



Review and update May 2016

**City of Armadale
Library Strategic
and
Development Plan**

***To be the place in our community
where people come for leisure,
pleasure and inspiration,
as well as learning.***

Review and Update of Recommendations - May 2016

1. Armadale
 - a) Council continue to support (for the duration of the current lease term), the model of the Armadale Library being located in a shopping centre,
 - b) that at the expiry of the current lease term option in September 2019 and subject to lease renewal terms being negotiated to Council's satisfaction, that the final renewal option to 28 September 2024 be exercised, and
 - c) options for the Armadale Library (ie. to build or lease) beyond 2024 be explored commencing September 2022.
2. Seville Grove
 - a) options for the Seville Grove Library remaining as is, or being included with other developments associated with the Bob Blackburn Community Hub viz. the Champion Centre and/or the Aquatic Centre, be considered and be the subject of a further report to Council.
3. Harrisdale
 - a) Council agree to the principle of a future library service (to be operative between 2020 and 2024) in the vicinity of the Harrisdale District Centre to serve the residents of Piara Waters, Harrisdale and Forrestdale localities,
 - b) options for the library service (ie, build or lease) be explored prior to 2020.
4. Haynes
 - a) research be undertaken together with Community Planning and Community Development into the preferred location of a library for the Wungong Urban Town Activity Centre, and that
 - b) consideration be given to the impact of its being incorporated with the community facility adjacent to the All Abilities Playground, or the commercial centre depending on the options provided for both.

Library Strategic and Development Plan Review and Update

To be read in conjunction with the 2012 Plan.

Background:

In February 2013 Council considered the Library Strategic and Development Plan 2012. It adopted the following recommendation **C7/2/13** :

Recommendation 1: that place (location) of the City's public libraries becomes the major consideration in future development.

Recommendation 2: that the Council adopt a preference for co-locating its public libraries with other facilities and services, and by preference in or immediately adjacent to shopping centres.

Recommendation 3: that Council continue to support the model of the Armadale Library being located in a shopping centre, responding to opportunities to gain additional space with appropriate negotiated lease opportunities.

Recommendation 4: that Council enter into preliminary negotiation with local shopping centre owners with a view to re-locating the Kelmscott Library to a purpose designed public library located within a shopping centre, with the building to be completed by October 2014.

Recommendation 5: that Council agree to retaining the Seville Grove Library in its current location in the immediate future, responding to future population growth and expansion needs of the community hub in which the library is situated prior to determining long term options for the Library.

Recommendation 6: that Council agree to the principle of a future lease for a library in the vicinity of the Harrisdale District Centre (in the expectation that the library would be relocated from Seville Grove) to serve the residents of Piara Waters and Harrisdale localities, to be operative by 2021.

Recommendation 7: that Council agree that further investigations be undertaken to evaluate the merits of leasing land within a shopping centre or the provision of a library within the community facility site in the Wungong Urban District Centre, to serve the residents of the localities of Hilbert and Haynes.

Three years on it is timely to review the recommendations expanding on the options and budgetary implications. It is not intended to complete a literature review or undertake surveys of library users with this review as the ongoing use of the City's libraries is a testament to their value to the community. However, it is useful to recap briefly on the library development to date and make some comment on the impact of digital resources on public library usage, as this is considered to be the greatest threat or agent for change in public library usage and development in the medium to long term.

The City's library service is well regarded within Western Australia. It is considered a progressive service that has evolved and changed as public libraries have evolved and changed in response to community demand and the impact of the digital world. In particular, the decision made by the City in locating its Armadale Library within a shopping center mall has generated a deal of interest from other local governments and has become something of a benchmark for service delivery from a multi service destination, rather than the library being a separate independent destination.

To reach the current level of service a number of Library Strategy Plans have been carried out, mostly conducted in-house other than one Consultant prepared Plan that was undertaken in 2005, viz. *"Timeline 2016: Strategic Directions Plan for Library Services."*

The in-house *"Library Strategic and Development Plan 2012"* that was released in December that year, built on the ethos of public libraries as articulated in the 2005 Strategy, but changed significantly the statistical and other prescriptive recommendations related to library buildings, their size and location; as well as the anticipated physical book stock numbers and physical visits to the library buildings.

The future of public libraries in the digital world – ongoing debate:

The question "Do Public Libraries have a future?" doesn't, at this stage, require much further debate beyond the content in the 2012 Strategy. Public libraries continue to be built and services, including the lending of hard copy books, continue to be used. The quotation from the "Public Libraries of New Zealand: A Strategic Framework 2012-2017" publication that was used in the 2012 Strategy is still pertinent today, viz.:

Although some have questioned whether the public library is still necessary in a world of digital content, use of public libraries is not declining in New Zealand or other countries, such as the USA. Library buildings are transforming to be not only where residents come to get ideas and information but also an experiential place where they can connect with others to create and share knowledge, and learn about ideas in a social context...."

The eBook revolution has plateaued according to much of the research data with predictions that hard copy publishing and book lending will continue into the foreseeable future.

The Australian Library and Information Association, at the beginning of 2015 published its updated predictions on eBook usage from 50:50 by 2020, to 80:20 by 2020 with the following explanation:

In November 2013, ebooks were, metaphorically speaking, flying out of the door and we made a bold statement that 'library print and ebook collections will establish a 50:50 equilibrium by 2020 and that this balance will be maintained through to 2040, when the last print-only generation hits 50'. In less than two years, the initial ebook sales boom has settled and the book industry is predicting the ebook phenomenon will plateau at around 20-30% of books sales, with print books remaining the dominant format.

From the Pew Research report *A Snapshot of Reading in America 2013*: 'Few readers have abandoned print for e-books. Though e-books are rising in popularity, print remains the foundation of Americans' reading habits: Among adults who read at least one book in the past year, just 5% said they read an e-book in the last year without also reading a print book.'

1 www.pewinternet.org/2014/01/16/a-snapshot-of-reading-in-america-in-2013

There is of course still conjecture on the long term life of the printed book and the jury is still out as evidenced by an article by Alexandra Alter published in the New York Times of 22 September 2015 that stated:

Now, there are signs that some e-book adopters are returning to print, or becoming hybrid readers, who juggle devices and paper. E-book sales fell by 10 percent in the first five months of this year, according to the Association of American Publishers, which collects data from nearly 1,200 publishers. Digital books accounted last year for around 20 percent of the market, roughly the same as they did a few years ago.

E-books' declining popularity may signal that publishing, while not immune to technological upheaval, will weather the tidal wave of digital technology better than other forms of media, like music and television.

Some publishing executives say the world is changing too quickly to declare that the digital tide is waning.

"Maybe it's just a pause here," said Carolyn Reidy, the president and chief executive of Simon & Schuster. "Will the next generation want to read books on their smartphones, and will we see another burst come?"

However, as recently as May 2016, figures released by The Publishers Association in the UK revealed that sales of print books are rising, while digital sales are down for the first time since the invention of the e-reader. The Chief Executive of The Publishers Association is quoted as saying *"It should be seen as indicative of an industry that is confident in its future bridging multiple formats and audiences"*. (The Telegraph 12 May 2106)

The following table shows the total loans from the City's libraries, hard copy and e-Resources in the last two financial years, noting that two additional e-Resource data bases were added to the State Wide library system in 2014/15 including the Zinio full text periodical data base that increased the e-Resource offering and usage:

Year	Hard copy loans	e-Resource loans	Total loans
2013/14	381548	7715	389263
2014/15	379612	12296	391908

It would be premature to suggest that the City should change in any major way the adopted recommendations of its Library Strategic and Development Plan 2012 based on current usage trends.

And while the eBook debate is an important one and will impact on how public libraries develop in the future, it is also important to note that public libraries are not all about book lending. They are community hubs used by a large percentage of the population for many reasons as well as access to the digital world. In the 2014/15 year visits to the City's three libraries totaled 362,343, an average of close to 1,000 people per day.

In 2013/14 and 2015/16 the City's three libraries had high levels of use of both the public access PCs as well as WiFi as illustrated in the following table:

Year	PC Bookings	WiFi connections
2013/14	51046	30706
2014/15	55389	36586

Additionally, attendances at the regular events and activities of story time, Baby Rhyme Time, school holiday programs, English conversation classes, reading & writing groups, computer training sessions, 3D printing workshops, games mornings etc.; the outreach programs that the library conducts; and the many special author talks and other events continue to be well patronised. Some 13,500 people participated in library initiated events in both 2013/14 and 2014/15. It is not uncommon to receive positive customer feedback similar to the following email received following one of the Library's events:

"I would just like to say that I have been very impressed with the local library's range of programs as well as the atmosphere of inclusiveness they have created"

These aspects of the public library service play a vital role in creating community and assisting in the improvement of literacy levels of the community, both traditional and digital.

The City's Digital Strategy, once defined, will be one of the guiding documents in ensuring that the public library service enhances the opportunity of community members to engage digitally in all ways with the library service and the City.

The options for technology are endless as is evidenced from this quotation taken from a report from Tineke Barry, Geelong Regional Libraries that appeared in the January/February 2016 copy of *INCITE, the Australian Library & Information Association's magazine for library and information professionals* on the new Geelong Library & Heritage Centre:

Technology-rich, the building is well resourced with large-screen technology throughout, from a 9-screen video wall on the ground floor to a 95-inch large screen TV in the youth area. The events space boasts high-end audiovisual technology and large-scale, dual-projector screens, more commonly seen in a conference facility than a public library. Information kiosks with touchscreens greet visitors on every level. Self-check-out stations are a given. What is not a given is the amazingly fast internet service. In a coup for a public library, ISP AARNET (Australian Academic and Research Network) is delivering download speeds of 800 megabits per second and upload speeds of 500 megabits. Download speeds on wireless networks, both for staff and customers, is around 200 megabits. Technology makerspaces, which can

pop up anywhere across the five library and heritage levels, include cruiser tables, Oculus Rift virtual reality and 3D printing. Programs and activities are ever evolving including LEGO MINDSTORMS EV3 robotics, basic programming, digital stories, OSMO, Makey Makeys, Little Bits electronics and Squishy Circuits.

State-wide public library developments:

While reviewing the City's strategic direction for its library service, it is worth noting that The Western Australian Local Government Association (WALGA) has been undertaking some major research into the future of public libraries. This was facilitated by consultants AEC Group that culminated in a WALGA appointed Future of Public Libraries Advisory Group. Its main task was to produce a *Vision 2025 and Framework for Strategic Action* paper that will drive the future development of the public library service in Western Australia.

The Group identified four Strategic Pillars for Change that will be the drivers for ensuring that public libraries remain a viable and sustainable part of the Local Government's business and service delivery to the community. A high level Taskforce is being established to progress the identified four Strategic Pillars of Change viz. Integrated Planning; Good Governance; Best Value Service Delivery and Strategic Positioning. The ongoing development of the City's public library service will optimistically be enhanced and strengthened following the implementation of the changes envisaged.

Additionally, options are being progressed by Public Libraries WA to establish more of a regionalized approach to services based on the WALGA Zones, that will see greater economies of scale associated with shared library management systems, library resource sharing, and other initiatives. While this is some way off it should result in enhanced user experiences and ensure that all efficiencies that could be achieved by a regionalized approach are considered, evaluated, and implemented if appropriate.

Library catchment population - guidelines:

In the December 2012 Library Strategic and Development Plan it was stated:

“How many public libraries any local government authority should have is very much a question of for each authority and this will be influenced by the total area and population spread of the authority, and the size of each library.

There is no formula that equates branch numbers to population. Natural boundaries or “man-made barriers” such as major highways or railway lines can deter the community considered to be within its catchment area from using a public library and do influence the location of libraries. Determining catchment areas and predicting which library residents will use is not easy.”

The following table was included in the 2012 Strategy and has been updated for this report:

Local Government Authority	Population	No of libraries	Per head per library
Wanneroo	195,477	4	48,869
Mandurah	86,980	2	43,490
Joondalup	171,402	4	42,850
Stirling	234,801	6	39,133
Cockburn	110,728	3	36,909
Rockingham	130,660	4	32,650
Gosnells	128,990	4	32,247
Armadale	80,891	3	26,963
Canning	100,844	4	25,211
Bayswater	72,835	3	24,278
South Perth	47,704	2	23,852
Swan	132,893	6	22,140
Melville	109,426	5	21,855
Kalamunda	62,186	4	15,154

(Population figures quoted are those used by the State Library of WA in determining its financial allocations to local governments for stock purchase in 2015/16 as per the adopted Public Library Funding Model).

The 'per head per library' figure is as diverse as local governments themselves and their total populations. As stated, library sizes in local governments can vary from very small community libraries to very large libraries with a full range of services, and which library a member of the public will choose to use will vary at different stages of life and depending on need and library location.

Of the 54 branch libraries operated by the 14 local government authorities listed in the above table, the Armadale Library has the third highest number of customer visits of 242,410 in the 2014/15 year, with only Clarkson and Fremantle being marginally busier with 249,142 and 250,881 customer visits respectively. Both of these are located adjacent to shopping precincts. The larger Joondalup and Wanneroo libraries, that are not located in close proximity to shopping centres, attracted a lower customer visit number.

There are no adopted standards or guidelines for public libraries that are definitive in regard to the matter of catchment populations. The Sunshine Coast Libraries in Queensland for example, uses as a measure of library locations that 'residents living in a defined urban area should be within a 15 minute drive to a library facility'. The document *"Beyond a Quality Service: Strengthening the Social Fabric Standards and Guidelines for Australian Public Libraries"* makes no recommendations in this regard.

Projecting population growth and the number of libraries as recommended with the 2012 Plan, and depending on the date for a library in Haynes would result in:

Year	Projected Population (forecast.id)	Number of libraries	Per head per library
2021	106,357	3	35,452
2026	120,616	3	40,205
2026	120,616	4*	30,154
2036	144,826	4	36,206

*Presuming that a library in Haynes is operative by this date.

Note also that the size requirement for the Armadale Library is dependent upon the size and services provided by a library service in Haynes.

Ultimate number of libraries - stock provision implications:

The number of libraries in the local government authority impacts on the division of the State Government expenditure for stock purchase. This is allocated to local governments on a per capita basis and the local government determines how this will be allocated among its libraries. The more libraries a local government has, the fewer new items can be allocated to each library. This can be detrimental to a library's collection development policies, as well as user response to the library as there are less new books, which remains a strong measure of a public libraries success. Duplication of stock tends to increase with the number of libraries as there are basic titles that users expect to see in "their" library.

The State Library doesn't provide an additional hard copy collection when a totally new library is built by a local government. The local government is responsible for stocking the library from within the collections of its existing libraries, as the State's dollar per capita allocation is adjusted annually with population change. This does not necessarily mean however, that the local government gets additional dollars from the State Government as its population increases. The dollar figure is dependent on the State's total allocation to the Western Australian public library service. For example, the City of Armadale received the same financial allocation in the 2015/16 financial year as the previous one, i.e. \$191,000 in spite of its population increase. The City's libraries current stock numbers are:

	State Library Stock	Locally Owned Stock	Totals
Armadale	27620	11821	39441
Kelmscott	15766	6125	21891
Seville Grove	19056	7870	26926
System Total	62442	25816	88258

When any totally new library service is built, local governments tend to provide a one off allocation for stock for that library. Based on current average price of \$23.00 (as determined by the State Library of WA for physical library stock), an allocation of \$50,000 would purchase 2,173 items and \$100,000 would purchase 4,374 items. Obviously the collections of the existing libraries would have to reduce in size to accommodate a totally new library service regardless of its size.

Analysis of Current Library Strategic Plan recommendations:

Recommendations 1 and 2 - do not require change.

Recommendation 3 – is that the Armadale library remains in the shopping centre responding to opportunities to gain additional space with appropriate negotiated lease opportunities.

The current WestZone lease for the 1100 sq.m Armadale Library in the Armadale Central Shopping Centre is due to expire effective 28 September 2019. There is a further 5 year renewal option to 2024. The annual lease increase to the end of the renewal option period is CPI + 1%.

Should there be a decision to not renew the last 5 year renewal option at the end of 2019, a major budgetary allocation would be required to create a library at some other location in the city centre. This would occur at the same time it is suggested that the City should be committing funds for a library at Harrisdale.

It is noted that the current Administration Centre has been raised as an option for the Armadale Library. This location is at odds with the adopted recommendation on library locations, and as a separate destination it is predicted that there would be a negative public reaction to such a move. The return on the City's investment in its public library service would in all probability decrease with reduced use of the library. A major cost would be associated with relocating the public library to the Administration Centre, or elsewhere in the city centre.

Council determined at the Community Services Committee on July 5 2016 (C26/7/16) that the following recommendation would be endorsed:

Given the success of the Armadale Library location in the shopping centre that

- a) Council continue to support (for the duration of the current lease term), the model of the Armadale Library being located in a shopping centre,*
- b) that at the expiry of the current lease term option in September 2019 and subject to lease renewal terms being negotiated to Council's satisfaction, that the final renewal option to 28 September 2024 be exercised, and*
- c) options for the Armadale Library (ie. to build or lease) beyond 2024 be explored commencing September 2022.*

Recommendation 4 - is now complete with extremely positive public response to the relocated Kelmscott Library.

Recommendations 5, 6 and 7 - now require further investigation and resolution taking into consideration:

- the population increases in the City;
- Council's other developing community infrastructure plans;
- other commercial developments taking place in the City;
- the opportunities to plan library development in conjunction with other facilities;
- the impact of digital developments and the City's Digital Strategy; and
- the need to budget accordingly for new or relocated library services.

Recommendation 5 - Seville Grove Library and associated Bob Blackburn Master Plan and Community Hub

Recommendation 5 determined that Council agree to retaining the Seville Grove Library in its current location in the immediate future, responding to future population growth and expansion needs of the community hub in which the library is situated prior to determining long term options for the Library. (There was a stated intent in Recommendation 6 that the library would be relocated from Seville Grove to Harrisdale).

Maintaining the current level of library service at Seville Grove, together with a new library service in Harrisdale would be hard to defend from a financial perspective. The Seville Grove library's close proximity to Armadale Library and analysis of usage patterns by local residents evidenced in the 2012 Strategy Plan, can be used to justify the relocation of the library. However it is acknowledged that the option to relocate the Seville Grove Library to Harrisdale has elicited negative response at some levels, relevant to the socio-economic status of the community served.

One option to reduce the impact of the removal of a public library from the Seville Grove area, is to retain a shop front library or digital hub that could remain in situ until deemed no longer required as the socio economic environment changes.

A 'shop front' library or digital hub could provide:

- A basic service with a limited collection of mostly popular items.
- A number of public access PCs and other digital resources.
- A collection and return point for customers for print resources from other libraries.
- No major events other than story time (though the space could be used for community driven activities such as book clubs, or after hour's events, with well-designed moveable spaces).
- No workroom space (Armadale Library would provide the back room services).

A Seville Grove Shop-front library or digital hub could:

- Occupy the front 120 sq. m. of the current Seville Grove Library (the space occupied by the current meeting room and IT areas) and support the activities of the community groups who utilize the remaining 500 sq. m. of the building; or
- Be incorporated as a digital hub with the services of an expanded Champion Centre.

It could remain operative as long as community response and usage patterns determine. It is useful to consider the following facts in relation to Seville Grove population library usage:

- Just over 50% of Seville Grove residents who are public library members, originally enrolled at Seville Grove (i.e. 1262 people).
- Average monthly visits to the Seville Grove Library in the period July to December 2015 were 4,700.
- Total issues in the period July to December 2015 were 8,200.
- Of the current Seville Grove residents who are public library members 1,205 originally joined the Armadale Library and 167 joined the Kelmscott Library.

Whether or not those members who currently use Seville Grove would retain their library membership should Seville Grove library relocate to Harrisdale is an unknown, and it is acknowledged that relocating Seville Grove would have a detrimental impact on some residents. However, the recent temporary closure of the Kelmscott Library saw an almost 60% increase in usage of the Armadale and Seville Grove Libraries so it is probable that many of the library users would choose to use the services of either Armadale or Kelmscott.

A shop front library or digital hub would complement and strengthen partnership with other services that could operate from the Bob Blackburn Community Hub that is under consideration as part of the Bob Blackburn Master Plan. It is premature to anticipate what services might occupy the 500sq.m of space vacated by the library. Discussions with the City's Community Development and Community Planning Department officers support the notion of strategically based services that work in partnership with the City's services taking residence in the Community Hub.

Council determined at the Community Services Committee Meeting on 5 July 2016 (C26/7/16) that the following recommendation would be endorsed:

- a. *options for the Seville Grove Library remaining as is, or being included with other developments associated with the Bob Blackburn Community Hub viz. the Champion Centre and/or the Aquatic Centre, be considered and be the subject of a further report to Council.*

Recommendation 6 – Harrisdale Library

Recommendation 6 determined that Council agree to the principle of a future lease for a library in the vicinity of the Harrisdale District Centre (in the expectation that the library would be relocated from Seville Grove) to serve the residents of Piara Waters and Harrisdale localities, to be operative by 2021.

The population density increases projected within the City from the id. Population summary supports the proposal to establish a library in the Harrisdale locality. Its catchment area would include the populations of Harrisdale, Piara Waters and possibly some parts of Forrestdale. The current population is approximately 20,000 and forecast to grow to almost 27,000 by 2021 with ongoing increases to the year 2036 of 45,000.

Population summary

[export](#)
[reset](#)


City of Armadale	Forecast year						Change between 2011 and 2036	
Area	2011	2016	2021	2026	2031	2036	Total change	Avg. annual % change
City of Armadale	65,395	87,437	106,357	120,616	133,527	144,826	+79,432	+3.23
Armadale North	5,821	6,767	7,232	7,547	7,915	8,325	+2,504	+1.44
Armadale South	7,615	8,654	9,494	10,187	10,825	11,438	+3,823	+1.64
Bedforddale - Ashendon - Illawarra	2,360	2,875	3,032	3,057	3,090	3,136	+776	+1.14
Brookdale - Wungong	2,930	3,892	3,834	3,753	4,558	5,679	+2,748	+2.68
Camillo	4,701	4,884	6,031	6,142	6,162	6,198	+1,497	+1.11
Champion Lakes	713	1,236	2,217	3,961	4,546	4,493	+3,780	+7.64
Forrestdale	1,110	1,138	1,370	2,487	4,605	5,701	+4,591	+6.76
Harrisdale	3,946	9,122	10,283	11,363	12,810	14,242	+10,296	+5.27
Haynes	169	1,102	2,406	3,179	5,067	7,239	+7,070	+16.22
Hilbert	546	2,799	7,427	11,511	13,682	16,545	+15,999	+14.62
Kelmscott East	5,468	5,847	6,418	6,617	6,950	7,431	+1,963	+1.23
Kelmscott West	5,252	5,832	6,160	6,560	6,958	7,349	+2,097	+1.35
Mount Nasura - Mount Richon	5,229	5,439	5,452	5,572	5,698	5,843	+614	+0.44
Piara Waters	2,693	9,440	15,236	18,195	20,063	20,562	+17,869	+8.47
Roleystone - Karragullen - Lesley	7,197	7,388	7,669	7,853	7,969	8,048	+851	+0.45
Seville Grove	9,644	11,022	12,097	12,632	12,630	12,596	+2,952	+1.07

Population and household forecasts, 2011 to 2036, prepared by [.id](#), the population experts, August 2015.

It is of use to analyse which libraries the residents of Harrisdale and Piara Waters currently choose to use and it is evident that the proximity of the City of Gosnells libraries, in particular the Amherst Village Library, is the favoured location. The below table gives the total membership numbers in the month of January 2013 and 2016 from the two localities at both Armadale and Gosnells with the figure in brackets of the branch where the majority of residents joined the service.

Date	2013	2013	2016	2016
	Armadale (Arm branch)	Gosnells (Amherst)	Armadale (Arm branch)	Gosnells (Amherst)
Harrisdale	106 (90)	892 (732)	314 (260)	1352 (1192)
Piara Waters	90 (79)	424 (364)	330 (289)	820 (731)
Totals	196 (169)	1316 (1096)	644 (549)	2172 (1923)

In essence, of the 2,816 Harrisdale and Piara Waters residents who were library members as at January 2016, only 644 enrolled with the City of Armadale library service. 2172 enrolled with the City of Gosnells and of those 1923 joined the service at the Amherst Village Library.

A joint library service with the City of Gosnells could be considered, should Gosnells plan extensions to the Amherst Village library. Advice received from the Gosnells Manager Library Service is that to date there are no specific plans in place to expand Amherst, though possible changes to other Southern River facilities could influence decision making regarding the library. The operational challenges of a joint service would be best managed with one

local government operating the library under its policies and processes, and the other LGA paying an agreed dollar amount towards the service. Such arrangements can be fraught with difficulties and don't always meet the needs of the Authority that is not operating the library service. The question of residents identifying with the local government area in which they live and pay rates, is one that would require consideration and resolution should this model be pursued. This is not a preferred option at this point in time.

A small number of emails have been received recently via the City's web contact service in relation to library services, all requesting a library service closer to the Harrisdale/Piara Waters localities, noting that the areas are fast developing with two new schools, and the distance factor to libraries in Armadale and Southern River.

The most recent advice from Stockland received December 2015 is that the Harrisdale Shopping Centre Stage 2 is destined to be operative within a three to five year time frame. Should Council wish to enact Recommendation 2 of its adopted library strategy then Stage 2 of the Harrisdale Shopping Centre would be a preferred location for a library to service the communities of Piara Waters and Harrisdale. This would require a budgetary allocation for a 'new' library relocated from Seville Grove to be included in the Long Term Financial Plan that would allow for the library to operative sometime between 2020 and 2024, depending on the shopping centre development.

A library of 1,000sq.m is recommended for a Harrisdale Library to meet the needs of the forecast population. The 1,100sq.m Armadale Library incorporates a large reading lounge with attached community meeting room, a quiet study area, an IT Training room, a youth zone and specific children's area. The Local Studies Library is also incorporated within the Armadale Library but would not be duplicated elsewhere. A library at Harrisdale would need to meet the needs of its community, acknowledging the distance factor from the Armadale city centre.

Consideration has been given to creating a Customer Service Centre located with the library staffed by the Customer Services team. Given the digital interaction that is being enhanced for lodging of applications, payment for services etc., it has been determined that this would not be a long term requirement, rather creating bookable WiFi-enabled space for officers from the City to meet with community members requiring face to face meetings, would be a better solution.

Creating 'study hubs' that are enclosed quiet spaces for one to four people at one time would greatly enhance the offer of the library as a place for students or business people using the library space. Libraries that provide such spaces, that can incur an income from business users, report that they are an extremely popular service. A meeting room or rooms of differing sizes (e.g. 60sq.m and 30sq.m) would enhance library programs and provide adequate bookable space for community groups and offer opportunities to partner with other services.

The growing IT and digital offerings of a public library require space and while as yet undefined, without question there will be more and different IT needs in a public library in five years' time.

One aspect that a library in Harrisdale should incorporate is some connection with the museum and local studies library so that the new localities are aware of their history and relationship with the district's history. Permanent heritage exhibition space suitable for housing the Museum's temporary exhibitions following their display period in the Museum would ensure this. It would provide opportunities for local schools to engage with the Museum Education Officer. This is currently prohibitive given the distance factor from the city centre.

Options for other partnerships would depend on the location of the library in a shopping centre and what other services exist within the shopping centre. While shopping centres are expensive retail space, they reap an excellent return on investment for a library both in usage and positive response.

Council determined at the Community Services Committee Meeting on 5 July 2016 (C26/7/16) that the following recommendation would be endorsed:

- a) Council agree to the principle of a future library service (to be operative between 2020 and 2024) in the vicinity of the Harrisdale District Centre to serve the residents of Piara Waters, Harrisdale and Forrestdale localities*
- b) to be operative sometime between 2020 – 2024, depending on shopping centre development, and*
- c) that alternative sites be explored if a shopping centre location cannot be achieved.*

Recommendation 7 – Haynes options for a library location

Recommendation 7 left open the option of either leasing land within a shopping centre, or the provision of a library within the community facility site in the Wungong Urban District Centre, to serve the residents of the localities of Hilbert and Haynes.

The 2012 Strategy stated:

The predicted population of these areas in 2026 will be almost 22,000, and by 2031 some 32,500. Presuming that by 2026, there are libraries located in Armadale, Kelmscott and Harrisdale, it would be reasonable to expect that the residents of these localities would mostly use the Armadale Library. By that time, its catchment population would have far exceeded capacity particularly if it remains in its current location. The time frame for a library in Hilbert/Haynes will be dependent upon on other library developments and the accuracy of the population projections.

The proposed Stockland development of the Wungong Urban Town Activity Centre located in Hilbert off Forest Road has an allocated 5,000 sq m of land for the City of Armadale. This would be an appropriate location for a library to service the populations of Hilbert and Haynes.

More recent predictions for the Haynes area are an ultimate population as high as 45,000. Determining exactly where a public library should be located in the Wungong Urban District Centre, either in the 'community use' space or in within a shopping centre requires further investigation. The community use space would provide greater opportunities for partnerships with other community service providers but may compromise on the broader range of clients that a public library attracts from within a shopping centre location, depending on the proximity of the retail facility to the community facility. These factors will need to be considered when considering options available before making final decisions on the preferred location of a library in Haynes.

A commitment would need to be made in the Long Term Financial Plan for a new Haynes Library for the 2026/27 financial year if this is to be achieved.

Council determined at the Community Services Committee Meeting on 5 July 2016 (C26/7/16) that the following recommendation would be endorsed:

- a) research be undertaken together with Community Planning and Community Development into the preferred location of a library for the Wungong Urban Town Activity Centre, and that
- b) consideration be given to the impact of its being incorporated with the community facility adjacent to the All Abilities Playground, or the commercial centre depending on the options provided for both.

Conclusion:

The City's public libraries are a valued service. An average of 1,000 people per day visit one of the three libraries to simply use the space, to read, to study, to attend an event, to use a computer, or to borrow books and/or other items. Locally, nationally, and internationally, public library buildings continue to be built and libraries continue to be used and visited. They are invaluable public community spaces.

Internationally, for example, new research is being undertaken in the UK on a 'Libraries Deliver' document. The UK Libraries Taskforce will shape a united approach to service delivery using its *Public Libraries Deliver* statement that identifies these key areas of the public library service:

- reading and literacy
- digital literacy
- health and wellbeing
- economic growth
- culture and creativity
- communities
- learning

Locally, WALGA's *Vision 2025 and Framework for Strategic Action* document recognizes the key role that public library services in Western Australia play in developing stronger communities. It has identified the key areas of public library provision as:

- Building capacity and fostering community engagement
- Promoting learning and literacy
- Preserving, sharing and celebrating rich heritage
- Inspiring new ideas and creativity

All of these statements resonate with the goals of the City's public library service and reflect the Outcomes, Strategies and Actions of the City's Corporate Business Plan. The City's Library Service is one part of the wide network of services that deliver benefits to the community locally. Responding to community requests for library services is the role of Local Government within the context of its strategic and financial capacity. Not providing library services that meet the needs of growing communities would have a measurable negative impact on those communities.

The 2012 Strategy concluded with the following and the Updated Strategy can appropriately conclude in the same way, viz.:

The UNESCO Manifesto for the public library states:

“The public library, the local gateway to knowledge, provides a basic condition for lifelong learning, independent decision-making and cultural development of the individual and social groups.

This Manifesto proclaims UNESCO's belief in the public library as a living force for education, culture and information, and as an essential agent for the fostering of peace and spiritual welfare through the minds of men and women.

UNESCO therefore encourages national and local governments to support and actively engage in the development of public libraries.”

The City of Armadale has demonstrated its commitment to the support of public libraries as described in this Manifesto. Implementing the recommendations of this Strategy will give Council the opportunity to relocate libraries as population changes and other infrastructure is advanced. It allows Council to be flexible and to respond to opportunity and change to ensure a sustainable library service that gives a positive return on investment and a positive measurable social and economic benefit.