### library estimates that the library will require 2000 sq m for functional and service space (100% more than the collection space required) then the % you allocate to functional and service space will add up to 200% as it is twice the collection space.

The *Suggested Area Guide* on the spreadsheet will provide you with the typical allocations for functional and service area spaces however these allocations will vary across library services. Some considerations for estimating allocations of space are outlined below.

Step 1
Reader Seating and Study Space

The emergence of the public library as a 'third place' and the notion of libraries as community living rooms has signified a change in function and atmosphere and has placed a greater emphasis on the need for informal and formal seating and space in public libraries.

The following guidelines are recommended for use as a guide for reader seating in NSW public libraries.

POPULATION	SEATS PER 1000 POPULATION
LESS THAN 2500	20 SEATS TOTAL MINIMUM
2500–10,000	7 ADDITIONAL
10,001–25,000	5 ADDITIONAL
25,001–50,000	4 ADDITIONAL
50,001–100,000	3 ADDITIONAL
100,001–200,000	2 ADDITIONAL
MORE THAN 200,000	1–1.5 ADDITIONAL

These standards should be applied on a sliding scale basis. For example, for a population of 26,000 a library needs 20 seats for the first 2500 + 52 seats for the next 7500 people + 75 seats for the next 15,000 + 4 for the next 1000. The total amount of seats recommended for this library would be 151 seats.

The above reader seating guidelines include all seating available for library activities. This includes seating in study and homework centres, meeting rooms if they are available for public use, lounge and browsing area seating, children's area seating, seating at Internet terminals, carrels and tables. Do not include staff seating or conference/external meeting room seating.

When considering what proportion of the library's functional and service space is allocated to reader seating and study space you will need to consider:

- S1 the standards for Library Visits per Capita and S2 the standard for Library membership or borrowers as a percentage of the population in *Living Learning Libraries: standards for NSW public libraries*
- the number of seats you will have in the library
- the type of seating you will have in the library – lounge, carrels, tables
- specialist seating or tables eg archival or newspaper
- power requirements for seating and study spaces
- flexibility of the space
- group space requirements
- individual space requirements
- number of group visits and programs
- collection layout – does it encourage browsing, require seating in genre areas etc.

Example: #### Library currently has a high level of membership and visitations per capita and predicts that this will increase when the new library opens. The Library has a projected population of 30,000 people. Using the guidelines for reader seating the library calculates they will require approximately 187 seats within the library. The seating will be a mix of group and individual seating with most seating at tables and one informal lounge area. There will also be stools scattered throughout the library's collection areas for readers who are browsing. The library's 5 year strategic plan emphasises growth in public programs and targets increased use by young adults and plans for a small number of study rooms. As a rule of thumb reading desk and lounge spaces equate to approximately 3 sq m/person (see *IFLA Library Building Guidelines 2007*). This will decrease for group desks and smaller casual seating – allow 1.8–2 sq m/person. The Library estimates 20% of space will be allocated to group seating and study areas, 10% will be allocated to individual seating and 5% will be allocated to study rooms.

Action: Enter these estimates into the Reader Seating and Study Areas boxes in the Service Based Benchmark spreadsheet.

Step 2
Staff Areas and Workspace

Staff work spaces include service desks, sorting areas, work rooms, staff lunch rooms, staff toilets and showers, staff locker space, storage required for work material, files, stationery, stack collection storage, collections in process and transit, archives and conservation. When estimating the staff areas and workspace you will need to consider:

- S6 and S7 the standards for Staffing in *Living Learning Libraries* to project future staffing requirements
- current staffing levels
- individual service area requirements e.g. children's storage needs, technical services workflows
- adoption of self service technology e.g. self check
- RFID workflows and sorting room requirements
- number and size of service desks
- volunteers' workspace requirements
- central library functions
- whether collections are purchased shelf ready
- housebound and mobile collection storage and sorting area.

Example: Using the staffing standards in *Living Learning Libraries* the ### Library projects that in 10 years the library will require 8 staff members who will all require their own work stations and space. The library has already moved to self check circulation and currently 85% of material is loaned using self check, so there will only be one service desk in the library. Funding has been secured for RFID technology in the new building, where return sorting will be fully automated which will require additional space in the sorting room to accommodate sorting machines. The work area will be open plan except for one office and there will be a separate lunch room. The library estimates that 25% functional and service space available will be required for the staff area and workspaces. See *IFLA Building Guidelines Chapter 6. Configuring Internal Staff Areas for useful space/ staff requirements*.

Action: Enter your estimates into the Staff Areas and Workspace boxes in the Service Based Benchmark spreadsheet.

Step 3
Ancillary and Amenities

Amenities and facilities space includes any space required which supports the library but is not specific to a library function: These might include but are not limited to:

- Foyers, entrances, lobbies
- Elevators and elevator shafts
- Public toilets including baby change and parents room
- Plant equipment
- Maintenance and cleaning storage
- Garbage and recycling areas
- Loading and delivery area.

This space requirement will vary significantly across different library services however it is typical for the amenities and facilities space to comprise between 20–30% of functional and service space.

Example: ### Library will be built over two floors and will require lift access to the bottom floor. It is also aspiring to a 5 Green Star Rating and as such is proposing initiatives such as a cogeneration plant. The lift, vestibule and lift shaft will take approximately 2% of overall space and the mechanical plant will be an additional 5% of total functional space.

Action: Enter these estimates into the Ancillary and Amenities space boxes in the Service Based Benchmark spreadsheet.

Step 4
Specialist, Service and Meeting areas

Specialist and service areas provide space for the library's specific specialist services and programs. These services areas may include but will not be limited to:

- Children's program and reading area
- Young Adult area
- Local History area/room
- Family History area/room
- Toy library
- IT Training room
- Training room
- Games area
- Digital learning and media areas
- Audiovisual area/room
- Newspaper and magazine area
- Coffee shop
- Bookshop
- Public lockers.

Some suggested area guides have been provided on the spreadsheet for consideration when estimating the required space however each library service will offer a different range of specialist services and programs and the space requirements for each of these areas will vary across library services. Some important things to consider when estimating the space required for this are:

- local community demographics and needs
- the library's strategic plan
- your Council's strategic and management plan/ future service trends and changes.

Many public libraries in NSW include meeting rooms in their library buildings to provide space for programs and for community meetings. Depending on their community and anticipated programming a library may have one or more meeting rooms.

Meeting rooms may provide a space for general library activities, community meetings, classes and talks, performances, board and committee meetings, children's activities, computer training, and staff training and meetings.

Some important things to consider when determining the number and size of the meeting rooms to be included in the library building are:

- anticipated programs and activities
- other available space for children's activities
- technology requirements
- other meeting space available in the community.

Note: Some additional circulation space separated from the main library and accessible from outside may be required if the library intends to offer these spaces out of hours.

For standard meeting/lecture rooms, the IFLA standards (*IFLA Library Building Guidelines 2007*) suggest allowing 1 sq m/person plus the area required for stage/lectern area. Ensure that there is also adequate storage for furniture and equipment.

Example: ### Library has a higher than average 0–12 year old population with a growing number of young families moving into the area. New housing estates will open in the LGA over the next 10 years so this trend is expected to continue. The Council and Library have identified this group within their strategic plan. A large story time and craft area including wet area, has been planned for the new library. The council has planned to include a number of training rooms with access to technology in the new council building which is co-located with the planned new library as well as a multipurpose meeting room to hold classes and act as a community hall. A coffee shop has been identified for

inclusion in the new building. 15% of the functional and service area has been allocated to the children's area, 10% to training rooms, 20% for multipurpose hall and 10% for the coffee shop.

Note: the inclusion of a coffee shop and hall will probably mean that the total functional and services floor space will be more than that of the space taken by the collection. This means that the total functional and service area will add up to more than 100% as the functional and service space will be at least 10% larger than space for collections.

Action: Enter your estimates into the Specialist, Service and Meeting area boxes in the Service Based Benchmark spreadsheet. If your library requires space for a specialist or service area outside those listed on the spreadsheet, please allocate the proportion of space in the other section.

Step 5
Other Spaces

Other spaces provides for any areas, services, equipment or furniture that have not been accounted for in earlier sections of the spreadsheet. Include here space required for:

- photocopiers
- printers
- display areas [enclosed and open]
- bulletin boards
- any other areas that have not been identified.

Example: The Library has a large display cabinet which it currently uses to house travelling exhibitions and local history material at different times. This has been very popular with library users and so plans have been made to continue this in the new library with a range of open and enclosed display. 5% of total functional and services space has been allocated to this display area.

Action: Enter the specific requirements into the 'Other' areas boxes and allocate appropriate % space requirements in the Service Based Benchmark spreadsheet.

Current Trends in Public Libraries

AN ESSENTIAL RESOURCE FOR THE COMMUNITY

—

PUBLIC LIBRARIES FOR THE FUTURE

—

Public libraries are one of the most well used educational, cultural and social facilities within our community. The relevance of libraries to contemporary communities is evident in their high levels of use and attraction to a broad range of users from all ages and backgrounds.

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2.1   GROWTH IN NSW PUBLIC LIBRARIES

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Over the past ten years in NSW visits to libraries have grown by 24% to almost 36 million per annum, with 3.3 million people in NSW (or 46% of the NSW population) in 2010/11 as library members. Loans of books and other materials have increased to almost 50 million per annum, and Internet usage in libraries continues to grow with more than 2.7 million hours of Internet access provided by NSW public libraries in 2010/11.

Libraries continue to provide what could be labelled as traditional services – the borrowing and use of library material. However, it is also clear that our local communities expect public libraries to provide additional services. These services reflect the role of modern public libraries as community facilities where people can meet, share and learn.

With changing demographics and social trends, ever-increasing financial constraints for government and rapidly changing information technology, the design and function of libraries must evolve to meet these and other new challenges to remain relevant.

By providing a public library building that is well designed and consistent with trends identified in *People Places*, the benefits will be significant.

While ensuring they continue to have the capacity to provide traditional library services, our future public libraries must be buildings that:

- Provide a **cultural hub and focal point** for the community
- Are **functional and multipurpose**, accommodating a range of activities and uses
- Enable **user-friendly access to the latest in technology**
- Attract a wide range of users providing areas for **relaxation, research, leisure and learning**
- Have **effective and efficient** delivery of services
- **Develop from a co-operative approach** between all stakeholders to ensure that the changing needs of the community are met
- Are **good value in the longer term** and contribute to **Environmental Sustainability**.

With good planning and the allocation of adequate resources, public libraries have the opportunity to provide value for money for the community. A sound initial investment will provide a library building that remains functional and viable for the future.

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**2.2   TRENDS INFLUENCING
       PUBLIC LIBRARIES**

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In designing public infrastructure, it is important to consider the changing social and demographic trends evident within the community and how these may affect the provision and delivery of services to the community. A range of issues has been identified below which are likely to have an impact on the design and function of public libraries over the next 10 to 20 years. Some issues affect libraries worldwide, while others are particular to NSW. It is important to monitor and identify emerging social and demographic trends continually, as in our modern world many systems are interrelated and connected. To remain relevant in our ever-changing community, public libraries must have a holistic view and take full advantage of the many opportunities available.

SURRY HILLS
LIBRARY LOUNGE
ARCHITECT:
FRANCIS-JONES
MOREHEN THORP
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Public libraries bring people together from a range of backgrounds to meet, network and potentially develop relationships with other members of the community. This has been referred to as **social capital,** and is one of the building blocks of a strong community. Research highlights that social networks have value and affect the productivity and health of individuals and groups (Putnam, 2000). Local Government has become increasingly proactive in promoting social, cultural and economic regeneration, particularly through the development of their Community Strategic Plans, now required under amendments to the NSW Government's Local Government Act (see link to *Local Government Amendment (Planning and Reporting) Act 2009*). More often than not, public libraries feature as key elements within these frameworks.

For more vulnerable groups such as youth, older people, people with a disability, itinerant workers and people from multicultural backgrounds, social capital is particularly important as it helps to **build bridges of support** with other members of the community and promotes inclusiveness. For all users, public libraries can provide a **safe haven, where people can feel a part of the broader community** (Cox et al, 2000 and PricewaterhouseCoopers, 2005).

Public libraries provide a community with a **cultural focal point**. They may store information about local Indigenous people and the local community's heritage, and information about local activities, community groups and cultural events. They display local artworks and community art projects and promote information about Council and government services. Developments in user generated content create an improved platform to easily access, contribute to and assist in the collection of local information.

Public libraries are often a catalyst for social and economic regeneration. They provide resources for skills development, literacy and electronic literacy, training and lifelong learning. For many communities, the public library building is often the only civic building in the area that is publicly accessible to everyone and typically generates significant pride. It is strongly valued by the community and this is reflected in its high levels of visitation and usage.

While traditional library services remain the mainstay of library activity, other activities and services are becoming increasingly popular. No activity is mutually exclusive, with visitors **choosing to undertake a range of activities whilst in the library**. For decades, libraries were almost exclusively a realm for people borrowing books. They are now places where people come to sit, read the newspaper, listen to music, play computer games, search the Internet and take part in the many programs and events held.

For Statistical Analysis of the Economic and Cultural Benefit of Public Libraries see *Enriching Communities* (Library Council of NSW).

Arising from the idea of **social capital** is the trend for people to increasingly seek community participation and meaningful human interaction in the safe, neutral environment of public libraries.

Libraries have embraced the role of the **'third place'**, understanding that people seek refuge in libraries or choose to spend many hours in them for a range of reasons, and now provide settings for this to occur (Oldenburg, 1989). Today, the relevance of libraries is even greater to a demographic which is increasingly transient and multicultural, assisting in social cohesion and cross cultural understanding through enhancing positive social interaction.

The notion of libraries as **community living rooms** signifies a departure from the function and atmosphere of libraries of the past. Floor space, once dominated by the collection, is gradually being converted to living spaces and social hubs – comfortable areas to relax and socialise. Like public squares and street cafes, a modern public library provides a place which puts users at ease, a place of mutual respect for people to meet and pass time, in addition to its core information services.

A **living room** library caters for a broad spectrum of user preferences, including spaces to 'chill out', drop in, plug in, login, meet up, read a magazine, listen to music, buy a coffee or even watch TV. Users are offered a choice of many different activities in the same space – working, eating, talking and browsing. In addition, there is a variety of different spaces on offer – quiet contemplative nooks, places by the window, or seats near bustling thoroughfares.

As well as continuing to serve their traditional roles, libraries act as an extension of people's recreational time. People may stay for much longer periods and therefore seek the amenity that longer stays require.

The 'living room' environment and contemporary learning theory have significantly altered the prevailing pedagogy, fostering learning in a **non-threatening, less hierarchical environment and encouraging collaboration**. This breakdown of hierarchy is not restricted to library clients, it extends to the client–librarian relationship. With so many sources of information available outside a library, clients are frequently well informed about a subject before seeking assistance. The search process is therefore a **side by side approach**, sitting at a desk together or at mobile devices within the floor space, rather than at a traditional service desk.

Generally, the **size of service desks has shrunk** and their configuration changed to **reduce barriers**. Many are configured to be mobile and modular, on castors or wheels. Some libraries have removed their information and reference desks entirely. Management of library staff has moved towards **roving librarians** actively seeking people who want assistance away from central staff areas, assisted by terminals within collection shelving (for example at the end of shelves) or by mobile devices.

Study and reading environments have changed significantly. **Carrels have primarily given way to lounge areas**, collaborative study areas and **group tables**, although the need for individual study settings remains. Our 'wireless society' has also broken down the structured hierarchy of libraries. Computer use and study is no longer limited to a desk, and fixed desktop **computers can now be designed into far more casual and comfortable settings**. Refer to *Section 2.2.10 TREND TEN New Information Technologies* for further information.

Furniture selection is instrumental in creating an appropriate environment. A trend towards **moveable furniture**, which is arranged to create a space or cluster, is an effective way of giving a sense of permanency while also allowing for clients and library staff to re-organise. Service Desks and collection **shelving areas can now be wheeled away** to allow for larger events such as author talks or band nights. The typology of the furniture is now less institutional, evoking familiarity through the use of a **domestic aesthetic**.

In this period of significant social and population flux, the number and type of public buildings have decreased. As a result, few buildings have such social-cultural significance as public libraries.

A library's ability to provide cohesion and identity to a community, and a democratic environment capable of welcoming the full cross section of society, has been identified as a critical factor in regenerating/developing urban and regional spaces. Not least of all, libraries continue to draw a significant level of visitors who, by simply going to the library, **activate surrounding spaces and streets**, providing further potential benefits through visits to shops and other facilities nearby. Consequently urban planners, local government and developers identify libraries as **key anchors or place makers**.

Common urban regeneration strategies include:

- Creation or **re-activation of public open spaces** and streetscape as a result of a new library
- Insertion of **iconic or 'aspirational'** architecture, which reinvigorates and challenges the identity and self awareness of a community, and places an urban centre 'on the map'
- **Transparent facades** that connect internal library activity with the street thereby increasing public safety and surveillance
- **Co-location** with other valued community facilities to create a **public hub**, which is discrete from commercial pressures and reinforces a sense of support and belonging
- Spaces which **promote partnerships and programs** with other cultural and educational institutions to strengthen local learning, cultural development and identity (such as TAFE)
- Insertion of libraries into town centres, existing or new development, which are primarily commercially (retail and office) focused
- Spaces which promote the **development and reinforcement of community identity** through the creation and collection of local knowledge and culture.

Public libraries make excellent arenas for developing local culture and identity, thereby driving socio-cultural change. They have been integral in creating a **brand** for local areas as well as for cities. Libraries are particularly valued in disadvantaged communities, where facilities and home environments may be inadequate. A new public library directly communicates to its community that it is valued, particularly where the facilities provided are far beyond anything experienced at home, work or school. Facilities which can stimulate socioeconomic development and promote social cohesion include:

- Technologies for **creative and local content** e.g. sound mixing and recording, graphic and design software, blogs, photo sharing, community radio
- Archiving, preservation and display of local cultural items and artefacts
- **Loan or sale of cultural items** such as musical instruments and artworks
- Spaces for group discussions and talks
- **Technology training facilities, job search, Internet connection for small business**
- Spaces for **exhibitions and museum collections**.

Section 2.2.15 TREND FIFTEEN Cultural Development provides information on cultural planning. See also *Dollars and Sense and Public Libraries*. Examples of public libraries that have been integral to urban regeneration include: Blacktown, Junee, Ballard Library, Seattle, Parque España, Colombia, Magdeburg, Germany, Desmoines, Iowa.

CHECK IN

| DVD | VIDEOS

BOOKS

BOOKS

In the past decade, a range of quality building programs both nationally and internationally have demonstrated a growing concern for the design and construction standard of public buildings. In the UK and the US these programs have been highly effective in improving building development in the public sector.

These programs focus on:

- The **method of procuring a building**, including selection of architects and consultants
- The importance of comparing initial capital cost to the **cost involved across the life of the building**
- Understanding the role of civic building is more than functional
- The importance of community consultation and **community engagement**
- Disproving the long held belief that communities do not value good design
- Balancing time, cost and quality
- **Best Value**
- Allowing sufficient time in the programming for quality design to emerge
- **Environmental sustainability**
- Encouragement of **innovation**
- How quality buildings deliver **better public service**
- The importance of a political champion – either individual or authority, to support good design
- The importance of **client involvement** across the entire building development process – from briefing to post occupancy evaluation
- The **correlation between social and physical regeneration**.

A well designed building not only functions efficiently day to day, it should also address its civic and environmental responsibilities. There are excellent examples of design excellence in smaller projects and refurbishments, which have maximised the value of the development. Good design is a legacy that remains evident many years into the future. Achieving design excellence requires ongoing support and commitment from the outset of the project. A successful building delivers on all of the following criteria:

- **Functionality**
- **Durability**
- **Ecological Sustainability**
- **Social Responsibility**
- **Cultural Development**.

See the links for *10 Principles of Better Design* and *The Value Handbook*.

Public libraries are central to providing community leadership in **ecologically sustainable development** (ESD). As prominent public buildings, libraries have a key role as environmental educators to not only demonstrate compliance with sustainability criteria in legislation, but to **aspire to best practice** at a national and international level. The role of local government in setting the standards for the built environment through development regulations suggests that buildings developed by local government should act as benchmarks and showcases of local aspiration. The City of Sydney, for example, has actively sought to achieve not only design excellence but national and international recognition for sustainable design in recently developed public building projects. Junee is an example of lower profile local government, which has achieved equally admirable ESD credentials in its library. As public buildings are developed away from commercial influence, libraries provide opportunity for a more impartial assessment of the success of ESD initiatives.

For more information, refer to *Section 5.11 Ecological Sustainability (ESD – Environmentally Sustainable Design)*.

As **people places**, contemporary libraries are highly focused on programs and partnerships, as well as maintaining their traditional roles. Library staff have enthusiastically embraced the opportunity for libraries to strengthen communities and **bring together people from diverse backgrounds** through a shared interest in library programs, thereby blurring the line between the traditional library and community centre. Space is being increasingly occupied by **informal social activities** as well as facilities for **structured group activities**.

Programs are a great way of introducing the library environment to potential new members. The popularity of traditional sessions like 'Baby Rhyme Time' and 'Children's Storytime' continues, as do programs that promote culture and facilitate active involvement of library clients with the development of the library. For example, a library might promote a multicultural festival by holding bilingual story time sessions, cultural book exchanges or themed author talks. Alternate programs include promoting youth culture by hosting regular band nights or, assisting teenage mothers with homework sessions along with early literacy programs for their children. A highly popular 'Click, Clack and Yack' session was observed in a growth corridor library, which brought a diverse range of women together to knit and chat. Cooking facilities have been integrated into a recently completed, inner city Sydney library, where highly popular cooking classes with local chefs are held.

The physical implications of these programs and partnerships include an **emphasis on flexible spaces which can be accessed out of hours** such as meeting rooms, training rooms and multipurpose spaces. Youth and children's areas require greater flexibility to cater for large groups and diverse activities. General areas of the library, such as foyers and lounge spaces can be re-arranged for performances and displays, allowing the library to serve as a **venue for events** and host exhibitions. Consideration should be given to acoustics, flexible ceilings and floors (wiring, display, lighting), as well as the flexibility of shelving. For further information, refer to *Section 5.8 Shelving and Shelf Displays*.

Forming partnerships is another way libraries are promoting community involvement and providing a broader scope of services and information. Typically partnerships include local education institutions such as TAFE, schools, community colleges, and U3A (University of the Third Age). Increasingly, the emphasis in public libraries is towards community support and therefore libraries may be partnered with youth services, literacy foundations and retirement villages. Partnerships can also be a cost effective method of providing much needed resources for a public library, by pooling and sharing resources. **TAFE courses are now being run in public library IT areas**, and in turn, university students are available to assist in IT literacy and homework help. One innovative NSW library has established a mutually beneficial arrangement with local schools where student artworks are displayed and sold in the library. Another library partnered with the Australian War Memorial to exhibit information for Anzac Day, whilst at a different library, a private collector offered to display comics in the Youth Area.

The rising popularity of programs and partnerships is another indication that despite the growth of digital and online resources, the physical library is very relevant and increasingly in demand as a social space.

2.2.8   TREND EIGHT
——   AGEING OF THE NSW COMMUNITY

The current ageing of populations in Western societies is a well-documented trend. With people living longer and fewer children being born, the proportion of older residents in our community is increasing. 14.1% of residents are aged over 65 years with significant variations across NSW, particularly in the mid north coast region, reaching 20%. It is estimated that by 2036, over one in five people in NSW (21%) will be aged over 65 years (Australian Bureau of Statistics, 2010).

So how will this trend impact on library design and function? Older residents are already major users of libraries and this trend is likely to grow as the number of older residents with significant leisure time increases. Access to **specialist collections, adult education, activities targeting seniors**, increasing computer usage and browsing areas for casual users are examples of potential trends that may be experienced. Many seniors live alone and may seek social interaction by **longer stays in libraries**, emphasising the importance of comfortable lounge space. **Computer literacy** is becoming increasingly important for all ages as services and access to information becomes electronic. Many libraries now run programs on computer literacy for senior citizens as well as tutorials on browsing and accessing information. This being said, the next generation of retirees, the Baby Boomers, are generally more sophisticated in their knowledge of digital information with just under 60% accessing the Internet from home (see *Online @ Home – ABS 4102.0 Australian Social Trends*) and are keen to explore new ways of using their recreational time. Access for older residents in retirement villages and housebound services will also need to be considered.

Research indicates that as age increases so does the level of disability in our community. **Access for people with a disability** will become an increasingly important issue. Legislation such as the Commonwealth Disability Discrimination Act 1992, the new Access to Premises standards and the BCA (Building Code of Australia) are having a significant impact on how services are designed and provided. For further information, refer to *Section 5.4 Accessibility and Approach*.

Many Councils have formed Access Committees and/or have a Disability Action Plan which recommend actions for improving access to services for people with a disability.

Specific services for older residents and people with a disability may also need to be considered. These may include large print books and a range of technology for accessing print and electronic resources. Designing libraries to meet the needs of our growing older population will be a major challenge in the future.

JUNEE LIBRARY
SEATING NICHE
ARCHITECT:
DUNN + HILLAM
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Young people comprise 16% of NSW residents (Australian Bureau of Statistics, 2006). Youth is generally defined as those aged 13–24 years old, with older youth often still dependent and engaged in further education. They are significant users of public libraries and major **consumers of information technology**.

The education of today's youth combines individual learning, co-operative learning, research and group interaction. Thus, in addition to quiet study, students interact, discuss and develop ideas together in a co-operative manner. As a place away from home and school, libraries can act as **a place of refuge for youth**, to meet with friends or be by themselves. Increasingly the **delineation between recreational time is blurred with study activity**. The current youth generation seeks and consumes information in different ways and educational theory and practice has responded accordingly. For further information, refer to *Section 2.2.11 TREND ELEVEN Collaborative Learning Environments*.

An important aspect of contemporary youth culture is the fluid approach to activities and proficiency with multi-tasking, meaning younger generations often like to work, chat, use technology and do numerous other things at the same time. Many libraries are responding to these specific needs by providing separate areas that allow young people to undertake a range of activities in a space designed especially for multi-tasking.

Technology is another key aspect of youth culture. Young adults are generally interested in and quick to learn new technology and have been key users of the increasing technological resources of libraries. Younger generations have shown to be particularly interested in audiovisual environments, which are **dynamic, interactive and instantly responsive**. The introduction of e-books, digital libraries and user created content is highly relevant to younger generations. When public libraries begin to provide these facilities, youth have been seen to be among the first to embrace them.

In the broader library context, the physical outcomes of this trend are a demand for both group and individual spaces as well as noisy and quiet areas. Most afternoons in libraries, youth make use of communal study tables, lounge areas, IT areas and meeting rooms.

Currently in NSW, many libraries have infrastructure for wireless Internet and laptop use, which complements the existing provision of online school resources and web pages used by young people.

There are many other services that can be linked to the needs of our youth and by maintaining their interest, the library customers of tomorrow will be assured. For further discussion of trends relevant to youth, see *Section 2.2.11 TREND ELEVEN Collaborative Learning Environments*.

Examples of libraries embracing youth culture include: The Edge @ SLQ, Narellan Youth Space, NSW, and Playford Library, SA.

The physical requirements of youth areas are covered in *Section 5.19 Youth Areas*. Living Room Libraries are covered in *Section 2.2.2 TREND TWO Community Living Room*.

The proliferation of information technology in our society is well documented. In 2009, it was estimated that 78% of NSW households had a computer at home and 72% of NSW households had Internet access (Australian Bureau of Statistics, 2009). **Digital technology has become part of our lifestyle**.

As computer and Internet access at home has risen, the provision and usage of computers in NSW public libraries has also increased. The total number of public **computers with Internet access in NSW local government libraries rose** from 1963 in 2004/05 to 2735 in 2009/10. Total booking hours have increased by over 40% over the same period. This should be read in the context of a much greater increase in the use of wireless technology in public libraries.

The NSW Government, through initiatives such as *NSW.net* (www.nsw.net), has provided an electronic information network linking councils and public libraries throughout NSW. Research, and feedback from library clients highlights that, to date, computer technology is likely to be used primarily for **reference, information and social networking**, rather than fictional works and 'reading for pleasure'. **E-books** are increasing in use in Australia. While e-books are still only available in a limited number of NSW libraries, it is important to note that during the time of writing these guidelines there was a significant acceleration of e-books and devices taken up by both public libraries and generally within the community. The evolution of e-book use will bring new challenges to the design of library spaces in terms of balancing the need for shelf space for print collections and the changing way people browse and use collections in the library, increasing in use but limited in most NSW libraries to date. The increasing use of computers for recreation and lifestyle, from social networking sites, to paying bills, job search, shopping and current affairs, is evident throughout public libraries. References that highlight the future role of technology in our community are provided in *Section 5.5 Smart Technology*.

Concerns of some commentators that the increasing use of technology for research and information will mean that public libraries will become less relevant, is not supported by the evidence gathered for this study. Just as having books in the home does not mean people do not also use libraries, widespread computer ownership has not translated into reduced need for technology access in libraries. In fact, there is year on year growth in usage and need for technology in libraries. As highlighted in the case studies, public libraries have been required to provide additional space for technologies such as computer training rooms, large areas for public access catalogues, dedicated computerised work stations for staff, additional storage for digital technology and hardware and more seating for wifi/laptop use.

An advantage of recent technology is that much of it is **wireless, allowing greater physical flexibility**, with library spaces able to be multifunctional. Technical advances in digital technology are changing the way public libraries are used by society. **Digital content** has increased exponentially, in many cases enabled by social media sites which allow content creation by users. Increased access to wireless Internet and local area network (LAN) access points, touch screens, tablet consoles, mobile devices and laptops has created an interactive environment fundamentally changing the layout of libraries. New technologies in library process automation and virtual customer service are also impacting upon library design and layout.

In summary, new libraries should not only be able to respond to what will happen with information technology but also make certain that public libraries are able to take full advantage of the opportunities that are presented by technology. This requires a vision to provide dedicated infrastructure that will allow technological services to be accessed by the community, as they become available. Library and council staff with specialist IT knowledge are critical to the success of Public Libraries. *Section 3.4 Develop a Local Technology Plan* and *Section 5.5 Smart Technology* provide more detailed information on how to meet these technological challenges in your library.

TREND ELEVEN

COLLABORATIVE LEARNING ENVIRONMENTS

As a result of the trend towards collaborative learning, public libraries have shifted from 'silent reading' and individual study models of the past, towards active and interactive learning environments. **Group-based learning** is well established in the education of young people and is reflected both in the curriculum of the NSW Board of Studies and in the design of student **learning commons** in universities. Increasingly public library design is embracing the best elements of this changing pedagogy.

Similarly, virtual and online environments can be characterised by group interaction, as evident in games, wikis and social networking media. Recent innovations in wireless and mobile devices, together with greater affordability, means connectivity to information and collaborative environments are now an intrinsic part of modern life.

With the increasing role of technology in our lives, public libraries have a unique opportunity to provide a physical environment in which the community can learn, socialise and use technology.

Multimedia spaces can provide an effective platform for discussion, **information sharing, and other group-based activities**. They have the potential to not only build social capital within a geographically defined community but also to facilitate virtual interaction through the library's social networking websites.

Libraries conceived as **community living rooms** are a manifestation of the trend for informal social spaces, where people undertake numerous and varied activities in the same space – reading, chatting, using their laptops or listening to music.

The introduction of **technology-rich environments** to 'living room' style libraries is a decisive strategy in bringing NSW public libraries to the forefront of information access, information sharing, learning theory and content creation in the digital age.

Key elements of collaborative learning spaces include:
• Group study areas
• IT enabled lounge and study
• A variety of attractive and flexible furniture arrangements that allow users to **customise their own spaces**
• Convenient access to **wifi and power points**
• Technologies that facilitate interactive group activity e.g. large display screens, wireless access, digital whiteboards, gaming consoles and tablets
• Skilled, trained library staff.

Although often overlooked, it is also essential that the aesthetic character and design of collaborative learning spaces reflects the dynamic and invigorating nature of the activities that occur within them. Allowing users to eat and drink, can further increase appeal as it means people can spend longer periods of time in the library.

Most current literature relating to collaborative learning is based on university models (see *Putting learning into the learning commons, A literature review*).
For more information on collaborative learning environments, see:
UNSW Learning Commons
QUT Kelvin Grove Library
Victoria University Learning Commons
Durham University The Techno-Café
University of Melbourne FBE Library

OUR MULTICULTURAL SOCIETY

Approximately one in five people in NSW were born in countries where English is not the first language. In some communities in Sydney, more than half of the residents were born in non-English speaking countries. Currently 21% of NSW residents speak a language other than English at home. The main languages spoken in NSW other than English are Arabic, Cantonese, Italian and Greek, with Asian languages the fastest growing group (Australian Bureau of Statistics 2006). Our **multicultural society influences our libraries** and their functions. The increased provision of **multilingual collections, multilingual signage and English language classes** is evident in many libraries across NSW. Research indicates that many people from multicultural backgrounds enjoy using their local library and view it as a place for **social contact** with other residents from similar backgrounds and connecting with people from the broader community.

The impact of multiculturalism on the physical design of the library is perhaps less evident. However there is a need to ensure that there are prominent areas for **browsing and reading** multicultural resources, as well as meeting room and **lounge areas for social contact** with people of similar backgrounds and interests. In supporting diverse cultures within a community, many successful libraries have offered areas for **exhibition and events**, particularly with flexibility to hold **performances and festivals both inside and out**.

A number of libraries in NSW specialise in foreign language collections in response to the demographic of the local population. In some cases the popularity of the collection far outweighs the proportion of the demographic, making these libraries a destination for users from outside their local government area. In addition to books, these collections provide newspapers, magazines, exhibition material and DVDs.

As local government moves towards improving its support of multicultural communities, other design and service innovations will occur. The State Library of NSW can advise on developing appropriate services. Information is also available on promotional materials to encourage increased visitation and borrowing.

MULTICULTURAL
OPENING CEREMONY
AT RYDE LIBRARY
ARCHITECT:
GRAHAM BAKEWELL
© MANNY ESQUERRA

In many communities, public libraries play a pivotal role in the promotion and retention of Indigenous culture, with many housing **specialist collections of books, audiovisual materials, periodicals, local history and ancestry, and artefacts relating to Aboriginal and Torres Strait Islander people**. Many public libraries located in communities with large Indigenous populations are working to ensure that they are attractive, welcoming and relevant to all members of their community.

Digitisation of information, such as the Northern Territory's *Our Story*, is allowing Indigenous communities around the globe to create and archive information on easily used digital platforms. This has encouraged a broad range of people to become involved, some of whom are not regular library users, or have not previously used computer technology. It is worth considering displaying these Indigenous projects in a central position within the library, exhibiting content near library activities and thoroughfares, and making the digitisation process an **open and collaborative** one.

The incorporation of Aboriginal art and cultural activities into public libraries has played a major role in encouraging Indigenous users.

Increased popularity of libraries for Indigenous communities is frequently related to the employment of Indigenous officers and significant consultation with communities, which may take the form of a reference group. Consultation is a key to providing valid services, spaces and material selection.

Successful services and programs for Indigenous communities include:
- **Family history and local history**
- **Children's and adult literacy programs**
- **Documentation and reinforcement of local languages**
- **Conversation time (reinforcement of story and language)**
- **Creative content (art workshops, stories, music, dance, digital media, mixing, lending of equipment)**
- **Training in digital equipment**
- **Exhibition, display, interpretive work and public art content**
- **Ceremony, function and music**.

The process of collaboration with communities and ongoing management and engagement can provide a great opportunity to ensure a sense of ownership and a far richer cultural experience. As highlighted in *Section 1.2.1 Identified Need* this process must be **culturally appropriate and meaningful and involve Indigenous stakeholders** through organisations such as a local Aboriginal Land Council or specialist advice such as that offered by the Indigenous Services Librarians at the State Library of NSW.

Protocols for libraries, archives and information services are published by the Australian Library and Information Association for the *Aboriginal and Torres Strait Islander Library and Information Resource Network (ATSILIRN)*.

See the link for the Northern Territory Government's *Libraries and Knowledge Centres*.

See also the link for State Library of Queensland's *kuril dhagun* and *Welcoming Places*.

Interviews with selected councils undertaken as part of this study identified the growing competition from other sources of information, education and entertainment as a significant factor likely to impact on libraries in the future.

With rapid technological advancement, we are now able to access information through a range of media sources. Electronic forms of communication such as the Internet, digital media, gaming, social networking, email and digital entertainment, provide us with extensive access to information that is current, topical and easy to access. Notably, these changes have not affected the popularity of libraries and number of visitations. In fact, borrowing has risen, and the amount of time spent in libraries has markedly increased.

The delivery of education services is also changing, with many institutions now providing students with options for distance and open learning courses through the Internet and various adult education programs. This has reinforced the use of public libraries as a destination for study, and libraries need to proactively promote these services.

The way we spend our leisure time is changing and increasingly libraries are as much a **place to spend time as a place of learning and research**.

Libraries will need to be proactive in marketing and promoting their services to ensure that they retain their 'market niche'. Consequently, libraries are developing **marketing plans and strategies** to encourage clients to use the library resources more. These strategies are highly influenced by retail marketing as well as professional exhibition and display, which both aspire to a memorable experience – **'the wow factor'** see *Section 5.6 Making Libraries Memorable – Experience and Brand*. Advertising, improved visibility, unified branding, high quality design, library promotions, changing and professional displays and social networking sites all form part of successful libraries now and will continue to do so in the future.

Taking a holistic approach to marketing and branding ensures libraries are efficient with their resources and well tailored to their communities. From the planning of the building down to the small details of shelf signage, everything should ideally reflect the library's 'vision' or concept. The library marketing strategy and vision will impact on planning and the development of the library brief, so it is important to establish a clear plan of action before embarking on building design and ensure that the building design is integral to the 'brand'.

In recent years, many public libraries have sought to improve their marketing through the adoption of various retail strategies in their physical design such as:

- The provision of flexible floor space which can be used for a variety of activities and experiences including courses and events
- 'Weeding' of collections to allow more space for display, particularly face out shelving
- Creating memorable and exciting spaces
- Furniture and shelving which is moveable, modular and changeable
- Exhibition/display space which is appropriately lit, attractive and accessible
- Adopting retail strategies e.g. new trends in concept stores where a range of linked products are offered, or 'one-stop-shops'
- In-house cafes, restaurants and stores
- Themed areas – consistent colours, graphics, materials, fittings and fixtures
- Retail influenced product display – featured products displayed prominently.

In recent years, we have experienced some recognition of the importance of people's culture to our local communities. Local Government has substantially increased its role in promoting and sustaining local culture.

Culture relates to the values, beliefs and customs of a community and the forms through which that culture is expressed. For many people, traditional mediums of literature, art, dance, theatre, film and music are used to express our culture while our natural and built environment are further extensions of our cultural image. The celebration of 'our culture' very often has taken the form of cultural works and particularly public and community art in our buildings and public spaces. Beyond traditional art forms, Councils are striving to reinforce and promote community languages and customs, **welcome cultural diversity, promote partnerships** between educational and cultural institutions and **reinforce regionally specific history** and heritage. Public libraries are often integral to this trend.

There has been a significant increase in the number of local councils across NSW adopting **cultural plans**, from 19% in 1999 to 55% in 2009 (Local Government and Shires Association 2010). Many have public art policies, cultural reference groups and community arts committees, or have in-house cultural planners who promote the celebration of local cultural identity and the provision of public events, cultural programs and public art in the community. Their input is vital throughout the life of the library.

For some libraries**, public art policies** have ensured that a proportion of the capital required for building construction be spent on artworks and additional areas for meeting, performing and exhibition.

Similarly, local councils in NSW also access grants from the Australia Council or Arts NSW to employ community artists who involve the community in developing artworks or undertake **place making** projects in public libraries. Inclusion of artworks in public libraries and other public buildings, commercial developments and public open spaces, highlights the importance of this movement to connect a building with its community through culture.

Further information on cultural planning can be obtained from Arts NSW and the Local Government and Shires Association.

Our regional communities are changing. Coastal NSW is expected to grow at
a faster rate than the NSW average to 2031 (NSW Department of Planning,
2005). Increasing numbers of retirees are moving to these communities together
with many young people, providing an **unusual population mix**. Many coastal
communities are **geographically dispersed** and public transport is often poor,
while major centres struggle to provide a range of accessible services for residents
and tourists.

Areas in rural NSW are suffering from declining populations and a changing
economic base, which makes planning for library services difficult. Many services,
such as banks and government offices, have closed in these communities, and
have added further to the declining employment base and resident population.
Rural libraries have sought to maintain and develop library services with
limited financial resources, and to assist in creating new sources of **economic
development**. Information technology is seen as a major tool that can provide
residents with resources and education to develop and staff new industries.

The New South Wales Government has adopted a policy of **'Compact cities'**,
which seeks to reduce the spread of the Sydney region by utilising new and
existing areas of development. It considers that the most effective way to utilise
existing resources such as public transport, road infrastructure and public
utilities is to increase housing densities in strategic locations throughout the
Greater Sydney, Central Coast, Illawarra and Hunter regions. It is also considers
that multi-unit housing, is more consistent with trends towards **smaller
household sizes**, particularly for our increasing number of **older residents
and singles**.

The impact of **urban consolidation** is currently being experienced in many
libraries as the demand grows for larger, more multifunctional buildings. Many
surveyed libraries indicated an increased demand for study and reading areas.
Particularly in areas with concentrations of new unit development, where the
availability of space for home study or leisure is potentially limited, it appears
residents are utilising library facilities more and more.

With a trend towards an increasing number of smaller households, the risk
of social isolation increases, which is potentially mitigated by the use of
libraries.

So will this trend towards urban consolidation continue? The NSW
Government intends to locate at least 80% of all new homes within walking
distance of existing and planned centres with good public transport. While
Sydney's population continues to grow, the average household size is reducing
and ageing, creating demand for a greater quantity of affordable, albeit smaller
homes. As a result, Sydney will need 770,000 additional homes by 2036 –
a 46% increase on the city's current 1.68 million homes. By 2036, half the city's
population will live in Western Sydney – up from 43% in 2006 (Department
of Planning 2010). Smaller residences bring pressure to living environments,
making public libraries an alternative setting for homework, study, children's
playtime and general recreation.

Project Establishment

STARTING YOUR LIBRARY PROJECT

Introduction

The following section provides information on the process of establishing a library development project and the issues to be addressed prior to determining the detailed design of any library. Once a library project is identified as being required and approved to commence, a project framework must be implemented.

Getting the **right stakeholders** involved and addressing issues early on in the process will ensure the success of your project. Key elements at this stage involve: investigating and applying for relevant **funding opportunities;** investigating **co-location and joint-use development opportunities** within your local area; **developing a technology plan** specifically for addressing local needs; assessing quantitative needs of the project including **projected staffing, collection size** and provision for **library fitout.**
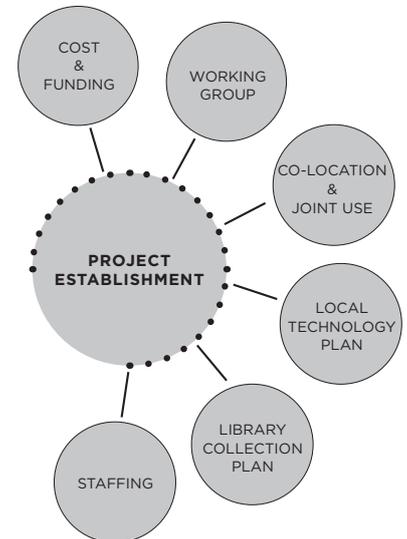
Method

3.1   COLLABORATION & WORKING GROUPS

People Places recommends a **collaborative planning process** involving all **stakeholders** to determine how to prepare an overall development plan for library services, as outlined in *Section 1.1 Planning Strategies* and *Section 3.1.1 Set up a Working Group*. Based on feedback in the consultation process for *People Places*, involvement of all stakeholders in the planning process is essential. Planning in isolation, without incorporating the views and opportunities identified by other stakeholders, will not provide the more successful outcomes evident in collaboratively developed projects.

3.1.1   SET UP A WORKING GROUP

Utilising a **working group** for consultation with major stakeholders in a development project, especially at the initiation of a project, is an established organisational method used by local government to work collaboratively. When considering the provision of library services or preparing a **Library Development Plan** (refer *Section 1.1 Planning Strategies*), a working group can be formed to address various issues that may arise, and can advise council on actions to be taken.

Ideally this working group should comprise **stakeholders** who can **contribute constructively** to the process and provide a range of **specialist advice.**

Working group representatives may include:
- **Nominated Project Officer/Project Manager**
- **Councillors and Council Directors**
- **Library Manager and key library staff**
- **Council Officers** from Finance, Planning, Engineering, Information technology, Cultural planning and Community services, Maintenance & Facilities Management, Sustainability Management
- **Community representatives**
- **External Project Manager.**

Initial work should focus on the **role** of the working group and the **issues** to be addressed. This will ensure appropriate **outcomes** for all involved. The working group will most likely evolve over the life of the project, with different stakeholders involved as the process proceeds. The initial working group involved in the planning of a library project may become smaller project management groups when the project enters the construction phase. Appointing a **project manager** to deal with day to day issues and to liaise between the builder, architect and consultants is highly beneficial in many cases.

3.2 FUNDING AND COSTS

3.2.1 IDENTIFY COSTS

As in most public buildings, the cost and ability to fund the construction and operation of a new or extended public library is one of the main concerns of local government. Financing of the development must be considered, whether the service is to be located in a new, extended or refurbished building. A business plan should be considered, particularly for reporting to the Department of Local Government.

Consideration should be given to the following cost components of a library development project:
- Land
- Building costs whether construction or refurbishment, including professional and building application fees
- Fitout including equipment, furniture, shelving, etc.
- Removal of collection, furniture and equipment
- Temporary relocation of library service for extensions or rebuild on existing site
- Site costs including engineering works and utilities
- Car parking and landscaping
- Operational costs including short and long term maintenance
- Subsequent refreshing of fitout and layout
- Sustainability measures
- Staffing.

3.2.2 EXPLORE FUNDING OPPORTUNITIES

In practice, there are many sources available to fund a library development project with local government developing many interesting funding models. These are included in the following subsections.

I. Section 94 Contributions and Planning Agreements – Local government areas experiencing significant population change as a result of new development can impose contributions from developers towards the cost of providing community facilities, such as libraries. Contributions are reliant on adoption of a **Section 94 Contributions Plan** *(Environmental Planning and Assessment Act 1979)* for the area experiencing growth. Libraries are often pivotal elements in this plan. Those planning for a library must **ensure that library provision is integral to the plan.**

II. Co-located Libaries – Sharing the cost between a range of community services can assist in the funding of library projects. *Section 3.3 Establish a Co-location or Joint Use Framework* outlines the issues to be addressed in developing successful co-located projects.

III. Joint Use Libraries – This approach involves the development of a shared public library service between two or more distinct service providers, with funding provided by local government in addition to the joint service provider. For example, TAFE services may be interested in pooling funds with local council for a joint library service for use by their students and the broader community. Funding is being sourced from different authorities, and the development of detailed agreements on the joint use library service must be undertaken. For further information, refer to *Section 3.3 Establish a Co-location or Joint Use Framework*.

IV. Grant Programs – The State Library of New South Wales annually administers grants and subsidies programs. Funds from these programs have been used to assist in the development of many new and refurbished library buildings throughout New South Wales.

Other State and Federal Government agencies operate grant schemes which provide funding for specific development projects. The requirements for these programs often change and it is important to **consistently review the funding sources available.**

These grant programs may provide funding opportunities for:
- Community arts and cultural development
- Multi-function buildings
- Technology and specialist staff
- Environmental sustainability initiatives
- Specialist equipment for people with disabilities
- Services for Aboriginal and Torres Strait Islander people
- Services in remote communities.

Information on grant schemes is available from the website of the State Library of New South Wales and other individual government departments.

V. Commercial Development Opportunities
Local government has the capacity to utilise its resources for community benefit. This may involve using existing resources more effectively or in a more commercial manner to achieve financial returns. Examples of this type of approach include:
- Land swaps for more appropriate property
- Refurbishing existing Council or non-Council buildings
- Lease of redundant buildings
- Sale of Council operational assets to fund a new library
- Development of commercial spaces for lease as part of the library project
- Negotiating spaces in new retail developments, sometimes in exchange for additional development area.

When considering any of these approaches it is important to have specialist cost and financial planning advice and/or develop a Business Plan.

3.3 ESTABLISH A CO-LOCATION
OR JOINT USE FRAMEWORK

Prior to determining the need for and size of a library development project, it is essential to consider the opportunities provided through new and innovative service models, such as co-location and joint use. These models provide another approach to the funding of public library developments, whilst also facilitating opportunities to add value to proposals. These models typically provide a **community hub** or c**ommunity precinct**, acting as a strong focal point for community activities and identity. This approach is extensively used in Australia and overseas.

Benefits include:
- **Sharing of resources** such as staff, space and equipment
- Encouraging **wider public use** by providing access to a range of services at one facility, i.e. the 'one stop shop'
- Creating a critical mass of visitors and a vibrant hub
- Improving the **cost effectiveness** of the service provided whilst enhancing service quality
- **Reducing duplication** of resources
- **Rationalisation of property** portfolios
- Providing **specialist facilities** and services, e.g. specialist expertise in technology and provision of equipment
- **Reducing worker isolation** and encouraging more co-ordinated service delivery
- Increased **hours of operation**
- Increased **security**.

In considering any **co-located** or **joint use library**, the combination of uses must equal or improve the separate entities. The potential disadvantages of co-location need to be addressed, and strategies to overcome these disadvantages should be developed. These normally relate to the ongoing management of the facility.

Co-located libraries – where multiple buildings or services are provided in the same or adjacent locations, in the same or adjacent buildings. The library service is funded by local government and operates as a separate service.

Co-location typically brings together council-related services. Recently in NSW, co-located library projects have been developed with other government services, such as community health centres or employment services.

Joint use libraries – comprise two or more distinct library service providers, serving their client group within the same building; the governance of which is cooperatively arranged between the separate authorities.

For example, a joint use library may be developed between a local government authority and the NSW Department of Education, serving both high school students and the broader community.

Converged use – comprises two or more distinct yet compatible services provided by the library and operated by the same management team. **Albury's 'LibraryMuseum'** consists of the combination of library and local museum. Staff members have diversified their roles to include museum curation and management. For further information on Albury 'LibraryMuseum', refer to *Section 6.6 Post-Occupancy Evaluation*.

In an environment where libraries are seeking **alternative models** to enhance their viability, exciting opportunities may exist to expand upon the traditional roles and functions of the library.

3.3.1 IDENTIFY CO-LOCATION PARTNERS

In NSW, co-location and joint use developments with public libraries have included the following uses:

- Council administration centre, citizens' service centre, council chambers
- Art galleries, community arts centres, theatres and exhibition areas
- Community/neighbourhood centres
- Youth Services
- Community Technology Centres (CTCs)
- Libraries for Technical and Further Education (TAFE)
- Community Colleges
- University access centres
- Police stations
- Community health centres
- Home and community care centres
- Rural fire service
- State emergency services
- Early childhood health centres
- Long day care or occasional care
- Post offices and other government agencies
- Museums
- Recreation and leisure centres
- Shopping centres
- Schools
- Veterans Affairs
- Local history organisations
- Tourist Information Centres
- Transport Hubs such as a bus terminus or railway station

The following objectives have been developed to guide library development projects considering co-location and joint use. They are based on consultation with stakeholders involved in existing projects and also reflect the *NSW Parliament Legislative Assembly (2004)*; the inquiry into the Joint Use and Co-location of Public Buildings and a submission by the State Library of New South Wales to this inquiry.

The ultimate **objectives** for the co-location and joint use libraries are to:

- Provide an **integrated and improved level of service**, both collectively and as individual services, compared to stand alone facilities
- **Meet the individual performance standards** required by the governing bodies and authorities involved
- Provide a **more economic** use of services and resources.

A range of implications and factors will need to be considered when planning a co-located or joint use facility, as discussed below.

I MOTIVATION

- Participants must be **willing partners** committed to working in partnership, cooperating and sharing throughout the life of the project. Negotiations can be meaningless and time-consuming without **commitment to partnership**
- All services should work towards developing **common goals**, and be willing to make financial and operational commitments to achieve these goals.

II SERVICE COMPATIBILITY

- Ensure **compatibility** of image, operating structure, and users
- The **siting** of the library must be carefully considered regarding its visibility and presence within the greater co-located development
- The new development should **avoid ostracising any users**; e.g. some facilities which involve the sharing of space with older residents and youth have not been successful and have dissatisfied users
- **Privacy**, both visual and acoustic, can be important where a facility is to be shared between several user groups

III COMMON DESIGN & MANAGEMENT GOALS

- All involved parties should be **fully consulted** with decisions relating to the project
- All service providers should discuss and **agree on the design and management options** for the project as this may impact on the site requirements and/or building design. For example, due to NSW Childcare Regulations 2004, a licensed child care centre cannot share space with other services. Equally, when planning computer technology requirements for a co-located library, systems must be in place to ensure that confidential data cannot be accessed through a shared system
- It is essential to have **written agreements** covering each aspect of the project
- Each service provider needs to be fully aware of its **management responsibilities** and that staff involved are committed to these agreements.

IV FINANCIAL IMPLICATIONS

- All service providers must fully understand their financial obligations towards the project including both **capital and recurrent costs** such as building maintenance, etc.
- During negotiations it may become evident that the project may not deliver major **financial savings** when compared to a stand alone facility. However, an assessment of possible **improved benefits unrelated to financial savings should also be considered.**

V FACILITY & OPERATIONAL MANAGEMENT

- A **joint mission statement** is required to confirm agreement between all service providers about the roles, the service and functioning of the facility.
- An agreement or **memorandum of understanding** must be prepared detailing the operation of the facility, the responsibilities of each service provider or organisation, including building maintenance, staffing, car parking, utilities, emergency protocols, cleaning and security. This should also include procedures and responsibilities for termination of any services
- **Protocols** for implementing these responsibilities need to be identified together with processes for dispute resolution, e.g. Who to ring for building maintenance, who is responsible for locking the building, etc.
  Issues such as **hours of operation, security arrangements, utilities, fire and emergency procedures, maintenance and services access** need to be determined. The aim is to provide coordinated services that may require new staff agreements and/or changed work programs

- **Asset managers** from council are typically responsible for these arrangements and should be involved in the project planning
- These agreements should include the **establishment of a board or committee of management** comprising representatives from each service provider or user group. The **board/committee** should meet regularly to discuss the management and operation of the facility.

VI STATUTORY ZONING & BUILDING CLASS

- Where a range of uses occupy the same site, **ensure that all uses are permitted** under the statutory zoning requirements
- Varied use may also result in different Building Classes under the Building Code of Australia, resulting in **requirements for fire isolation and impacts on fire egress/protection**.

VII MARKETING

These projects provide the benefits of **joint marketing and promotion.** To the community, the facility or site should be viewed as a 'one-stop shop' and can be marketed in this manner.

Combined events, information days, promotional material, signage, website and advertising can be delivered through a joint project.

3.4   DEVELOP A LOCAL TECHNOLOGY PLAN

The pace of technological change is being felt in public libraries in New South Wales. Changes in library design, function and management can be directly attributed to new technologies and this is likely to increase at an exponential rate in the future.

As outlined in *Section 2 Public Libraries for the Future*, the main issue for public library buildings is not only what will change, but how these changes can be accommodated over the long term. To meet this challenge, it is important in the initial planning of a library building project to identify how technology is likely to be used. This can then be used as input into the design brief. For further information see *Section 4.6 Developing a Brief*.

Developing a **technology plan** is recommended as an appropriate tool to ensure that the technological needs of our future libraries will be met at the local level. An overall technology plan should be prepared for a local government area or for a regional library service as a strategy document for the integrated development of technology services in public libraries. This plan would then link to an individual local technology plan for each public library

facility or service point. Issues to consider in the development of a technology plan include:
- **Involve relevant stakeholders** in the development process. Information technology is integral to local government operations, with many councils actively involved in improving the information available both internally and to the greater public via computer technology and online services. It is imperative to involve library staff and other council staff, particularly officers responsible for council's information technology systems
- All plans should have **short and long term goals**
- Plans should have appropriate levels of **capital and recurrent funding,** i.e. acquisition of computers, and replacement, staff to run computer courses and develop online services, upgrades etc.
- Explore **opportunities to gain funding** for technology through other government resourcing programs, partnerships with other agencies or outside the traditional library funding sources e.g. Community Technology Centres (CTCs) and universities have co-located additional computer resources within public libraries
- The local technology plan will have significant **implications for library layout** and design. Traditional customer flows in particular will change as a result of the introduction of more technology to public libraries
- Explore recent trends in the automation of library processes including technologies such as **Radio Frequency Identification (RFID), Automated Loans & Returns and Automated Storage and Retrieval Systems (ASRS)**. **RFID tags** have many advantages over the use of barcodes for item identification. Benefits include greater productivity and better collection management due to the ability to simultaneously process several items regardless of orientation Additionally, RFID provides a platform for the introduction of other technologies such as Automated Returns and ASRS
- Be aware that the transition to RFID is highly time consuming and labour intensive, thus it is important to understand the implications of the proposed system before commencing
- Automated loans and returns technologies are becoming increasingly common in libraries As a consequence, library staff are able to direct their valuable time and energy towards client service

- **Self-check terminals** are used in most NSW public libraries and can operate with either a barcode or RFID system
- Many libraries have found that locating self-check terminals at or near the front desk makes it easier for staff to assist with any problems. Analysis of typical client and staff workflow and interaction should be undertaken to inform optimal location of self-check and return chute technologies
- **Automated Storage and Retrieval Systems (ASRS)** have been recently introduced to Australia. Used for many years in universities overseas, ASRS is an effective method of managing very large stack collections with tight spatial constraints. The technology provides dense storage of items (up to 1/7th of space for normal collection) in a climate controlled environment with quick access via robotic delivery. The relevance of ASRS in the context of NSW public libraries is limited due to small collection size and the prevalence of open browsing collections, however, the technology is gradually being implemented in universities and may become more relevant in the public library context over time
- Many libraries are also providing **quick access Internet computers** for people who want brief browsing use of online information and catalogues. Often these are provided at standing-only work stations
- **Online resources,** such as journals and newspapers, may reduce the amount of space traditionally required to store these materials while staff may also be freed up from traditional activities behind the circulation desk to be out in the library addressing user needs and/or resourcing online requests. As a result, staff work space is likely to be reallocated to other areas and the potential for **hot-desking** may be considered, where different staff temporarily use the same work space.

3.5 ASCERTAIN STAFFING REQUIREMENTS

Provision should be made for staffing when planning for a new or extended library building. Research highlights the importance of well-trained staff in a library and the high value placed on this service component by users. In addition to qualified librarians, library technicians and assistants, specialist library staff may also be required to meet the service needs identified in *Section 1.1 Planning Strategies*.

If a new library building is being planned, you should determine the required staff numbers and skills mix based on:
- Comparison with similar new library projects in other communities including Staffing Standards set out in *Living Learning Libraries*
- Internal layout, number of floors and function of the building
- The potential impact of new working methods such as self-check, mobile technologies, hot desks, project/meeting space and 'roving reference'
- Potential of a joint venture project to increase non-library staff within a building and thereby reduce worker isolation and increase personal safety
- Degree of technology proposed in the building
- Potential increase in popularity of and visitation to new or refurbished library as well as the programs provided.

3.6 ESTABLISH A LIBRARY COLLECTION PLAN

The provision of an improved library collection is an important component of a library development project. As outlined in *Section 1 Needs Planning for your Community*, the service provided by a public library, and the size and quality of the collection available remains critical for users, as is the provision of well-trained staff to ensure that these resources are accessible and useful. It is essential the library collection is upgraded as part of a new building project. The community will have expectations of something new and different. In some cases, an expanded collection will be required if you are adding a new library to the existing number of service points in the community.

A number of libraries have taken the opportunity to **reorganise their collection** away from a traditional Dewey based layout to **a subject based layout** before moving into the new building. See *Section 5.7 New Collections and Layouts*. A new library is an opportunity to **'weed' a collection**. A number of surveyed libraries took the opportunity to remove a substantial number of books that had not been borrowed for a significant period of time. The additional space created was given to more lounge or study areas, or to a more generous display of books. Some libraries have reported an increase in borrowings from better displays, despite a reduced collection.

It is important to remember that the library collection not only includes book in a range of formats, but also may include audiovisual materials, magazines, periodicals, toy libraries and electronic resources.

3.7 MAKE ALLOWANCE FOR LIBRARY FITOUT

Library fitout (primarily loose furniture and non-fixed equipment) is equally important and will be a major component of any library budget. Library furniture and equipment should be attractive, functional, comfortable and durable. Allowance should also be made in long term financial projections for the repair and replacement of furniture. It is important for the project's **budget** to include not only the **total cost of the library building** but also all **built-in fittings and furniture**. Case studies and workshops point to the difficulties of library staff having to furnish a library without professional support; this should be avoided by costing the fitout from the outset of the project. The interior fitout is usually a significant task and should be unified in its appearance with the overall building design and marketing strategy. The library's budget must therefore make provision for all these items, which could account for 10% of the total cost of the library project. However, it is normal practice to prepare a full list of all these requirements at the building design stage so that the architect can be consulted on furniture design and an agreed list of items budgeted by the local authority.

Tools

FOR CO-LOCATION PLANNING

When considering any co-located or joint use library service, you should discuss the potential benefits and disadvantages with other libraries that have developed similar projects.

Some examples include:
- Narellan, Surry Hills and Kiama [community facilities]
- Eaglevale and Stanhope Gardens [recreational facilities]
- Ryde, Five Dock and Randwick [shopping centres]
- Albury and Camden [museum]
- Wagga Wagga [Council offices and gallery]
- For further information, see ALIA's *Joint Use Statement*, and *Queensland Public Library Standards and Guidelines – Shared Facilities Standard* (State Library of Queensland). You may also contact the State Library of New South Wales for information about other projects.

CHECKLIST FOR A LOCAL TECHNOLOGY PLAN

The following checklist provides direction for developing a Local Technology Plan but the needs and issues for each community will be different. Obviously, an overall Technology Plan deals with many broader issues and goals and will be more complex. A Local Technology Plan must be linked to the overall plan but look at technology provision that relates to the actual design and function of a library building. A Technology Plan for a Central Library may be more complex than that for a Branch or Area Library.

- **Computerised and online library systems**: including **s**canners/printers and self-checking equipment for borrowing; acquisitions; and cataloguing including Online Public Access Catalogue (OPAC) terminals
- **Computerised and online Community Information Systems**: for community information, Council meeting minutes and other Council public information
- **Terminal work stations for staff**: provision is often based on one dedicated work station per full-time staff member
- **Public access computers**: analysis of the need for public access computers in the **local technology plan** can be based on the needs assessment approach outlined in *Section 1.2 Needs Assessment*
- Consider public access computers for **computer games** particularly in the children's and/or youth areas. These may also come as dedicated Play stations, Wii or xbox consoles
- Increases in provision should be incorporated into the Technology Plan based on this guideline, community needs and the range of services to be provided by the library, such as public Internet and software courses, TAFE partnerships, services for a large student population and local business developments
- Some libraries are addressing expanding needs for computer access through loan of **in-house laptops, iPads, Ereaders etc.**
- **Appropriate furniture** and equipment to access all technology resources within the new library should be provided for all users, particularly for people with a disability. Note that laptop users frequently enjoy more casual settings such as lounges

- **Telephone system**: capacity to deal with number of different lines, cordless and headset options, use of Skype and Internet based services
- **Provision for personal laptops, and wireless technology**: provision should be made for the public to use their own personal computers in the library. Power outlets for laptops should be provided throughout the library together with provision for either ports or wireless technology
- **Provision of tablets** or end of shelf catalogue computers for **roving librarians**
- **Provision of digital signage and display** via projection or flat screen
- Provision of tablets, webcams and wide screen monitors for **IT enabled collaborative work spaces**
- **Projectors** in multipurpose spaces
- **Flexible cabling** to allow relocation of IT equipment
- **Security systems**: which interface with the library management system, e.g. Radio Frequency Identification technology (RFID)
- **Photocopier, fax machine and scanner** for both staff & public use
- **Audiovisual equipment**: CD player, DVD player, overhead projector and other resource equipment should be provided based on the needs of community and services to be provided
- Specific **software and hardware relating to digital media** and music
- **Server room**: note that the spatial requirements can be quite large. Centralising the room to avoid long cable runs should be considered. Mechanical ventilation/air conditioning will be required.

Information on the use of computers at home and use of the Internet within the local area, the local government area and other comparative communities is available in the latest *Census of Population and Housing* (Australian Bureau of Statistics).

Information on existing computer use in public libraries is also available from the *Public Library Statistics*, State Library of New South Wales.

Local councils may also have data on use of online materials, non loans visits and email requests for library assistance. Analysis of this data and the trends reflected can be used to inform your local technology plan.

TOOLS TO ESTABLISH COLLECTION SIZE

See link to *Living Learning Libraries* for further information for planning library collections
- Recent acquisition costs per item will translate this information into a budget item for your library development project
- Establish specialist genre and community language provisions
- If there is a preference for more 'face out' display a larger Base Area factor will need to be allowed or alternatively more area provided for display.

CHECKLIST FOR LIBRARY FITOUT

- Shelving for different book collections
- Display shelving for new books, quick reads
- Specialist shelving for audio visual materials, magazines and periodicals
- Study carrels/single study tables, group tables and chairs
- Lounges and comfortable chairs, bean bags, stools
- Specific furniture for the children's and youth areas
- Specific furniture for specialist genre collections
- Specialist storage and conservation resources for archival material
- Local studies microfiche/microfilm
- Craft and activity tables
- Computer hardware and software, specialised IT commons (specialised group learning hubs) and IT desking, computer catalogue stations
- Gaming areas
- AV listening areas and specialised furniture
- Workstations and office furniture
- Signage
- Circulation desk, including self-service checkouts
- Information and other service desks
- IT nodes such as wall or shelf mounted terminals
- Community information board/digital noticeboard
- Public art, graphic walls, interpretive display
- Room dividers in panel, sliding or curtain form
- Fire-resistant book return chute
- Audiovisual equipment
- Meeting room equipment including tables, chairs [storage thereof], whiteboard, kitchen equipment.

Planning
UPFRONT PLANNING IS THE KEY

Introduction

Having identified the needs of your community and established your project, feasibilities and design can commence. A site must be chosen which is appropriate to the public nature of a library. It must be easily located and accessed, as well as welcoming and safe. If there are existing buildings, their appropriateness for reuse must be assessed. Arising out of the needs assessment, a detailed schedule of functional areas can be developed as an introduction to the process of writing a brief. Once a brief is written, the architect and other professional team members can be chosen, although frequently architects also offer services relating to site selections and brief preparation. In entering into a consultancy agreement with an architect, it is important to understand the scope of work undertaken by an architect at each phase of the building's development.

Method

4.1   CHOOSING A SITE
___   FOR A PUBLIC LIBRARY

That old real estate adage "location, location, location" applies equally to public libraries as with any activity that needs to be accessible to a broad range of users. The process of siting a new/extended public library needs to address a series of key criteria which are essential to the successful location of a public library.

Christine Koontz's *Library Facility Siting and Location Handbook (1997)* highlights that little has changed over the years with factors such as high visibility, location in a main shopping area and potential for expansion remaining as relevant today as they were in the late 1800s. In many communities, local councils are now looking at the value of retaining major public infrastructure to attract shoppers and visitors in City Centres. Equally, private developers are often interested in accommodating a public library in a new shopping centre development as it attracts large volumes of visitors who may also shop after visiting the library.

The general location of a new/extended library is very much based on the needs of the community. A needs assessment should be undertaken to determine where the new/extended library is required and what type of services will meet the community needs. A detailed methodology is presented in Section 3 and should be read in conjunction with this section. However, issues of resident and non resident characteristics; population growth projections; shopping and recreation patterns; location of schools and higher education facilities; transport patterns; and future developments are some of the factors that may be considered as part of this analysis.

Following this analysis, a broad area or suburb will be identified in which a new/expanded library is required. From this base, several sites may be chosen and assessed in terms of their suitability. *People Places* recommends that, as a minimum, all of the following 12 locational criteria be considered in determining the most appropriate site for a public library.

- Main street or shopping area location
- Highly visible location particularly from the shopping area
- Street frontage with library on ground floor and not hidden from the road by trees or another building
- High level of personal and property safety as outlined in Safer by Design requirements (see *Section 4.2 Crime Prevention through Environmental Design [CPTED]*)
- Fully accessible for people with limited mobility
- Close to and/or accessible from local schools and educational facilities
- Potential for an outdoor area to be attached to the library
- Priority pedestrian access which is safe and attractive, particularly for older residents, children and parents with prams
- Walking distance from public transport which is typically 400–500 metres with minimal gradient
- Access to convenient and safe car parking with priority for people with a disability, older residents, parents with prams, staff and night-time users
- Accessible for community buses, mobile libraries, deliveries and other vehicles
- Site able to accommodate future expansion of the library if required.

To determine which site is best from a locational viewpoint, a simple or weighted matrix can be used as an evaluation tool (See *Tools* at the end of this section) Simply give one point to each site that meets the locational criteria provided above. You may add other locational criteria which are important to your specific community, e.g. not on flood prone land, within the City's cultural precinct, etc.

4.2   CRIME PREVENTION THROUGH ENVIRONMENTAL DESIGN [CPTED]

In many communities throughout Australia and indeed overseas, concerns have been voiced regarding perceived and real lack of personal safety in the home, street and public places. In response to public concerns, the NSW Department of Urban Affairs and Planning prepared the guidelines Crime Prevention Through Environmental Design (CPTED) to assess the appropriateness of proposed developments to provide a safe, crime free environment. Prepared in conjunction with the NSW Police, many Councils assess development applications using these guidelines. (See *NSW Department of Urban Affairs and Planning 2001*). See also *www.cpted.net*.

The "Safer by Design" guidelines have adopted the following design principles:

4.2.1   SURVEILLANCE

Natural and technical surveillance are important and focus on ensuring that people can see what other people are doing. Typically public areas need to be overviewed by others with clear sightlines from private to public areas, effective lighting of public places and landscaping which does not provide areas for people to hide or entrap victims. Private areas need to have well-defined, well-lit entries with safety provisions incorporated into windows/courtyards fronting public areas. Electronic surveillance is used both as a further deterrant, particularly effective where cameras are visible, for broader surveillance where natural surveillance cannot be achieved, as well as an evidence tool used by police.

4.2.2   ACCESS CONTROL

Public places need to be clear in their definition of where people can and cannot go and to **define private property boundaries**. The use of physical barriers (e.g. fencing, walls and locked doors) and symbolic barriers (e.g. landscaping and changes in level) are important in access control. This is equally important for primary and ancillary areas (e.g. car park, garbage collection area, storage areas etc.)

4.2.3   TERRITORIAL REINFORCEMENT

Areas that are well-maintained, have a feeling of "ownership" and are well-used reduce opportunities for criminal activity. Public areas need to clearly define their intended use and encourage community activity. This equally needs to be applied to communal private areas as outlined earlier.

4.2.4   SPACE MANAGEMENT

Areas need to be attractive and well-maintained with regular removal of waste, mowing, removal of graffiti, repair of vandalism and the refurbishment of old equipment/furniture. This applies to both public and communal private areas.

It is recommended that these design principles be applied as part of the planning process for the proposed library site (see *Section 4.1 Choosing*

a Site for a Public Library) and library building
(see *Section 4.4 New Building or Refurbishment*).
More information on the specific assessment criteria
can be obtained from Council's Environmental
Planning section and at *NSW Police Website*.

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4.3   RISK AND OPPORTUNITY IN DESIGN
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Related to CPTED, but extending to the impact
of building design on safety throughout the
building's life cycle, is the growing trend towards
the assessment and management of risks and
opportunities. In some states of Australia, the
relationship between building design and liability
has become further strengthened by legislation.
Building design must take into consideration the
safety of all those involved with the building from
its initial stages to its final use. A large number of
building contractors have implemented workshops
and safety spreadsheets, which are live documents
updated throughout the design and construction
process, which allow all team members to share
their knowledge to ascertain and resolve risk issues.
This may relate to:

- CPTED
- Buildability and safety during construction
- Quality management
- Value management
- Ongoing maintenance and replacement
- End use functionality
- Safety & demolition.

The earlier this process is begun, the more easily
changes can be integrated into the design. Facilitators
are available to undertake these workshops.

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4.4   NEW BUILDING OR REFURBISHMENT
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The choice of site may also be influenced by the
possibility of reusing or adapting an existing building.
The prospect of utilising a refurbished building
rather than a new facility may at first appear to be a
more cost-effective option. However, the suitability
of the building as a library can have a substantial
impact on refurbishment and operational costs,
and on the future functionality and services to be
provided. If appropriate, reusing buildings has a
substantial benefit in terms of ESD [Environmentally
Sustainable Design] as the embodied energy in
constructing a new building is very significant.

Issues to consider are:

- Heritage value of the building – is it listed,
  has it been assessed? A Statement of Heritage
  Significance or Conservation Management
  plan will be required for buildings of heritage
  significance which will guide how the building
  can be altered
- Prominence, transparency and equitable access
- Provision for mechanical and electrical services
  in existing buildings particularly those with
  heritage significance
- Contamination and asbestos
- Flexibility, adaptability and expansion capability
  for future modifications
- Fire upgrades and compliance with the Building
  Code of Australia. Note that the requirements
  for refurbishments in the latest BCA are far more
  comprehensive than previous versions
- Environmental performance, maintenance and
  running costs
- Cabling to accommodate local technology plan
  requirements
- Floor loading able to hold significant collection
  loads.

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4.5   SCHEDULE OF PUBLIC LIBRARY
         FUNCTIONAL AREAS
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A functional area schedule provides a guide to the
type of functional areas that may be included in a
public library. Each area, its size and possible location
within the library will vary from building to building
depending on the type of services the library provides
and the needs of the local community. There may
be other specific functional areas required in your
library building project which have emerged from
analysis of the community's needs and benchmark
needs standards, see *Section 1 Needs – Planning for
your Community*. The functional areas listed under
Tools at the end of this section should be considered
when planning and designing a public library
building.

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4.6   DEVELOPING A BRIEF
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The process of writing a brief for the new/extended
library will grow out of the needs analysis and will
evolve through the planning process. At the outset
it is important to focus on the bigger picture and
set clear and achievable targets in the form of a
mission statement. The brief is much more than
just the allocation of space within the building.

It should establish the desired philosophy, ideals and aspirations of all stakeholders involved with the library. This can be documented or established through focus groups and community meetings (see *Section 1.1 Planning Strategies*).

Once established, the working group should also closely assess the spatial requirements within the library and develop a finely tuned schedule of functions and services to be accommodated within the building. Key design issues should be discussed with priorities set and included within the briefing document (see *Section 5 Key Design Issues – Upfront Key Design Factors for Public Libraries*). To facilitate this, it is imperative for library staff to be involved in all stages of the planning and brief development and direct liaison should be established between the planning and design teams and library staff.

There is no substitute for first hand experience of other libraries as working models. The examples of recent public library buildings on the State Library of New South Wales website and the experience of professionals in their particular fields can be valuable for the working group. Library buildings are becoming more and more technically complex with many issues to be considered. Now it is more important than ever to engage a range of specialists to optimise the design of a public library.

In writing a brief for the design team for a new/extended library the following issues should be clearly set out:
- Project background
- Project aims and objectives
- The vision for the projects
- Project budget and timeframe
- Procurement methods
- Project organisation structure
- Proposed scope of services for the architect and consultants
- Form of consultancy contract
- Level of ESD
  [Environmentally Sustainable Design] aspiration
- see *Schedule of Functional Areas*.

Spatial planning at the initial design phases will challenge and verify briefed areas, which may alter. The brief is therefore not a static document and will be read in conjunction with Schematic/Design Development reports and Space Data Sheets as the building phases progress. A number of briefs written in the last decade are available for information. The more detailed portions of the brief, outlined as Space Data Sheets, indicate the level of detailed information to which a brief will develop.

4.7 SELECTING THE ARCHITECT, PROJECT MANAGER AND OTHER CONSULTANTS

The selection of an architect is obviously a key element in the planning and design of a library. There are a number of ways of entering into a selection process such as open or limited design competition, a tender process, calling for expressions of interest or choosing an architect outright based on experience and reputation. Each method can have advantages and pitfalls but in all cases it is imperative that the working group is confident they have engaged a professional with whom they can work collaboratively.

In almost all cases there will be a need to call for some form of tender for professional services. Local Councils will have a policy and procedure for calling of tenders and the appointment of consultants. Further advice can be sought from professional institutions such as the Australian Institute of Architects (AIA – formally RAIA) who publish a wide range of documentation such as competition procedure and qualification based assessment of architectural practices.

Selection criteria for assessment include:
- Recent relevant experience
- Professional skills of nominated staff
- Ability and willingness to communicate effectively
- Experience in community consultation and stakeholder engagement
- Design Excellence awards
- Proven design capability
- Resource availability
- Technical capability
- Experience in designing sustainable buildings
- An understanding of the project
- Management practices and methodologies
- Quality and completeness of information supplied with the submission
- Cost effectiveness and value for money
- Ability to undertake value management excercises to bring the design in on budget
- Quality assurance
- Professional indemnity insurance.

Also important to the process, particularly for larger projects, is the appointment of a project manager to manage the construction process. Project managers may become involved much earlier, even from the project's inception, when the project is complex. It is an equally critical component of a successful library building project, to ensure that the planned facility is completed on time, on budget and consistent with the overall vision and plan for the facility. The project manager may be from within Council, or an external consultant.

The traditional role of the project manager is to administer the building contract and provide the formal channel of communication and liaison between library staff and the building contractor/architect during construction. At earlier phases the Project Manager can assist with initial feasibilities, consultation and management of stakeholders, development of the brief, programming, engagement of consultants and assistance with the tendering of the project.

Councils must assess whether an in-house appointee has sufficient skills, experience and time to undertake the process, though this option obviously offers a cost saving. The alternative is an external appointee who will be a further consultant cost to the project. The latter option can provide benefits because it is possible to source a project manager who has specific previous experience and skills with public libraries, and in the administration of building contracts. Within the building industry, these types of skills are called "value adding" and in the long run utilising a professional project manager, which costs money, may arguably be less costly than an in-house appointee who lacks the skills, and time to follow the job through thoroughly.

Other consultants can be engaged with recommendations from the Architect and Project Manager.

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4.8   UNDERSTANDING THE BUILDING DESIGN
         AND CONSTRUCTION PHASES

The development and construction of buildings can be both a stressful and confusing process as well as a rewarding one for clients and stakeholders. Having developed a clear brief, which has ownership from all important user groups and stakeholders, and having selected an appropriate team, it is useful to understand how the design, documentation and procurement of the building will progress.

If the team is new to the building design process, understanding the building design phases and what level of information should be expected from both the architect and the client at each stage is critical. See *Building Development Phases* in *Tools* at the end of this section.

Tools

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CHOOSING A SITE FOR A PUBLIC LIBRARY

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To determine which site is best, a matrix can be used as an evaluation tool. Add other locational criteria specific to your community, e.g. not on flood prone land, within the cultural precinct, etc.

Give a score of between 1 and 3 for how well each site meets the criteria. Criteria may be weighted between 1 and 3 depending on their importance. For example, in a particular community, a location with adequate parking is more important than one central to the shopping precinct. As shown in the table, parking is given a weighting of 3 points while shopping precinct location has a weighting of 1 point. Site A, which has ample on-site parking would receive 9 points (i.e. 3 for its criteria weighting and 3 for the site score or 3 x 3 = 9). Site B, located right in the shopping centre, would receive 3 points (i.e. 1 for its criteria weighting and 3 for its site score or 3 x 1 = 3).

In the table below, fictional site locations and scores have been developed as an example of how to use a locational matrix to assist in the site selection process. Using this methodology, the site with the highest total score is the most suitable for a public library. In this example;

Site A is on a side street in a shopping centre
Site B is located right on the main street
Site C is behind the Council administration
      building.

Choosing a site can be a difficult or contentious issue. It may be appropriate to engage an independent consultant to undertake an assessment of potential sites, facilitate the process and prepare reports.

In all cases, it is essential, as a minimum, to address the locational criteria provided in this Guide. Poor locations for public libraries can result in public monies being wasted. Research strongly supports that location is a major factor for library users and a well-located library is essential to achieve increased utilisation. An electronic *Site Selection Spreadsheet* is available via this link.

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CRIME PREVENTION
THROUGH ENVIRONMENTAL DESIGN [CPTED]

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The following links will provide useful information on crime prevention through design:
Crime prevention and the assessment of development applications
NSW Police Website
International CPTED association
The Secondhand Library Building
See *IFLA Library Building Guidelines 2007 Chapter 14 Renovating Historic Buildings*

EXAMPLE OF A LOCATIONAL MATRIX FOR IDENTIFIED PUBLIC LIBRARY SITES

LOCATIONAL CRITERIA	WEIGHTING (OPTIONAL)	SITE A	SITE B	SITE C
MAIN STREET OR SHOPPING CENTRE LOCATION	1	2 (1X2)	**3** (1X3)	1 (1X1)
HIGHLY VISIBLE LOCATION	3	3 (3X1)	**9** (3X3)	6 (3X2)
GROUND FLOOR AND STREET FRONTAGE	3	6 (3X2)	**9** (3X3)	**9** (3X3)
HIGH LEVELS OF PERSONAL AND PROPERTY SAFETY	3	3 (3X1)	**9** (3X3)	3 (3X1)
FULLY ACCESSIBLE	3	6 (3X2)	**9** (3X3)	**9** (3X3)
ACCESSIBLE FROM LOCAL SCHOOLS	2	2 (2X1)	4 (2X2)	**6** (2X3)
POTENTIAL FOR OUTDOOR SPACE	1	1 (1X1)	2 (1X2)	**3** (1X3)
PRIORITY PEDESTRIAN ACCESS	3	6 (3X2)	**9** (3X3)	3 (3X1)
WALK TO PUBLIC TRANSPORT	1	2 (1X2)	**3** (1X3)	1 (1X1)
CONVENIENT AND SAFE PARKING	3	**9** (3X3)	6 (3X2)	**9** (3X3)
ACCESSIBLE FOR ALL VEHICLES	3	3 (3X1)	3 (3X1)	**9** (3X3)
FUTURE EXPANSION	2	4 (2X2)	2 (2X1)	**6** (2X3)
OVERALL SCORE		**47**	**68**	**65**

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PROCESS OF WRITING A BRIEF

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Examples from previous library projects will assist in understanding the content and format of architectural briefs. Frequently library staff are assisted by architects in writing their briefs. Consider engaging an architect to prepare the brief as a separate exercise to the final selection of the Design Architect. Two examples of a large and small library brief can be found at the link below.

For understanding Building Terminology see The Australian Standards Handbook Glossary of Building Terms HB-50 2004

See link to *Small Library Brief Template*
See link to *Large Library Brief Template*
See *IFLA Library Building Guidelines 2007 Chapter 10 Interior design considerations and developing the brief.*

Collections
- Reference collection [now sometimes reduced or combined with non-fiction]
- Fiction collection
- Non fiction collection
- Specialist collections (Local Studies, Community Languages and Indigenous collections)
- Large print collection
- Children's collection
- Young adult collection
- Audiovisual collection
- Special genre collection, e.g. business, gardening

Reading and Seating Areas
- Newpaper and periodicals lounge
- Individual study areas
- Individual seating areas including laptop use
- Lounge areas
- Group study areas

Public Access Computers
- Public Access Computers with Internet
- Additional public access computers
- OPACS

Customer Service
- Service Desk
- Self Check
- Reference, information, roving service points
- Community information and display
- Council and Community Services
- Children's Desk

Children and Youth
- Children's activity area
- Children's story telling
- Toy Library
- Young adult area
- Games area

Specialist
- Specialist Genre Areas
- Specialist local & family history area
- Specialist storage and archive
- Digital learning commons
- Dedicated IT training rooms
- AV areas
- Mixing and recording studios, graphic imaging

Staff Areas
- Staff work room
- Staff work room storage
- Staff toilets, showers and lockers
- Staff retreat
- Staff kitchen and breakout area
- Staff meeting areas

Ancillary, Circulation and Amenities
- Foyer, corridors
- Additional space for vertical circulation
- Scanners, photocopiers, printers
- Toilets and parents' room
- Plant room
- Server room
- Out of hours access
- Public lockers and shelving
- Cleaner's storage
- Loading and delivery

Additional Services
- Cafe
- Outdoor area/courtyard
- Community services
- Community kitchen
- Meeting rooms, lecture rooms, auditorium, multipurpose space, function room
- Exhibition and display
- Specialist work areas
- Shop
- Vending machines
- Toy Library

1

PREDESIGN

- Site Feasibilities & Masterplanning (separate exercise)
- Review brief, requirements, budget and program
- Select/recommend sub-consultants and prepare design briefs for sub-consultants
- Inspect site and assess conditions
- Assess regulations and authority requirements
- Analyse functional relationships and area requirements
- Analyse adequacy of budget and program in relation to brief

PREDESIGN DELIVERABLES

- Preliminary Envelope massing options and site constraint diagrams

2

SCHEMATIC DESIGN (CONCEPT DESIGN)

- Prepare sketch drawings and diagrams and other information to adequately explain the concept
- Prepare preliminary furniture and equipment layouts
- Undertake preliminary selection of materials and finishes
- Coordinate preliminary design input from sub-consultants
- Consider structural and building services systems to be used in the project
- Prepare preliminary program
- Obtain client's approval for sketch design documents, estimates and programs
- Coordinate the preparation of preliminary estimate for the 'Cost of Works'
- Assess and advise on environmental issues in relation to site
- Analyse adequacy of budget and program in relation to brief
- Obtain client approval for Concept Design

SCHEMATIC DESIGN DELIVERABLES

- Site plan (usually 1:500 or 1:1000)
- Spatial relationship diagrams
- Principal floor plans (usually 1:200)
- Sections and Elevations (usually 1:200)
- Project data (zoning and code considerations)
- Preliminary finishes boards/schedules
- Program and assessment of preliminary 'Cost of Works'
- Schedule of functional areas
  May also include:
- Preliminary 3D views
- Schematic Design Report

3

DESIGN DEVELOPMENT (DETAILED DESIGN)

- Review and update brief (this may take the form of room data sheets and client approval of schematic design report)
- Develop the approved sketch design into a final developed design including plans at each level, elevations, sections and other details sufficient to fully explain the design (note that this phase "freezes" the design so that it can be developed into construction documents)
- Prepare schedules of materials and finishes
- Prepare furniture and equipment layouts
- Coordinate and integrate information from consultants
- Prepare and report on estimate and program
- Prepare architectural component for Planning Approval (Development Application) and assist in the coordination of specialist consultant input – timing and requirements for submission may vary
- Assist in approval process by preparing for and attending meetings
- Obtain client's approval of detailed design and updated estimate, budget and project program

DESIGN DEVELOPMENT DELIVERABLES

- All floor plans (usually 1:100)
- Sections and Elevations (usually 1:100/1:200)
- Space Data Sheets
- Preliminary finishes boards/schedules
- Program and assessment of preliminary 'Cost of Works'
- Nett Lettable Areas and Gross Floor Areas
  May also include:
- 3D views
- Design Development Report

DEVELOPMENT APPLICATION DELIVERABLES

- Check DA deliverables with local council
- Check with architect what is included and not included within scope such as 3D montages and shadow diagrams
- Architect will usually coordinate the making of physical models and 3D computer renderings

DOCUMENTATION DELIVERABLES

- Site plan (usually 1:500 or 1:1000)
- Floor plans (usually 1:100 or 1:200)
- Sections and Elevations (usually 1:100 or 1:200)
- Detailed plans and sections (usually 1:50 or 1:20)
- Plan and Section details (1:1 through to 1:20)
- Fittings and fixtures schedules
- Coordinated consultants' drawings
- Specification
- Pre-tender estimate (by Quantity Surveyor)
- Schedule of functional areas
  Note that the level of tender documentation provided at this stage will depend on the form of building contract chosen.

DOCUMENTATION

4

- Confirm type of building contract to be used
  (*note that this affects the level of documentation provided by the architect and when it is provided to the builder*)
- Review detailed design against planning approval and any conditions of approval
- Review and update brief, program and budget
- Revise design to incorporate any conditions of planning consent
- Prepare and coordinate Construction Certificate documentation
- Prepare drawings, schedules and specifications sufficient to enable the tendering/construction of the building
- Coordinate and integrate information from consultants into architectural drawings and specifications
- Coordinate the preparation of a pre-tender estimate by the Quantity Surveyor and report on pre-tender estimate

CONTRACTOR SELECTION DELIVERABLES

- Prepare and Issue tender set (see above)
- Additional information and details
- Site reports and defects schedule

CONTRACTOR SELECTION (TENDER)

5

- Assist client in choosing preferred tender process and list of building contract tenderers
- Prepare and issue tender set to all tenderers
- Respond to queries from tenderers
- Together with Quantity Surveyor, consultants and client, review and assess tenders
- Negotiate with preferred tenderer to provide an offer acceptable to the client
- Report on tenders and provide recommendation
- Assist in approval process by preparing for and attending meetings
- Obtain client's approval of detailed design and updated estimate, budget and project program

CONTRACT ADMINISTRATION DELIVERABLES

- Prepare and issue Contract Documents
- Provide site observation reports
- Provide further details and clarification of the contract set
- Provide defects and non-compliance reports
- Issue Practical Completion Certificate
- Issue Final Completion Certificate

CONTRACT ADMINISTRATION AND POST CONTRACT

6

Note that some of this scope may be undertaken by a Project Manager
- Prepare and issue contract documents
- Report regularly to client on time, cost and progress
- Visit the site periodically to observe the conformance with contract documentation and attend regular site meetings
- Review shop drawings and submissions provided by the building contractor
- Provide the building contractor with instructions, additional details and clarifications of the contract documents
- Coordinate services of other specialist consultants
- Assess and determine variations, extensions of time and progress claims
- Instruct the contractor on incomplete work and defects
- Assess and determine practical completion
- During Defects liability period instruct builder on defects and incomplete work
- Assess and detemine final completion and issue certificate

Key Design Issues

UPFRONT KEY DESIGN FACTORS FOR PUBLIC LIBRARIES
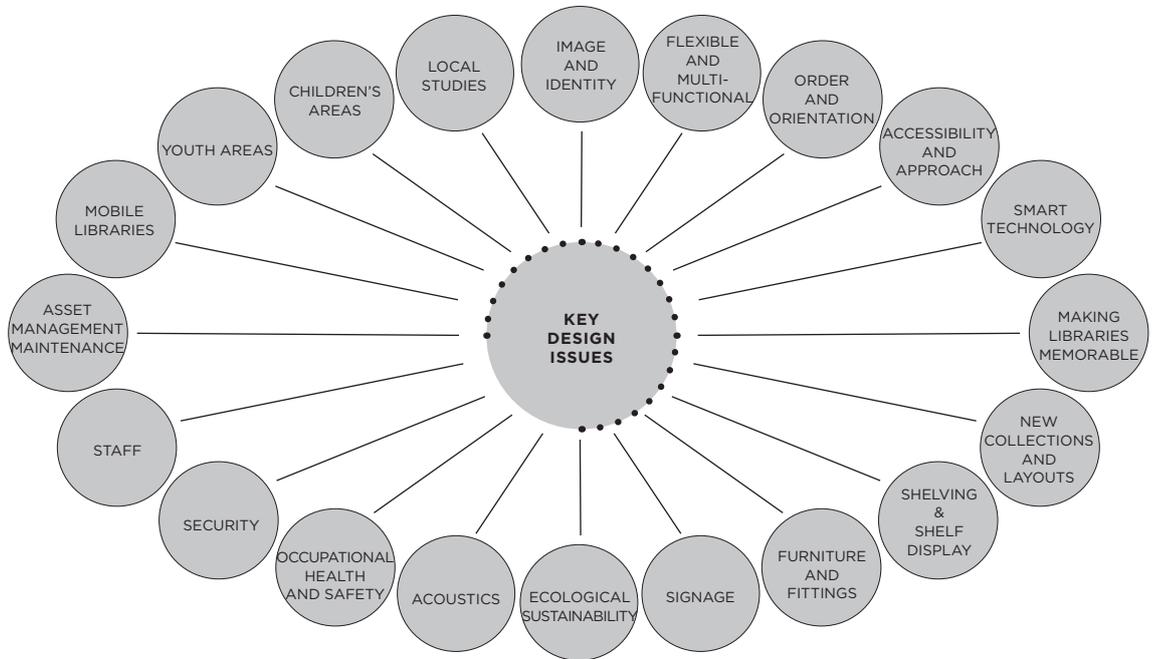
Introduction

While the functional areas of many public libraries are similar, no two libraries are the same. They are influenced by their social, economic and physical context, by climate, demographics and local culture, as well as changes in library services and digital technology. A range of key design issues have been identified which should be discussed and analysed during the building design process, expanding the building brief to ensure that these issues are adequately addressed before the building is complete. It is not possible to cover any of these issues in depth. The consultant team will bring their expertise to the process, such as acoustics and ESD (Environmentally Sustainable Design). This section provides basic explanation and a foundation for further research should you wish to know more.

Method

5.1   IMAGE AND IDENTITY

Libraries are a focal point for the community – a place where groups and individuals meet, discuss, listen and learn. The library building also serves an important civic function, both in terms of the service it provides and the image it conveys. A library should be expressive of its community. It must relate to the people it serves in an inviting, non-institutional and welcoming way.

Importantly, creating an image and identity for your library does not need to be expensive. Primarily it is about developing an agreed vision for your library facility, through consultation and collaboration, see *Section 1 Needs – Planning for your Community* and then using this image to build a service and facility that the community knows and values.

5.2 FLEXIBLE AND MULTIFUNCTIONAL BUILDINGS

Layout and service requirements change so rapidly that flexibility must be designed and built into a new library building. In assessing the needs and service provision for a community, factors such as population growth and service delivery may result in additional space requirements or provision for expansion that must be accommodated as part of the conceptual and building design. It is rarely possible to set aside space for all future uses but an approach to the design that allows flexibility and adaptability will enable future Library Managers to optimise the use of the space.

The following issues should be considered:

- Structural layouts which allow for non load-bearing walls or demountable partitions, that can be removed or relocated within the building with minimal disruption to the building.
- The position and type of lighting, designed to allow flexibility for the relocation of shelving systems and furniture.
- The reticulation of mechanical and electrical services planned to accommodate change. Modular ceilings and ceiling tracks will allow for changes to layouts of air-conditioning grilles, light fittings and power. Some allow for easy suspension of flexible cabling and power to furniture locations. Skirting, floor boxes (designed to avoid trip hazards) and raised flooring systems allow levels of flexibility for power and data cabling. Raised floor systems also allow for flexible reticulation.

When planning for future extensions it is important to identify specific locations as part of the design process. If possible, allowance should be made for sufficient space on site for the construction of a later stage and if building upward, the structure should be designed to accommodate the extra loading.

5.2.1 FLEXIBLE INTERIORS

A flexible interior fitout allows a library to accommodate fluctuations in user numbers day to day, allowing a greater variety of activities. In the longer term, changes in collections and use, as well as significant functional changes should be easily achieved without significant impact upon the building. Flexible interiors are characterised by:

- Flexible space dividers: elements that facilitate changes in room size e.g. operable walls, folding doors, sliding doors, curtains etc.
- Flexible infrastructure: elements that allow services (lighting, ventilation, heating, cooling, power, data) to be reconfigured and accessed from any point in the building. This is relevant to both day to day control and ongoing maintenance e.g. zoned air conditioning systems or lighting which can be controlled centrally and locally, wifi which allows access throughout the library, power which can be accessed in the centre of the library as well as the perimeter
- Flexible furniture and finishes: elements that can be easily moved, reused or stored away, or are multi-purpose e.g. shelving units on wheels, or furniture which can either be seating or a table
- Flexible access: allowing out of hours events and out of hours access
- Flexible approach to inhabiting the space: allowing food and drink, shuffling furniture, outside areas etc.
- Loose joinery pieces e.g. flexible display for posters, books and other items, play equipment, seating benches
- Privacy screens e.g. curtains, screens etc.
- Changeable display surfaces e.g. pinboard, whiteboard/write-on glass, magnetic walls, slatwall, digital display
- Variety of loose seating options e.g. sofas, chairs, bean bags, stools, arm chairs, task chairs, floor cushions etc.
- Variety of loose tables, preferably folding or on wheels e.g. single and communal study tables, modular meeting room tables, small laptop tables, coffee tables, small side tables (which can double as stools) etc.
- Changeable floor surfaces e.g. rugs, carpet squares, padded surfaces for kids play areas, waterproof mats, crash mats etc.
- All purpose built-in joinery along perimeter walls e.g. seating, bench tops, wall shelves etc.

5.2.2 MULTIFUNCTIONAL BUILDINGS

As a community meeting space and cultural hub, a public library offers a range of spaces beyond traditional library services. While frequently the flexibility of the core library space will allow many events to occur by simply moving furniture, library briefs are expanding to accommodate a range of additional spaces including additional meeting spaces, multipurpose halls, workshops, performance areas and exhibition space. These spaces are highly popular with community groups as well as organisations and individuals keen to hire the

space for classes, book launches, performances and exhibition. Issues to consider should include:
- Spaces which accommodate a range of activities
- Storage of furniture and permanent storage for community group resources
- Flexibility to subdivide space
- Acoustics and impact on main library space
- Out of hours access
- Food catering or kitchenette facilities
- Flooring: consider a sprung floor for dance classes
- Consideration of whether basic rigging, theatrical equipment, exhibition & display may be appropriate

External space should also be considered as a multifunctional space allowing for activities such as outdoor performance, markets and functions.

5.3   ORDER AND ORIENTATION

A simply laid out library where the relationship and access between spaces is clear and logical will be easier to use resulting in a better experience for both clients and staff. Its relationship to the exterior and its context is critical, including public open space, streets and pedestrian ways. Solar orientation should also be addressed. Clear routes of travel assist in creating legibility and promote a sense of orientation. This makes things easier to find and prevents disruption between functions and additional load on staff. Unobstructed sight-lines and visual markers, or alternatively colour coding or art works, can provide a means of orientation in larger buildings. For example, an artwork hanging over a service desk or a desk located near an open void/atrium between floors will allow it to be seen from greater distances.

Equally the set out of the shelving should be clear and logical. This does not necessarily mean the shelving should be regimented but it should allow a systematic sequencing and an ordered location of types. It is not enough to rely on signage. Order comes through clarity and good design.

A library must function effectively. The spaces and objects designed must respond primarily to their function and to user requirements. The best way to ensure this is through detailed research with the library staff to gain an understanding of the functions, equipment and tasks to be carried out. Consider:
- the typical circulation of staff and clients
- the division of front of house and back of house activities
- the use, borrowing, return and reshelving of items
- the relationship of activities to the building's primary elements such as entry, views, daylight/ heat load, loading area etc.

5.4   ACCESSIBILITY AND APPROACH

A library must be open and accessible to the whole community. This means designing a building that promotes equity for people who are young and old, people with prams and people with disabilities (see *Section 2.2.8 TREND EIGHT Ageing of the NSW Community*) The following issues all require attention:
- **Layout**: a single level library is desirable although a well-located lift does suffice in multi-level buildings
- **Access and approach**: the entry and all parts of the library should be barrier free, i.e. without steps or obstacles, and designed in accordance with building codes and standards for ramps, door widths, door furniture, aisle widths enabling wheelchair access and turning, lifts, toilets, luminance contrast to assist people who are vision impaired with wayfinding etc.
- **Entry**: the front door, the first point of contact with the library, must be highly visible, easy to find and easy to open for all users. Electronic sliding doors are preferable, but consideration for hardware and issues relating to ease of door use, such as weight, will inform alternate designs
- **Car parking**: provide specially marked car parking spaces for people with disabilities close to the entry and in compliance with standards
- **Mobility**: aisle widths and corridors must accommodate wheelchairs, prams, motorised scooters, etc. See Australian Standard 1428.1
- **Furniture and equipment**: should be comfortable, provide a range of alternatives and cater for people with a disability. Counter height at service desks, readers' desks, catalogue systems and carrels must cater for wheelchair users with height adjustable mechanisms for knee clearance
- **Adaptive Technology**: provide text to speech readers and scanning equipment that produce an audio file for people with vision impairment.
- **Reading magnifiers**: may also be appropriate for people with low vision
- **Computer equipment**: should provide trackball type devices for people with physical hand impairments that cannot use a mouse
- **Floor coverings:** provide non slip surfaces. This is covered in the Building Code of Australia as well as Australian Standards AS/NZS 4586 & 4663. All flooring materials must be tested using a range of methods including ramp and pendulum testing. Note that additional slip hazards can include floor mounted items such as in-floor lighting and grilles

- **Carpet**: if used it should be low pile with firm underlay or direct stick
- **Communication**: provide clear external and internal signage (ideally in Braille and raised tactile format), tactile ground surface indicators for way finding, and hazard warnings and hearing loops in meeting rooms and where counter staff are behind glazed screens. Audio signage may be another consideration in some locations where appropriate to assist people who are blind or vision impaired
- **Lighting**: lighting systems shall provide diffuse even illumination that facilitates 400 Lux on counters and reading desks. Reading of book titles on the lower shelving requires a minimum 150 Lux at ground level within 300mm of books on shelves. Portable task light stands may also be appropriate for some people with low vision
- **Shelving**: provide shelving at the appropriate height and reach for all users
- **Standards**: until recently two distinct pieces of legislation governed issues relating to discrimination and building design. Generally equitable access requirements were covered by the Federal Disability Discrimination Act 1992 (DDA) regarding goods and services while technical building issues were covered by a series of Australian Standards and the Building Code of Australia (BCA). The Premises Standards 2010 and Building Code of Australia 2011 became effective from 1 May 2011 bringing the two pieces of legislation further into alignment and requiring greater consideration of accessibility including:
  - accessible entry
  - size of corridors
  - bathroom amenities
  - accessible car parking
  - lift design, and
  - additional requirements for accessible entry to retrofitted and refurbished buildings.

Note that the changes to these standards may have a considerable impact on the planning and final areas of your building.

5.4.1   APPROACHABILITY

Public libraries are described as "democratic space", openly inviting use by all members of a community. How the library is perceived, and how easily it is used, is critical to its success and its impact on a community.

An approachable building has:
- **Considered building siting and design** and how this influences the perception of a library by various members of a community (See *Section 4.1 Choosing a Site for a Public Library*)
- **Transparent facades** providing a direct relationship between the street or open space and the library interior. In communities unfamiliar with library use, external transparency allows passers-by to see inside before entering
- **Transparent work practices** which make library environments less hierarchical by breaking down the boundaries between staff and users e.g. smaller service desks, side by side consultation, visible work areas, roving librarians etc.
- **Transparent interiors** with clear sight-lines, both vertically and horizontally, that allow library users to navigate easily e.g. low shelves, open staircases, high viewing points, voids between floors so that all levels can be seen
- **Comfortable and welcoming spaces** which offer inviting settings for reading, study, research and recreation
- **Outlook**: while introverted, cloister-like space still has its merits, views and outlook greatly enhance the library experience, strengthening a library's connection with its greater context and creating quality space within
- **Access out of hours**: allowing library users access to the library beyond traditional opening hours creates greater equity of access for the library community. This may relate to the use of library space, such as meeting rooms, the use of the library when staffed by volunteers only, the use of wifi outside, or use of the library collection when the doors are closed.

5.4.2   GOOD WAYFINDING INVOLVES:

- **Clear circulation** which provides logical paths of movement that are apparent even without signage. This involves well located entrances, aisles, lifts, escalators, ramps etc.
- **Visual themes** that distinguish between different functional areas. This is achieved by providing staged experiences rather than maintaining a uniform internal atmosphere. In recent libraries, wayfinding has been aided by variations in: colour, materials, lighting, furniture, scale etc.

- **Signage** which makes libraries legible and easy to navigate for all people. Recent trends include the use of graphics which breaks down language barriers, dynamic electronic signage, and signage seamlessly integrated with the design of the building and the brand of the library. For more information see *Section 5.10 Signage*.
- **Accessible content**: given the ever increasing and diverse range of content now provided by libraries, library design should promote and enhance the navigation of this material by encouraging library staff and library users to work collaboratively, and self directed discovery and learning. Critical to this aim, is the provision of digitally enabled space, such as places to access the online catalogue and digital collections throughout.
- **Electronic Media Literacy**: Libraries play a pivotal role in promoting electronic literacy, ensuring equitable access for people who would not usually acquire electronic media skills. Building design implications may include ensuring that access to media is pervasive (terminals spread and integrated into a range of library spaces) as well as spaces for training and collaborative working.

5.5   SMART TECHNOLOGY

Information technology has a major impact on the shape and form of public libraries and in the ways we are now using them. The way technology is integrated into the building should be developed as part of a Technology Plan which will determine the level of usage and the type of services to be provided. The debate on whether further technological advances will increase or decrease space requirements in public libraries will continue over the years, but it is evident already that the demand for access and training on computer, Internet and audiovisual facilities is creating a service requirement within libraries. Furthermore, the operations and mode of library services and use has changed significantly tending towards a collaborative and creative philosophy of learning.

   One thing is certain, online information services through the Internet are now at the core of a library's information and reference services and to cater adequately for future demand, a library needs appropriate space. The rapid changes and developments we have seen in the information technology industry will, no doubt, continue and the design of public libraries will need to be flexible and adaptable enough to accommodate the changes and to respond to the service demands. Some space related issues are outlined below:

- The rate of technological change means that more people will require **access to up-to-date technology**. It cannot be assumed everyone will have the equipment at home or that they will be in a position to afford it, or have the time/ expertise to locate and package the information in a meaningful way
- Libraries are increasingly playing a pivotal role in **navigating digital information and training the community**. Libraries now provide rooms suitable for IT training services, as well as providing IT enabled collaborative spaces and digital media suites
- Digital information is unlikely to replace hard copy entirely and in the foreseeable future there may well be dual systems requiring more, not less space
- As the use of technology increases, particularly Internet access, the availability of information becomes more and more international and inherently broader based. The technology base in the library can provide valuable **localised information** specifically focused on the community, local culture and local heritage
- Information that is accessed digitally will often require reproduction in hard copy format. Conversely, the trend to digitising information, particularly allowing the community to archive and create local content requires space. Libraries may well require **equipment to allow this content to be recorded and stored**. This will include cameras, video cameras, sound recording, scanners, copiers, digital media software and audiovisual facilities. All these additional services require allocated space
- More and more people are working from home and working in **smaller business environments**. Libraries can provide space for personal interaction, meetings and seminars as well as assisting with technology
- Smart technology can also create **smart buildings**. It can inform and educate users on how they dwell in buildings and their environmental footprint. 'Infomatics', the study of the intersection of place, people and technology, can inform the community about their behaviour and its impact in real time. See *Urban informatics* and
- See *Section 5.11 Ecological Sustainability (ESD – Environmentally Sustainable Design)*.

5.6 MAKING LIBRARIES MEMORABLE – EXPERIENCE AND BRAND

While the value of libraries in a digital world remains intact, library staff are aware of the range of competing sources of information, knowledge and recreational opportunities now available to their community. They are embracing their expanding role as community and cultural spaces, providing a broader scope of programs and spaces. To gain a competitive edge, they have embraced retail and business strategies, which focus on ensuring that library resources are easily seen and recognised, frequently used, and above all, convenient and memorable enough to attract subsequent visits.

To begin with, the act of visiting a library should be **memorable**. To achieve this, the library should provide **an experience that is beyond the expected, fun or exciting, challenging, a wonderful place to be in, educational in unexpected ways** and last in the memory. Particularly in the United States and Scandinavia, libraries have experimented with creating spaces which are experiences and learning tools in themselves. They have turned their attention to other learning environments such as **museums and visitors centres, as well as commercial and retail sectors, for inspiration**. The bland storage of books has made way for stimulating and engaging educational settings. Library spaces actively compete for recreational time against commercial alternatives and appear compelled to set their identity and create brand awareness so that their services are recognised. It is therefore difficult to separate:

- **The Museum Model**: the potential for libraries to act as interpretive space – enhancing the learning experience beyond traditional collections
- **The Retail Model**: stimulating, merchandised and branded/themed space. Capable of easily evolving over time.

5.6.1 MUSEUM MODEL

Interpretive libraries, like museums, are **experienced as well as visited**. For many years, museums have accepted that simply storing and displaying items is not enough to guarantee visitation. Creatively designed spaces which **promote user involvement and enhance the experience of learning** are far more effective and popular. The librarian who commits to interpretive space does not rely on a static environment which remains the same from the day the library opens. Flexibility remains essential, allowing the space to evolve and specialise to user needs. Experiences within the library will **change depending on client preference**. Success requires the ability to **experiment and innovate**, and the enthusiasm and determination of the staff to test and replace environments depending on their effectiveness.

Creating successful interpretive space relies on a plan which identifies stories which can be told – from themes of books, local or broader culture, historic and current events, exploration of user content, or the environment/cultural context. The interpretive environment can be elegantly integrated with the architecture or lean towards humour, even fantasy/kitsch. The nature and quality of these environments varies significantly. Professional assistance can be sought from interior, graphic and exhibition designers, digital media professionals, architects and artists.

Aspiring to an interpretive environment should not be intimidating to the developers of libraries with smaller budgets and footprints. Artwork and installations can be sourced through local partnerships with schools, TAFE, universities, local history and local museum organisations and cultural/multicultural organisations, as well as local artists and digital media enthusiasts. Consider:

- **Graphic walls**
- **Public art installations**
- **Interpretive displays with semi-permanent exhibitions**
- **Graphic glass and patterns either applied as film or integrated into glass structures**
- **Suspension of banners and ceiling mounted installations**
- **Fixed objects in children's areas (sculpture, murals, cabinets, play equipment, even fish tanks)**
- **Interpretation of historic/cultural information including artefacts, photos and text**
- **Projection and digital display (can be interactive)**
- **Temporary exhibition space**
- **Altered mood (for example dark, star-lit space for story time), and**
- **Changes in materiality and colour between spaces**.

Children's spaces can be greatly enhanced by interpretive environments, particularly if the space is shaped to the various levels of a child's learning development allowing children to explore at an age appropriate level. Consider colour, texture, places to explore and discover (cubbies, bridges, dolls houses, tactile installations, dinosaur installations, places to safely climb or hide, fun signage and lighting), see *Section 5.20 Children's Areas*.

The active involvement of users with their library environment has become commonplace. They are provided opportunity to customise and contribute to their environment, adjust the furniture, create content, such as music, art, digital media, local history, and be involved in active learning programs.

Libraries can inform users on sustainable living and building design through experiencing their library.

5.6.2   RETAIL ENVIRONMENTS

Libraries must also compete for the community's recreational time, which frequently involves trips to malls and shopping strips, as well as electronic games and digital social networking environments. There is an expectation that environments will be **stimulating, attractive and up to date**. A major new direction in libraries over the past 5–10 years is the focus on retailing and merchandising strategies. In particular, there is a focus on the display of the collection, creating exciting and inspiring environments as well as spaces which are **easily navigated** through interior design and signage. (See *Section 5.7 New Collections and Layouts*. and *Section 5.8 Shelving and Shelf Displays*).

Retail environments are frequently based on **very simple and flexible construction methods** overlaid with a thin veneer of cladding surfaces designed to **maximise impact and image identity**. In the United States, libraries such as The Agave Library in Phoenix have used very simple methods of construction overlaid with bold signage and clear entry externally, and contemporary design internally.

Retail environments are increasingly sophisticated in their interior design. In environments such as malls, the design frequently promotes itself as familiar or aspirational recreational space encouraging longer term stay and a sense of belonging. Activities beyond the core retail function are promoted as draw cards for clients. Libraries may also use similar inducements such as:

- substantial music, AV collections and electronic games
- art collections
- recreational and cultural classes
- film nights
- book groups
- holiday programs and courses
- cafes – the list goes on.

In offering recreational opportunities, the library has greater opportunity to advertise its core activities as well as acting as a social hub, strengthening social cohesion and interaction.

Frequently the first to embrace new technology, retail fitouts are seamlessly integrated with digital technology and audio-visual communication. Inclusion of the best elements of these elements, has resulted in many popular library spaces.

5.6.3   MARKETING AND BRANDING

Finally, contemporary libraries increasingly rely on their brand and branding. As the use of libraries changes, so has the perception of libraries. Marketing is critical in changing the community's perception of the role of public libraries. The need to differentiate and highlight the unique value of a library over alternate options for people's valuable time has never been so critical. Perception of a library is developed far beyond a logo. All elements of the library, including the built environment, the facilities and programs offered, the convenience, the interior design, furniture selection and graphics will influence the perception of users and their opinion of a library's brand. A unified vision, if not a brand, will enhance the library visit experience. This includes changes made long after the designer has completed the initial work.

Built issues to consider:
- Design excellence, iconic architecture or, at a minimum, transparent and identifiable design
- Sophisticated and innovative interiors which provide contemporary, elegant and flexible approaches to signage, graphics, shelving displays, general layout and furniture
- Provision and promotion of a range of spaces, both active and quiet
- Street presence – engaging and inviting (advertising interiors at night, transparent during the day), integrated with good external signage where necessary
- "Green" or ESD credentials and design
- Flexibility for events, exhibition and performance (flexible wiring, AV points, ceiling mounting points)
- Unified visual presence and ambience (graphics, architecture, interiors, signage, advertising)
- Provision of creative content areas (production of digital media, AV, art, music)
- Provision for interactive digital display and projection
- Community involvement with library design, fitout, exhibition
- Outdoor breakout areas allowing a greater choice of settings and ability to host outdoor events

- Modern interpretive museum exhibition design (particularly for local history, special collections)
- Performance opportunities, sound, graphic walls, visual projection, sensory environments, lighting effects
- food outlets or flexibility to eat and drink, and
- play areas (at a minimum louder active children's areas should be available).

5.7 NEW COLLECTIONS AND LAYOUTS

Public libraries have moved into popular culture and become community 'living rooms'. This trend has not only influenced the content of collections but the way collections are presented. Together with electronic media and digital storage of collections, this has resulted in a decline in non-fiction borrowing and an increase in recreational collections. Some libraries have merged their reference collection into the non-fiction collection, changing a long-held tradition. Most library services have strict policies of actively managing collections to keep them vibrant and relevant to their communities, 'weeding' collections as needed. Many libraries are adopting techniques used by bookstores and other retailers – providing user friendly collections and engaging browsing environments (See *Section 5.7.1 Organisation of Collections*).

Factors that affect the attractiveness of library collections:
- Organisation of the collection
- **Breaking up densely housed collections** with seating, varied geometries and varied mood
- **Quality and attractiveness of shelving**, shelf signage and shelf ends
- Ability to display **a range of differently proportioned items** attractively and with ease
- Density of collection (too many books can be overwhelming – face out books tend to be borrowed more)
- **Theming of subjects** – by creating physical "rooms" for specific subjects, frequently achieved with signage and interior design
- Arrangement of shelves and relationship with surrounding furniture and architecture.

5.7.1 ORGANISATION OF COLLECTIONS

The organisation of library collections affects the ease with which library users can find material.

User friendly organisation includes:

- Adding extra signage to the existing Dewey classification to indicate popular subjects. Signage can take the form of shelf signage, banners and tabs interfiled with books – e.g. 710–719 might be labelled as 'Landscaping' followed by 720–729 'Architecture'
- Subject Categories: Co-locating similar lifestyle topics using a discontinuous Dewey system – e.g. the 'Family' collection might have: 610–619 'Health', then 649 'Parenting and Childcare', omitting the unrelated Dewey numbers in between.
- At least one library has developed a system where the items in each lifestyle topic were colour coded using the Dewey label on the spine – pink for the 'Family' collection, for instance. Not only does this method make it easy for library staff to see if books are out of place at a glance, it also assists users with wayfinding.
- Specialist Collections: Providing specialist collections for popular subjects, including: graphic novels, gardening and cooking, artworks, romantic novels, music, AV etc. Specialist collections can also influence the design of the space in which they are housed.
- Collection Hybrids: Current library design must address the issues of integrating traditional and digital forms of knowledge collection and dissemination, creating a new model referred to as 'hybrid libraries'. The hybrid library comprises information being presented to users in an easily discoverable, integrated way regardless of format.

5.7.2 SHELVING ARRANGEMENTS

The arrangement of shelves can boost the appeal of library collections and break the rigid hierarchical environment typified by traditional libraries. Shelving arrangement has a significant influence on the internal ambience of a library and the user experience. As with furniture, shelves can also be used to define spaces and create 'rooms' in open plan buildings.

Trends in shelving layout include:
- **Radial arrangement** – creates a circular space in the centre that can be used for seating and provides users with a view of the whole collection from a single point
- **Converging, off axis or scattered arrangement** – shelves can be angled radially to converge at a single point. This can be advantageous for maintaining sight lines from a service desk or to create a focal point or hub within the library.

Turning the shelves away from a perpendicular arrangement with the aisles, and staggering the location of shelf ends can relieve the unrelenting pattern of collections. Shelves can also run for varying lengths creating interesting interstitial spaces, which are sometimes used for seating or study desks

- **Series of rooms** – shelves create semi-enclosed spaces in which furniture can be placed to offer a greater range of seating spaces and assist in browsing. Differentiation of 'rooms' by colour, subject etc. can assist with wayfinding
- **Perimeter shelving** – shelves are primarily arranged along walls leaving free space in the centre of the room for seating or group activities. Alternatively the perimeter can provide a range of shelving and seating options, activating the edges of the building. This works well in buildings with limited outlook or in narrow rooms or corridors where the central space is a thoroughfare.

Well designed shelving units and the display of items also significantly impact upon the attractiveness of library collections from the user's perspective. While units may be flexible and mobile, the design of the shelf ends, top and lowest shelf, can bring a sense of permanence, even with castors below. This is discussed in *Section 5.8 Shelving and Shelf Displays*.

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5.8   SHELVING AND SHELF DISPLAYS

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The provision of appropriate and well-designed shelving is one of the most important components of a library building. It impacts directly upon the collections and services of the library and for users, is one of the most important features of their library visit. Good shelving will result in higher levels of resources on loan.

In most contemporary public libraries, adjustable steel shelving is a standard item although there may be times when custom-built shelving is required. Standard steel library shelving must comply with *Australian Standard 2273: Steel library shelving*. The shelving can **be colour coded, modular, and 'dressed' with end panels and canopies to enhance the appearance** and to assist users in locating types of resources. There is an increasing trend towards shelving with no top canopy which increases the **visual openness of the collection area**. Conversely a fully framed aesthetic to the shelves can bring a sense of permanence even to mobile shelving (shelving on castors).

The following issues need to be addressed when installing and designing shelving:

- Shelving can be attached to the wall but is generally freestanding
- Consider **wall shelving as custom joinery**, perhaps integrated with display, desking and seating, to add to the architectural quality of the space
- The recommended height in the adult library is 1600 mm. This height for freestanding shelving will facilitate sightlines, supervision and ease of access. In the children's area the recommended height is 1300 mm, although a maximum of 1550 mm is acceptable
- **Shelving on castors can improve the flexibility of use** of the collection space and enable collection areas to be easily expanded or contracted depending on use. This has become commonplace in many libraries, particularly near foyer spaces and children's areas, allowing larger group events and exhibitions to occur
- 900 mm is the usual width for shelves, although manufacturers will also supply 600 mm and 1200 mm shelves as standard. Non standard sizes can be specially manufactured but at an additional cost and longer delivery times
- It is preferable for the lowest shelf to be about 300 mm from the floor for ease of access, although this will reduce the number of shelves that can be accommodated. Alternatively, this dimension can be reduced to 100 mm if the bottom shelf is mounted at an angle so that the books are tilted back 10–20 degrees from the vertical. In this way the spines of the books will be better lit and easier to read
- **Aisles between bays of shelves must be generous enough to suit all users** and comply with access and mobility building standards. Where the ends of aisles allow for wheelchair turning , the minimum aisle width between shelves is 1500 mm (i.e. the clear space between facing shelves). Dead end aisles should consider a greater dimension of 1540 mm to allow for 180 degree turns.

All library shelving manufacturers offer a range of **accessories**, which enable their basic shelf units to be adapted to store or display other library materials. These accessories include magazine display racks, audiovisual kit shelves, newspaper displays, poster rails, CD and CDROM storage, DVD storage, adjustable bookends and signage.

Shelves filled with books are exceptionally heavy, and the **floor loading** required to support them is considerably higher than normal office floor loadings.

As the library's layout may change it is wise to construct all library floors with the same loading to promote flexibility.

Compactus shelving is mounted on rails allowing the shelves to be moved to provide access. Space is saved due to the elimination of permanent access aisles. Compactus shelving is not appropriate for general public access library collection shelving. It can however, successfully maximise the storage that can be provided, for instance, for the stack. Compactus storage floor loading requirements vary from one installation to another, depending on the type of shelving system, its capacity and the nature of the materials stored, but is considerably higher than normal floor loadings. A structural engineer in consultation with library/council staff must assess floor loadings. (See Australian Standard AS1170.1)

Considerable change has occurred in the way that public libraries market themselves which includes the presentation of collections. Even the standard steel shelf can be dressed up in various ways to make the display more attractive. Apart from standard shelving, there are numerous other shelving options which can add variety or be used as feature elements. Collection items can also be displayed more prominently using techniques from bookstores and retail environments.

Innovative shelving options include:

- **Free standing benches** – provide a convenient surface for users to browse at whilst standing. Face up displays and stacks of books, sometimes multiple copies of the same book, easily captivate people walking past. They can be effective if placed near the entrance as is often seen in bookshops. The low height retains clear sight lines
- **Face out shelving units** – often built-in as feature walls but achievable with standard shelves; sometimes extended to ceiling height for maximum visual impact (though access should be considered) works well for magazines, children's books, CDs, DVDs etc. Any inaccessible shelves up high could be used to display non-loan items or old issues for visual uniformity. It is possible to incorporate clear plastic lids containing a cover image, which is especially useful for magazine display
- **Novelty display shelves** – custom designed or individually sourced to provide a variety of shapes, colours and sizes. Can be fixed, on wheels, or built in as part of the architecture. Effective for the display of new books, 'great reads', quick read collections and niche collections
- **End panels** which incorporate computer terminals for catalogues – but be aware there have

been some rather clumsy attempts at this – also consider interspersing small workstations along the length of shelves
- **Soft cable power** so that lighting is provided by the shelf unit rather than from the ceiling. Particularly relevant to areas with high ceiling space
- **Shelving as space dividers and space identifiers** – large pieces of free standing joinery, which can create smaller enclosures in a large room. They can have integrated seats, openings, niches etc. and may combine both face out and spine out displays. These are often popular for children's libraries, where they can be highly imaginative and playful, assisting in creating an exciting and educational space. Consider if space dividers, although large, can be relocatable or on castors as fixed furniture can limit the use of space or its rearrangement. If not on castors, consider carrying floor finishes through underneath these items to allow spaces to more easily adapt to change.

Strategies for creating engaging displays:
- **Placement** – items displayed at eye level, near the entrance, or in areas of high traffic such as at the ends of aisles attract the most attention. Use these locations to 'sell' the items people want – popular books, new items etc. Entrances and circulation spaces are great places to put feature shelves and island benches. Aisle ends are conducive to small display units, which in various guises, are able to display face-out books and carry aisle signage, etc. Integral customised display niches for end panels or perspex poster holders can provide easily changeable displays or signage relating to changing events
- **Presentation** – differentiate special items with the targeted use of colour, signage and lighting on shelves
- **Promotion** – inform library users of available resources by using posters, suspended banners, flyers, tags etc. Posters could periodically 'spotlight' various collections
- Attaching small tags/notes (like staff picks) to particular books or shelves can also draw attention to them. Book reviews could also be user generated and linked to library social media sites – a great way for people to share ideas with others in the community
- **Shelf signage** placed on top of the shelves (at approximately eye height) are highly visible now that shelves are normally lower
- More face-out shelving which is often judiciously located near the main entrance, main circulation areas, or at the entry to aisles

- **Small shelving display units** added to the ends of shelving aisles. In various guises these are able to display face-out books, and carry aisle signage, etc.
- **Face-out display of magazines**, CDs, DVDs, and talking books is very attractive
- The use of perspex end panel display holders, to provide easily changeable displays, or signage relating to changing events.

While adherence to a methodology of signage and display can be frustrating for library staff, the branding and unified appearance of graphics and fitout of a library has become increasingly important (see *Section 5.6 Making Libraries Memorable – Experience and Brand*). The professionalism of the library can be reinforced and promoted by well considered graphics and ensuring that signage is consistent. **Avoid hastily printed and 'sticky-taped' signage wherever possible**. Consider assistance from a graphic designer to provide a **graphic handbook** and a series of stationery and signage templates for future use. They are not necessarily difficult to use and contribute significantly to the library's appearance.

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5.9 FURNITURE AND FITTINGS

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Furniture and fittings should be attractive, durable and comfortable, and should be selected with the characteristics of the library architecture and clients in mind. The **selection of furniture should fit with the overall design scheme**, and philosophies governing flexibility, functionality and sustainability. Consider the changes in library philosophy which has moved from a hierarchical and institutional environment in favour of **a comfortable, welcoming aesthetic, typified by the term 'community living room'**. Allow for both individual reading as well as collaborative, social environments. It is normal practice for the building's budget to include not only the total cost of the library building but also all built-in fittings, known as FF&E (fixtures, fittings and equipment) although this is not always the case. If the architect's scope and building budget do not allow for this work, it is highly likely that the library staff, who are not normally trained in interior design and furniture specification will be responsible for the fitout. This can be very stressful for 'laymen' and may lead to false economy in terms of the final outcome. Items included in a typical fitout are listed in *Section 3 Tools – Checklist for Library Fitout*.

While the architecture of a new or refurbished library might be excellent, without careful design, the fitout can diminish the final outcome. The design and selection of furniture and fittings is very important and some of the following issues require specific attention:

- The selection of furniture and fittings must be **unified with the overall design concept**
- Despite their convenience, **furniture suppliers are not limited to library supply catalogues** There is a myriad of furniture and accessory suppliers with exciting and professionally designed pieces at a range of prices, who supply to designers, architects, builders and the domestic, retail, commercial and hospitality trade
- **Colour, texture and materiality** of all furniture and fittings has an immediate impact on the overall design and should therefore be integrated into an overall concept
- **Modular or 'system' furniture** has some advantage over custom built items such as greater flexibility and reduced cost, particularly for shelving, tables and desking. The systems are generally designed to be reassembled in a number of configurations and often accommodate power and data cable management. These systems are becoming increasingly sophisticated and can allow for customisation. Custom items can also be designed as an assembly **of smaller items/ modules** which can be used in different ways
- The **future availability of stock** should be considered in terms of replacement and addition of items
- Floor surfaces should be **hard wearing, easily replaced** (particularly carpet), comfortable and non-slip. The choice of floor covering, as with all surfaces, will influence acoustic performance and aesthetics
- The **cost of maintenance** of all items should be considered particularly in reference to cleaning, painting and repairs
- Systems which allow for **part replacement, re-upholstering, as well as recycling** are a better long term sustainable response
- A series of criteria for **environmentally responsible selection** of furniture is available as part of the Green Star rating tool.

The Australasian Furnishing Research and Development Institute (AFRDI) is an independent not-for-profit technical organisation providing standards, testing, product certification and research for buyers and sellers of furniture. Testing and certification can ensure that products are not only safe, but that they will last, thus contributing to sustainability, and minimising use of the earth's resources. See *Section 5.11 Ecological Sustainability (ESD – Environmentally Sustainable Design)*.

reserved items
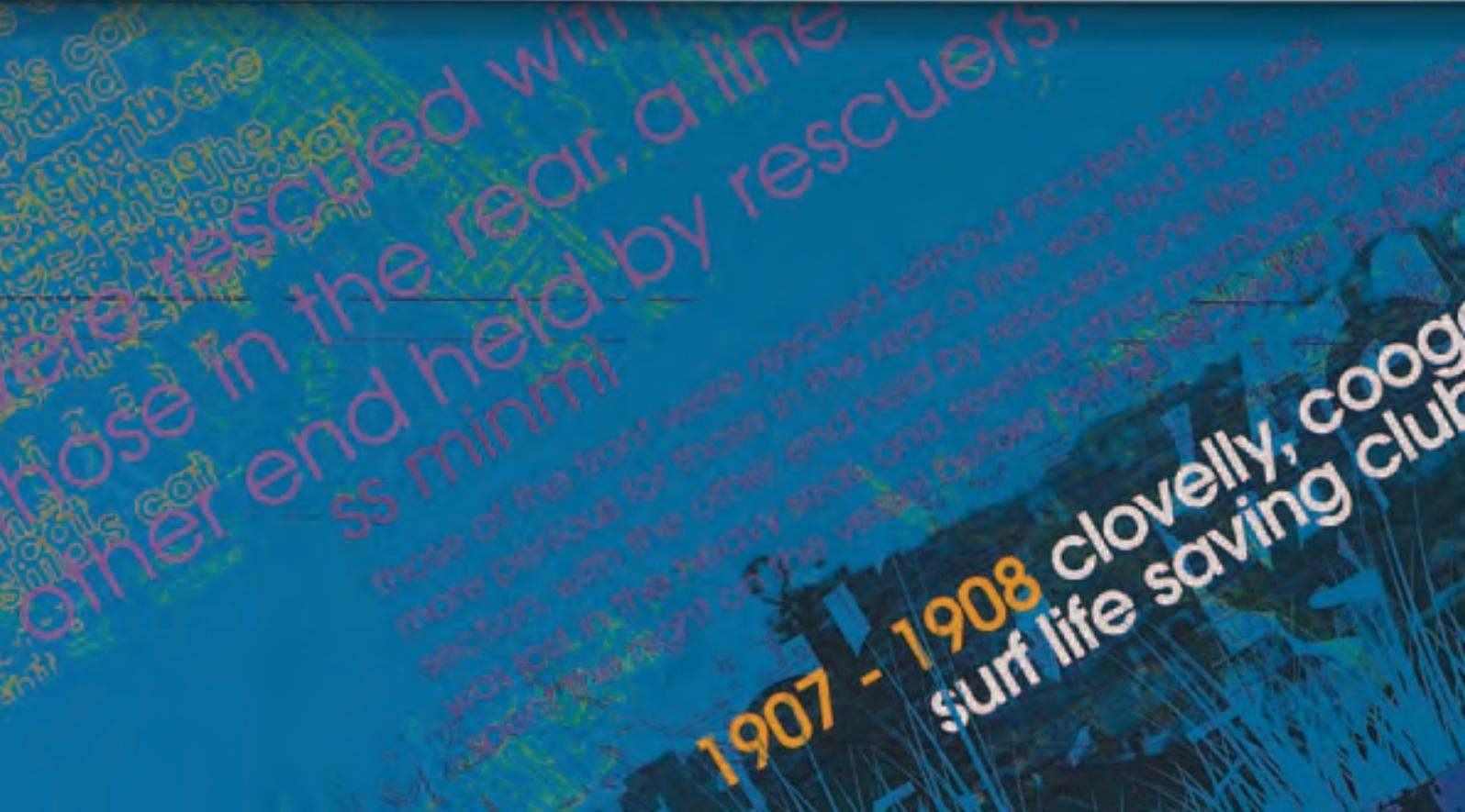
1907 - 1908 clovelly, coog
surf life saving clu

5.9.1   SERVICE DESKS AND SELF-CHECK

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The circulation or loans desk and the reference and service desks have traditionally been some of the most important items of furniture in a library and invariably one of the more difficult items to get right. Recently libraries have displayed a **trend away from the requirement for reference, information desks and large circulation desks**, particularly with the emergence of RFID/self check and roving librarians. Service desk design is in a period of transition. Furniture and desk arrangements at library entrances have become far more flexible, welcoming and less hierarchical. Rather than rigid circulation past a service desk, there are areas for browsing, virtual customer service, community noticeboards, reserved item pickup, newspaper lounges and cafes. Some libraries continue to prefer a substantial service desk, particularly if there is a lower percentage of self check and a more conservative community, while others have moved towards a modular, mobile and minimal arrangement as part of a suite of other elements. **As service desks shrink, the design and location of self-check areas becomes increasingly important**. Some libraries have preferred to scatter self-check terminals throughout the library while others still consider the most appropriate location to be at the entry/exit, close to the service desk to provide assistance. While some library staff have considered the pre-packaged self check units to be more flexible, others view the integration of the self check areas into the overall design to be fundamental to a unified aesthetic.

Despite these changes, the library staff must have the greatest input into the design of these items, if a successful outcome is to be achieved. Some important points are listed below:

- Service Desk models are changing in scale and configuration to allow for more **side-by-side consultation** and to allow for a greater proportion of roving librarians. Some have no standing height benches. Despite **roving librarians**, some staff may still stand at some desks for long periods and floor finishes should be forgiving on legs
- A **modular system** can provide flexibility for later changes, reduction or extension
- Correct **desk and counter height** are crucial and should cater for a range of users. Desks should be provided with a proportion of the surface at a height suitable for wheelchair users, children and seated library staff
- Provide general and task lighting on dimmer switches for control, where possible. The service area does not need to be flooded with light. High level illumination is only required to the desk surface

- Clear **sight lines to the service area** can optimise staff efficiency, client navigation, and assist in general security.

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5.10   SIGNAGE

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Library signage is often neglected and unplanned. Sufficient funds should be allocated at the preliminary costing stage and major signage elements should be planned from an early stage of design. Signage is important in libraries especially larger ones, because many people will not be used to extensive library layouts and may be confused by the wide range of books and other materials on the library shelves. Signage falls into a number of categories:

- **Street signposting** – directional signs indicating the library location from neighbouring streets
- **Exterior identification** – consider relationship to primary address and entry, open space, other important public buildings, scale, visibility, illumination and integration with the architectural design
- **Entrance signage** – including opening hours and returns
- **Wayfinding signage** – various permanent sign plates to main library spaces, departments and offices
- **Statutory signage** (required by codes and regulations) – including exit signs, fire hose reels and boosters etc.
- **Changeable entry and external signage** – "what's on in the library" etc. Consider banners, digital signage, adhesive signs on glass etc.
- **Collection signage** – large signs visible from a distance allow library users to take in at a glance the various sections, collections and service desks
- **Aisle signage** – bays of shelving in public areas will require flexible signage to indicate the contents. Some commercial library signage systems are marketed for this purpose, especially for metal shelving units. Subject headings can be placed on top of shelves, on banners or on shelf ends (either parallel or perpendicular to shelf end) or even in the flooring
- **Shelf signage** – sliding shelf guide systems are also available from suppliers and these are designed to indicate the subject content of each shelf as distinct from each bay
- **Promotional signage** – advertise library programs, services and events with thoughtfully designed seasonal flyers, posters etc. Prioritise

Figure 4. Insulation System
The building is heavily insulated to prevent external heat/cold from entering the building and internal heat/cold from escaping the building. Refracted southern light reduces the need for artificial lighting during daylight hours.

Figure 5. Summer Cooling, Hydronic Slab and Air Conditioning System
Cold air enters over the chilled slab and is drawn to heat sources such as people and computers, as the air absorbs heat it rises through the space and is replaced by more cool air beneath it.
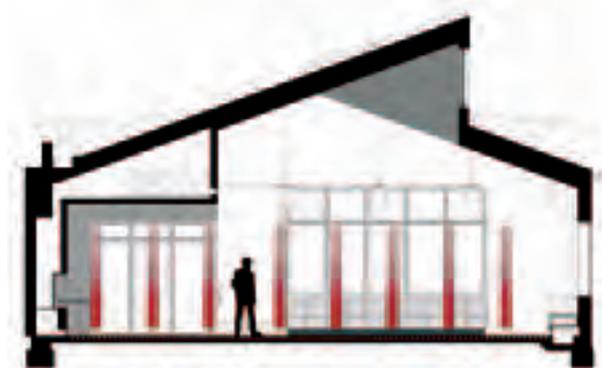

Figure 6. Winter Heating, Hydronic Slab
Warmth is radiated from the floor slab by circulating warm water through pipes laid into the slab. This water is heated using the heat pump system.

what needs to be promoted at any one time; avoid overloading the visual environment and reinforce a theme or idea. Opportunities exist to establish partnerships with youth or community groups to design free posters for the library on a regular basis. Consider banners, end of shelf display, wall display, projection and digital screens

- **Signage in appropriate languages** – it is essential that signage reflects the demographics of library clients. Particular consideration should be given to having signage in languages other than English to assist use of the library by non-English speaking clients
- **Permanent signage** can be designed to integrate a range of wider graphic elements such as historic/cultural imagery, quotations, photographs etc.

All library guides and signs, including their wording and design, should be prepared with the architect and library staff in close consultation. Retail environments may be worth visiting for ideas in good professional signage.

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5.11　ECOLOGICAL SUSTAINABILITY (ESD — ENVIRONMENTALLY SUSTAINABLE DESIGN)

Reducing our impact upon our environment represents one of the most urgent and challenging cultural shifts in the new millennium. Buildings impose a significant daily load on our resources as well as the very significant embodied energy resulting from their construction. Environmentally Sustainable Building Design (ESD) has evolved from aspiration to legislated mandatory standards in recent years.

As a minimum standard library buildings have vastly improved their incorporation of ESD principles. Some have won national and international awards for sustainability.

Legislation: Section J of the Building Code of Australia (BCA) requires a minimum acceptable standard for building performance in terms of energy efficiency. These requirements have impacted significantly upon building design. It is now usual to require an ESD professional to assist in the modelling of the building's energy performance during the design process.

Other tools: Green Star – The Green Building Council of Australasia is an independent, non-government body which promotes and recognises green building practices. Green Star is a non-legislated (voluntary) comprehensive, national environmental rating system that evaluates the environmental design and construction of buildings.

The number of stars indicates the level of ESD aspiration up to 6 stars. The commitment by commercial, government and institutional organisations to reach higher Green Star standards has been remarkable.

A range of buildings have been completed using a Green Star equivalence rating, using the Commercial Building tool, as public buildings have not had a dedicated tool until recently. A public building tool is currently being piloted.

To be eligible for a Green Star – Office Design Certification a project must:

- Achieve a minimum score of 45 points
- Achieve a minimum predicted rating of 4 stars using the Australian Building Greenhouse Rating (ABGR) for the base building design
- Not be built on land of high ecological value.

Green Star rates the following areas in commercial buildings:

- **Management**
- **Indoor environmental quality**
- **Energy**
- **Transport**
- **Water**
- **Materials**
- **Land use and ecology**
- **Emissions**.

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5.11.1　PROMOTING ESD

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Libraries throughout the world have been at the forefront of educating their communities on environmentally sustainable design practices. As publicly funded community buildings they offer:

- broad reaching opportunity to experience and **promote environmentally sustainable design**
- opportunity for the public to experience the **high quality spaces** which can be offered by ESD
- opportunity to be a **catalyst for environmentally sustainable neighbourhoods**, promoting sustainable design in the public and private realm, and **sustainable practices** in the community.

Many libraries celebrate and delight in their ESD initiatives, such as the Ballard Branch library in Seattle which offers a periscope and viewing platform for children to peer at the green roof. Others seamlessly integrate environmental initiatives into the architecture without fanfare. 'Infomatics' (digital feedback to inhabitants) supports sustainable behaviour via real-time monitoring and feedback. This can include the amount of energy consumed or generated, water collected, amount of oxygen in the air, amount of CO_2 emitted.

Frequently, the additional capital cost associated with ESD practices is minimal and is very favourably compared with whole of life costs.

Australian libraries have been vanguards for ESD including the Surry Hills Library, which has received the highest national architecture award for sustainability and a range of international awards. Other notable examples include the Grove Library in Peppermint Grove, WA, Junee, Cooroy, Wallsend, Concord and Lane Cove.

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5.11.2   ADDITIONAL BENEFITS OF ESD
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ESD provides a range of additional benefits beyond reducing a library's impact on the environment which include:

- improved whole of life and running costs
- healthier buildings including improved indoor air quality. Research suggests that productivity and concentration are greatly improved by better built environments.
- a heightened sense of morale and well being
- lower absenteeism
- greater value for assets and demonstration of responsible asset management
- credibility
- enhanced profile, marketability
- competitive advantage
- greater ability to attract funding and grants
- Future proofing assets
  (see link to *Green Building Council*).

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5.11.3   HEATING, COOLING AND VENTILATION
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In most localities in New South Wales the range of external conditions will require public library buildings to be air conditioned for the comfort of users and for the conservation of library materials, however there are a range of initiatives which can augment the requirements for air conditioning. These include:

- The provision of fresh air to the building when the air is cool, such as **night purge or mixed mode**
- **Tempering the air through thermal mass,** such as thermal labyrinths where the air passes through cool, usually underground, space reducing its temperature before being conditioned

- Energy efficient air conditioning systems, such as **VAV (Variable Air Volume) systems, displacement (offering cool air only where needed), passive and active chilled beams (passing chilled fluid through ceiling units), occupant sensoring** for Carbon Dioxide levels (monitoring provision of fresh air), geothermal air conditioning, cogeneration and trigeneration (where waste energy in the form of heat is used).

In summary, the design should aim to minimise the use of energy from non-renewable resources. Wherever possible it should consider local sources of renewable energy such as solar, geothermal and wind.

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5.11.4   MINIMAL AND RESPONSIBLE
———   USE OF RESOURCES

To reduce the ecological footprint, the selection of structural materials and finishes should be undertaken to maximise the use of ecologically sound materials, such as those from renewable and recycled sources and those with lower embodied energy. Secondly, the building should reduce the amount of power consumed and can even contribute to energy production. The following are issues to consider:

- **The reuse of buildings**: while many old buildings may not serve the new programme of a library, renovation should be considered as an option. New buildings should provide the flexibility to adapt over time. Embodied energy will be the greatest proportion of energy use in the life cycle of a building
- **Materials which capture carbon**: materials such as plantation timber and bamboo products
- **Reducing quantum of materials**: is a ceiling necessary under a slab? Can the structure perform as the final finish (self finished materials)?
- **Green accredited materials**: There are a range of materials accreditation organisations including GECA (See Green Building Council of Australia)
- **Low VOC products**: (Volatile organic compounds commonly found in materials such as paints, polyurethanes, particle board, adhesives): reducing VOCs will provide a much healthier indoor environment
- **Recycled building materials**: if possible reuse materials from buildings to be demolished or choose products which contain a portion of recycled material

- **Reduce medium density fibreboard (MDF)**: due to noxious formaldehyde glues utilised in production
- **Embodied energy**: be aware of the embodied energy associated with specified materials (the energy required to construct a building including production and transport of materials), for example aluminium is very high. Seek advice on the value of specifying a material over the longer term from the building design consultant team
- **Insulation**: with "green" products such as natural wool products, instead of fibreglass wool. Insulation generally significantly increases the building's thermal performance
- **Energy reduction**: is pivotal to many ESD measures included in building design (passive environmental design) and construction methods and long term building operations including embodied energy, recycling, local sourcing, energy efficient lighting and air conditioning
- **Energy generation**: includes photovoltaic solar panels, heat exchange, cogeneration, trigeneration, solar hot water and wind.

5.11.5   NATURAL LIGHTING

There are few functions within a contemporary library which cannot be naturally illuminated, particularly with good thermal and indirect lighting design and UV rated glass. The benefits of natural daylight include:

- **Lower energy use and costs**: more natural light means less artificial lighting
- **Greater comfort levels**: natural light is associated with higher levels of comfort and improvements in productivity
- **Healthier built environment**: natural daylight contributes significantly to the prevention of the 'sick building syndrome' which is found in old buildings with poor natural lighting and indoor air quality
- **Thermal comfort**: when carefully designed direct natural daylight can assist in warming buildings in winter
- **Indoor planting**: natural light can promote the growth of indoor plants which improve indoor air quality and increase oxygen levels.

Clever integration of natural light is not restricted to windows. Skylights and clerestories can bring natural light deep into the building. Voids between levels can introduce light to lower levels and internal courtyards can bring both light and additional outlook to deep building footprints.

The extent of glazing will in part by controlled by the limitations of Section J of the BCA (Building Code of Australia), which assesses both the heat gain and loss contributed by windows. A range of performance glass products, which control the properties of shading and heat transmission of the glass, as well as double glazing and double skin facades can resolve many of the issues traditionally associated with glass. External shading devices remain an excellent solution for controlling heat gain and direct sun access.

The benefits of natural lighting are obvious, but natural lighting provision to libraries should be designed with care to avoid the following:

- **Solar heat gain**: especially as a result of large expanses of unshaded glass on north, east and west facades, which will cause a rise in air conditioning energy costs and discomfort for occupants
- **Glare**: which will cause discomfort to users. Even within newly constructed libraries, which embrace ESD, there have been issues of glare which have involved the retrofitting of blinds and shades
- **Light sensitive collections and activities**: the placement of functions and activities, which by nature must avoid natural daylight, need to be considered including rare books and special collections, walls allocated for projection etc.

Ultimately, the design should aim to work with the natural climate factors, and energy sources, in particular solar access and summer shade.

5.11.6   ARTIFICIAL LIGHTING

Lighting technology is constantly changing with an aim to create better quality light sources and/or reduce the energy consumed. As a public environment a library can act as a showcase for emerging technologies. Therefore the use of more efficient lighting design, lighting control and technologies should be utilised to reduce the energy consumption of the building and provide a positive example to the surrounding community of how lighting energy can be used in a careful manner. See *Section 5.12 Lighting*.

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Rod Campbell

5.11.7   RECYCLING OF MATERIALS

Many offices and public buildings have joined the green agenda by the introduction of recycling systems once the building is in operation. Recycling systems exist in both passive and non passive forms. Consider:

- space for passive recycling of paper products, glass and plastics
- reductions of non recyclable waste through purchasing regimes, and
- furniture and fittings which can be recycled or easily serviced/reupholstered.

5.11.8   SUSTAINABLE WATER USE

Potential exists for significant reductions in both water use and higher levels of water recycling. In both existing and new library buildings, water savings are relatively easy to achieve and have the benefit of higher cost savings over the lifetime of the building. In existing libraries, everyday efficiencies can be improved through:

- **regular inspection** and monitoring of leaks
- installation of **water efficient fixtures**
- post-fitting of **rainwater collection** (and in some cases grey water)
- **upgrades to air conditioning** chillers and cooling towers, which account for about one third of water use in public and office buildings.

In new libraries, water consumption can be reduced by:

- specifying **water efficient taps, toilets, urinals and showerheads**
- choosing **water efficient air conditioning systems**
- installing a **rain water collection system**
- implementing on-site **stormwater detention** strategies
- considering opportunities to **recycle grey water, stormwater and wastewater**, and
- asking your architect/landscape architects about innovative solutions such as **green roofs and swales**.

5.11.9   A HOLISTIC APPROACH

Many of the areas discussed above are interrelated as sustainable design principles and must be embodied in a holistic response of the building to its environment. It is commonplace to have an Environmental Engineer as part of the consultancy team, who will guide the project's initiatives. Many local councils have policies and procedures relating to ecological sustainability and further design

guidance is provided by the Australian Government's ESD Design Guide for Office and Public Buildings available online at *www.environment.gov.au*.

For examples of good sustainability integration, see link to *Element Exemplars*.

5.12   LIGHTING

The lighting design in a library has a huge impact not only on the functionality of the space but also on the ambience in the library. Lighting design is as much about the quality of light (and dark) as it is about the appropriate level of light. Lighting within libraries should firstly offer a range of spaces and settings for different activities, and secondly can empower the visitor with a limited degree of personal control where the lighting conditions may be modified by the individual. In this way the lighting should complement the architecture and interior design so that themes and elements are accentuated, and the control should be intuitive to use. The aim is also to create a degree of control and flexibility between daylight and artificial lighting.

The general rule of thumb for library lighting design is to provide light of even intensity and distribution for lighting shelves and task surfaces.

Conversely, flooding all interiors with light can result in a clinical and unfriendly environment. The aim should be to create comfortable and welcoming spaces. Techniques include:

- **maximising lighting efficiency**: ceiling and wall surfaces are usually light reflecting rather than light absorbing to maximise light reflections – this does not mean that all library building surfaces should be uniformly light in colour
- **bringing the light source close** to where it is required, such as task lighting: this avoids inefficient lighting of space – additional localised task lighting may be required at locations such as study desks and reading chairs
- ensuring that **lighting and shelving are carefully related**: so that readers are not standing in their own light
- ensuring accessibility to light fittings: not too high, **easily maintained and easily cleaned**. A clear maintenance regime must be provided before the design is approved for documentation
- **choosing a luminaire (the lamp or globe within the light fitting)**: consider its energy efficiency, the hue of the projected light, the resulting colour of objects which it illuminates (colour rendering), its ability to dim if required and its availability to be replaced.

- checking that **focal points in the library are highlighted by lighting design:** such as displays and service points
- providing feature lighting which adds to the **visual impact of the building after dark** as well as defining specific interior functions
- considering the level of light (or lighting control) provided to areas where **projected images** may be used
- considering **softer lighting effects**, even darker spaces, such as creating moods in story time rooms, where strong task lighting or shelf lighting is not required
- considering **lighting control**: adjusting lights in various zones through lighting control systems, light sensors or simply being able to turn off lights in each space will significantly reduce power consumption and increase user comfort – ensure that lighting control systems are easy to use
- providing **flexible ceiling grids** which can offer greater flexibility in both lighting and cabling for power/communications, and other functional requirements such as suspension of banners and signage.

Recommended lighting standards for public libraries are as follows:
- 100 Lux: for closed areas such as stacks. Illuminance should be measured at floor level
- 300 Lux: for workrooms, foyers, staff rooms, washrooms, lounges, offices. To be measured at desk height, and
- 400 Lux: for all other areas, such as public lending areas, reference sections, counters, reader advisory desks. To be measured at desk height.

A lighting engineer, who is often an integral member of the building design team, can provide specialist input. Elsewhere lighting should comply with the Building Code of Australia and Australian Standard 1680: Interior lighting.

5.12.1 EXTERIOR LIGHTING

The library is a hub to the community and an amenity that people can take pride in. To enforce this, the exterior lighting of a building and its surroundings should be considered. The lighting opportunity is to **display the building during the hours of darkness in a flattering way** and to accentuate the architecture throughout the hours of darkness.

The overall effect should be considered as well as the **enhancement of the public realm**. A public library is used when its readers find it convenient, which in many instances means evening and after-dark. The lighting around the library should create an **inviting atmosphere where people feel safe**, and with the trend towards free wifi potentially want to use the adjacent areas throughout the night.

Lighting design should **assist in avoiding/ mitigating unsafe areas** which may lead to entrapment or property damage. (See *Section 4.2 Crime Prevention Through Environmental Design*).

5.13 ACOUSTICS

Libraries are vibrant community gathering spaces, with an expanding range of simultaneous uses. A modern library often hosts multiple simultaneous activities requiring both concentration and focused thinking in tandem with large group events that are highly participatory. Thus, the design for acoustic quality needs to set the appropriate balance of activities and building zones that are acoustically connected but separate.

Whilst it is obvious that **public gathering** areas must allow many forms of audible communication, this can be contrary to activities best supported by an acoustically controlled environment where **solitude and reflection** are possible.

A **careful balance** of acoustic comfort and acoustic privacy is the optimal design goal. **Good planning can ensure correct placement** of acoustically compatible functions.

5.13.1 TECHNICAL ELEMENTS IN ACOUSTIC DESIGN

Libraries are dynamic places where open, multi-functional and accessible areas (like reading areas, exhibition spaces and atria) are connected to each other and to private spaces (such as semi-enclosed offices, workrooms and meeting rooms). For all these building zones, it is important to consider:
- Hearing conditions for **adequate communication** between occupants
- **Speech intelligibility** for communication purposes
- **Privacy** from external or adjacent activity noise that interferes with concentration and conversely overhearing private conversations
- **Excessive noise build-up** due to occupational noise.

Acoustic design performance can be summarised in three primary areas:

- **Sound isolation/sound containment**: this means controlling the transfer of sound from one space to another. A high degree of sound isolation is provided by high density and airtight constructions and also by factoring the "weakest points" in the partition such as glazing and doors that can degrade an overall separation. Sound containment also affects speech privacy between zones of activity, along with the level of background noise that defines the pertinence of certain activities compared to a relatively consistent sonic baseline
- **Noise management**: Constant and neutral noise (background noise) in a space provides a beneficial masking effect to activities that otherwise could be distracting. It is important to acoustically control the level of background noise generated by ventilation or operable facade systems relative to residual occupational noise
- **Interior acoustic quality**: Enclosed room acoustics is a function of room volume, the shape, and architectural finishes and features. Large areas of hard, reflective surface finishes within enclosed spaces may cause excessively high reverberance, which in turn accentuates background noise and occupational noise in the spaces. This may also result in a poor level of speech intelligibility.

For further information refer to the Building Code of Australia and Australian Standard 2107: Design Sound Levels and Reverberation Times for Building Interiors and Australian Standard 2107: Design sound levels for building interiors. An acoustic engineer is commonly consulted during the building application phase as well as during the building design and construction.

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5.14   OCCUPATIONAL HEALTH AND SAFETY

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Libraries must be designed for an anticipated large scale use. Many people at the extremes of childhood and old age and with varying degrees of mobility will pass in and out of the building, and their safety must be considered in the planning and design of the building. The following issues require attention:

- **Stairs** should be designed so that there are no openings between the treads or at the sides of staircases through which a small child could fall. Stair treads should be of a good depth, finished in a non slip material and with edges well-defined visually – refer to the Building Code of Australia
- **Balcony railings** must be of sufficient height to prevent a person from accidentally tipping over the top and should also consider the prevention of objects from falling. Refer to the Building Code of Australia
- **Glazed areas** such as glass doors and large glazed areas should be fitted with transom bars or other horizontal markings, 'decals', clearly visible at waist height. Refer to Australian Standard 1288: Glass in buildings
- **Floors** with highly polished floor surfaces should be avoided because of the danger of slipping
- **Mobile furniture**, particularly shelving should be considered in terms of their weight before moving them – consider removing books before relocation
- Staff should be properly briefed on the **operation of equipment** e.g. operable walls and partitions
- Potential **trip hazards,** such as exposed cabling, inappropriate furniture and sharp edges need to be avoided.

These issues similarly apply for staff areas with additional consideration given to:

- appropriate work areas with **desk heights** and chairs suitable for minimising work-related injuries, and
- **trolleys for movement of books** and equipment within the library. For multipurpose facilities, trolleys for chair and table storage have proven to be successful.

Some library staff have been proactive in **'prototyping'** their work areas, particularly returns rooms, to ensure that it is suitable for all staff. Reference to Council's risk assessment policy during the planning and construction stages of the library building project is recommended.

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5.15   SECURITY: PERSONAL AND PROPERTY

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An appropriate level of security is now required in all public libraries to ensure the safety of staff, users, the building and the collection. Electronic surveillance, although often necessary, can become intrusive and can affect the friendliness of the library. Good security can be designed into the library from the outset through clear sightlines, good positioning of the circulation desk and the avoidance of blind spots.

However, additional security measures such as surveillance cameras and distress alarms should be considered where:

- the library is used for customer service activities such as rates payments or other uses involving the handling of money
- a lone staff person operates a facility
- where staff and consultants agree that additional security should be provided.

Libraries may suffer some vandalism and abuse. The buildings, fittings and contents of libraries are valuable and senseless vandalism will cause considerable expensive damage. To counter the possibility of vandalism, some precautions can be taken:

- design the building so that there are no concealed corners with windows (particularly louvres or sliding windows) which can be broken or forced
- provide night security lighting
- provide alarms connected to any windows or doors that can be forced
- locate the library in an area where there is good passive surveillance from adjoining land uses (e.g. residents, business owners) and passing pedestrian and vehicular traffic, and
- reduce the amount of blank walls which are attractive for graffiti and/or use building materials which are difficult to graffiti
- consider building materials which can easily be cleaned, repainted or replaced.

Exits from the library must be limited and controlled to avoid illegal removal of library materials. Any necessary fire exits must be designed so that they cannot be used other than for the designated purpose. Similarly the exterior of the building should be designed with clear lines of sight around the building, appropriate light levels and designed to avoid blind spots. As outlined in *Section 4.2 Crime Prevention Through Environmental Design*, detailed Safer by Design guidelines are available through Council's Environmental Planning section and the NSW Police website.

5.16   STAFF AREAS

Staff areas are frequently overlooked in library design or are the result of the left over space once the public areas are planned. Their proximity to public areas as well as to service areas, entry and loading should be a critical element in the initial space planning of a library. How the staff areas relate to other areas of the library should directly reflect the library's preferred work method. For example, in small libraries, particularly when there may only be one or two staff on roster, the need for the staff to supervise public

areas and serve customers will result in a staff area which is often open or transparent to public areas. Tasks which are commonly performed in the back of house may be undertaken in full view of the public and should preferably have facilities to lock up and leave as required. Larger libraries may employ staff where the majority of their work is undertaken in a non public space and may therefore separate their staff areas to a much greater degree. The internal planning of the staff area must also integrally relate to work processes to encourage efficient work methods and adequate space to undertake tasks. With a growing trend towards part time and casual workers, the flexibility of work areas should not be overlooked. The functions considered to be allocated to staff areas include:

- Collection management tasks – selection and sorting
- Service and program development
- Administration.

Other areas include:

- Storage including general collection, special collection, large items
- Space for volunteers to work
- Staff amenities, kitchen/lunchroom, showers, lockers
- Equipment hub – copiers, scanners, printers
- Additional IT area and IT department.

Issues to consider in staff area design:

- Number of staff and part time staff – permanent workstations, hot desks, flexible desk arrangements and enclosed offices
- Tasks to be undertaken including preparation, repair, scanning/copying. Where should work surfaces be located and what storage/other equipment is required nearby
- Future changes to service provision and processes e.g. increased outsourcing of collections procurement and management would decrease space required for these processes; a growing e-book collection and decreasing print collection would decrease space required for processing library material – proximity to loading and home library services
- Proximity to service desk and returns area
- Storage requirement – proximity to work area, degree of environmental control
- Space for server rooms, maintenance rooms and cleaning rooms
- Levels of acoustic and visual privacy
- Privacy and security
- Supervision – overlooking of public areas
- Natural daylight and outlook

- Open and enclosed meeting areas which are central and welcoming
- Potential to overlap meeting areas with public meeting rooms and staff kitchen/breakout areas
- Consider the trend towards social hubs which promote casual meeting and exchange Consider outdoor breakout spaces
- Proximity and ease of access to other staff facilities including locker rooms, showers, toilets and kitchen areas
- The impact of digital content and content creation and the consequent impact on work processes see http://www.libraryjournal. com/lj/ljinprintcurrentissue/889595-403/ thefutureoftheils.html.csp
- Flexibility to rearrange spaces over time. As in the main library limit the intrusion of building structure and allow for flexible cabling/ lighting/air conditioning
- Adequate trolley parking
- Location of noticeboard
- Location of CCTV station
- Adequate room for waste sorting
- Sick room – if space is adequate.

It is normal practice to provide open plan work areas for librarians, other than managers, which promote collaborative work practices and exchange. In these environments, the design of workstations and library partitions should accommodate both individual tasks and conversation. Partitions which are too high will reduce natural daylight and constrain the sense of space. Fully open plan offices, without partitions, are popular but the staff need to embrace a more active work environment and the space will normally require acoustic treatment to reduce noise intrusion.

A rule of thumb for areas:
- Manager – 12–20 sq m office
- Teamleaders/area managers – 10–14 sq m
- Shared office – 8–10 sq m
- Administrative staff – 8–12 sq m
- Open plan workstations – 8 sq m.

5.16.1   RETURNS AREAS

While some libraries still undertake manual processing of returned books, the use of both RFID and automatic materials sorting are prevalent. Restrictions in operating budgets have resulted in a preference for these systems where less staff are required to service larger areas and collections. A number of systems, including those which offer mass storage of books, can also provide space savings.

Whether book sorting systems are automated or not, a number of critical factors remain the same:
- The out of hours book return chute should be in a highly accessible, public location with good security and site supervision
- This chute will normally have a scanner to prevent unwanted items being dropped in
- Fire rating and separation of this return from other areas should be considered
- While the books from this chute are sometimes conveyed to an alternate location either by trolley or by conveyor, it is optimal to locate the returns room in close proximity to the returns chute. This can frequently clash with the transparency and welcoming character of the entry and public areas. Careful planning is required to achieve both
- Internal planning of manual returns areas should consider space for bins – empty, full and in process
- Consider if books can be conveyed to staff sorting area rather than staff walking to book drop or reduce travel
- The layout of the returns room should consider ergonomic principals, efficiency and ease of use including distance travelled, reach and height of work surfaces. See http://www.esao.on.ca/ clients/libraries/ergonomic%20design%20 guidelines%20for%20libraries%20final.pdf
- Off the shelf equipment such as bins and chutes are available and the input of these suppliers can be useful in the planning of the returns area.

The experience of one NSW library, which involved the staff in planning the returns room and plotting it out on the floor at full scale, was invaluable in ensuring a successful result which had the ownership of the users.

AUTOMATED SOLUTIONS

There is an ever increasing range of technology to assist in book sorting most of which is customised to the library space and library work practices. Automated book sorting has become the next step, after self check, to free up staff time and deal with limited staffing budgets.

Other advantages include a greater capacity for out of hours book drops and shorter lead times for returned books. Some issues to consider include:
- Ensure that the sorting system you choose is compatible or customisable to the LMS [Library Management System]

- To achieve the best solution for your library, the supplier should become involved in the early stages both to ensure that the equipment can fit and to take advantage of the customisable options available. For example the book sorter might be designed to sort bins geographically
- The integration of this equipment into the building can be complicated, particularly when books are transferred between floors or from one side of the library to the other, so it must be coordinated with the architecture, building services and structure
- A number of libraries have chosen to highlight the use of sorting machine technology by using glass walls or even allowing the conveyor to pass through public areas. Given the customisable nature of these machines, this technology should not overly impact on a better architectural solution.

5.16.2   STORAGE AREAS

Storage areas are essential within a public library with each activity and service likely to generate the demand for storage. As shown in the case studies undertaken for this project storage areas and specific types of storage equipment are often required for:

- Children's and youth activities – either located within the children's activity area or in close proximity to it, consider large cupboards to store craft supplies, resources, toys and display boards. A wet area with sink, water and storage is also desirable. Door systems (sliding, bifold or hinged) to hide stored items and wet areas can create a higher quality environment for when these item are not in use
- Multipurpose rooms – typically need adjoining store room for chairs, tables, audiovisual equipment and meeting room equipment If the room is to be used regularly by community groups, individual lockable storage cupboards may be required for group equipment
- Archives and conservation – provision for compactus shelving may be necessary (see *Section 5.16 Staff Areas*) together with storage for specialist council collections, e.g. heritage items, art collections, artefacts etc. Information on specialist archival storage is available from State Records New South Wales on www.records.nsw.gov.au
- Staff work areas – storage cupboards, bookshelves and shelving in staff areas for stationery, resources, files and equipment

- Larger back of house storage area – typically libraries require storage for larger items which are used infrequently such as Christmas decorations and exhibition stands
- Storage of users' bags – coin operated lockers or open pigeon holes for library users to store excess bags
- Cleaner's room – shelving and cupboards for cleaning materials and equipment.

5.17   ASSET MANAGEMENT

The importance of life-cycle costing has directly influenced a change in philosophy regarding construction cost and design excellence. It is clear that well designed, environmentally efficient buildings pay for themselves far more quickly than their alternative. It is also clear that the majority of the decisions influencing life cycle costing (both capital and operational costs) are made in the early design phases. The building design influences maintenance programs, as well as patterns of use and operational characteristics which result in cost, including materials, labour, fuel, travel and transport. Effective asset management requires the assessment of these recurrent costs, which are often of major concern to councils as they represent fixed costs which are usually not covered by other outside funding sources. The ongoing costs of a building may include:

- **Regular building maintenance**
- **Scheduled maintenance**
- **Fire protection**
- **Cleaning**
- **Security**
- **Air-conditioning**
- **Graffiti removal/property maintenance due to vandalism**
- **Building insurance**
- **Utilities**
- **Updating of the fitout or changes of use**
- **Technology and equipment replacement**.

It will be necessary to prepare long term and short term budget forecasts. To do this it is advisable to refer to council's property, maintenance and asset managers and potentially seek assistance from a professional asset management consultant. Their advice, and budget forecast reviews should be sought at key stages of the design and developed in accordance with long term asset management policies and strategies.

5.17.1   MAINTENANCE

The maintenance of libraries is frequently overlooked in the design stage. By the time the building is occupied, it is often too late to make changes. Not everything can be anticipated, but with a thorough approach to thinking through the lifetime maintenance costs and maintenance procedures, potential problems can be avoided. A maintenance plan is often requested from the design team at the end of design development and completed before handover (see *Section 6.2 Building Operations and Management*). The process of considering the whole of life aspects of a building can also be undertaken in conjunction with the Risk and Opportunity assessments (see *Section 4.3 Risk and Opportunity in Design*).

In shared facilities it is useful to establish a memorandum of understanding so that responsibility for the maintenance of shared areas is accounted for. A list of common maintenance and operations issues is below:

ACCESS

- Through which route will large deliveries be carried from the loading dock into the library? Are doors, corridors, lifts and ramps wide enough? Are surfaces appropriate (hard wearing) in path of travel?
- Can light fittings be accessed easily for replacement?
- Can glass be accessed internally and externally for cleaning?
- Does heavy furniture have wheels to facilitate cleaning routines?
- Are power points easy to reach?

CONVENIENCE

- Are replacement parts easy to source? Are standard fittings used? e.g. light bulbs
- Will there be enough power points for the required equipment and for clients' use?

FLEXIBILITY

- Can a small portion of material be replaced if spot damage occurs? e.g. modular carpet squares are easier to replace than standard carpet
- Can items be reused in different locations (modularity)?
- Can windows be opened for natural ventilation if air conditioning breaks down?

DURABILITY

- How frequently do finishes need to be replaced as a result of normal wear and tear?
- How long is the warranty on the building's materials and fixtures?
- How frequently does equipment and technology need to be updated? Can the furniture and building accommodate changes in equipment?
- Is there sufficient ventilation for enclosed electrical components to prevent overheating and burn out? e.g. computers, PA systems, display cabinet lights, ceiling lights.

5.18   MOBILE LIBRARIES

In NSW, mobile libraries play an important role in the delivery of library services to isolated and/or remote communities. In areas of low population density or to cater for specific users (such as rural schools, retirement villages, etc.) a mobile library service may be considered. There are pros and cons for such a service as follows:

ADVANTAGES

- A mobile library provides a close-at-hand, convenient service, especially for the less mobile such as young children and older residents
- It can effectively fill a gap between libraries and an isolated pocket of population for which a permanent building would be uneconomic
- It can provide an effective interim service in developing areas where the population does not yet justify a permanent site or a permanent site cannot yet be identified because development plans are not far enough advanced.

DISADVANTAGES

- A mobile library is not a cheap alternative to permanent buildings. The rate of depreciation is high, as are establishment and operating costs
- It can at best offer a one day a week service at any one location
- Stocks are typically small since the largest vehicle will only carry about 7000 books.

5.19   YOUTH AREAS

The design of youth areas is integral in attracting and maintaining patronage of public libraries by young people. Upgrades and **new libraries typically result in an increase in visitation by young clients**.

Successful youth areas reflect the values and attitudes of younger generations. Essential design features include:

- Location – it is advisable to locate the youth area away from the children's area as young people do not like to be viewed as children. Also consider separation from areas such as Local History, which may be more quiet and contemplative spaces
- Furniture – flexible pieces allow youth to **take ownership** of their immediate surroundings by rearranging and adapting furniture to suit their needs. A variety of seating options provides choice. Typical furniture for youth might include: fixed benches or seating booths along a wall, group study zones, OPAC desks, loose lounging elements such as chairs, sofas, bean bags, ottomans, and floor cushions, which can be moved around by users
- Fitout – a good youth area is a space that reflects the era that young people live in and can easily relate to. By **employing contemporary trends** in colour, patterns and textures, styles of furniture and fittings, an atmosphere can be created that is instantly recognisable as youthful, vibrant and exciting. Consider user contributions/user created content as part of design e.g. graphics, wall art and display
- Enclosure and spatial delineation – privacy and trust are important to young people. In a successful youth area, users **should not feel the overwhelming intrusion of authority**. The need for adult supervision can easily be balanced with a desire for privacy by creating semi-enclosed or spatially delineated areas. This can be achieved by using elements such as low walls, semi-transparent screens or curtains, strategic placement of bookshelves or changes in floor level.

Further considerations include:

- Technology – **integrating technology** such as game consoles, large screens, music players, computers and power points for laptops Additional specialised features such as sound mixing and video editing equipment would benefit from being in a separate room
- Collections – locating library collections for young people near the youth area can be convenient. This includes graphic novels, teen magazines, gaming, and teen health/information brochures, HSC collections
- Study Tables – **group study tables** for students are often in high demand during after school

hours. It is a good idea to have a dedicated work area for students where they are free to chat and collaborate on group projects without disturbing other library users

- **Outdoor Space –** if available, access to a covered outdoor area with furniture options for congregating, lounging and studying.

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5.20   CHILDREN'S AREAS

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Children's libraries are no longer smaller scale models of adult areas. They cater much better for the needs and interests of children and their care givers, acknowledging that there are different functional requirements relating to activities and collections, as well as **different learning, developmental and socialisation behaviours** to address. Extending this understanding to cater for different developmental stages, recognising that a school age child has vastly different needs to a toddler increases a library's relevance and enjoyment for children. Traditionally, these competing needs have been managed in the timing of programs e.g. baby rhyme time during school hours, homework help after school. Management is critical given space limitations but there is great opportunity to **truly inspire children to explore, interact and learn** in a physical environment suitable to their age. Public libraries have traditionally played a pivotal role in early literacy, and as such the children's area should be as inspiring as possible. Some dedicated children's libraries, recognising that different age groups do not necessarily coexist happily, provide **distinct areas for different age groups**. The Kulturhuset in Stockholm, provides a broad range of spaces for children's needs including:

- **play space**
- a range of traditional **games**
- **quiet reading** space
- **customised book shelving** with niches, cubbies and lookouts, designed to allow children to explore, crawl, climb and hide – to find their own space
- spaces divided into 0–3, 4–7 and 8–11 years
- spaces which **acknowledge the needs of the carers** such as comfortable spaces to mingle with their children
- spaces which are **flexible for various activities and programs** – or dedicated, quiet story time areas
- image rather than alphanumeric cataloguing and shelf signage, allowing the child to navigate without help.

CHILDREN'S EXPERIENCE

Library staff have sought inspiration from a range of sources to create better experiences in libraries (see _Section 5.6.1 Museum Model_) tapping into children's inquisitive and imaginative nature. Contemporary children's library staff understand that communication through words is preceded by many other forms involving all the senses – the need to touch, experience colour, light and sound, to play, draw, and recognise symbols.

5.20.1   FLEXIBILITY

Central to children's experiences in libraries are a range of programs and exhibitions. Providing flexible space for children's programs is essential. The layout of a successful children's area should be designed to cater for increases in group size by allowing activities to temporarily expand into adjacent areas that are not in high demand. Many children's areas are well served by being closely located to meeting/function spaces, group study or working tables so that events can flow out and expand. This ensures that even a modestly sized children's area is capable of providing for more users should the need arise.

Selecting **furniture on wheels**, particularly shelving units, allows spaces to be quickly and easily reconfigured. Larger pieces of joinery can also be mobile if designed safely with wheel locking. Consider weight and handling procedure for larger items.

Large numbers of prams can be accommodated by moveable furniture although some libraries provide dedicated areas for pram parking, where space constrictions are not an issue.

Fixed furniture can limit the activities in children's areas. These items should be carefully considered to ensure flexibility in the longer term. Allowing the floor finish to continue under fixed items and designing large items as a series of smaller modules will allow greater potential for future reconfiguration.

5.20.2   CATERING FOR LARGE, NOISY GROUPS

The popularity of good children's library space can lead to issues including:
- **noise and separation from other areas** – consider physical separation of space or significant acoustic absorption in building materials as well as separation by collection shelving
- activity spilling into other areas due to lack of space – ensure noise sensitive areas are planned away from the children's area

- spaces which do not adequately **contain small children** during rhyme time – consider using meeting rooms or operable walls for story time
- management and design of toy library areas – consider safety in terms of tipping elements, trip hazard etc.
- pram storage and ensuring **free and safe egress** maintained from all areas – a strategy will need to be developed to manage the storage of prams ensuring fire egress paths are maintained.

5.20.3   SAFETY

It is difficult to foresee everything that may pose a hazard to children during the planning and design of a library, however, some important elements to identify include:
- any hazards at toddler head height such as sharp corners on tables, or holes which fingers may get trapped in
- anything that children can climb on and fall from including shelving units
- any furniture which can tip over when climbed
- location of power points
- any surfaces that children can slip on including floor lights
- small parts, which can become dislodged and cause a choking hazard
- consider if items which are supposed to be reached are reachable without climbing.

5.20.4   DISPLAY

Story telling and communication is not only in words – consider art, toys, tactile installations, digital media and performance. Provide for adequate display of themes and children's work – pin boards, suspension cables, projection.

5.20.5   TOY LIBRARY

Toy libraries require a significant investment of space either near the children's area or back of house. If located near children's areas, precautions should be made for safety if children are accessing the collection themselves, especially in terms of shelving and door selection. When open, the toy library collection can generate large crowds, including mothers with prams, which should be addressed in the design and location of the toy library.

5.20.6 CHILDREN'S IT AND ELECTRONIC GAMES

Opinion regarding children's IT areas varies. Some libraries, such as the Kulturhuset avoid computer use altogether believing that there is now adequate computer access from home. They provide a range of traditional games in comfortable settings. In Australia IT provision differs from totally open access, relying on parental supervision through to controlled access. Some have removed terminals in areas where supervision is not adequate and problems have arisen. This appears to be a knee-jerk reaction which could have been better resolved through management and design for supervision. Like adult libraries, children's libraries can now offer information in a range of formats. **Exploring and learning can take place in digital and hardcopy formats** simultaneously, suggesting that the two should be highly integrated.

Electronic games areas are met with similar varied opinion. Accepting that libraries are now recreational spaces for children has allowed some libraries to create successful and customised gaming installations. Optimally, the gaming areas function as gateways for accessing books and other educational materials, or can be educational in themselves.

5.20.7 STORAGE

For information on storage for children's areas see *Section 5.16 Staff Areas*.

Ensure provision of adequate storage for children's activity equipment and nearby library staff preparation space which can be safely left.

5.20.8 FLOOR COVERINGS

Consider floor coverings which can **easily be replaced** when stained – consider carpet tiles when choosing carpet. Floor coverings which **allow for craft and messy activities**, such as linoleum, may not be comfortable for rhyme time and floor activity (consider small mats or cushions which can be brought out).

5.20.9 FURNITURE

Chairs, tables and bookshelves should be **engaging and appropriately sized for children**. There should also be a variety of seating options. Particular emphasis on providing comfortable floor seating is recommended, and this may include: floor cushions, padded surfaces and individual carpet pieces. Families spend significant time in the children's area – allow for the provision of comfortable seating for adults to read stories to their children.

5.20.10 OUTDOOR SPACE

Consider the provision of high quality, safe, well shaded **outdoor spaces in which to play and explore**, as well as read, directly accessible from children's areas. Consider the educational value of play equipment, sustainable gardens, food crops, smells and senses.

5.21 LOCAL STUDIES

Recent library developments indicate continued support and enthusiasm for local studies collections. As access to knowledge becomes seemingly ubiquitous through digital technology, local studies collections remain unique to each public library and are highly valued by the community.

As well as **collecting and archiving** local history, knowledge and culture, local studies collections are instrumental in assisting the community to **create content**, allowing the local community to contribute to the development of the library.

Designing a local studies area varies significantly from library to library. The traditional approach of physically separating this area from the main library space is still preferred by many, particularly if the collection is owned or managed by a local history organisation or where the value of the collection is deemed to be particularly high. The spaces frequently avoid natural daylight to control the environment because of valuable original materials frequently found in local studies collections. This can result in a slightly intimidating place for the wider community limiting participation with the collection. Improvements have been made in a number of instances through the use of, for example:

- **glass walls to the main space**
- **better display and interpretive installations**
- **provision of natural daylight where light control is not required, and**
- **merging the space with similar quiet activities such as individual study**.

The opposite approach, of open access and seamless integration, has been embraced by some recent library developments. Highly valuable items can still be secured but particularly with the assistance of better electronic security and the digitisation of collections, the physical space of

the local studies area can become far more open. Secure storage of items does not obstruct a wider use of the space or use of the space for other activities when the local studies collection is not being used. Rather than being located in a far corner, some new local studies areas are being located **close to the service desk in close proximity to IT areas and copy/scan/print facilities**.

Advertising the content is possible through graphics, physical displays, public art and digital imaging as well as through the web. Content can be supplemented by shelves dedicated to local authors, exhibitions by local artists, community groups, schools and tertiary institutions, programs, courses and presentations by residents etc.

Allowing the local studies area to be **welcoming and IT enabled** allows more of the community to become involved.

Regardless of the approach taken, considerations in relation to the design of local studies areas include:

- Potential for **secure, fire proof and environmentally controlled areas** or storage that is able to be separately locked and separately zoned for lighting and air conditioning for original materials
- **Lockable** book cases, flat files and map cabinets
- **Compact shelving requirements**
- **Low lit areas for preservation of material** and use of microfiche
- **Separation from noisy and active areas** given the typical user profile if required
- **Display and layout areas**
- **Repair and preservation space**
- **Adequate space for microfiche/microfilm readers and reader printers, computers, scanners and possibly other equipment** such as photographic stands.

Tools

IMAGE AND IDENTITY

For examples of libraries which provide a distinct identity or vision see:

Australasian Libraries:
- Civic Square Library Canberra, Kiama Library, Albury 'LibraryMuseum', Caroline Springs, Yarra Plenty, Cooroy Library, Wallsend Library, Surry Hills Library, State Library of Queensland, Dogwood Crossing
- Birkenhead Library, Te Matariki Clendon Library, NZ

International Libraries:
- Americas – Arizona Libraries (including Desert Broom, Arabian Branch Desmoines Public Library, Ballard Branch Library, Seattle Central Library, Biblioteca Parque España Colombia
- Scandinavia – Openbare Bibliotheek Amsterdam, Black Diamond Copenhagen, Tromso Library Norway, Malmo Public Library Sweden
- Europe – Zamet Centre Croatia, Juame Fuster Library, Barcelona, Peckham Library, London, Mullingar Library, Cottbus University Library, Philology Library-Free University of Berlin

FLEXIBLE AND MULTIFUNCTIONAL BUILDINGS

For good examples of flexible buildings see:

Ceilings:
- Albury 'LibraryMuseum'

Floors:
- Mona Vale and the Grove for floor displacement air conditioning

Design for extension:
- Blacktown for a building designed for future floors above
- Desert Broom (Arizona) for a library designed for future extension

Moveable walls:
- Coventry Library, UK, Lane Cove

Flexible furniture:
- Ryde, Carolyn Springs, the Grove

ORDER AND ORIENTATION

For good examples of clear sight lines:
- Chatswood

ACCESSIBILITY AND APPROACH

- The Premises standard makes reference to a range of Australian Standards relating Design for access and mobility (AS1428 series), Lifts, escalators and moving walks (AS 1735), and Parking Facilities (AS2890) Further explanation can be found at the *Commonwealth Attorney General's Department*
- See also: *Disability rights: access to premises*
- *Disability (Access to Premises – Buildings) Standards 2010*
- For transparent and welcoming libraries see Surry Hills, Strathfield, Swansea Centre (Lake Macquarie), Blacktown
- For out of hours library space see the State Library of Queensland where people use the wifi 24/7
- For external signage see Mt Gambier, Narellan, Kiama, Surry Hills

SMART TECHNOLOGY

- See recent university commons such as QUT Kelvin Grove, Macquarie University Library, Melbourne University School of Economics
- For IT training see Stanhope Gardens and Coventry
- For flexible wifi space see State Library of Queensland
- See the Edge @ SLQ and Library 10 Helsinki
- See also link to *Element Exemplar Bibliography*

MAKING LIBRARIES MEMORABLE – EXPERIENCE AND BRAND

- See articles and links related to the *Experience Economy*

MUSEUM MODEL

- For museum libraries see *IFLA's Public Libraries, Archives and Museums: Trends in Collaboration and Cooperation*, Albury 'LibraryMuseum' and *Puke Ariki, NZ*
- For unity in graphic branding and architecture see Mount Gambier and Royal Randwick
- For themed/experience space in libraries see Mt Gambier and *Dogwood Crossing, Qld*. See also links to *DOK* (Netherlands), Amsterdam Public Library and see link to *Cerritos Library*
- For examples of good use of local history and culture see link to *Royal Randwick Library*, Dogwood Crossing and Canada Bay, *Coventry, UK*

- For examples of good use of Indigenous culture see State Library of Queensland, Te Matariki Clendon Library and Pure Ariki (NZ)

RETAIL ENVIRONMENTS

- For guidance on visual merchandising in libraries see Hennah, K. *Public Libraries Image Handbook*
- For examples of retail models see links to *Kingston Library*, *Randwick Library*, *Agave Library (US)*, *Hjorring Library (Denmark)*, *Bookmarks (US)*, *Roseville Library (US)*

NEW COLLECTIONS AND LAYOUTS

- For genre layouts see links to *DOK* (Netherlands), *Ryde Library*
- See also link to *Element Exemplar Bibliography*

MARKETING AND BRANDING

- See IFLA's *Unlocking the Library: Library Design from a Marketing Perspective* and *Target your Brand*

SHELVING ARRANGEMENTS

- For radial shelving arrangements see link to *University of Sydney Law Library*, *Randwick Library*
- For converging, off axis and scattered arrangements visit Macquarie University or see link to *Wallsend Library*, *Cooroy Library*, *Gungahlin Library*
- For perimeter shelving see *Randwick*, *Junee*, *Watson's Bay*
- See also link to *Element Exemplar Bibliography*

SHELVING AND SHELF DISPLAYS

- For attractive, effective shelves and shelf ends see *Castle Hill*, *Brisbane Square Library*, *Randwick*, Surry Hills, Mt Gambier, *Cooroy Library*, *Ryde Library*
- For unusual display and alternate book shelves see *Asia Pacific Design Library SLQ*
- For power and IT on shelves see *Coventry*, *Amsterdam Public Library*, *Kanazawa Library*, *Burton Barr*, *Tromso*

FURNITURE AND FITTINGS

- For explanation on furniture testing visit the Australasian Furnishing Research and Development Institute at the *AFRDI website*
- For 'green' accredited furniture and products visit the Good Environmental Choice Australia *(GECA) website*
- Great interior design ideas and links to suppliers can be found at a range of interior design blogs, websites for interior design magazines, expos and awards including *Indesign*, *Architectural Product News*, *Australian Interior Design Awards*, *Monument Designex*, *idea awards*, *Saturday Indesign*
- See also link to *Element Exemplar Bibliography*

SERVICE DESKS AND SELF CHECK

- For recent library fitouts with contemporary arrangements of service desks, self check see *Strathfield*, Randwick, *Stirling Library*, *Kingston Library*
- See also link to *Element Exemplar Bibliography*

SIGNAGE

- For examples of interior signage, wayfinding and shelf signage see *Cooroy Library*, Randwick, *Canada Bay*, *Five Dock Library*
- See integrated approach to architecture and *signage by Collider* at Surry Hills Library
- For examples of highly visible external signage see *Narellan*, *Kiama*, *Mt Gambier*, Surry Hills
- See *DOK*, *Amsterdam Public Library* and *Seattle Library*
- See also link to *Element Exemplar Bibliography*

ECOLOGICAL SUSTAINABILITY
(ESD – ENVIRONMENTALLY SUSTAINABLE DESIGN)

- See Green Building Council Australia *Public Building PILOT*
- For American library exemplars search LEED rated (silver, gold or platinum) libraries
- For good examples of ESD initiatives in libraries see *Junee Library*, *Surry Hills*, *the Grove*, *Concord Library*, *Wallsend Library*
- See link to *Green Libraries List*
- For natural daylight techniques see skylights in Randwick, Blacktown Library and Surry Hills, light voids and courtyards in Macquarie University Library, Mona Vale, Chatswood, Cooroy

LIGHTING

- Refer to the AS1158 series for public and pedestrian area and street lighting design
- For interesting examples of library building lighting design see *Poplar Creek Library*, *Amsterdam Public Library*
- See also link to *Element Exemplar Bibliography*

MOBILE LIBRARIES

- See *International Federation of Library Associations Mobile Library Guidelines (2010 Revision)*

STAFF AREAS

- For detailed information on library areas refer to the *IFLA Library Building Guidelines* chapter on *Configuring Staff Areas*

YOUTH AREAS

- See IFLA's *Guidelines for Library Services for Young Adults*
- Scandinavian Library Quarterly Theme: *Library for young people*
- See also link to *Element Exemplar Bibliography*
- For good youth spaces see Narellan, the Edge @ SLQ, DOK, Library 10, Brisbane Square, Lane Cove

CHILDREN'S AREAS

- See the IFLA's *History of Children's Library*
- See trends and changes in Children's libraries described by the *Danish Library Authority History of Children's Library*
- For fun children's space see the blog *Coolhunter*
- See also link to *Element Exemplar Bibliography*
- For good children's areas see Cooroy, Lane Cove, Randwick, West Ryde, Albury, and Ryde

LOCAL STUDIES

- For good examples of spaces which use local studies content see Camden, Concord, Dogwood Crossing, Coventry Library and Randwick
- For recent local studies areas with a more open and welcoming atmosphere see State Library of NSW, Ryde, Lane Cove and Albury

Post Occupancy

POST CONSTRUCTION AND POST OCCUPANCY

Introduction

Following the completion of the building, the library is ready for occupation. Those managing the building need to have a clear understanding of how to operate it. This will usually involve Building Operations and Maintenance Manuals as well as emergency procedures and Plans of Management. A much greater consideration for the life-cycle of the building is now given, recognising that the ongoing maintenance and operations of the building will be the greatest financial outlay for the building owners. The first year is critical as it is in this period that the majority of significant problems in new buildings will occur. This is the building owner's chance to raise these issues with the builder to ensure that they are rectified. The first year of use will also frequently highlight functional issues relating to the building design. Areas, which had been dedicated for a particular use, may be used in unanticipated ways, or not used sufficiently. It is important to remain flexible in this period and consider whether some of these spaces, with some amendments, could be better used.

Evaluation of the building's functionality may happen a number of times within its life-cycle. An initial evaluation of the building's functionality, within the first year, may be useful while contact with the building design and construction team is still fresh. Ongoing reviews will ensure that with minor amendments, the building adapts to changing service and social trends as well as demographics. In creating a stimulating user experience (see Experience Library) the layout of the building may change quite significantly, similar to a Museum's permanent and temporary exhibitions. User surveys ensure that the design and operations of the building meet clients' needs and that the library is truly a people's place. Staff from other libraries and designers may visit your building to undertake their own evaluations as part of a process of beginning the design of their new library. Their feedback can also be useful.

Library Development Plans will influence how the building is used and how well it reacts and contributes to a local area's strategic plan. Conversely post-occupancy evaluation can influence a Library Development Plan. Changes and additions to library services from other libraries in the local area may significantly affect how the building is used in its lifetime requiring further alterations and adaptions.
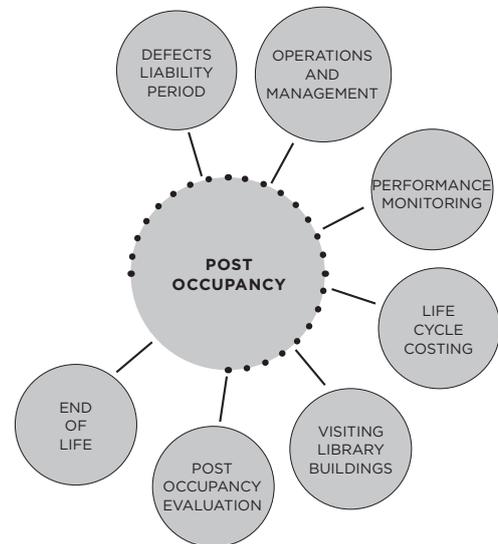
As part of the Environmental Engineering of the building, a design team now frequently commits to a level of building performance – whether it is energy consumption, water consumption, thermal comfort or air quality. User comfort and health may even be taken into consideration. This may be undertaken by the design team, the builder, or the building owner in conjunction with facilities and asset managers.

Finally, at the end of the building's lifecycle, a post occupancy evaluation should be undertaken as part of a needs evaluation. This information will be fed into the brief and feasibilities for a new or renovated library. In assessing the currency and relevance of *People Places* 2005, the team undertook a series of evaluation on buildings completed under the guidelines. This building appraisal and user survey tool is available as a basis for evaluating your building.

Method

6.1   DEFECTS LIABILITY PERIOD

Once the builder believes that works are complete and in accordance with the contract, an occupation certificate will be sought from the building certifier, verifying that the building is suitable to be occupied. A notice of practical completion will then be issued and a final inspection undertaken. Following the inspection, a list of incomplete work and defects are prepared for the builder to address and rectify. At this point, the owner usually may take possession. The builder usually provides a handover package which contains information relating to the maintenance and operations of the building as well as warranties. On handover day, ensure that inspection reports, warranties and maintenance procedures are provided by the builder.

Within a one year period, the defects listed at the final inspection, plus any others arising within the first six months of this period must be rectified. This is a critical time to raise concerns regarding omissions or defects.

6.2   BUILDING OPERATIONS AND MANAGEMENT

Ideally a Building Operations and Management Manual (O&M Manual) should be drafted during the building design and construction phases. This manual will cover operating procedures, describe the building systems and planning, provide maintenance regimes and list procedures for repair and replacement. In some instances, the operations manual will be a requirement of the building certifier to issue an Occupation Certificate (OC). The information required for an OC may include maximum number of people allowed in the space, clear fire egress widths, regime of fire equipment maintenance and hours of operation. Maintenance and operations regimes are critical to good building design. Frequently a draft maintenance plan, including description of key building materials and equipment warranties, will be provided as part of the design development phase report. Those taking responsibility for the building's operation and management should be key stakeholders during the design and construction phases. At handover/building commissioning, the O&M Manual should be complete. Like any product, a building may not perform optimally if incorrectly used. This is particularly true of environmental systems and building services, such as air conditioning. Understanding the regime of ongoing inspections and maintenance program is key to an efficient and safe building, as well as forecasting (and mitigating) operational costs.

6.3   BUILDING PERFORMANCE MONITORING

It has become commonplace for buildings to be computer modelled during the design phases. This not only provides information on its appearance and structural integrity, but also its environmental performance. The modelling allows engineers to predict a range of building performance factors such as energy consumption, water use, thermal comfort and air quality. The design however, is significantly influenced by how it is operated, as well as by other unforeseen influences such as errors in calculation and building/materials defects. Ongoing monitoring of the building, usually through a computerised building operations system, can provide real time feedback on whether the building is performing as intended. If problems or failures are identified and rectified, a significant ongoing cost can be avoided. Other monitoring may include air quality. Research into the indoor environment indicates that improvement in air quality, oxygen level and day lighting, can significantly reduce sickness and absenteeism as well as increase concentration and morale.

6.4   LIFE CYCLE COSTING

The operational costs of a building will be a significant factor in its Post Occupancy evaluation but should also be considered at a much earlier stage (See *Section 5.17 Asset Management*).

6.5   VISITING AND EVALUATING LIBRARIES

By visiting libraries as part of the library design process, library staff and building designers undertake an informal form of post occupancy evaluation. The factors which are used in assessment are similar both to a formal post occupancy evaluation and a benchmarking visit, although design may be of more interest to a building design team than operations. Visits and benchmarking exercises are a critical part of the library design process and the design team should come prepared with a checklist to critically evaluate existing libraries as well as taking the time to interview staff, maintenance personnel and clients.

Tools

6.6   POST OCCUPANCY EVALUATION

Post Occupancy Evaluation (POE) may be undertaken with a range of goals in mind. The purpose of a POE is to measure the functionality and appropriateness of a design and its performance in relation to a brief or to common standards. It may be used to optimise a building's functionality by adapting to needs. POE verifies if design criteria are correct or valid so that they may be used again as a standard, which is the case for the development of *People Places.* It is used to test user comfort and satisfaction, and to test the validity of new technology. It can justify a need, such as a new library, or establish best practice. The degree of investigation may vary from indicative to highly scientific.

The POEs undertaken on a range of recently completed NSW libraries as part of the revision to *People Places,* while somewhat indicative, set evaluation criteria which not only provided valuable information regarding the buildings, but also the guidelines from which they were built. The qualitative information, in conjunction with benchmarking studies and literature reviews, provided useful information in relation to trends while the evaluation matrix reinforced that generally these libraries were operating well. The template provides a good basis from which to start your evaluation and can be expanded to include factors which are critical in your area (identified in *Section 1 Needs – Planning for your Community*).

6.7   END OF LIFE

As outlined in *Section 5.11 Ecological Sustainability (ESD – Environmentally Sustainable Design)*, how a building is designed will influence its ability to be reused, extended or recycled. Buildings with simple framed structures will adapt far better to a new or expanded use than those with a greater number of load bearing walls. Some materials are far more easily recycled than others – timber is far more easily demolished or recycled than concrete. When considering a new facility, the post occupancy evaluation of the current facilities should include a benefit analysis of building reuse. This can now be computer modelled by asset and engineering consultants.

BUILDING OPERATIONS AND MANAGEMENT

- For essential information on Building Operations and Management see *National Institute of Building Science*

LIFE CYCLE COSTING

- For essential information on Building Operations and Management see *New South Wales Treasury Guidelines*

VISITING AND EVALUATING LIBRARIES

- For criteria for visiting and evaluating libraries as part of the design process see IFLA's *What to Look for: A Check list for visiting Library Buildings*

POST OCCUPANCY EVALUATION

- For Post Occupancy Template see link to *People Places POE Template*
- For detailed information on POEs see *Learning from Our Buildings a State of the Practice Summary of Post Occupancy Evaluation*

Appendixes

PLANNING FOR YOUR COMMUNITY

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7.1   STATE LIBRARY OF NEW SOUTH WALES

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The State Library of New South Wales provides a wealth of specialist resource information and support for all stakeholders involved in the planning and building of a public library. Visit the State Library website to find specific contact details and further information, including details of grants and subsidies programs available to assist councils with library building projects.

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7.2   SPACE ALLOCATION FOR MATERIALS

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The Service Based Benchmark reflects the general lowering of shelving bays from 5 to 4 shelves which provides for greater accessibility to resources; improved supervision through better sight lines; and an increased sense of openness and legibility (see *Section 5.3 Order and Orientation*, *Section 5.4 Accessibility and Approach* and *Section 5.6 Making Libraries Memorable – Experience and Brand*.

The space allocation for the materials collection is based on:

- Shelving an average of 30 volumes per shelf with a standard shelf being 900 mm long
- Bays of shelving spaced at 1500 mm clear width between aisles
- Bays 4 shelves high and ranging to 6 shelves long, i.e. 5400 mm.

This configuration gives a module of 14.49 sq m containing on average 1440 volumes which equates to approximately 100 volumes requiring one square metre of floor area.

As the diagram indicates below, this is a dense configuration of books and does not allow for face out display. The IFLA design guidelines suggest 70 books/sq m and this could drop further if there is a plan to display more books face out.

ALBURY 'LIBRARYMUSEUM'
ARCHITECT: ARM
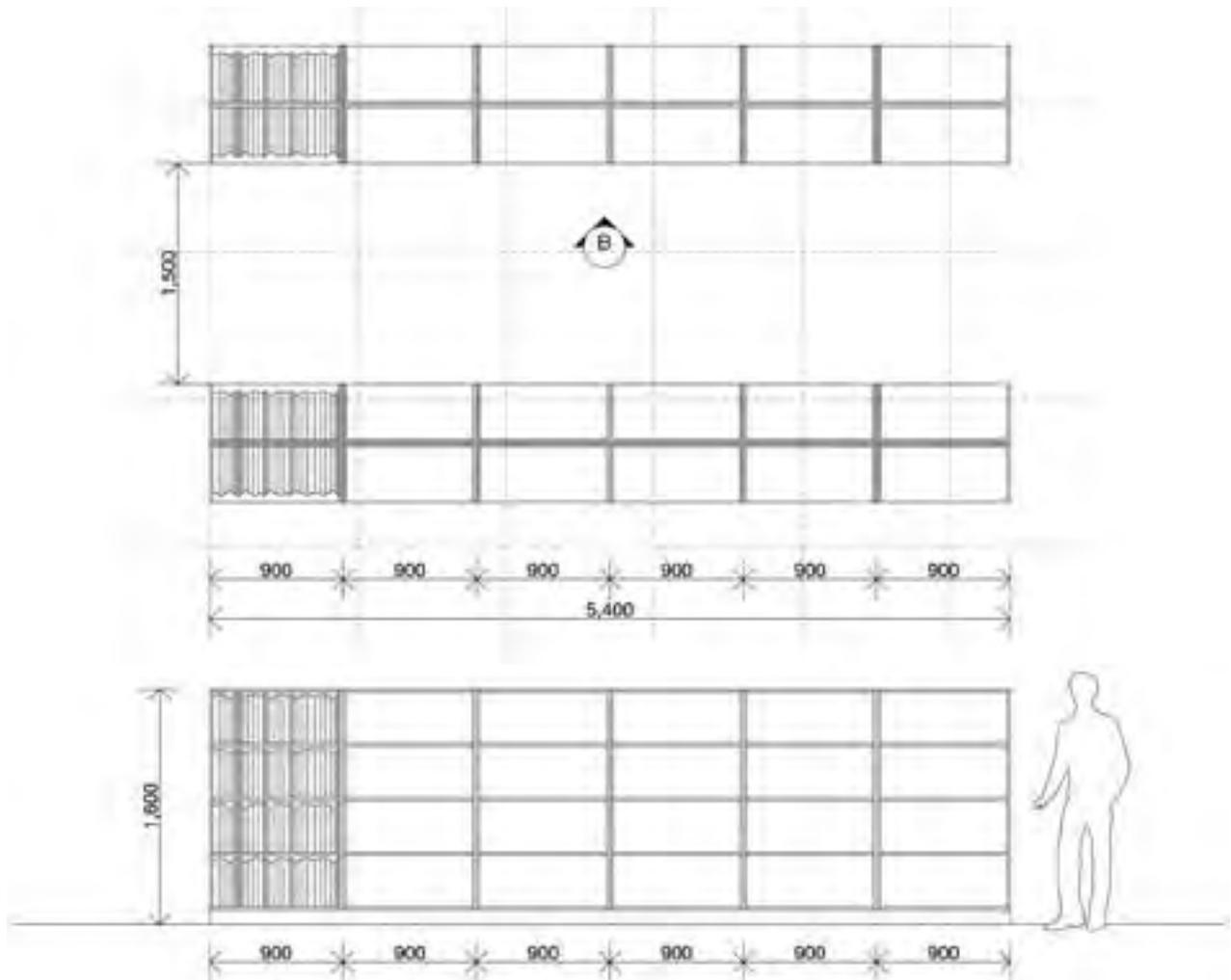
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Standards Australia

Various standards including

AS1170.1: Structural Design Actions:

AS1288: Glass in buildings

AS1428: General requirements for access

AS1668: The use of mechanical ventilation and air-conditioning in buildings

AS1680: Interior lighting

AS1735: Lifts and escalators

AS2107: Acoustics – recommended design sound levels and reverberation times for building interiors

AS2273: Steel library shelving

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