

CITY OF SYDNEY

LIBRARY NETWORK STRATEGY

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Strategic Directions for Service Delivery
and Library Facility Needs in the City of
Sydney

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DISCLAIMER

This Report has been produced for the sole use and benefit of the City of Sydney Council. The Consultant Team have based recommendations on the outcomes of research, interviews, and consultation provided at a given time. CRED Community Planning has relied on such information being correct at the time that this report was prepared.

EXECUTIVE SUMMARY

The City's library network currently consists of nine libraries located in Surry Hills, Glebe, Ultimo, Circular Quay, Waterloo, Kings Cross, Newtown, Haymarket and Paddington. Paddington is operated under a service level agreement with Woollahra Council. The City also operates a Library Link at Town Hall House and performs central library functions at Level 3 Town Hall House.

The library's collections have grown from nearly 200,000 items to approximately 450,000 items over the past few years and approximately 130,000 residents accessed library services at the time of the 2001 census.

Significant growth of both workforce and residential populations will continue over the next 15 years placing substantive additional demands on library services, and in particular the library facilities that are ageing and inadequate. According to Council's internal research the total resident population is projected to increase from 129,175 in 2001 to 211,195 in 2021; an increase of 82,020 or 63%. The Areas¹ with the greatest increase in resident population are Green Square, the City Centre, and Newtown-Erskineville.

In addition, by 2021 the workforce population across the City is projected to be 400,757, an increase of 41,952 workers, or 11.5% (at 2001 there were 360,165 workers) creating additional demand for the City's library services.

A key challenge for the City's library network will be to accommodate the increasing and changing facility and service delivery needs arising from this significant population growth. This is particularly relevant in the case of library facilities where many of the existing libraries are located in ageing, single purpose, and constrained facilities with limited opportunities for study, display, community, or exhibition spaces.

Library Services

Lunn Consulting (Dr Veronica Lunn) was commissioned by the City of Sydney in 2003 and the former South Sydney City Council in 2004 to review the service delivery of the City of Sydney Library Network². The new model of service delivery identified in the two Library Service reports aims to create a world-class library network capable of appropriately supporting the diverse range of community members through opportunities to learn, recreate and participate in broader community life. Informed by surveys with residents, analysis of best practice research, and interviews with staff and community members, the Library Service reports recommended the following actions (among others) in relation to library service delivery for the City of Sydney Library Network:

- Provide a network of physical library delivery points as destination points for the community to access information, recreation and opportunity for social development in highly visible locations and accessible.

¹ Areas are based on the Metropolitan Development Program Zones reported on by the Department of Infrastructure, Planning and Natural Resources (DIPNR)

² Lunn Consulting *City of Sydney Library Service: Strategic Directions Review* (2003) and Lunn Consulting *Library Network Review: City of Sydney Libraries – Southern Network Library Services Review* (2004).

- Better sign and market libraries so that community members are aware of them and the services they provide.
- Develop tailored collections for each branch specific to the local needs and interests and the diversity of the City's communities.
- Develop and implement more effective services and programs for Indigenous residents using innovative models.
- Align library Services with Council's Strategic and Social Policy and Planning.
- Review the level of resources to delivery library services in the southern network (former South Sydney City Council area).
- Continue to plan and operate the City's library network as part of the wider City-based system of specialist libraries.

Existing Library Facilities

Currently the City provides 8,564m² of library floor space. The Library Council of NSW publication, *People Places: A Guide for Public Library Buildings in New South Wales*³ provides detailed standards for library facility provision and planning. The City's provision of 8,564m² of library floor space (which although it is higher than total floor spaces provided in comparable LGAs⁴), is 51% of the Library Council of NSW standard for the City's current resident and non-resident worker population. Rapid resident and worker population increases have impacted on the ability to maintain facility provision to the standard, with the Library Council of NSW standard incorporating best practice and increased floor space requirements for reading, study and program delivery space in libraries.

However this floor space must be considered in the context that the City of Sydney Library Network is part of a larger city-based library system, within which there are an additional 27 specialist libraries that users can access including the State Library of NSW and the University of Sydney (see Appendix 1 for a full list of libraries). This larger system of libraries must also be considered in library assessment and planning.

Consistent with best practice in library facilities, consultation with community members identified that library facilities in the City should be inviting, accessible and flexible community spaces for all community members⁵. Many of the libraries in the current network do not meet these criteria. In particular, consultation with residents showed a general dissatisfaction with the public amenity and size of libraries in the South and West of the LGA. However, the research found higher satisfaction levels with the locality (location), of the libraries. Libraries in the South and West of the LGA are under the established standard size, located in inflexible buildings (that are not purpose-built) and in need of space reallocation and expansion. They currently account for only 15% of the total City of Sydney library floor space allocation.

³ Heather Nesbitt Planning in association with Bligh Voller Nield (2005) Draft *People Places: A Guide for Public Library Buildings in New South Wales*, Library Council of NSW.

⁴ Parramatta City Council provides 4,410m² (residents 143,143, workers 40,000) or 71% of standards, and Sutherland Shire Council (202,158 residents, 48,000 workers provides 5,237m² or 60% of standard provision.

⁵ Lunn Consulting *City of Sydney Library Service: Strategic Directions Review (2003)* and Lunn Consulting *Library Network Review: City of Sydney Libraries – Southern Network Library Services Review (2004)*.

Population Growth and Maintaining Existing Level of Library Floor Space

The significant growth in resident and workforce populations that will occur over the next 15 years requires the provision of additional library floor space to maintain the existing level of provision, in the City of Sydney. This Strategy provides strategic directions for the provision of library facilities to maintain the existing level of provision at 51% of the standard required for the City's 2021 workforces and resident populations.

To maintain the existing level of provision, the City needs to provide a projected additional 5,792m² of library floor space by 2021. This Strategy provides for the review of the Section 94 Contributions Plan that is currently underway, to incorporate funding for the increased need for library facilities and resources from development in the City's South, East and West regions⁶.

Strategic Library Facilities Planning

The facility needs analysis has demonstrated the requirement for a projected 5,792m² of additional library floor space by 2021. Strategic planning and analysis for library facility provision, informed by best practice, has identified opportunities to locate approximately 4,500m² of additional library floor space across the LGA, through the extension and augmentation of existing library facilities, the provision of two new library facilities and the provision of an additional library link. The library facility strategic directions to 2021 are detailed in the summary of recommendations below:

- Provide an expanded and augmented network of 11 library facilities and two library links for community access to information and opportunities for recreation, learning and social development, in highly visible and accessible locations.
- Expand the existing network of nine libraries to include two new libraries, one at Green Square and one at Redfern/Chippendale, potentially as part of the redevelopment of facilities at Pine St Creative Arts Centre. Progress the detailed feasibility and design for the Green Square library and community facility, as part of the planning for the Green Square town centre.
- Extend and augment the existing library facilities at Waterloo, Glebe, Surry Hills Ultimo, and Newtown.
- Provide as part of the Library Network a new library link in Erskineville / Ashmore as part of the renewal of the Ashmore Estate (co-located with other community facilities), together with the existing library link at Town Hall House.
- Prepare and implement capital works programs to respond to increased library needs and maintain the existing standard through the provision of an additional minimum 4,500m² of library floor space by 2021. The focus of facility provision and augmentation is the south of the LGA, to bring the libraries in the southern network up to an appropriate standard.
- The provision of the new library facilities and the augmentation of existing library facilities needs to be timely and should be in accord with the staging and timing documented in this Strategy.

⁶ The S94 Contributions Plan presently being developed will not apply to the CBD nor Pyrmont Ultimo area.

- Continue to plan and assess library needs, including the assessment of future, longer-term need for library links in further areas undergoing development such as Pyrmont, Millers Point, and East Darling Harbour, which are currently well serviced by library facilities.
- Incorporate the increased library facilities and resources requirements as a result of population growth in the Section 94 Contributions Plan that is currently underway (to apply to the South, East, and West of the LGA).
- Ensure that best practice library facility guidelines and criteria (documented in this Strategy) are applied to the location and design of new library facilities and the redevelopment of existing facilities.

TABLE 1. SUMMARY LIBRARY FACILITIES DIRECTIONS - CITY OF SYDNEY LIBRARY NETWORK 2021

Area	Extend/New	Current Floor Area	Add. Floor Space	Proposed Floor Area 2021
Green Square Library	New Library	-	2,500m ²	2,500m ²
Redfern/Chippendale Library	New Library	-	600m ²	600m ²
Waterloo Library	Augment Existing Library	450m ²	400m ²	850m ²
Surry Hills Library	Augment Existing Library	254m ²	426m ²	680m ²
Newtown Library	Augment Existing Library	656m ²	50m ²	706m ²
Glebe Library	Augment Existing Facility	500m ²	200m ²	700m ²
Ultimo Library (inc. Jesse Street Library space)	Augment Existing Facility	680m ²	100m ²	780m ²
Paddington Library	No Change	532m ²	-	532m ²
Customs House Library	No Change	4,270m ²	-	4,270m ²
Kings Cross Library	No change	622m ²	-	622m ²
Haymarket Library	No change	300m ²	-	300m ²
Town Hall House Library Link	No change	100m ²	-	100m ²
Town Hall House (Admin)	Increase	200m ²	200m ²	400m ²
Erskineville / Ashmore Library Link	New Library Link	-	100m ²	100m ²
TOTAL		8,564m²	4,576m²	13,140m²

1 INTRODUCTION

1.1 Background

The City of Sydney Library Network has provided library services to the workers, visitors, and residents of the City of Sydney (the City) for nearly one hundred and forty years. The amalgamation of the former South Sydney City Council and the City of Sydney local government areas in 2004 greatly increased the residential and workforce populations and the City's library network. Significant growth of both workforce and residential populations has occurred since 2001 and will continue over the next 10 years placing additional demands on library services, and some ageing and inadequate library facilities.

The City's library network currently consists of a network of nine libraries, including Paddington which is operated under a service level agreement by Woollahra Council. Council also has a Library Link at Town Hall House. The City also utilises space at Town Hall House for central library functions. The library's collections have grown from nearly 200,000 items to approximately 450,000 items over the past few years and approximately 130,000 residents received library services at the time of the 2001 census.

The City of Sydney currently comprises people from diverse social, cultural, religious and economic backgrounds. Over the next 10 to 15 years, both the resident and worker populations will continue to increase and demographic change will also occur over this period. A key challenge for the City's library network will be to accommodate the changing facility and service delivery needs that will arise from this significant growth. This is particularly relevant in the case of library facilities where many of the existing libraries are located in ageing, single purpose, and constrained facilities with limited opportunities for study, display, community, or exhibition spaces. The library network both through its service delivery and facilities must be able to adapt and meet the challenges of the 21st century through use of cutting edge technologies, exciting programming, broader community development roles and services, enhanced collections, and welcoming, flexible, and appropriate library facilities. Libraries are not just places to loan books, they are community hubs providing social, recreational, cultural and educational services and programs for all members of the community.

Impacts of urban consolidation and population growth are currently being experienced in many libraries across NSW as the demand for study space and reading areas grow, particularly in areas with higher densities (unit development) the availability for home study or leisure is limited and it appears that residents are opting to use local library spaces more.⁷

NSW Library Use Trends

Public Libraries are one of the most well-used educational, cultural, and social community facilities within our community. The relevance of libraries to today's community is

⁷ Library Council of NSW, *People Places: A Guide for Public Library Buildings in NSW* 2005

evident in their high levels of use and attraction to a broad range of user groups from all ages and backgrounds.

Almost half of the New South Wales population are registered library members with many more people visiting and using public libraries than are registered members. In 2003/4, 99.6 million visits were made in Australia with 29.9 million visits in NSW to a local government library. This equates to 4.5 visits to a local public library for every NSW resident during the year (ABS, 2001).⁸

Council's Role

Local government plays a key role in the provision of community facilities such as libraries which can provide spaces and opportunities for social, cultural, recreational, and educational programs and services. The provision of community facilities is a prescribed function of Councils under the *Local Government Act 1993*. Community facilities such as libraries are essential in supporting community life and developing social capital.

1.2 Purpose of Strategy

The Purpose of this Strategy is to develop a City of Sydney Library Network Strategy to establish the facility and service directions for the City's network of libraries. This Strategy builds on work completed by Dr Veronica Lunn, Senior Consultant of the AEC group who provided Library Strategic Directions Reviews for the City of Sydney in September 2003 and the former South Sydney City Council in October 2004.

This *City of Sydney Library Network Strategy* acknowledges the interrelationships between library facilities and services and other community facilities and this is reflected and explored in this Strategy. The Strategy will be used to inform the review of the S94 Contributions Plan, which is underway and is scheduled to be completed (in draft form) in October 2005.

This Strategy provides a detailed assessment of facilities and resources across the City's library network, applying:

- The formulas for library facilities and resources defined in the Library Council of NSW's *Draft People Places: A Guide to Public Library Buildings in New South Wales* (Draft revision 2005).
- Resident and worker population projections provided through City of Sydney internal research.
- Findings of the needs assessments detailed in the 2003 and 2004 Lunn Reports.

The Strategy also provides:

- A library facility needs assessment defining specific directions (detailing facility expansion and new facilities where appropriate) for each of the library facilities. The planning (based on the Green Square Community Facilities s94 Paper 2002) for the new library to be provided at Green Square is also incorporated into the Strategy.

⁸ Nesbitt, Heather *Draft People Places: A Guide for Public Library Buildings in New South Wales*, 2005

- Principles to guide the augmentation of library facility and service provision (informed by literature, best practice, evaluation of case studies and the model of service delivery identified in the two Lunn Reports).
- Strategic facility and service directions, together with a program of facility and service directions.
- Staging and timing to operationalise the facility and service directions identified.

1.3 Strategic Directions

City's Vision

The City of Sydney's vision for its library network builds on these principles envisaging its libraries as:

"A cohesive network of libraries that meet and respond to the diverse needs of the City's populations, to provide settings and opportunities for learning, knowledge, creativity and information exchange, to provoke new ideas..."

Strategic Directions

The City's strategic directions for the library network are as follows. The City will:

- Provide a network of accessible, flexible and welcoming library facilities across the LGA in highly visible locations.
- Provide an equitable distribution of library floor space across the LGA ensuring that areas of highest need are being serviced.
- Develop tailored collections for each branch library based on local needs and interests and the diversity of the City's communities.
- Where appropriate, co-locate libraries with other community facilities in locations accessible by public transport or within walking distance for the catchment area.
- Market and sign libraries appropriately to encourage more residents to use the services.
- Develop and implement more effective services and programs for Indigenous residents using innovative models.
- Provide modern 21st libraries through use of cutting edge technologies, exciting programming, broader community development roles and services, and enhanced collections.
- Work to create libraries as places that are community hubs providing social, recreational, cultural and educational services and programs for all members of the community.
- Align library services with Council's Strategic and Social Policy and Planning.

1.4 Methodology

The Methodology to develop the City's Library Network Strategy was:

1. Review of Dr Veronica Lunn Reports
 - Review of the "Strategic Directions Review (September 2003)" completed by Dr Veronica Lunn Senior Consultant of the AEC Group. This Report provides an overview of the range of library services provided by the City of Sydney prior to amalgamation with the former South Sydney City Council.
 - Review of the "City of Sydney Libraries – Southern Network, Service Delivery Review (October 2004)" completed by Dr Veronica Lunn which proceeded after the amalgamation of the two Councils in February 2004.
 - The 2003 and 2004 Lunn reports provide the detailed and comprehensive baseline data to inform the *City of Sydney Library Network Strategy*. These reviews identified the community needs and aspirations for library services, the types of facilities required and the current gaps in library services. The recommendations provide clear guidance on how to plan and deliver services in order to meet community needs now and into the future.
2. Review of Library Council of NSW's *People Places: A Guide to Public Library Buildings in New South Wales*.
3. Demographic analysis based on 2001 Census data.
4. Analysis of Population Projections to 2021 for residents and worker populations provided through City of Sydney Internal Research.
5. Workshops with Library Network Strategy Project Team on the scope, content development and facilities and services directions of the Library Network Strategy.
6. Workshops with City staff working of the review of the S94 Contributions Plans to confirm the S94 requirements to be canvassed in the Library Network Strategy.

2 COMMUNITY PROFILE

2.1 Resident Population

Diverse Community Experiencing Rapid Growth

The City of Sydney (the City) is a capital city council made up of diverse communities of individuals and families from a wide range of cultural and socio-economic backgrounds including around 129,175 residents (in June 2001⁹) and 360,000 workers. Since 1996, the resident population of the City has increased by just under 50,000 people.

Population projections for the total City population from 2001 to 2021¹⁰ are detailed by area, overpage. According to Council's internal research the total residential population is expected to increase from 129,175 in June 2001 to 211,195 in 2021 an increase of 82,020 or 63% from 2001. The areas with the greatest increase in residents are Green Square, City Centre and Newtown-Erskineville.

Analysis of Eight Areas across the LGA

In keeping with Council's strategic planning regions¹¹, the City has been divided into eight areas. These are:

Table 2 **Eight City of Sydney Areas**

	Area	Suburbs in Area
1.	Surry Hills – Redfern (27A)	Surry Hills, Redfern (including Redfern, Waterloo, Authority), Moore Park, Centennial Park, Paddington
2.	Green Square (27B)	Waterloo, Zetland, Beaconsfield*
3.	Alexandria – Rosebery (27C)	Alexandria, Rosebery, St Peters
4.	Newtown – Erskineville (27D)	Newtown, Erskineville (including Ashmore Estate), Darlington, Chippendale
5.	City Centre (28A)	CBD, Millers Point, Haymarket, The Rocks, Dawes Point
6.	Pymont – Ultimo (28B)	Pymont, Ultimo
7.	City East (28C)	Kings Cross, Woolloomooloo, Darlinghurst, East Sydney, Elizabeth Bay, Potts Point, Rushcutters Bay)
8.	Glebe – Camperdown (28D)	Glebe, Camperdown

* Not consistent with Green Square Urban Renewal Area

⁹ Based on Council internal research

¹⁰ The projections were provided by the City using its internal research and are based on known development applications that are lodged, approved, commenced or completed.

¹¹ These regions correspond with the Metropolitan Development Program Zones reported on by the Department of Infrastructure, Planning and Natural Resources (DIPNR).

Estimated Residential Population by Area 2001- 2021

Table 3 below provides the estimated residential population projections for the City of Sydney 2001- 2021 by area as defined in Table 1 above.

Table 3 Estimated Residential Population 2004 to 2021 ¹²

	Areas	Total 2001	Total Increase to 2021	Increase 2001-2004	Increase 2005-2009	Increase 2010-2014	Increase 2015-2021	Total 2021
1.	Surry Hills - Redfern (27A)	31,786	9,059	1,299	3,257	1,670	2,833	40,845
2.	Green Square (27B)	3,335	19,042	3,863	6,429	6,680	2,070	22,377
3.	Alexandria - Rosebery (27C)	3,918	2,416	726	1,336	167	187	6,334
4.	Newtown - Erskineville (27D)	15,556	9,626	1,887	1,687	1,670	4,382	25,182
5.	City Centre (28A)	19,910	23,897	3,943	8,935	8,768	2,251	43,807
6.	Pymont - Ultimo (28B)	10,949	4,790	1,815	2,538	334	103	15,739
7.	City East (28C)	23,479	5,957	2,644	1,937	835	541	29,436
8.	Glebe - Camperdown (28D)	20,242	7,233	4,058	2,488	417	270	27,475
	TOTAL	129,175	82,020	20,235	28,607	20,541	12637	211,195

¹² Based on City of Sydney Council Internal Research from June 2001 – June 2019

Key Socio-Demographic Statistics 2001

Socio-demographic information provides an important indicator of current and future community needs. Table 4 below gives a brief overview of the CoS Key Statistics in 2001 based on 2001 Census Data (October 2001).

Table 4 2001 City of Sydney Key Statistics¹³

Key Statistics	2001		
	Number	%	Sydney Stat. Division %
POPULATION			
Total Population	137,758	100.0	100.0
Males	74,051	53.8	49.2
Females	63,707	46.3	50.8
Indigenous Pop.	2,007	1.5	1.0
Australian Born	63,013	45.7	62.2
Overseas Born	47,699	34.6	31.2
Australian Citizens	87,115	63.2	84.3
Australian Citizens Aged 18+	78,514	57.0	63.3
Institutional Population	26,973	19.6	2.7
AGE STRUCTURE			
0 to 4 years	4,799	3.5	6.7
5 to 17 years	11,055	8.0	17.6
18 to 24 years	20,379	14.8	9.9
25 to 34 years	37,191	27.0	18.0
35 to 59 years	46,088	33.5	32.3
60 to 84 years	16,876	12.3	14.4
85 years +	1,315	1.0	1.4
HOUSEHOLDS			
Households (occupied private dwellings)	63,529	--	--
Persons counted in households	126,324	--	--
Av. Household Size (persons)	1.99	--	--
DWELLINGS			
Dwellings (total)	70,810	--	--
Owned	9,870	15.5	39.0
Purchasing	8,222	12.9	23.7
Renting	33,588	52.9	29.0

¹³ Profile.id, City of Sydney Community Profile, City of Sydney Council website

Cultural and Linguistic Diversity

Between 1996 and 2001, the total number of persons born overseas grew from 38,681 to 47,638. In 2001, CoS featured a higher percentage of the population born in non-English speaking countries than across Sydney. The population born overseas is dominated by people from countries who have arrived in more recent times. The top 5 countries were:

- UK (7,703 people or 5.6% compared to 4.7% across Sydney)
- New Zealand (5,344 people or 3.9% compared to 2.1% across Sydney)
- China (3,325 people or 2.4% compared to 2.1% - an increase of 1095 since 1996)
- Indonesia (2,901 people or 2.1% compared to 0.5% -1,802 increase since 1996)
- Hong Kong (1,590 people or 1.2% compared to 0.9% across Sydney)

Between 1996 and 2001, the share of population speaking a language other than English at home remained relatively stable in the CoS. In 2001, 6.0%, or 8,337 people, spoke a Chinese language at home, 1.8%, or 2,452 people spoke Indonesian, 1.7%, or 2,356 people spoke Greek, 1.3%, or 1,797 people, spoke Russian and 1.0%, 1,400 people each, spoke Vietnamese and Spanish.

High Indigenous Population

1.5% of the total CoS population, or 2,007 people, is Indigenous, higher than Sydney at 1.0%. In Waterloo the proportion of Indigenous residents is 8.0%. The Indigenous population of Redfern had a median household size of 2.5 compared to 1.9 persons for the total CoS population.

Household Diversity

The CoS had a notable proportion of its population in diverse household types, especially lone person (35.1%, or 22,297 households) and couple only households (20.7%, 13,128 households). 5.6% (or 3,239) of households were couples with children aged 15 years and under compared to 24.1% in the Sydney Statistical Division. The suburbs with the highest number of couples with children aged 15 years and under were:

- Rosebery – 21.8% (337)
- Alexandria/Beaconsfield – 10.2% (238 households)
- Green Square – 12.8% (139 households)

2.8% (or 1,784) of households in the City of Sydney were single parent families with children 15 years and under compared to 5.5% across the Sydney statistical division.

High and Low Income Levels

An analysis of the 2001 household income data for CoS indicated that there was a polarisation of income at both high and low income ends - 27.5% in the bottom quartile (\$0 - \$399) and 27.8% in the top quartile (\$1,200 - \$2,000+) per week. The largest

income brackets in the area included \$2,000 or more (15.8%), \$1,500 to \$1,999 (15.1%) and \$1,000 to \$1,999 (9.4%). Across the LGA there was a marked increase in the number of households with incomes in the highest group quartile. This trend toward higher incomes was evident across all suburbs within the CoS LGA, except in Waterloo where there was an increase in the lowest group between 1996 and 2001 from 62% to 67.9%(1,587 to 1,647 households). Table 5 below provides an overview of Household income changes in the lowest and highest quartiles for the CoS LGA.

Table 5 Household Income Quartiles¹⁴

Household Weekly Income Quartiles	2001		1996			
	Number	%	Sydney Statistical Division %	Number	%	Sydney Statistical Division %
Lowest Group: \$0 - \$25,480	13,134	27.5	25.0	13,146	32.0	25.0
Medium Lowest: \$25,481 - \$46,488	10,599	22.2	25.0	9,835	24.0	25.0
Medium Highest: \$46,489 - \$87,724	10,685	22.4	25.0	8,535	20.8	25.0
Highest Group: \$87,724 and over	13,260	27.8	25.0	9,526	23.2	25.0
Total	47,677	100.0	25.0	41,043	100.0	100.0

Public Housing (NSW Department of Housing across the LGA)

Across the LGA, Glebe, Redfern, and Waterloo had the highest number of State Housing Authority Dwellings in 2001 with 1,205, 1,256 and 2,025 respectively. Redfern’s SHA dwellings decreased by 17.4% since 1996, but Waterloo’s increased by 5.8%. Other areas in the LGA with high numbers of SHA dwellings were: Darlinghurst (943) and Rosebery (628). The suburb with the greatest change in number was Pyrmont with a 49.2% increase to 176 dwellings.

¹⁴ profile.id, City of Sydney Council Community Profile

2.2 Workforce Population

High Employment Growth

In 2001, there were a total of 360,165 workers in the CoS and 260,000 worked within the former City of Sydney LGA. This includes growth of nearly 30,000 workers, or 12% since 1997¹⁵. Over the past five years there has been a slightly greater rate of employment growth in the CBD's fringe areas (Ultimo, Pyrmont, Surry Hills, Walsh Bay, and The Rocks) than in the CBD. Significant employment growth has occurred over the past five years in the centre of the CBD, on the western fringe of the CBD towards Darling Harbour, and in the Pyrmont peninsula. Areas such as Ultimo, Surry Hills and the southern CBD (near Hyde Park) have experienced employment decline in the past five years, due mainly to the conversion of employment land uses for residential purposes.

According to City of Sydney internal research, by 2021 there are expected to be 400,757 workers across the City of Sydney, an increase of 41,952 workers, or 11.5%. Table 6 below provides estimates of employment numbers for the City of Sydney LGA for the period from 2001 to 2031. It should be noted that these are interim results from internal research at the City of Sydney. However, it is unlikely that the final results will change significantly from the results presented here. Broadly, the results are based on "business as usual", and lie within a range reflecting a high-growth scenario (which may add a further 20,000 jobs in total) and a low-growth constrained scenario (which might reduce the total by about 15,000 jobs).

Table 6 Workforce Population Projections¹⁶

Area	2001	2006	2011	2016	2021	2026	2031
East(27A &28C)	34,824	34,005	34,408	34,410	33,561	33,094	32,578
South(27B &27C)	41,123	43,487	46,177	48,775	48,856	49,942	49,912
West(27D & 28D)	24,194	23,117	23,566	23,500	23,241	22,801	22,110
Total East/South/ West	100,141	100,609	104,151	106,385	105,658	105,837	104,600
CBD/Pyrmont/U ltimo(28A&28B)	260,024	269,255	280,702	290,523	295,099	297,217	298,131
TOTAL	360,165	369,864	384,853	396,908	400,757	403,054	402,731

* Workforce population projections were not available by area but by four regions within the City of Sydney. Areas within each region are shown in the Table above.

¹⁵ 2001 Floor Space and Employment Survey City of Sydney Local Government Area Summary Report. Policy Unit, City Development & Projects, City of Sydney.

¹⁶ City of Sydney Internal Research September 2005

City of Sydney Worker Statistics 2001

The following key statistics in Table 7 below apply to workers in the City of Sydney LGA (the City). They are based on 2001 Census data and Journey to Work data adjusted for the new City boundaries. The majority of the City workers are aged between 25 and 39 years, which is a key age for parents of families with young children. The majority of workers drive or catch public transport into the City.

Table 7 Key Statistics City of Sydney Workers 2001¹⁷

	Number	Percent (%)
Summary		
Total Persons	347,946	100%
Australian Born	208,735	59.99%
Born Overseas	134,701	38.71
NESB	87,922	25.27
Age Structure		
15 to 24 years	55,501	15.95
25 to 39 years	161,664	46.46
40 to 54 years	101,920	29.29
55 to 64 years	24,398	7.01
65 years and over	4,465	1.28
Individual Income		
Neg/Nil to \$120	5,005	1.44
\$120 to \$499	56,727	16.3
\$500 to \$1499	211,736	60.85
\$1,500 or more	69,743	20.04
Journey to Work		
Car	127,381	36.61
Public transport	159,219	45.76
Bicycle	2,155	0.62
Walked	16,533	4.75
Worked at Home	4,134	1.19
Did not go to work	29,095	8.36

¹⁷ Profile.id, City of Sydney Council Community Profile, City of Sydney Council website

3 EXISTING LIBRARY FACILITIES

The City of Sydney currently has nine library facilities within its network plus one Library Link at Town Hall House and use of floor space for central library functions at Town Hall House, a total of 11 library facility spaces. In addition it provides a home library service for housebound residents. This section provides a physical audit of existing facilities, a map to show where they are located and also best practice guidelines for planning and building library facilities.

3.1 Audit of Existing City of Sydney Library Facilities

The following is a list of existing library facilities providing details of their Floor Area, age of building, and whether they are co-located with any other facilities or services of part of a multi-purpose facility.

Table 8 Audit of Existing Library Facilities in City of Sydney

	Library Address	Library Floor Area	Heritage of Current Library Facility	Co-location/Multi-purpose
Surry Hills/Redfern Area pop 2001: 31,786 pop 2021: 40,845				
1.	Surry Hills Library 405 Crown Street Surry Hills	254m2	Opened in 1957, refurbished in 2001 in 1950s brick building.	Co-located with Surry Hills Neighbourhood Centre and Surry Hills Occasional Care Centre
2.	Paddington Library 247 Oxford Street Paddington	532m2.	Located in Heritage Paddington Town Hall.	Co-located with Town Hall Function Space, 2 x community leasing tenants, and Cinema.
Green Square Area pop 2001: 3,335 pop 2021: 22,377				
3.	Waterloo Library 770 Elizabeth Street Waterloo	450m2	Established in 1972 in the Heritage Waterloo Town Hall building.	Currently co-located with Flat and Two rooms leased to two tenants.
Newtown/Erskineville Area pop 2001: 15,556 pop 2021: 25,182				
4.	Newtown Library 8-10 Brown Street Newtown Women’s Library Back of 8-10 Brown Street	656m2 (total facility space inc. Women’s Library)	Library opened in 1986 in a heritage building the “Salvation Army Citadel” originally built in 1883. The Women’s Library is not operated by Council but is leased to a community group under Council’s Accommodation Grants program.	Co-located with community meeting room and Women’s Library located behind Newtown Library.

	Library Address	Library Floor Area	Heritage of Current Library Facility	Co-location/Multi-purpose
City Centre Area pop 2001: 19,910 pop 2021: 43,807				
5.	Customs House Library 31 Alfred Street Circular Quay	4270m2	Built in 1887, library built and opened in June 2005.	Co-located with retail services.
6.	Haymarket 744 George Street Sydney	300m2	Building, Haymarket Chambers was built in 1875. Haymarket Library was opened in 1992.	No co-location
7.	Town Hall Library Link, Town Hall House, City	100m2	Built in 2005 on the ground level of Town Hall House.	Co-located within Council's CBD offices and retail service.
Pyrmont/Ultimo Area pop 2001: 10,949 pop: 2021: 15,739				
8.	Ultimo Library Level 1, Ultimo Community Centre, 40 William Henry Street Ultimo Jesse Street Women's Library Level 1, Ultimo Community Centre	680m2 (this includes 170m2 for the Jesse Street Women's Library that has moved from Town Hall House)	The Library opened in 1996 as part of the new Ultimo Community Centre. Jesse Street Women's Library moved from Town Hall House to Ultimo Community Centre in October 2005. This Library is not operated by Council but is leased under the City's Accommodation Grants Program.	Co-located with Ultimo Community Centre and Jesse Street Library.
City East Area pop 2001: 23,479 pop 2021: 29,436				
9.	Kings Cross Library 50-52 Darlinghurst Rd Kings Cross	622m2	Opened in December 2004 in refurbished premises.	Co-located with Neighbourhood Service Centre.
Glebe/Camperdown Area pop 2001: 20,242 pop 2021: 27,475				
10.	Glebe Library 186 Glebe Point Rd (cnr Wigram Rd) Glebe	500m2	Branch Library opened in mid 1950s, refurbished in April 1997 consisting of a new structure added to Benedi House constructed in the 1900s.	Co-located with Older Person's activity centre.

Central Library Functions				
11.	Town Hall House (Central library admin functions)	200m ²	Central Library functions & stack.	Co-located within Council's CBD offices – this is where central library functions, book sorting and distribution occurs.
	TOTAL FLOOR AREA – Library Network	8,564m²		

Library Links

Library Links provide a convenient way for City of Sydney library members to request and borrow from the 500,000 items held at the other library branches. Books from any of the branches within the City of Sydney Library Network are available to be collected from the Library Link on request (you can email Council to request a transfer). The City currently has one Library Link on Level 1, Town Hall House. At 100m² it serves as a loan return and collection point and provides a substantial paperback collection, Internet access for members, catalogue access, a phone to get "help" from a library staff member and a casual reading lounge adjacent to the Town Hall House café. Town Hall House Library Link has an after-hours chute on level 2 at Town Hall House remains open 24 hours a day, 7 days a week. The Library Link is not staffed.

The Library Link has a generous lounge area, reading tables and is co-located near a café. Town Hall House Library Link should be considered a best practice example of a library link facility.

Library Links are extremely useful facilities in areas that are not located within walking distance from a local library but do not warrant the building of a new library. They can facilitate access to library services for communities with growing numbers of residents (for example Erskineville). Library Links are best co-located with existing City of Sydney community facilities for personal safety of users, provision of assistance for users, and security of books/collection items on loan and Council's computer equipment.

3.2 Other Libraries within the City of Sydney

Part of a Larger City Library System

The City of Sydney Library Network does not operate in isolation in provision of library services for residents, workers and visitors to the City of Sydney. The City's Library network is part of a larger city-based library system, within which there are an additional 27 specialist libraries that users can access. A full list of the 27 additional libraries within the City of Sydney library system are attached Appendix 1. Some of these libraries charge a fee for use of their services.

Libraries within this system include significant libraries with comprehensive collections such as the State Library of NSW, Australian National Maritime Museum, University of Technology Sydney, and the University of Sydney Library.

As they are a part of this library system, residents, workers and visitors to the City have access to a much larger variety of public and specialist libraries than residents, workers and visitors in most other local government areas in NSW. This should be considered in the context of the City's provision of library facilities and services.

3.3 Best Practice Library Facilities

Libraries are a focal point for the community – a place where groups and individuals will meet discuss, listen and learn. The library building also serves as an important civic function both in terms of the service it provides and the impression it creates. A library should be expressive of its community. It must relate to the people it serves in an inviting, non-institutional and welcoming way¹⁸. By applying best practice principles for design, planning and building of libraries, the City can work toward achieving the goal of multipurpose, flexible and welcoming library facilities for all community members.

Principles for the Location, Design, and Management of Library Facilities

The following best practice principles are based on the principles detailed in the Green Square Community Facilities S94 Paper 2002 and the Draft South Sydney City Council Community Facility Plan 2002.

1. Access

Libraries will be located and designed to ensure equitable access for all people in the City of Sydney community, including people with a disability and people with prams. Where possible, libraries will be accessible by public transport, pedestrian and bike paths, be accessible through active ground level frontages that integrate with the public domain, centrally located in areas with retail and other active uses, identifiable by users of the service, and be visually appropriate with adequate signage.

2. Equity and Diversity

The location, design and provision of library facilities in the City of Sydney will recognise and respect the social, economic and cultural diversity of residents and workers in the City. Libraries will provide safe spaces for people of the diverse community to interact.

3. Consultation and Collaboration

Fair, open, and participatory processes will be used in planning and management of libraries. Active involvement of community members and community organisations will be encouraged in planning, development and review processes.

4. Safety

¹⁸ State Library of NSW, Nesbitt, Heather, Draft People Places: A Guide for Public Library Buildings in New South Wales, 2005

Community safety issues will be considered in location design and management of library facilities. Active and passive methods of maximising safety will be applied.

5. Flexibility and Innovation

Library facility design and management will recognise that communities and their needs are dynamic and constantly undergoing change. Facility design will be sufficiently robust and flexible to provide opportunities for adapting facilities to meet changing needs and populations.

6. Sustainability

The provision of library facilities and amenities will contribute to a diverse, healthy and safe community and a livable City. Library facility design and planning will incorporate environmental sustainability principles and practices. Library facilities will also facilitate social and economic sustainability and ensure facilities are financially viable through partnerships, shared use and minimisation of ongoing costs.

7. Amenity and Compatibility

Libraries will be functional, people-oriented, user friendly, welcoming and attractive.

8. Integration

Library facilities should be multipurpose and provide opportunities and spaces for multiple activities and programs. For new facilities, the clustering or co-location of facilities and shared use will be encouraged.

Library Council of NSW Standards

Best Practice standards for library facilities are also provided in the Library Council of NSW's publication *People Places: A Guide for Public Library Buildings in New South Wales (Draft 2005)*. The following best practice library facilities are taken from this document.

Site Criteria for a Public Library

The following are site criteria 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
- 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.

New Building or Refurbishment?

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 buildings as a library can have a substantial impact on the initial capital cost, the end costs and running costs, and can have a substantial impact on the future development of the library, and future services to be provided. Issues to consider are:

- Provision for mechanical and electrical services in existing buildings particularly those with heritage significance
- Flexibility, adaptability and expansion capability for future modifications
- Fire upgrades, and compliance with the Building Code of Australia
- Maintenance and running costs
- Cabling to accommodate local technology plan requirements
- Floor loading able to hold significant collection weights
- Access particularly for people with a disability or limited mobility.

Minimum Recommended Size for a Library

Consideration should also be given to the minimum recommended size for a public library building of 139m² gross floor area¹⁹. It is important to note that a library of this size is only likely to accommodate a collection of 4,400 books, 20 periodicals, 200 audio-visuals and two OPACs. The remaining half of this net area (ie, 58 m²) would need to be available for reading/study area, borrowing, resources and staff work area.

Flexible and Multi-Functional Buildings

Design, layout and service requirements change so rapidly that flexibility must be designed and built into a new building. In assessing the needs and service provision for a community, population growth and future service requirements may require additional space or provision for expansion that must be accommodated as part of the conceptual and building design. According to the Library Council of NSW's *People Places: A Guild to Public Library Buildings in new South Wales* (Draft 2005), the following issues should be considered:

- Non-load bearing walls or demountable partitions can be removed or relocated within the building with minimal disruption to the building structure and services
- Maximise lighting flexibility by providing a high level of general lighting throughout the space
- The reticulation or mechanical and electrical services should be planned to accommodate change.
- When planning for future extensions, it is important to identify specific locations as part of the design process.
- Provision can be made for future subdivision or subletting of the space.

¹⁹ Library Council of NSW, 2005, p.24

Order, Orientation and Functionality

A simply laid out library where the relationship and access between spaces is clear and logical will be easier to use. Equally, the set out of the shelving should be clear and logical.

Accessibility and Mobility

A library must be open and accessible to the whole community. This means designing a building that promotes equality for the young and old, pedestrians with prams and people with disability. The following issues all require attention:

- Layout: a single level library is desirable, although a well located lift is good in multi-level buildings
- Access and Approach: the entry and all parts of the library should be barrier free
- 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.
- Car parking: provide specially marked car parking spaces for people with disabilities close to the entry.
- Mobility: aisle widths and corridors must accommodate wheelchairs, prams, motorised scooters etc.
- Furniture and Equipment: should be comfortable and full accessible
- Floor coverings: provide non-slip surfaces
- Communication: Clear external and internal signage, tactile indicators and hearing loops.
- Shelving: provide shelving at the appropriate height and reach for all users.

4 NEEDS ASSESSMENT – FACILITIES

The following chapter provides a needs assessment for library facilities across the LGA based on needs identified by residents, assessment of existing facilities, and using population-based benchmarking.

4.1 Resident Needs – Surveys with Residents

The following is a summary of consultation with residents, in relation to library facilities, that has been completed through the Lunn Reports.

Community infrastructure that maximises access for the whole community through inviting and accessible community space was a key outcome identified in the consultation. Library space needs to be appropriate and flexible enough to support identified service needs and remain relevant as needs change.

Consultation with residents showed a general dissatisfaction with the public amenity and size of libraries in the southern network (see table 9 below). However, the locality of the libraries showed higher satisfaction.

Importance of Physical Features

Residents rated comfortable surrounds, quiet areas, and areas where art/cultural or recreational activities can take place as the most important physical features of libraries.

Table 9 Importance of Physical Features of a Library

Physical Features	Library Users (Weighted average)	Library non-users (weighted average)	Total sample (weighted average)
Comfortable Surrounds (eg. Chairs for reading)	1.8	1.7	1.8
Quiet areas (eg. Study areas)	1.8	1.6	1.7
Open Spaces - meeting places	2.8	2.8	2.8
Children's play area	2.7	2.9	2.8
Youth/young people area	2.7	2.8	2.7
Meeting Rooms	3.0	3.0	3.0
Areas where art/cultural or recreational activities can take place	2.4	2.4	2.4

* The closer the weighted average is to 1, the more important the option.

Importance of Locality

Residents rated near to public transport, located in a safe area, and within walking distance from residential areas as the most important locality features of libraries.

Table 10 Importance of Library Locality

Physical Features	Library Users (Weighted average)	Library non-users (weighted average)	Total sample (weighted average)
Near to public transport eg. Rail and Bus	1.5	1.4	1.4
Near/or in shopping centre	2.8	2.8	2.8
Access to adequate parking	2.2	1.8	2.0
Near to parks and open spaces	3.0	3.1	3.0
Proximity to cafes/restaurants	2.9	3.0	3.0
Near to schools	2.3	2.3	1.9
Within walking distance from residential areas	1.8	2.0	1.9
Located in a safe area with good lighting	1.5	1.4	1.5

* The closer the weighted average is to 1, the more important the option.

Satisfaction with Library Buildings – Southern Network

In the southern network residents showed a higher “average” or “dissatisfied” rating for library facilities with access to parking, size of library and public amenities rating the lowest satisfaction level. However, the location of libraries rated well with 94.1% of residents surveyed being very satisfied or satisfied.

Table 11 Satisfaction with Southern Network Library Buildings

Service Area	Very Satisfied	Satisfied	Average	Dissatisfied	Very Dissatisfied	Weighted ave.
Location of Library	60.0	34.1	4.4	1.5	0.0	1.47
Size of Library	18.4	42.6	25.0	11.0	2.9	2.38
Access to Parking	5.6	26.2	47.7	11.2	9.3	2.93
Public Amenities	20.0	50.0	24.2	2.5	3.3	2.19
Signage	18.9	51.5	22.7	4.5	2.3	2.20

* The closer the weighted average is to 1, the higher the satisfaction level.

4.2 Assessment of Existing City of Sydney Library Facilities

An assessment of Council’s nine library facilities (not including Town Hall Library Link and central library function office space in Town Hall House) in relation to best practice standards, size of libraries, their current condition and whether they have the physical capacity to expand in their current location is provided in Table 11 (overpage). In summary, all libraries in the southern network are undersize, located in inflexible buildings (that are not purpose-built) and in need of space reallocation and expansion. All libraries across the City are located close to public transport, and are located within walking distance of residents within their catchment.

Table 12 Assessment of Existing Facilities

	Proximity to Public Transport	Physical Accessibility	Location	Size and layout of Facility	Capacity to Expand
Surry Hills Library	Yes – Bus. 15 minute walk to Central Station.	Ramp No Sliding Doors. One storey	Well located Close to shops and services	At 254m2 this is very small for the area. Severely constrained by space. Limited reading/study/exhibition space	Yes. Already in 2005/6 Capital Works Budget
Paddington Library	Yes – Bus. Not near train.	Ramp. No sliding doors. One Storey	Close to shops and services on busy Oxford Street.	532 m2 of a 1420m2 Town Hall building. Sufficient for catchment.	No
Waterloo Library	Yes – Bus. Approx. 10 min. walk to train.	Ramp. Lift. Automated doors.	Not near town centres.	The library occupies only 450m2. Services are provided on two levels. Location of service point if unwelcoming and library needs to be redesigned. Not welcoming particularly for young people, children and Indigenous community members.	Yes. There is an opportunity to expand the library to use the additional existing space and remodel the library to provide a community lounge room and Indigenous Knowledge Centre. There is also potential for expansion through the creation of additional floor space at the rear of the building.
Newtown Library	Yes – Bus and Train	Ramp. Lift. Automated doors	Yes	Although the Town Hall is 656m2 the library is only 400m2 and is critically undersized and requires extension. Insufficient for catchment. Review layout and building design to incorporate meeting room and also use of Women’s Library space.	Yes. This could be accommodated through reallocation of space for library use and building modification. Options for remodelling of space (including women’s library and meeting room space) should be investigated to provide a Community Lounge

					Room concept. A new site for the Newtown library should also be investigated given the constraints of the current site.
Customs House Library	Yes – Bus and Train	Ramp, Automated doors, Lift.	Yes – near retail and services.	At 4,270m ² this is the largest library in the LGA. It has recently been refurbished and completed.	No requirement to expand.
Haymarket	Yes – Bus	Street level, automated doors, lift	Yes – near retail and services.	Only 300m ² located over 3 floors. Newly redesigned but constrained by the heritage building it is located in.	No room to expand. The constraints of the current site result in the potential future need to relocate.
Ultimo	Yes - Bus	On second floor – lift access and automatic doors.	No near retail or services, not visible.	The library is 510m ² and has limited exhibition space. Study rooms available elsewhere in facility. On second floor, not visible by users of facility or passers by.	Limited – but could expand into walkway around library. Redesign to maximise functional space recommended.
Kings Cross Library	Yes – Bus and Train	At Street Level, Lift, Automated Doors	Yes, central to retail and services.	622m ² a newly built library.	No room for expansion.
Glebe Library	Yes - Bus	At street level, one floor, automated doors.	Yes, near retail.	500m ² , this is a small library with a children’s focus and is constrained by size to service its large population. Small library with children’s focus.	Yes - Room to expand and extend library space.
Town Hall Library Link	Yes, Bus and Train	At street level, one floor and automated doors.	Yes, central CBD	100m ² with lounge and reading area.	No change required.

4.3 Comparisons with other LGAs

Table 13 below provides a comparison of the library floor space provided in two comparative Local Government Areas, Parramatta City Council and Sutherland Shire Council, based on 2001 worker and non-resident worker populations and current provision of libraries.

Table 13 Comparison with other LGAs

Local Government Area	Residents 2001	Workforce 2001 ²⁰	Total Libraries	Total current Library Floor Space	% Benchmark Standard Provision ²¹
Sutherland Shire Council*	202,158	55,000	1 Central 7 Branch	5,237m ²	60%
Parramatta City Council	143,143	45,000	1 Central 5 Branch	4,410m ²	71%
City of Sydney	129,175	360,165	Network of 9 libraries 1 library link Town Hall Floor space for Central Library function	8,564m ²	51%

*Sutherland Shire Council has plans to redevelop the existing Cronulla Library which is currently inadequate. The library floor space will be increased and the library will become part of a new community facility building.

City of Sydney provides more total library floor space than other comparable Councils, even though, based on 2001 Census, Council has a smaller resident population. However, the City's worker population of 360,165 requires it to provide a larger provision of library floor space than other Councils. City of Sydney is also part of a larger library system that includes the State Library of NSW, University of Technology and University of Sydney that residents, workers and visitors can access.

4.4 Floor Space Needs – Population-based Benchmarking

Population-based benchmarks, often referred to as the library catchment, assume that users primarily use their closest library. This benchmarking is based on the size of the current and future resident and non-resident worker populations who are likely to use or have access to a new/expanded library. Consideration is given to the future size and distribution of the non-resident workforce and its projected usage of library facilities because in the City of Sydney, particularly in the CBD and fringe areas, a library located in this area is likely to be used by employees working in the area who are not residents.

²⁰ Applying the assumption of 90% non-resident workers

²¹ Based on Library Council of NSW People Place: A guide to public library buildings in NSW population based benchmark standards. See Section 4.4.

To establish the required standard of floor space for the current and 2021 resident and worker populations, the benchmark formula of the NSW Council of Public Libraries *People Places: A Guide to Public Libraries in New South Wales 2005* is applied.

LGA-Wide Standard of Provision 2001

Based on population benchmarking standards, the current population of 129,175 residents and 324,149²² non-resident workers require a total library floor space of 16,628 m². Currently, 8,564m² is provided. The gap between current provision and benchmark standard provision is 8,064m².

LGA-Wide Standard of Provision 2021

Based on population benchmarking standards, the 2021 resident population of 211,195 and 2021 non-resident worker population of 361,582²³, require a total library floor space of 19,921m². Council currently provides 51% of standard library floor space provision. In order for the City to maintain its existing level of provision of library floor space, the City needs to provide an additional 5,792m² of library floor space by 2021.

Table 14 LGA-wide Population-based Standard of Provision

	Current Provision	Current Benchmark	2021 Benchmark	Current Council %	Benchmark Council provision 2021
Total LGA including CBD/Ultimo/Pymont	8,564m ²	16,628m ²	19,921m ²	51%	5,792m ²

Inequitable Provision across the City

An analysis of the geographic distribution of library facilities across the LGA (using the four regions East, South, West and CBD/Ultimo/Pymont), demonstrates a high level of inequity (there is also at present a high level of inequity of the size and condition library facilities across the LGA).

Analysis of benchmark floor space requirements across four city regions, it is evident that library floor space is inequitably distributed across the LGA with residents and workers in the South, East and West of the City receiving only 35% of the LGA's total library floor space. This inequity can be addressed through the review of the Section 94 Contributions Plan (Draft due October 2005).

²² Assuming 90% of workers are non-resident workers.

²³ As above

Table 15 Resident and Worker Population 2001 – 2021 by Region

	Resident 2001	Resident 2021	Worker 2001	Worker 2021
East (27A & 28C)	55,265	70,281	34,824	33,561
South (27B & 27C)	7,253	28,711	43,038	56,076
West (27D & 28D)	35,798	52,567	22,279	21,552
Total East/South/West	98,316	151,559	100,141	111,189
CBD/Pyrmont/Ultimo (28A & 28B)	30,859	59,546	260,024	295,592
TOTAL LGA	129,175	211,195	360,165	406,781

Levying of Section 94 Contributions

Councils are able to collect contributions from developers under Section 94 of the *Environmental Planning and Assessment Act 1979* (as amended 2005), to provide public amenities, facilities and works (including libraries) which will be required as a consequence of their development. In order to levy contributions there must be a nexus established between the proposed development and the public amenities, facilities or works for which a contribution is required.

The City is currently reviewing its S94 Contributions Plan that covers all parts of the LGA (East, South, and West), except Ultimo/Pyrmont (which is administered by the Ultimo/Pyrmont Section 94 Contributions Plan 1994) and the City Centre (the City levies for developer contributions for the City Centre under Section 61 of the *City of Sydney Act*).

Section 94 can only be levied for new/redeveloped library facilities in the East, South, and West of the LGA to the existing standard of provision which is 57% as demonstrated in Table 16 below.

Table 16 East/West/South Standard of Provision

	Current Provision	Current Benchmark Standard	2021 Benchmark Standard	Current Council %	Benchmark Council provision 2021
Total East/West/South	3,014m ²	7,527m ²	8,996m ²	51%	4,587m ²

(excluding CBD/Ultimo/Pyrmont)					
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4.5 Summary of Additional Floor Space Required

Across the entire LGA, the City currently provides 51% of the standard population-based benchmark library floor space. **Based on the identified gap in library floor space in 2021 the LGA needs an additional 5,792m²** of library floor space over the next 10-15 years to meet standards set by the Library Council of NSW.

Council can **levy for Section 94 funding for 4,587m²** of library floor space required in the East, South, and West of the LGA (based on current provision of 51% of standard floor space required).

4.6 Strategic Facility Planning

Based on the facility needs analysis there is a need for the additional 5,792m² of additional floor space, most significantly in the South and West of the LGA. Strategic analysis of locality opportunities has identified approximately 4,500m² of additional library floor space across the LGA. These opportunities are detailed below.

New Facilities Required

1. Green Square

Green Square is a significant urban renewal area in the south of the LGA, incorporating the suburbs of Zetland, Beaconsfield, and parts of Waterloo, Alexandria and Rosebery. It is estimated that the redevelopment that has occurred at June 2004 has doubled the population of Green Square (from 4,752 in 2001). Further significant growth in the resident and workforce populations is projected, with the resident population increasing more than 22,000 by 2021. Demographic analyses indicate that the population will remain relatively young (including approximately 3,000 young people aged 10-24 together with below school age and school age children), in the short to medium term. There is anecdotal evidence that the communities of Green Square will include continue to be culturally diverse (with residents born in China, Hong Kong and Indonesia), and this cultural diversity should continue to be reflected in the future facilities planning for Green Square.

A significant opportunity exists with renewal of Green Square and the development of the Green Square town centre, for the City to provide a multi-purpose community centre including a new library. The creation of this new library can provide a library resources and services that can adapt and meet the challenges of the 21st century through use of cutting edge technologies, multi-media equipment and services and exciting programming for diverse communities.

The *Green Square Community Facilities S94 Paper* (2002) has established the need for a library of at least 2,100 sq m as part of a 6,200 sq m multipurpose library, cultural and

community facility.²⁴ The community facilities requirements for Green Square have been incorporated into the *South Sydney Section 94 Contributions Plan (2003)*, and Council is levying developer contributions to fund part of the Green Square community facilities costs.

Community facilities planning for Green Square, applying best practice principles, indicates that the library should be collocated within a multipurpose community centre (of approximately 6200m²), that provides library, cultural and community facilities for Green Square and southern City of Sydney residents and workers. The library will provide a range of functions including study, learning, research, access to books, media and IT, reading rooms, community education/seminars, information services, and areas for relaxation, play and leisure.

Applying best practice location and design principles, establishes that the library and community facility should be located in the Green Square town centre, if possible on the ground floor, fronting the public plaza, be connected to open space for ease of use by users (including children, and people with a disability), and to provide activation to the public domain space. The library and community facility should be in a purpose built civic building, with large floor areas to minimise staffing costs and maximise flexibility. Market research undertaken in the two Dr Lunn Reports also indicated that good location influenced over 80% of users, confirming the planning for the multipurpose community facility in the Green Square town centre.

The Green Square Town Centre LEP has been amended to include social planning elements. One of the objectives of the LEP (Division 2A) is:
(d) to promote the vitality of the public domain by providing cultural expression and the location of active retail, food and beverage, entertainment uses and provide community and cultural facilities at ground level, particularly to the edges of the new public town square.

The provision of an adequate library in Green Square, will go a substantial way to addressing the lacking and inadequate library service provision in the Southern area of the City of Sydney (library facilities will be equitably located across the LGA). The further planning (public domain and built form, through the drafting of a development control plan), for the Green Square town centre should incorporate specific planning for the multipurpose community facility including the library. This further planning should apply the best practice location and design principles delineated above.

2. Redfern/Chippendale

With the redevelopment proposed by the Redfern/Waterloo Authority, the Eveleigh Railyards redevelopment, the redevelopment of the CUB site and the significant increase in residents in the West of the LGA (35,798 to 52,567 residents in 2021) a new library is recommended for the Redfern/Chippendale area. This area already has significant community needs in relation to community development, literacy and education, families, children and young people, and will go through rapid demographic changes over the next

²⁴ The Green Square Community Facilities S94 Paper (Draft) p46

ten years. There is opportunity to work with the Redfern Community Centre on projects for the area, and to give the new library a youth and cultural focus, through possible co-location with the Pine Street Creative Arts Centre. The City has identified that Pine Street Creative Arts Centre in Chippendale has the potential to become a multi-purpose community facility with a library, arts and cultural centre, and outdoor space. Another option is the location of this facility on the redeveloped Carlton United Breweries site.

Augmented Facilities

Although many of the libraries in the City's north have recently been renovated (new Library at Customs House, new library in Kings Cross, redesigned Haymarket Library) many of the libraries in the City's south are old and inadequate for increasing and changing community members (in particular, Surry Hills, Waterloo and Newtown). With the exception of Paddington Library, all facilities will need to be upgraded in the short to medium term (5-10 years) and Surry Hills requires urgent replacement. Space allocations are well below standards identified by the Library Council of NSW²⁵. The following facility needs should be addressed in Council's future capital works program:

1. Surry Hills Library

Council resolved in September 2004 to construct a new Library at Surry Hills to replace the existing library which is old and well below adequate floor size (only 254m²) for the catchment area. Projected completion time is estimated to be 2007/8. Concept designs have the library floor space at 680m² and there is also general community facility space co-located with the library.

2. Waterloo Library

Waterloo Library is cramped and programming is limited by lack of space. Concepts have been developed for the re-allocation of space at Waterloo Library and there is an opportunity in the short-term to remodel the services to provide a community lounge room and provide a more attractive destination point for the community. Longer-term, an extension will be required if the existing location is to become a multipurpose community facility for the area. This area is a particularly disadvantaged community with an Indigenous population of 8.0%. The opportunity exists for Council to include an Indigenous Knowledge Centre as part of the Library. The library does not occupy all floor space in the buildings, (the library only occupies 450m²). There is opportunity to build additional space at the rear of the facility that could be allocated for community office space (which is needed in the area²⁶) and general community space, increasing the facility floor area to 850m².

3. Newtown Library

Newtown Library is also critically undersized and requires redesign of existing space. The library could be extended through re-allocation of space used by the library, meeting room, outdoor space, and the Women's Library. Options for the remodelling of the existing space to provide a community lounge room concept should also be investigated in the short term.

²⁵ People Places – A Guide for Public Library Buildings in NSW. Library Council of NSW 2005

²⁶ Draft South Sydney City Council Community Facilities Plan 2004

4. Glebe Library

The current library space at Glebe is below the standards set by the Library Council of NSW and has limited exhibition, study and programming space. The Glebe/Camperdown community is expected to increase from 20,242 residents in 2001 to 27,476 in 2021.

5. Ultimo Library

The current library space at Ultimo is small and there is an opportunity to expand the space through redesign to incorporate of the entrance and foyer area (currently unused), as part of the functional library floor space adding an additional 100m² to the library.

Library Links

1. Erskineville/Ashmore

A Library Link is recommended for the Erskineville/Ashmore area, as a result of the significant population growth, including the redevelopment of the Ashmore Estate. Even with the addition of a library in Redfern/Chippendale and augmented facility at Newtown, suburbs such as Erskineville and Alexandria, which will be experiencing rapid residential growth, are not located within 400metres walking distance from a local library and are located within a part of the City that has well-below standard allocation of library floor space. The residential population of the Newtown/Erskineville area is expected to increase from 15,556m² to 25,191 in 2021.

5. Summary of Library Facility Needs

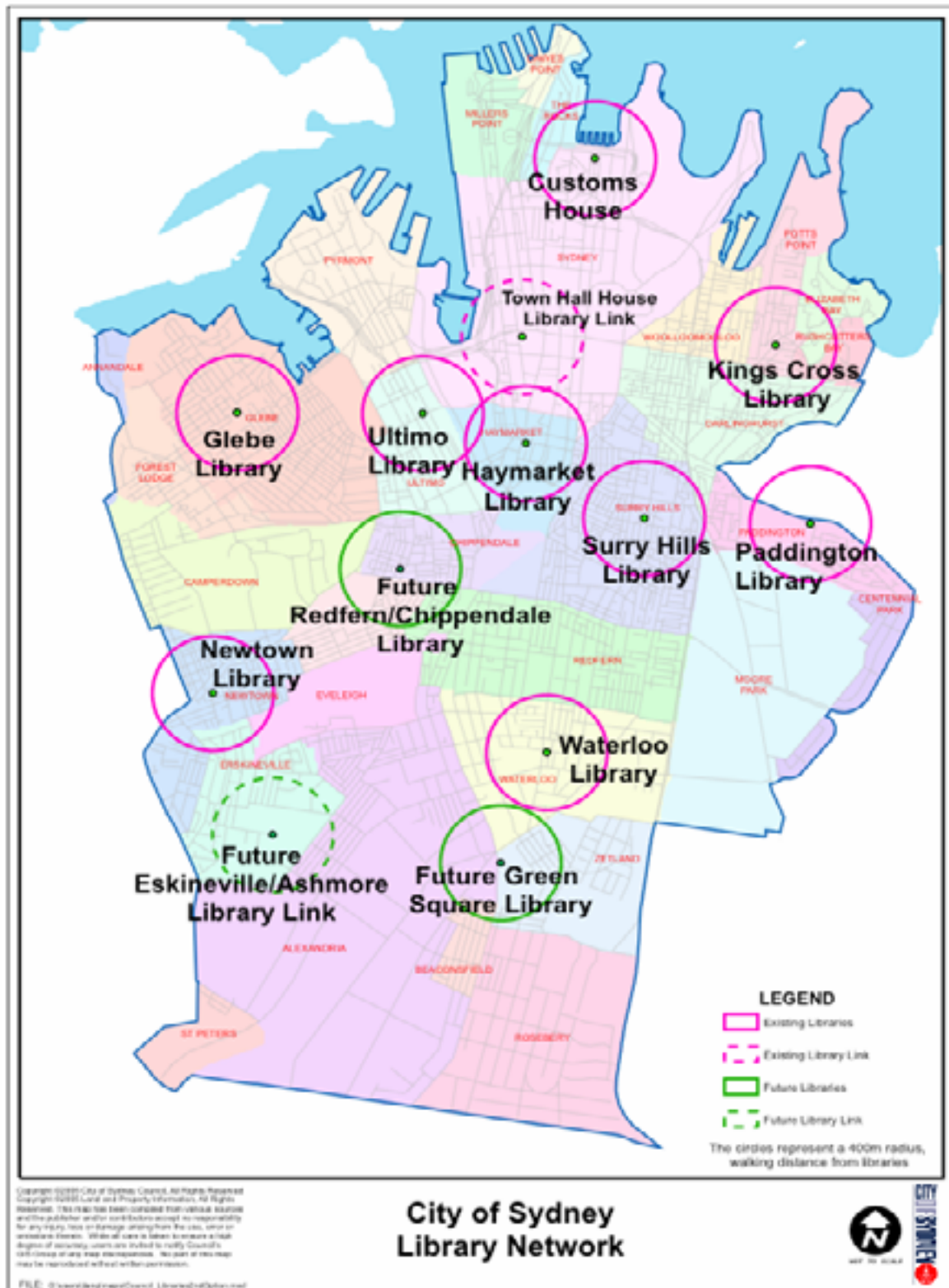
Multiple indicators signal that the increases in both resident and worker populations across the LGA will have significant impacts in terms of increased demand for library facilities and services, together with other services and infrastructure. Based on analysis of demand for library services using identified, normative, comparative, and population-benchmarking indicators, the following is a summary of library facility needs across the LGA. Strategic analysis of locality opportunities has identified approximately 4,500m² of additional library floor space across the LGA as detailed in Table 16 overpage. A map is also included on page 35 showing the location of all existing and future libraries for the City of Sydney to 2021.

Table 17 Summary Table – Library Facility Needs 2021

Area	Extend/New	Current Floor Area	Add. Floor Space	Proposed Floor Area	Facility Needs
Green Square Library	New Library	-	2,500m2	2,500m2	Study, research, and learning centre. IT access and information services. Books and media Toy library Local histories space Space for relaxation, play, reading and leisure. Multicultural focus. Co-located within a 6,200m2 multi-purpose community centre.
Redfern/Chippendale	New Library	-	600m2	600m2	Community library with focus on literacy, education, children and youth. Flexible and open facility welcoming to community members.
Waterloo Library	Augment Existing Library.	450m2	400m2	850m2	Indigenous Knowledge Centre. Remodel to make ground floor a Community Lounge Room with youth and children's space. Potential to provide community office space on-site through building and additional floor at the rear of the building.
Surry Hills Library	Augment Existing Library	254m2	426m2	680m2	Exhibition space, arts, cultural space and families and children space. Co-located with general community space including meeting rooms and program space.
Newtown Library	Augment Existing Library	656m2	50m2	706m2	Community Lounge Room concept with reallocation of space and building modification to include meeting room space and Women's Library space as part of one library facility.
Glebe Library	Augment Existing Facility	500m2	200m2	700m2	Children and Families, Community Hub, Exhibition Space.
Ultimo Library (inc. Jesse Street Library Space)	Augment Existing Facility	680m2	100m2	780m2	Study and Exhibition space.
Paddington	No Change	532m2	-	532m2	Review agreement with Woollahra Council.
Customs House	No Change	4,270m2	-	4,270m2	No change
Kings Cross	No change	622m2	-	622m2	No Change
Haymarket	No change	300m2	-	300m2	No Change

Area	Extend/New	Current Floor Area	Add. Floor Space	Proposed Floor Area	Facility Needs
Town Hall House Library Link	No change	100m2	-	100m2	No change
Town Hall House (Admin)	Increase	200m2	200m2	200m2	No change
Erskineville / Ashmore Library Link	New Library Link	-	100m2	100m2	Library Link co-located with Community facilities on Ashmore Estate
TOTAL		8,564m2	4,576m2	13,140m2	

Map 1 City of Sydney Library Network 2021



5 REVIEW OF EXISTING LIBRARY SERVICES

5.1 About the City of Sydney Library Network

The City of Sydney Library Network is a network of nine branch libraries as follows:

- Customs House, Circular Quay
- Haymarket
- Ultimo
- Glebe
- Kings Cross
- Surry Hills
- Waterloo
- Paddington
- Newtown

In addition to nine branch libraries, Council has a Library Link at Town Hall House which allows users to borrow books from any library within the Network, and central library functions operate from Level 3 Town Hall House.

This library network provides interloan services for all residents, workers and visitors to the City of Sydney. The City of Sydney Library Network has a common catalogue and loans system and members can request items from any branch to be delivered to the branch of their choice within 24 hours.

Use of Council Libraries

The City's Libraries are highly used and valued by residents, workers and visitors. In 2004²⁷ there were:

- 40,070 active library members using the City of Sydney library network
- 1,330,000 visitors per year (July 2004 to June 2005)
- 1,060,609 library loans
- 275,000 library inquiries.

In 2005 there were 78.51 full-time equivalent library staff.

5.2 Lunn Strategic Reviews

Dr Veronica Lunn was commissioned by the City of Sydney in 2003 and the former South Sydney City Council in 2004 to review the service delivery of the City of Sydney Library Network. The new model of service delivery identified in the two Veronica Lunn documents aims to create a world class library network capable of appropriately supporting the diverse range of City of Sydney community members through opportunities to learn, recreate and participate in broader community life.

Through the use of cutting edge technologies, exciting programming, enhanced collections and appropriate and flexible resourcing the Library Network will assist people

²⁷ City of Sydney Website,, 2005

in achieving their personal and professional goals; it will reach out to children and youth to stimulate their minds and provide a safe comfortable haven for those who have no particular purpose other than to avail themselves of an abundant world of printed and audio-visual mediums²⁸.

The potential of the library network is dependent on the development of strategic and operational plans to deliver a new model of service delivery. This will include implementation of a change management process to be initiated across the network, a resource review be undertaken as a matter of priority and the determination of suitable staff mix and staffing ratios to deliver services effectively.

5.3 Description of Current Branch Library Services

Table 18 below provides an overview of Council’s existing library services and their opening hours. **Appendix 2** provides a history of the development of library services in the City of Sydney.

Table 18 Description of Current Branch Library Services

	Library Address	Specialist Library Services	Opening Hours
1.	Surry Hills Library	Toy library and daily newspapers in English and Spanish.	M & W – 10amto7pm Tues, Thurs & F 10amto6pm Sat – 9amto4pm
2.	Paddington Library	Generalist community library with focus on children’s services.	M,T,W,T,F – 10amto 6pm Sat – 10amto4pm
3.	Waterloo Library	Generalist community library with Russian collection and Russian newspapers.	M, W, F – 10amto6pm T & T – 10amto7pm Sat – 9amto4pm
4.	Newtown Library	Generalist community library.	M & W – 10amto7pm T,T &F – 10amto6pm Sat – 9amto4pm Sun – 12pmtto4pm
5.	Customs House Library	The largest range of local and international newspapers in an Australian public library. 32 public access computers. A multimedia wall Exhibition and cultural programs in venue spaces.	M, T,W, T, F – 8amto7pm Sat – 10amto4pm Sun – 12pmtto4pm
6.	Haymarket	Largest Chinese language book collection of any Australian public library. Daily newspapers in English, Chinese and Vietnamese.	M to F – 8.30amto6pm Sat – 10amto1pm

²⁸ Lunn Consulting City of Sydney Library Service Strategic Directions Review September 2003

7. Ultimo	Generalist community library - Daily newspapers in English and Chinese are also available.	M to F – 11amto7pm Sat & Sun – 12pmtto4pm
8. Kings Cross Library	Generalist community library.	M to Thurs – 10amto7pm Friday – 10am to 6pm Sat – 9amto4pm Sun – 12pmtto4pm
9. Glebe Library	Generalist community library with children’s books and toy lending.	M & W – 9.30amto8pm T, T & F – 9.30amto5.30pm Sat – 9amto12pm
10 Town Hall House Library Link	Library Link - not staffed. Reading lounge, Internet access.	M – F – 8amto 5pm

* The City also has a Library Link on level 1 of Town Hall House.

5.4 Best Practice Library Services

Best Practice research has identified that libraries are playing a stronger role in the delivery of social planning and community development outcomes.

Trends and case studies in best practice library services show that increased community engagement is a critical success factor in library service provision across a range of target groups. Maximising technology and access opportunities and the development of innovative partnerships particularly in the area of connecting communities are recurrent themes in the literature. The development of community libraries tailored to meet the needs of local residents through specific collections and specialisations in areas of local interest is also an emerging theme in public libraries. There is certainly increasing emphasis on the development of libraries as community hubs that foster social development and engagement. Library services are also increasingly moving towards a distributed network model for service delivery with local and community libraries tailored to specific needs, and resource sharing across the network.

The following summary of best practice trends is taken from Dr Veronica Lunn’s City of Sydney Strategic Directions Review, September 2003.

Summary of Best Practice Trends

Recent research on key criteria for public libraries notes that our future public libraries must be buildings that:

- Provide a cultural hub and focal point for the community
- Are functional and multi-purpose accommodating a range of activities and uses
- Enable access to the latest in technology in a user-friendly manner

- Attract a wide range of users providing areas for relaxation, research, leisure and learning
- Are effective and efficient in the delivery of services
- Develop procedures to ensure that the changing needs of the community are met.²⁹

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.

Dr Lunn cites four case studies of libraries around the world as best practice. The following is a summary of these case studies.

Case Study 1 – Singapore Public Libraries – *Lifelong Learning*

Singapore Library Services has a strong focus on lifelong learning as a means of developing intellectual capital as the nation's primary export resource. Libraries have been identified as a critical success factor in the national strategy. The libraries have become community hubs and there is a strong emphasis on digital content and the virtual library.

Case Study 2 – United Kingdom – “Ideas Stores’ – *Accessible Libraries*

Several innovative partnerships and models of service delivery have been developed in the UK. In particular, “Ideas Stores”, new libraries in London's Tower Hamlets, a disadvantaged inner borough comprising most of London's East End. The “Stores” combine traditional library services with adult education, performance space, and child care and retail style in a dramatic new way. The buildings are carefully positioned in high-density shopping areas and marketed as “street corner universities”. They will aim to integrate library service better with a community that has traditionally shied away from them.

Case Study 3 – the North Lakes “Twenty First Century Library” – an evolving model of Best Practice in Australia - *Partnerships*

Since 2001, the Hornery Institute has been working with Pine Rivers Council (in South East Queensland) Lensworth and Lend Lease to determine the needs, to evolve a concept, and to design and deliver a facility known colloquially as the “North Lakes Centre”. The delivery partners who have been involved in the evolution of the concept include Education Queensland, the Department of Employment and Training, and Career Solutions. The positioning of the project has been informed by the growing recognition that levels of skill and information literacy will be the key variables in distinguishing between successful and failing communities. It has long been established that skilling and information literacy enables greater participation in society and reduces the burden of crime, poor health and social payments.

²⁹ Nesbitt, Heather, p.7

The vision for the library at North Lakes was evolved in collaboration with its key stakeholders, it is expressed as: "An experience that competes successfully for leisure time and contributes both to the development of individuals and their community."

Case Study 4: Richmond Library System The Library of the Future – The Library/Community Lounge Room Concept

Located in Vancouver, the Richmond Library has recently opened the Ironwood Branch, which is based on retail and marketing principles, with a strong focus on the customer. It incorporates into the design of the building the concepts of social space (as reflected in the "living room" and the need for high tech access to information. It caters for a 20% Chinese population and engaged that community in the design of parts of the building. It is approximately 1,115square metres and the library takes up the top level of a shopping complex and has developed strong links with retailers, particularly the coffee shop at the entrance to the library.

The library has a strong focus on the learning community and has 28 quiet study and 36 casual seats, 20 multi-media Learning Centre seats, 5 children's Discovery Stations with 10 seats, 6 adult digital reference workstations and 13 internet café stations. The Library also completes transactions for the Shire, many of these are done electronically from a Kiosk.

The concept of the **Community Lounge Room** is based on the premise that libraries can add significant value through the provision of opportunities for inter-action in smaller spaces providing a point of presence and a "just-in-time" service delivery. The concept of the lounge room is strongly underpinned by the belief that opportunities for interaction promote social cohesion and that partnering will provide the best opportunity to provide residents with a range of access opportunities. The concept is an integrated facility that maximises community inter-action. Most importantly, this model provides a movement away from the repository model of service delivery to a community based facility that serves a wider range of purposes than just narrow library service delivery.

The library space should be designed to promote social interaction. The "Living Room" concept in the library could be executed as a lounge/casual reading/meeting area in close proximity to the refreshments space.

6 NEEDS ASSESSMENT – SERVICE DELIVERY

This Chapter looks at the service delivery needs of library users by assessing surveys and community consultation undertaken by Dr Veronica Lunn and also key demographic trends and needs by area across the LGA.

6.1 Resident Needs – Survey Findings

A needs assessment of service delivery needs for the City of Sydney Library network was completed by Dr Veronica Lunn in her 2003 Report City of Sydney Library Service Strategic Directions Review September 2003 (Northern Library Network) and, in her 2004 Report City of Sydney Library – Southern Network, Service Delivery Review. To identify the most effective service delivery model across the library network, each of the library catchments were profiled through market research to consider both the demographic and preference information of the catchments.

Methodology

In order to gather feedback, a survey was conducted with residents in the Southern and Northern library network on their library usage and preferences of residents. A total of 400 telephone surveys were conducted in each Network with a breakdown of 200 library users and 200 library non-users. The sample size provides 95% confidence that the true population mean is within +/-5% of the survey result.

Key Findings

Across the entire LGA, Surveys with residents identified that a good collection of borrowing items, access to the Internet, browse newspapers/magazines, good customer service, a well located library, and comfortable and welcoming amenity were the key service delivery needs. Many residents also identified that lack of knowledge of the local library and poor signage were reasons why they did not use their local library.

Survey Findings Northern Library Network

Libraries within the Northern Library Network

Within the 2003 Report, the Northern Library Network included:

- Former Town Hall Library (this branch has now moved to Customs House)
- Haymarket Library
- Glebe Library
- Ultimo Library, and
- Kings Cross Library

The Northern Network includes the following Areas: City Centre (28A), Pyrmont-Ultimo (28B), City East (28C), part Glebe-Camperdown (28D). Resident users surveyed were from these areas.

Resident Users

1. Preferred Library

Customs House was not in operation when this research was undertaken. Kings Cross and Glebe libraries were used by 25.7% and 23.7% of residents. In terms of multiple library usage, almost 30% of resident users use at least two libraries. Interestingly, Ultimo catchment has the highest multiple usage with just over 70% of resident library users using more than one City of Sydney library. The next highest multiple usage is recorded by the Haymarket catchment (63.2%). A high proportion of resident users who use the Ultimo, Glebe and Kings Cross Libraries actually Prefer (and most regularly use) these libraries

2. Reason for Preferring Library

Good Location (80.6%) is the primary reason for preferring a particular City of Sydney Library branch, and of those indicating "Good Location" 97.6% indicated that Proximity to Home has why the library was preferred.

3. Library Usage Frequency

The most common library usage frequency is Once Per Month (31.2%), followed by every fortnight (22.5%), and a total of 91.0% of resident users use a public library at least Once every three months. In weighted average terms, the average frequency of public library usage by resident users is 7.0 weeks.

4. Reason for Library Usage

Borrowing Items (86.0%) is the most common reason for public library usage, followed by Using the Internet (35.6%) and Read/Browse magazines/newspapers (34.4%) and Reference books and Children's books were most common. Borrowing items is the primary reason for using a public library in each age grouping with this rate highest in the 45-64 years age bracket (90.3%). Predictably, using the Internet/Research is a more important reason in the 15-24 years age bracket (43.4%) than in other age groups as are study areas.

5. User Satisfaction

On average, resident users are most satisfied with the Location of Library (weighted average {w/a} of 4.2), Customer services (w/a of 4.1) and Help with finding information (w/a of 4.1). On average, resident users are least satisfied with Access to parking (w/a of 3.1). the Collection (eg. Books and videos) is rated midway between satisfied and very satisfied with a weighted average of 3.6.

Glebe Library has the highest overall satisfaction rating of any library (w/a 4.1) closely followed by Ultimo Library (4.0), Kings Cross Library (4.0) and Haymarket Library (3.9).

Resident Non-Users

1. Main Reason for Not Using A City of Sydney Library

Location (39.6%) was the main reason for not using a City of Sydney Library. The most common other reason was “did not know” where libraries are.

2. Use of Other Libraries

Almost 30% of resident non-users still use a library. The University of Sydney (27.0%) is the most commonly used library by resident non-users, followed by UTS Library (17.1%) and State Library (14.4%).

Non-Resident Users

Haymarket Library is used by 20.4% of City of Sydney library by non-resident users. Good Location (44.7%) is the most common reason for preferring a City of Sydney library branch, with Proximity to Home (45.6%) and Proximity to Work (26.7%) the most common reasons for use of a particular library.

Survey Findings Southern Library Network

The Southern Library Network includes:

- Surry Hills Library
- Paddington Library
- Newtown Library, and
- Waterloo Library.

The Southern Network includes the following areas: Surry Hills – Redfern (27A), Green Square (27B), Alexandria – Rosebery (27C), Newtown-Erskineville (27D). Resident users surveyed were from these areas.

Resident Library-Users

1. Preferred Library

Demand for the three main southern network libraries of Newtown, Surry Hills and Waterloo was relatively even. A third of library users (33.5%) use a library that is not in the Southern Library Network of the City of Sydney.

Table 19 **Currently used City of Sydney Libraries, Library Users**

Library	%Users
Newtown	24.5
Paddington	9.0
Surry Hills	23.0
Waterloo	22.5
Home Library Service	1.5
None (Library use outside the southern network)	33.5

* The cross boundary location of Paddington would have affected usage statistics (as many of these users may have used Woollahra library).

2. Reason for Library Preference

Good Location (81.9%) - close to home was the dominant reason for preferring a particular library branch. There was little variation between branch results, with proximity to work being relatively more important to Paddington users. Overall, 3.6% chose a library because it was close to work.

3. Library Usage Frequency

On average, southern network users visit libraries 2.1 times each month, or over 24 times per year. A high proportion of users (30.7%) indicated that they visited a library every fortnight, while 24.8% visited at least once a month.

The 24-44 age grouping of southern network library users recorded the lowest frequency of usage, only visiting a library 1.8 times per month, while those persons aged 18-24 years (2.5) and 65 years (3.1) and above both tended to use public libraries more often.

4. Reason for Using Library

The most common reasons for using a southern network library was *Borrowing items* (92.0%), while *Read / browse magazines / newspapers* (35.8%) and *Using Internet / Research* (17.5%) were also common reasons for residents to use public libraries. Younger age groups (42.9%) showed higher preference for internet/research

5. South Sydney Library Users – use of other libraries

Southern network users (138) were asked if they currently use other libraries, outside the southern network. Overall, 29.1% of southern network users indicated that they do use external libraries. The level of external library use was most common in the Paddington –Moore Park and Alexandria regions, while it was lowest in the Surry Hills region.

In terms of which external libraries were used by southern network library users, 13.1% indicated that they also use the University of Sydney library.

Of those using an external library as well, 51.3% of these users suggested that the *Quality of collection* was a reason why they used external libraries, while *Location* (38.5%) was also an important reason.

6. Satisfaction with Library Services

Table 20 Satisfaction Ratings by Key Service Areas, Southern Network Users

Service Area	Very Satisfied	Satisfied	Average	Dissatisfied	Very Dissatisfied	Weighted ave.
Collection	29.4	41.2	23.5	4.4	1.5	2.07
Customer Services	58.1	33.8	4.4	2.2	1.5	1.55
Access to Technology	17.4	40.5	37.2	3.3	1.7	2.31
Location of Library	60.0	34.1	4.4	1.5	0.0	1.47
Size of Library	18.4	42.6	25.0	11.0	2.9	2.38
Access to Parking	5.6	26.2	47.7	11.2	9.3	2.93
Opening Hours	25.2	56.3	14.1	3.7	0.7	1.99
Public Amenities	20.0	50.0	24.2	2.5	3.3	2.19
Atmosphere/Amenity	33.1	45.9	19.5	1.5	0.0	1.89
Signage	18.9	51.5	22.7	4.5	2.3	2.20
Help/Information	50.4	39.8	7.5	2.3	0.0	1.62

* The closer the weighted average is to 1, the higher the satisfaction rating.

Resident Non-users

Of residents who indicated that they did not use a southern network library (66.6% of the total sample), 37.1% responded *Other*, with many indicating that they used the Internet instead or they didn't have specific information about the library. 28.2% indicated *I don't have time*, while 18.3% indicated that they *buy books / magazines* instead.

A relatively low proportion of resident non-users indicated that they did not visit the library because of *Poor service*, *Poor opening hours* or because they *don't have transport*.

A significantly high proportion of older persons indicated that the reason why they don't use a southern network library was because they didn't have time, while a large proportion of younger persons (18 –24 year olds) use an academic library instead.

Southern network non-users were asked what would make them more likely to use one of the southern networks libraries - 23.4% suggested that *Good Location* would be a key influence, while 9.7% indicated that access to a specialist collection would be important. *Other* influences (57.6%) included increased access to information about the services the library provides, less personal time restraints and when the demand for specialised books arises.

In terms of knowledge of library locations, 53.2% of southern network non-users indicated that they knew where the nearest public library was, while 46.8% indicated either that they didn't know, or they were unsure of the library location.

Resident Users and Non-Users - Good Features of a Library

The most common response was Provide a good collection (78.3%), while Access to the Internet / Email (26.4%) and Easy to locate information (25.1) were also considered important features of a good library. Other features included comfortable surroundings, current information, good customer service and a quite atmosphere.

Comfortable surrounds and quiet areas were the most important physical features. Near to public transport and in a safe area were the most important locality features; and access to good range of resources and online services were important service features.

6.2 Resident Needs by Area

Table 21 below provides key socio-demographic trends (based on 2001 census) and associated library needs by Area across the LGA.

Table 21 Key Socio-demographic needs by Area

Area	Key Socio-demographic Trends	Library Service Needs
Surry Hills – Redfern (27A) Surry Hills, Redfern (including Redfern/Waterloo, Authority), Moore Park, Centennial Park, Paddington	<ul style="list-style-type: none"> • Mostly gentrified area with more advantaged, high income residents in Moore Park/Centennial Park, Paddington, parts of Surry Hills, and more disadvantaged communities in Surry Hills and Redfern. • Increasing numbers of 0-4 year olds. • High indigenous population in Redfern at 3.0% of the population (1.6% across the LGA). • Redfern also has 1256 State housing authority dwellings, the second highest number in the LGA. • Redfern has a high percentage of one-parent families at 18.0%. 	<ul style="list-style-type: none"> • Broad community focus • Children’s and Family services. • Arts and Cultural Programs and services. • Redfern – services for Indigenous community.
Green Square (27B) Waterloo, Zetland, Beaconsfield	<ul style="list-style-type: none"> • This area will undergo rapid changes as the Green Square redevelopment continues over the next 10 years. This will bring more than 25,000 additional residents to the area and a changing demographic. • Currently a multicultural community with between 34% and 47% born in non-English speaking countries (Greece, Indonesia, China). • Zetland, Beaconsfield similar income levels to CoS with more in the higher income bracket. • Significant levels of disadvantage in Waterloo with high levels of people living in public housing and over 50%of the population’s household income less than \$399 per week. Waterloo has 2025 State Housing Authority dwellings, the highest in the LGA and also has the highest number proportion of Indigenous 	Waterloo <ul style="list-style-type: none"> • Services and programs for Indigenous community. • Services and programs for low-income and disadvantaged community members. • Services for young people and children. • Collections and services for Russian, Greek, Chinese and Indonesian community members. Green Square <ul style="list-style-type: none"> • Learning/literacy • Children • Multicultural • Youth

	<p>residents at 8.0%. Waterloo also has the highest proportion of persons in the 50-64 year age group (21.3%)</p> <ul style="list-style-type: none"> The most common foreign language in Waterloo is Russian (14.4%), followed by Vietnamese (4.5%). Zetland/Beaconsfield has a high proportion of 0-14 year olds (15.9%) and a high multicultural community with only just over half the population born in Australia. Most popular foreign language is Greek (14.7%) followed by Chinese (11.0%). 	
<p>Alexandria – Rosebery (27C) Alexandria, Rosebery, St Peters</p>	<ul style="list-style-type: none"> Multicultural community with 14.5% of Rosebery residents born in Greece and 32% speaking Greek at home. Equal to lower income levels than City of Sydney. Higher number of couples with children than other areas in LGA (Rosebery 36% compared to 8.9% LGA). 	<ul style="list-style-type: none"> No existing library – services for multicultural community, children and young people through new Green Square Library.
<p>Newtown – Erskineville (27D) Newtown, Erskineville, Darlington,</p>	<ul style="list-style-type: none"> 11% couples with children Low CALD community except in Darlington with 7% Chinese speakers. Anecdotally high level of gay and lesbian residents. 	<ul style="list-style-type: none"> Broad Community focus. Gay and Lesbian
<p>City Centre (28A) CBD, Millers Point, Haymarket, The Rocks, Dawes Point</p>	<p>Large number of workers.</p> <ul style="list-style-type: none"> Increase in no. of 0-4 year olds 1996-2001. Millers Point/Dawes Point/The Rocks had notably higher levels of low-income residents than CoS. CBD/Haymarket - Significant increase in 0-4 year olds (131 – 424). Multicultural community with 30% born in non-English speaking countries (Indonesia, China, Hong Kong). Sydney CBD – higher income levels, and Haymarket - a lower share of high income households and a greater concentration of households at the low income end. 	<ul style="list-style-type: none"> Services for Chinese, Indonesian and Hong Kong community members. Consider programs and services for children as numbers of children increase in the area.
<p>Pymont – Ultimo (28B) Pymont, Ultimo</p>	<ul style="list-style-type: none"> Increase in number of 0-4 year olds 96-2001. Income levels comparable to LGA in Pymont and Ultimo. Multicultural community with highest CALD from China (11% born in China) & Indonesia. 23% of Ultimo residents speak Chinese at home and 3.4% speak Indonesian. 	<ul style="list-style-type: none"> Services for children and families Services for Chinese and Indonesian community members.
<p>City East (28C) Kings Cross, Woolloomooloo, Darlinghurst, East</p>	<ul style="list-style-type: none"> Broad range of community members with higher income residents in Elizabeth Bay, Potts Point, Rushcutters Bay and Darlinghurst and more disadvantage in Kings Cross and Woolloomooloo. 	<ul style="list-style-type: none"> Broad community focus. Need to provide services and programs for disadvantaged community members in

Sydney, Elizabeth Bay, Potts Point, Rushcutters Bay)	<ul style="list-style-type: none"> • Increased number of 0-4 year olds • Woolloomooloo 	Woolloomooloo and Kings Cross particularly children and young people who may not have access to technology and educational materials.
Glebe – Camperdown (28D) Glebe, Camperdown, Chippendale, Forest Lodge	<ul style="list-style-type: none"> • This area has a lower number of high income residents than the LGA as a whole. • Glebe/Forest Lodge has a high % young people and a high indigenous population. Glebe has the third highest number of State Housing Authority dwellings in the LGA at 1205 dwellings. 	<ul style="list-style-type: none"> • Services for young people • Services for children and families. • Literacy and educational services. • Community hub where people can visit and feel safe.

6.3 Service Delivery Needs Analysis

Based on: demographic trends; best practice research; market research with resident users and non-users, and non-resident users; the following key needs, as identified by Dr Veronica Lunn, are required in relation to service delivery across the entire City of Sydney Library Network:

- Provide a distributed model of service delivery, rather than a centralised model, where library users can access services and loan books from their nearest library.
- Provide a network of physical library delivery points as destination points for the community to access information, recreation and opportunity for social development in highly visible and accessible locations.
- Better sign and market libraries so that community members are aware of them and the services they provide.
- Development of tailored collections for each branch as follows:
 1. Customs House – Reference and Information, Sydney’s Heritage and History, Traveller’s tips and information.
 2. Haymarket - Multicultural Collections, particularly Chinese.
 3. Glebe - Community Library(with focus on Arts and Cultural enrichment), services for young people and children.
 4. Ultimo - Community Library (with focus on Children and Families), Chinese, young Adults, Toys.
 5. Kings Cross - Community Library with a broad focus, need for services for disadvantaged community members in Woolloomooloo.
 6. Waterloo – Community Library - More effective services and programs for Indigenous residents be developed using innovative models. (*Indigenous Knowledge Centres (IKC’s) established in the Cape York and Torres Strait Regions*). A stronger focus on programming be developed, with a focus on literacy, and services for marginalised groups, the Indigenous community and persons from culturally and linguistically diverse background, and families in partnership with other internal and external service providers. Investigate community lounge room model.

7. Surry Hills – Community Library – with focus on Children’s and Families.
 8. Newtown - Relevant aspects of the *community lounge room* model and retail merchandising be implemented (as space allows) in the internal re-organisation of the library.
 9. Paddington – Community Library - Focus on children’s services and review of the level of contribution paid by City of Sydney for the operation of the Paddington Library be reviewed with a view to better aligning respective LGA contributions with resident utilization of the facility.
 - 10.Green Square – modern IT, multicultural, children and youth.
 - 11.Redfern/Chippendale – literacy, learning, children and young people
 - 12.Town Hall House- Library Link
 - 13.Erskineville/Ashmore – Library Link
- Investigate partnerships with commercial operators (such as bookshops) and selected venues (such as large residential towers) throughout the City to provide alternative access points to services.
 - Align library Services with Council’s Strategic and Social Policy and Planning.
 - Provide a quality Housebound Library Service and a Community Library Bus.
 - Provide strategically programmed service delivery, maximising potential partners, that encompasses Arts and Cultural enrichment; Social engagement; Lifelong Learning; Quality reference and Information Services including 24x7 e-reference services; Children, youth and Families Literacy and reading enrichment strategies (Children, youth, parents); and Information literacy for Sydney’s diverse multicultural community - Multicultural celebration.
 - Consider retail merchandising principles in all libraries based on innovative model/s of storing, arranging and displaying library materials to maximise product exposure.
 - Jointly develop strategies between library staff and the community development team to better position libraries as "*community anchors*" through community engagement, use of library space for community activities, use by the library of other public space, and the celebration of cultural diversity and local identity.
 - Review the computer booking fee be reviewed in consideration of levels of disadvantage and the need for equity of access to information.
 - Review the level of resources to delivery of library services in the southern network. A change management process should be initiated and opportunities to deliver services more effectively and efficiently identified.
 - Given the low percentage of use by City of Sydney residents it is considered that the Agreement between Woollahra Council and the City of Sydney should be reviewed. Council makes a contribution of \$175,000 per annum, which covers 45% of the operational costs. The contribution levels of City of Sydney and Woollahra are not commensurate with the respective utilisation of residents (Paddington Library was the preferred library of only 9.4% of users).

7 RECOMMENDATIONS

7.1 Recommendations

The following recommendations for the City of Sydney Library Network Facility and Service Delivery needs are based on the needs assessment undertaken for this Strategy and the recommendations from Dr Veronica Lunn's 2003 & 2004 Reports:

1. Provide a distributed model of service delivery, rather than a centralised model, where collections are distributed across the City in accordance with catchment needs, and staff specialisation is developed in programming.
2. Develop core collections, as well as tailored collections with subject specialisation in branches according to community profiles.
3. Provide a network of 11 library branches (including a new library at Green Square, and a new library at Redfern/Chippendale) and two Library Links (including one new Library Link at Erskineville/Ashmore) for the community to access information and recreation, and opportunities for social development in highly visible locations.
4. Consider the longer-term need for Library Links in areas undergoing development such as Pyrmont, Millers Point, and East Darling Harbour.
5. Prepare a capital works program to address the inequitable distribution of library floor space in the South, East and West of the LGA. Opportunities to locate an additional 4,500m² have been identified. 4,587m² of additional library floor space can be levied for through Section 94 Contribution. Table 22 provides the 2021 Recommended Library Network including Library Links.
5. Review the City of Sydney Section94 Plan to include allocation for additional library floor space in the City's South, East and West in accordance with Table 22.
6. Plan and redesign all future new and augmented library facilities in keeping with best practice library facility guidelines identified in this Strategy.
7. Implement relevant aspects of the *community lounge room* model and retail merchandising (as space allows) in the internal re-organisation of the Waterloo and Newtown libraries.
8. Investigate opportunities to facilitate literacy and learning in the community and to promote skills to work be further investigated as a pilot project in the Redfern area, and seek a State Library Grant to support the project.
9. Review the level of contribution paid by City of Sydney for the operation of the Paddington Library be reviewed with a view to better aligning respective LGA contributions with resident utilisation of the facility

10. Investigate possible partnerships with selected providers (including bookshops and large apartment blocks in the City) to provide alternative access points for service delivery.
11. Initiate a change management process across the network and identify process efficiencies across the network, particularly those processes that release staff from housekeeping to customer interface duties [eg RFID technologies].
12. Re-align service delivery in the South and West of the LGA to facilitate a stronger community development role for libraries through internal partnerships between library and community development staff on both projects and day-to-day operations.
13. Jointly develop strategies between library services staff and community development staff to better position libraries as "*community anchors*" through community engagement, use of library space for community activities, use by the library of other public space, and the celebration of cultural diversity and local identity.
14. Develop more effective services and programs for Indigenous residents using innovative models. (*Indigenous Knowledge Centres (IKC's) established in the Cape York and Torres Strait Regions, the Caloundra City Council "Wheels within Wheels" program and services for Indigenous residents and the Townsville City Library Indigenous Resource Centre provide good models*).
15. Develop a stronger focus on programming, with a focus on literacy, and services for marginalised groups, the Indigenous community and persons from culturally and linguistically diverse background, and families. Develop in partnership with other internal and external service providers.
16. Implement the Library Marketing Plan and more effectively signpost libraries.
17. Continue to plan and operate the City's library network as part of the wider City-based system of specialist libraries.

Table 22 Recommended Library Network 2021

Library	New/ Augmented	Current Floor Space	Add. Floor Space	Total Floor Space 2021	Timing	Collection/Library Focus
Surry Hills	New Library on existing site	254m2	426m2	680m2	Feasibility & Design 2005/6 Construction 2007/8	Community Library with focus on Children and Families and Art and Design.
Waterloo	Augment Existing Facility	450m2	400m2	850m2	Feasibility & Design 2006/7 Construction 2010	Community library with Russian and Spanish collection and Indigenous knowledge centre.
Green Square	New library facility	-	2,500 m2	2,500m2	Feasibility and Design 2006 Construction 2011	IT, Multi-media, multicultural. Part of 6,220m2 multipurpose facility. Toy library Local histories space Space for play, reading and leisure.
Redfern/ Chippendale	New Library Facility	-	800m2	800m2	Feasibility & Design 2007/8 Construction 2011/12	Community hub with focus on literacy, education and youth space. Co-location as part of broader creative arts/community centre.
Glebe	Augment Existing Facility	500m2	200m2	700m2	Feasibility & Design 2007/8 Construction 2011/12	Community Library (with a focus on Arts and Cultural enrichment). Young people & Children.
Newtown	Augment Existing Facility	656m2	50m2	706m2	Feasibility & Design 2007/8 Construction 2011/12	Community Library, including Community Lounge concept, with focus on arts and culture. Gay & Lesbian.
Erskineville / Ashmore Library Link	New Library Link	-	100m2	100m2	Feasibility & Design 2007/8	Library Link

					Construction 2011/12	
Customs House	No Change	4,270m2	-	4,270m2	-	Reference and Information Sydney's Heritage and History Traveller's tips and information.
Haymarket	No Change	300m2	-	300m2	-	Multicultural Collections, particularly Chinese.
Ultimo	Augment Existing Facility	680m2	100m2	780m2	-	Community Library with a Children's and Families focus on Chinese literature. Jesse Street Women's Library included in the same community facility.
Kings Cross	No Change	622m2	-	622m2	-	Community library with broad focus.
Paddington	No change	532m2	-	532m2	-	Community Library with focus on Children and Families.
Town Hall Library Link	Existing Facility	100m2	-	100m2	-	Library Link
Town Hall House (Admin)	Increase	200m2	200m2	400m2	-	Network collection sorting and distribution.
TOTAL		8,564m2	4,576m2	13,140m2		

8 REFERENCES

Library Council of NSW, *People Places: A Guide to Public Library Buildings in New South Wales* (Draft revision 2005).

Lunn, Victoria, *City of Sydney Library Strategic Directions Review* September 2003

Lunn, Victoria, *City of Sydney Libraries – Southern Network, Service Delivery Review* October 2004

South Sydney City Council, *Green Square Community Facilities Section 94 Paper* December 2002.

Appendix 1 ADDITIONAL LIBRARIES WITHIN THE CITY OF SYDNEY LIBRARY SYSTEM (NOT OPERATED BY CITY OF SYDNEY)

	Library	Manager/Position	Telephone	Fax
1.	Australian Broadcasting Corporation (ABC) 700 Harris St Ultimo NSW 2007	Kate Burnham Acting Manager Sound & Reference Library	8333 5180	
2.	Australian Museum Research Library Level 3 6 College St, Sydney 2010	Leone Lemmer Acting Library Manager Australian Museum Research Library	9320 6164	9320 6050
3.	Australian National Maritime Museum Research Library GPO Box 5131, Sydney NSW 2001	Frances Prentice Library Manager	9298 3734	9298 3730
4.	University of Technology, Sydney (UTS) University Library	Mr Alex Byrne University Librarian	9514 3332	9514 3331
5.	Japan Foundation Library Shop 23A, Level 1 Chifley Plaza, 2 Chifley Square, Sydney NSW 2000	Hirosumi Yada Librarian	8239 0011	9222 2164
6.	Sydney Conservatorium of Music Library The Greenway Building Cnr Bridge and Macquarie Streets, Sydney NSW 2000	Caroline Symes Librarian-in-Charge	9351 1303	
7.	University of Sydney Library University of Sydney NSW 2006	John Shipp University Librarian	9351 2990	9351 2890
8.	Art Gallery of New South Wales Research Library Art Gallery of New South Wales Art Gallery Road, The Domain, Sydney NSW 2000	Susan Schmocker Head Librarian	9225 1762	

9.	Ultimo College Library	Paula Webb	9217 3340	9217 4020
	TAFE NSW	Library Manager		
	Sydney Institute			
	Building D, Mary Ann Street, Ultimo NSW 2007			
10.	Eora Centre Library	Leanne Lovegrove	9217 4893	9217 4072
	TAFE NSW, Sydney Institute	College Librarian		
	333 Abercrombie Street, Chippendale NSW 2008			
11.	MCA Library	Margaret Gor	9245 2453	
	Museum of Contemporary Art	Library Manager		
	PO Box R1286, Royal Exchange NSW 1223	(Mon-Tues)		
12.	Sydney Mechanic's School of Arts Library	Helen Enright	9262 7300	9266 0778
	Level 2, 280 Pitt St	Library Manager		
	Sydney 2000			
13.	Parliamentary Library	Kate Curr	9230 2170	9231 1932
	Parliament of New South Wales	Acting Manager		
	Parliament House, Macquarie Street, Sydney 2000			
14.	State Library of New South Wales	Kathleen Bresnahan	9273 1522	
	Macquarie Street, Sydney NSW 2000	Assistant State Librarian		
15.	Powerhouse Museum Research Library	Margaret Rafferty	9217 0533	9217 0433
	84 Mary Anne Street, Ultimo 2007	Library Manager		
16.	St Vincent's Hospital Library	Rolf Schafer	8382 2229	8382 2744
	St Vincent's Hospital	Library Manager		
	Victoria Street, Darlinghurst NSW 2010			
17.	United Nations Information Centre Library	Toni Smith	9262 5111	9262 5886
	Level 5, 46-48 York St, Sydney 2000	Librarian		
18.	Campbell Theosophical Research Library	Pedro Oliveira		
	Level 4, 484 Kent Street, Sydney 2000	Education Coordinator	9264 7056	9264 5857
19.	Adyar Library	Zora Morresh	9267 6807	

	Level 3, 484 Kent Street, Sydney 2000	Librarian		
20.	Alliance Francaise Library	Valerie Nicolas	9267 1755	9283 3855
	257 Clarence St, Sydney NSW d 2000	Director		
21.	Australia Council Library	Samira Hassan	9215 9180	
	372 Elizabeth St, Sydney NSW 2010	Library Services Coordinator		
22.	Buddhist Library	Rajeendra Perera	9519 6054	9519 3402
	90-92 Church St	Librarian		
	Camperdown 2050	Mon-Wed-Fri		
23.	Co As It Library	Anne Marie Rossi	9564 0744	
	67 Norton St	Librarian		
	Leichhardt 2040			
24.	Ferguson Memorial Library and Archives		9690 9374	9690 9357
	168 Chalmers St			
	Surry Hills 2010			
25.	Royal Australian Historical Society Library	Kathy Curran	9247 8001	9247 7854
	133 Macquarie St	Librarian		
	Sydney 2000			
26.	Society of Australian Genealogists Library	Lorraine Brothers	9247 3953	
	120 Kent St	Librarian		
	Sydney 2000			
27.	Veech Library	Anne Hocking	9752 9530	9746 6022
	Catholic Institute of Sydney	Librarian		
	99 Albert Rd, Strathfield NSW 2135			

The City's Library Network has provided library services to the residents, worker, and visitors to the City of Sydney for nearly one hundred and forty years. Prior to the May 2003 boundary change, the City libraries serviced approximately 40,000 residents through venues located at Town Hall House, Haymarket and Ultimo. Town Hall House is now a Library Link.

In May 2003, the City's residential base expanded to 75,000 residents and the library service served them through a network of five libraries with the addition of Kings Cross and Glebe. The amalgamation in February 2004, saw the City's residential base expand to 150,000 residents receiving in-library services through nine libraries. The City of Sydney Library Network has a common catalogue and loans system and members can request items from any branch to be delivered to the branch of their choice within 24 hours. The following is a brief history of the City of Sydney Library Network

- 1899 the lending Branch of the State Library moved into the Queen Victoria Building and in 1909 came under the Control of the Municipal Council of Sydney.
- In 1918, due to increasing stock, the Sydney Municipal Library moved to the old concert hall of the Queen Victoria Building.
- 1949, there was a considerable expansion of the city boundaries and the municipality was reconstituted on 1 January as the Council of the City of Sydney. In addition to the City Library, branch libraries established in 1949 included Alexandria, Paddington, Surry Hills, Glebe, Kings Cross and Woolloomooloo. In addition, to serve the infirm, a Mobile Library Service and Mobile Branch Library also were established. The branch libraries provided library services in the immediate area, as well as maintaining book deposit stations at a number of local schools.
- 1958, the Council of the City of Sydney assumed control of the Sydney Information Centre and the City Librarian became responsible for its administration.
- 1967, the area governed by the Council of the City of Sydney was reduced. Remaining branch libraries were Kings Cross, Paddington, Surry Hills, Woolloomooloo and the Mobile Library Service.
- 1970, the City Library moved to more spacious premises at the Town Hall end of the Queen Victoria Building.
- 1974, the Haymarket branch library was added, catering especially to the Chinese community.
- 1983 – 84 The City Library moved to 321 Pitt Street due to refurbishment of the Queen Victoria Building. There were two floors to the library.
- 1989, the Ultimo branch library opens, but closes again in the early 1990s during construction of a new library and community centre.
- In 1990-92 the Haymarket branch library underwent a major refurbishment.
- 1993 due to local government boundary changes, the area governed by the Council of the City of Sydney was further reduced. Remaining branch libraries were Haymarket and Ultimo. The lease ran out in the Pitt Street location and due to increase in rent fees, Council decided to move library into the Town Hall House, a building that Council already owned.
- 1994 the City Library moved into Town Hall House, Level 3. The administration and technical services of the Library was located on Level 15.
- 1996, Ultimo branch library reopens on one floor of the new Ultimo Community Recreation Centre at 40 William Henry Street.

- 1987 – 98 the City Library went through another major refurbishment and staff restructuring. Control and responsibility for the Local Studies Collection was transferred to the City of Sydney Archives and materials were relocated.
- 2003, due to local government boundary changes, the City inherits branch libraries in Kings Cross and Glebe.
- 2004 due to the amalgamation of the former City of Sydney and South Sydney councils, the new City inherits branch libraries at Newtown, Paddington, Surry Hills and Waterloo. The Kings Cross library branch moves to new premises at 50-52 Darlinghurst Road.
- 2005, the City Library relocates from Town Hall House to new premises at Customs House, Circular Quay.
- 2005, the City of Sydney Library Network now has a total of nine branches located at: Circular Quay, Glebe, Haymarket, Kings Cross, Newtown, Paddington, Surry Hills, Ultimo and Waterloo and a Library Link at Town Hall House.