

R E P O R T	TO	MAYOR AND COUNCILLORS
	FROM	LIBRARIES MANAGER
	FILE REF	DOC ID# 381684
	PORTFOLIO HOLDER	JULIE BUBB
	DATE	FEBRUARY 2008
	SUBJECT	WAIHI LIBRARY EXTENSION EVALUATION

RECOMMENDATION

THAT the Waihi Library Extension Evaluation be received by Council.

Purpose of report

To provide an evaluation of a proposal to extend the Waihi Library building to (i) improve the staff working and amenity area, and (ii) to provide more book display and activity area for library patrons. The report consists of three parts: Section one outlines the background factors and Decision-Making process that has been undertaken to date. Section two details the calculations undertaken for various parts of the library to arrive at an overall spatial requirement. Three appendices then include architect's drawings; library design factors and trends; and some photos from recently-renovated libraries

Section One

1.0 Background

Public libraries play a key role in New Zealand society. Their purposes include: recreation, learning for life, building communities, capturing local heritage and combating social exclusion.

In national terms Waihi is a small rural town and Hauraki likewise a small rural district. For many years past, Council has been careful not to exceed what might have been considered a balance of resourcing and level of service to match our ranking. With what is being proposed it may seem that the resourcing sought is operating above it's weight class, however apart from extending the district library service into Ngatea in circa 1995, no improvement of the level of service has been made since the mid 1980's when the Waihi Borough extended the existing library building to include a childrens library.

Waihi Library is overdue for improvement, and an extension to the library area will be an integral part of the improvements that have been signalled for some time in the LTCCP. The extension will provide extra space to create a much needed open environment, not solely room for more books. At present the library is dark, and cramped to:

- adequately display our collections
- provide a pleasant experience for visitors
- permit the library to maximise the use of information technology
- allow staff to function at their optimum.

The library has two important attributes to its advantage: 1) Convenient location in the centre of town and 2) a distinctive heritage building. Any renovation will retain the character of the building as best as possible.

This report outlines aspects that needed to be considered in the design of the proposed extension of the library.

Background information provided includes detailing space requirements as per the LIANZA Standards for Public Libraries, 2004. Other considerations including: technology-proofing; changing trends in libraries; current usage statistics are provided to attempt to provide a full picture as possible of all aspects that prudently must be taken account of in library design.

Preliminary plans and costings have been obtained to give an indication of what is possible for the site, along with photos from other newly-built/renovated libraries (some within the nearby Waikato region) to give some context to the technical information.

It is acknowledged that this is a large and detailed report, but it is felt that Council is best presented with as much information as possible in order to make a decision..

Councillors Baker, Bubb and Carmine accompanied myself on a tour of several regional libraries in late 2007. Libraries visited were Thames, Huntly, Chartwell, Morrinsville and Te Aroha. This was a very interesting and beneficial trip for all and clearly demonstrated the need for refurbishment and expansion of Waihi Library. This trip complemented earlier visits to Ngaruawahia, St Andrews and Hillcrest (Hamilton), Otorohanga, Matamata, Tokoroa, Cambridge, Te Awamutu, Whitianga and Whangamata by myself and Margaret Waters from Waihi Library.

1.1 Required Process:

1.1.2 Project Significance assessment

In terms with the requirements of the LGA 2002, a significance assessment has to be undertaken in the process of preparing this report. Below is a copy of the assessment matrix.

		Yes	No	Comment	Consultation
Threshold	>\$1,000,000 above cost in approved Annual Plan and/or Hauraki Community Plan		√	Project is identified in the 2006-16 LTCCP and Annual Plans as a Community Focus Project	
	> \$1,000,000 unbudgeted expenditure		√		
	Does it involve a strategic asset?	√		Yes, Libraries are a strategic asset	
	Significant impact on Council ability to deliver HCP?	√		Actual cost is likely to far exceed original budgeted amount of ca. \$250000	
	Private Sector partnership?		√		
Criteria	Does it involve a strategic asset?	√		Yes, as above	
	Will there be a change in the level of service?		√	The new building will provide opportunity to introduce library based programmes that cannot be delivered currently, and in terms of that the extension will provide improved current levels of service.	

	Will there be a change in the method of service delivery?		√		
	Will there be a change in the capacity of Council to provide the service?		√		
Procedure	Priority	√		Building is long overdue for renovation and expansion	
	Other consultation	√		As stated above, the project is adopted into the 2006 – 16 HCP,	
	Economic impact	√		Increase in ratepayer contribution; annualised cost of extensions will have minimal impact on ratepayers	
	Social impact	√		Improved service will be provided to library users. Services are still equally available to all district residents.	
	Environmental impact	√		Footprint of building will be increased. Overall state of library area will be improved	
	Cultural impact	√		Excellent	

1.1.3 Options considered:

Option A: Retain Status Quo

Unacceptable as present public and staff environments are unsatisfactory.

Option B: Build a new Library on another site

Considered impractical due to lack of a suitable alternative location and the fact that the present building is a local historical feature in the District Plan. A rough estimate of \$675000 to build, plus \$500000* for a section only has been calculated for this option. Another scenario would be to lease an existing building in an appropriate location, but this would still require extensive renovation to make it suitable for library use, provided such a building exists.

*Section cost based on current library section land value.

Option C: Renovate and extend the current Building

This has been the preferred option in order to retain the library in a building which is best kept in Council's ownership for the benefit of preserving a significant feature of Waihi's heritage. Initial designs set the cost of this option at around \$700000.

1.1.4 Effect on Community Wellbeings

The preferred option (C), will have a mainly positive effect on Community Wellbeings, with the only negative impact foreseen being a potential rise in rates.

a) *Social eg. "Everyone being able to participate in and use what the District offers"*

Improved service will be provided to library users and service may be more attractive to potential users.

Services are still equally available to all district residents.

- b) *Economic*
Marginal increase in library contribution per ratepayer, small increase in overall Council Expenditure
- c) *Environmental*
Much-needed internal maintenance work will be undertaken on an important local building, the extension will also provide better working environment for staff.
- d) *Cultural Implications eg. "Having the freedom to retain, interpret and express our arts, history, heritage and traditions"*
A significantly improved facility in which to access library services

1.1.5 Community outcomes that will be promoted include:

- Long term planning to ensure that our future infrastructure requirements meet the growth and development opportunities of our District
 - *Promote recognition that the libraries are a key part of the social infrastructure in the way that roading and water are of the physical infrastructure¹*
- Maintain And Protect The Vibrancy Of Rural Communities Within Our District
- We Encourage Increased Opportunities To Participate In Recreational, Sporting And Cultural Activities
- Hauraki District Residents Be Given The Opportunity To Participate In The Educational And Training Programmes

There is deemed to be a minor impact on Hauraki District Council's overall capacity to meet present and future needs in relation to any statutory responsibilities caused by the capital outlay required for this project.

1.1.6 Policy and plan considerations

This project is identified in the 2006 – 16 LTCCP and Annual Plans as a Community Focus Project

1.1.7 Financial and Funding considerations

The original budget set aside for this project some years ago was ca. \$250,000. This sum was a rough order assessment of a basic floor area extension of less dimension to the building. It is well short of the professional estimate advice we have received for the proposed extension which is scoped using guidelines that were not available in the first instance.. Bruce Scott Architect, following an earlier engagement to develop an extension proposal in 1998 was engaged again to provide preliminary drawings and estimates for the current project. An initial design involving considerable extension to the existing building produced an estimate of over \$1 million. A subsequent re-design, minimising work to the existing building resulted in an estimate of around \$700,000. Based on this second estimate, the additional cost per ratepayer is calculated at \$9.40.

It is understood that the minimal earthquake provisions required for such a building have been incorporated into the design and cost calculations

Copies of both designs are included in this report as **Appendix 1**.

1.1.8 Legal considerations

We do not believe that there are any implications to statutory and legal obligations Council may have in providing the Library service.

However, for industry based guidance, we have referred to the Library and Information Association of New Zealand Aotearoa (LIANZA) (the professional body for library and information workers) Standards for New Zealand Public Libraries 2004. This standard is designed as being an achievable level of library amenity for New Zealand Public Libraries to ensure patrons are given the appropriate access to information and culture at a global level. They provide the industry's framework for successful library service provision, including building design and spatial requirements. As such, all calculations in this report have been based on these standards.

General information on library design factors and sector trends that need to be considered are included in **Appendix 2**.

¹ LGNZ, LIANZA & National Library, (2006). *Public Libraries of New Zealand: A strategic framework 2006-2016*, p. 22.

1.1.9 Views of those affected

To date, Council and the general public (and library staff) have expressed their support in principle for better library accommodation in Waihi

1.1.10 Consultation

The LIANZA Standards have been the main source of guidance in the process to date. This has been complemented by staff input and visits to several other libraries of similar scope that have been built or renovated in the past few years.

Appendix 3 contains photos of other libraries to provide some visual context of what is described in this report. This appendix is not included in this report in order to conserve paper, but several copies of this will be distributed at the meeting

Section Two

2.0 Scoping the Proposal

This section provides an overview of the considerations that have gone into the design and sizing aspects of the proposed library extension. Again, they are based on LIANZA Standards and library sector trends and developments.

2.1 Essential Outcomes

The proposed extension and renovation should ideally provide the following:

- Staff workroom/facilities space needs to be extended to triple existing area
- more shelf space to effectively house our current collection
 - Lower height shelving
 - shelving that complements the new environment
- dedicated displays area (Central to entrance and traffic flow indoors and with street-front window display space)
- a larger childrens area
 - Story telling area for small children away from adult section with room for:
 - Seating
 - Floor cushions etc
 - Large enough for holiday program activities
- A dedicated young adult book section with study tables/chairs to do research etc. and to just 'hang out'
- extended newspaper reading, Local History and reference areas
- Magazine display and reading area
- An area for browsing and reading material on site
- An area to display books with tapes and books with cd's
- Increased public internet access facility, including:
 - Provision of data points where patrons can 'plug-in'
 - And/or
 - Provision of a Wireless hotspot
 - whereby patrons can access the internet via laptops or other mobile computing devices
- Separate toilet facilities for patrons with baby changing area.
- A functional entrance with automatically operated doors essential for those clients with young children with pushchairs & disabled clients with wheelchairs and scooters, and a foyer where displays can be sited..
- Fire Exit: At present does not reach the required standards for a public building.

NOTE: it is the opinion of the author that the size building provided represents the minimum expansion required. This leaves little room to cope with future spatial demands as both technology and library usage evolve.

2.2 Collection Size

The current collection size is a little below the ideal for our size of community. It is planned to grow from around 19000 items at present to around 22000 over the next few years. It is unlikely to grow significantly beyond this in the future due to a number of factors:

- LIANZA standards-3.5 items per capita (6300) = 22050 items.
Much of the increase indicated above will be comprised of audio-visual and reference items which require significantly less display space than regular books.
- Need for thorough weeding, to strip it down to 'bare bones' to be built up again by refreshed, current stock ready for re-opening. This was completed in mid-2007
- Proliferation of electronic research, educational and recreational resources available and our move to accommodate these more fully into our collections and services
 - Especially true for non-fiction material, where traditional reference and research material is being replaced by online or electronic versions. Eg EPIC
 - Trend towards electronic information-seeking among the general public, especially as high-speed internet becomes more affordable
 - Growing expectation of public for such resources in their library
 - Need for more public access to the internet

NOTE: The required collection size has been increased slightly since the design was presented. This increase requires an additional 50m2 of collection display space.

2.3 Impacts of Technology

It is very difficult to predict the impact of information technology on both society and libraries in the future. This is not necessarily long term, but within a few years high-speed internet access and even wireless access may be commonplace across most of the country. This, coupled with the constant evolution of more and better products and tools for accessing information electronically, we have to do our utmost to future-proof our libraries.

An example of progress in this regard is Hauraki's part in a joint Waikato-wide bid for inclusion in the Aotearoa/New Zealand People's Network in 2008.

2.4 Intended Outcomes

- A building and resource that is at the hub of the community
- A place that invites and inspires people to visit and return to
- A user-friendly, interesting space, that allows freedom of movement and has a place for everyone
- A 'hip' place for young adults
- A 'safe' place for kids
- A welcoming place for older people
- An engaging place for adults

2.5 Staff Areas

The present staff area is far from satisfactory. It is small, cramped., has two floor levels and unsatisfactory for the necessary functions of a busy, modern library workspace. Minimal requirements of the workroom are:

- Ergonomically designed workstations and spaces
- Flexible spaces, not locked into one layout or space forever
- Computer workstation for each desk/area
- Adequate storage and shelving space
- Room must be separate from public area to allow proper breaks
- A separate office
- Kitchen and bathroom facilities

2.6 Spatial Calculations (Based on LIANZA Standards)

Required area in black

Current area in red

Waihi Library requires the following:

Collection Display	250m ²
Staff Area/Workroom	77m ²
Public areas	70m ²
Non-assignable space	50m ²
TOTAL	447m²

A detailed breakdown of the make up of the areas outlined above follows.

Collection

As detailed earlier, the overall collection size is expected to grow slightly over the next 10-20 years. The expanded collection size outlined above had been used as the basis for calculating the minimum space required to house it.

Two other factors must be factored into the collection space calculations:

- Ratio of 65% on shelf, 35% on loan
- 1.5 seats for every 1000 members of library's target group

LIANZA Standards	Quantity	Space required m ²
Adult lending	1000	15
Children's Lending	1000	16
Reference	1000	10
CD's	1000	8
Audio Cassettes	1000	8
Talking books/videos	1000	15
Pamphlet file cabinet	1	2.5

Waihi Collection	Quantity	On Shelf	Space required m2
Adult Lending Books	16000	10400	150m2
Children's Lending Books	7000	4550	80m2
Reference Books	500	500	10m2
CD/Audio/DVD/	600	400	8m2
Talking books	200	130	5m2
Total	24000	15800	253m2

Current collection area ca. 158m2

Staff Areas

Dimensions in this area will vary considerably depending on:

- Type of library service unit the staff area is attached to: In our case General Public
- Method of service delivery and therefore the need for space, storage and sorting: Again, General Public

Area/Display/Storage/Seats	Quantity	Space required m2
Office	1 staff member	15-20
Work station	1 staff member	14
Closed stack	1000 vols	6
Lounge area	Per person	3

Office: 1 staff = **15-20m2**

Workstations: 3 staff = **42m2**

Separate stations are required for different activities

- Computer facilities
- Area for sorting, distributing of books
- Area for housebound collection of books
- Tables, benches, desks, cupboards and shelving
- Trolleys and trolley space
- Storage requirements
- Equipment to be housed and stored
- Graphic/display space and materials
- Area for unpacking
- Space for copying, printing, binding, processing new books and repairs
- Filing – vertical and computer

Lounge area: 2/3 staff = **6-9m2**

Closed stack: (721 items) = **6m2**

Toilet: 1 req. = **3.6m2**

Total Space: = **77m2**

Current Staff area = 40m2

Public areas:

Area/Activity	Quantity	Space required m2
Chair & person at table/computer desk	1	2.3
Chair & person in a carrel	1	2.5
Person in a lounge chair	1	3
Average space per person seated	1	2.5

Seating: minimum 8 Lounge chairs = **24m2**

(1.5 seats for every 1000 members of library's target group)

Study Area: 4 people = **10m2**

Computers: 4 public internet pc's = **9.2m2**

OPAC: 2 free-standing pc's = **3m2**

Newspaper Reading/Reference Room: 15-20m2 metres, ideally would include study area in this room

Public toilet 1 unisex/disabled = **3.6m2**

Total Space: = **70m2**

Current Public Space: Total 28m2

Seating = 12m2

Newspaper Reading/Reference Room =12m2

Computers: 2 = 4m2

No public toilet

Non-assignable space

Non-assignable is space which is necessary to support the operation of the building:

- Air-conditioning
- Cleaner's rooms
- Storage rooms
- Corridors
- Lifts
- Rest rooms
- Computer rooms
- Allow 25% of combined floor space

This can be reduced slightly as there will be no computer room and rest rooms have been included elsewhere; Say 15-20% of total floor space calculated above

Total = 50-52m²

Current Non-assignable space: nil

Total Floor Space required 450m²

2.7 External Considerations (Taken from District Plan)

Parking Spaces

1 for 30m² gfa or site area

The required parking for a particular activity or development may be provided on other sites, in a manner which has regard to the following:

- Whether joint parking provision is acceptable particularly where hours of operation are different.
- Has regard to any proposals for shared access and loading

Joint parking with Memorial Hall is proposed. Main hours of operation are different, with the exception of Saturday mornings

Total Parking spaces required under District Plan= 13

Loading Spaces

1 loading space per activity

- Any loading space(s) shall have minimum dimensions as follows:

Length 8.0 metres

Width 4.0 metres

Height 4.4 metres

Location: Where an existing...service lane..., then the loading space shall be so designed and located that access to it can or will be obtained from that service lane

(Almost all library deliveries are at present made to the front desk during opening hours)

Population Trends:

According to Statistics New Zealand Census Data the makeup of the District's population is going to change dramatically in the future. The biggest factors are:

- Significantly growing proportion of those over 64; from 15% in 2001 to 31% in 2026
- Significantly lower proportion of those aged 0-14; from 26% in 2001 to 16% in 2026
- Decreasing total population from 17200 to 15100
- The median age for Hauraki District is projected to increase from 37 in 2001 to 52 in 2026. This will see Hauraki have the 3rd oldest median age in the North Island.²

² <http://www.stats.govt.nz/store/2006/07/subnational-population-projections-01%28base%29-26update.htm?page=para017Master>

2.8 Library Usage Statistics

The Council's electronic People Counter has been utilized in recent times in the district's libraries and is the only visitor data we have in regards to the patronage of that facility. The data collection periods are sufficient enough to assume that we have a reasonably accurate snapshot of the frequency of use of the libraries on an annual basis. The People Counter has been deployed as follows:

- ❖ From 22 May to 2 October 2006, was situated in Waihi Library.
- ❖ From 16 January to 27 March 2007 in Paeroa Library
- ❖ From 27 March to 28 June in Ngatea Library

This data has been coupled with circulation figures for the same period to give an indication of the levels of use of the library and the associated workload for the library staff. However, use of other non-circulation based services must also be considered as equally important functions of the libraries as is circulation. Such other services include:

- ❖ reading
- ❖ recreation
- ❖ research
- ❖ computing/photocopying,
- ❖ way-finding
- ❖ informational services

For the duration of the People Counter's stay in Waihi and Paeroa, the opening hours were:

Mon-Thur	10am-4.30pm
Fri	9.30am-5.30pm
Sat	10am-12noon

From Monday to Friday the libraries were staffed by 2 library assistants, with just 1 on Saturday mornings.

In Ngatea the opening hours were:

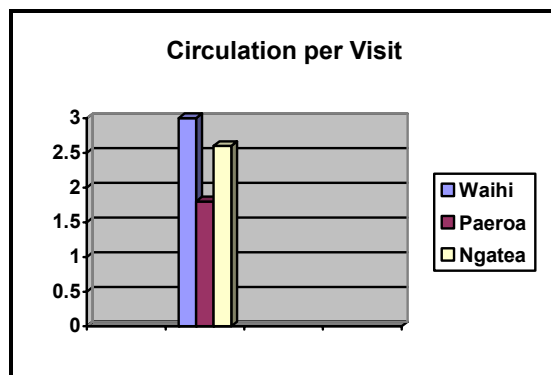
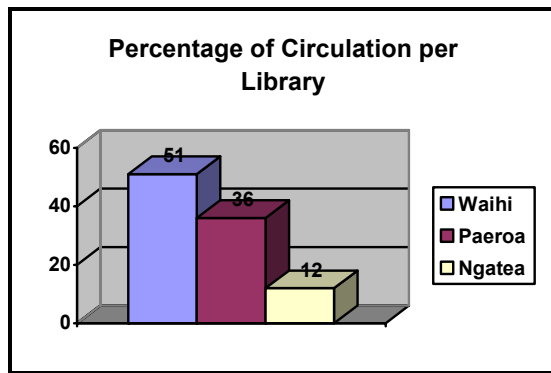
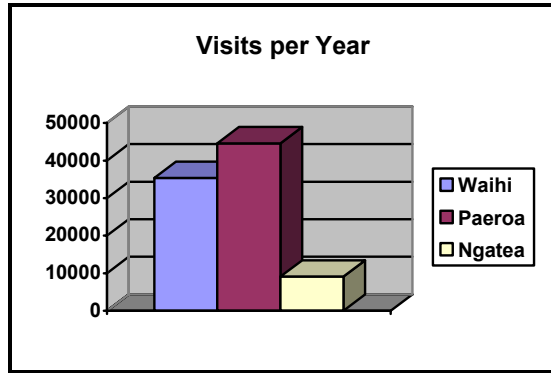
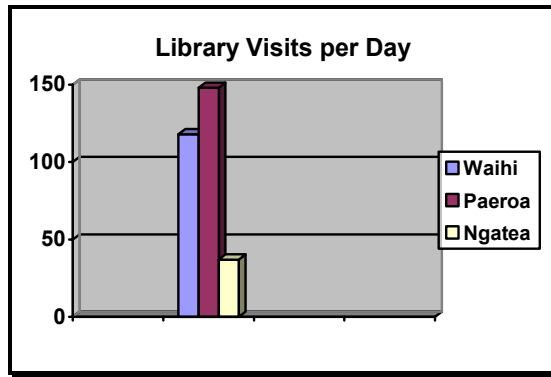
Mon-Fri 8am-4.30pm

With one CSA staff member on duty in the library at all times.

Key Trends and Findings

- ❖ Combined, the libraries have around 90000 visitors per year
- ❖ Waihi Library has a higher circulation per visitor ratio (3 items) than Paeroa (1.8).
- ❖ Saturday circulation in Waihi is considerably higher than weekdays (4.2 items compared to 2.9)
- ❖ Paeroa has the most visitors, averaging 148 per day. This equates to almost 45000 people per year.
 - Waihi averages 118 per day, equating to around 35000 people per year
 - Ngatea Library also has a high circulation per visitor ratio, at 2.6 items. However, the overall circulation and visitor numbers are much lower: on average 37 visitors per day equating to over 9000 people per year.
- ❖ These findings clearly illustrate the different types of usage of libraries. Reasons offered for the discrepancies between Paeroa and Waihi include:
 - Adjacent location to main Council offices provides a steady stream of both informational queries and people looking for said offices.
 - Better reference and study facilities in Paeroa Library may encourage heavier use of this part of collection, not requiring borrowing of books
 - When borrowing, people borrow less items, more often, as opposed to Waihi's more items, less often.
 - Use of Paeroa as a 'waiting area' for nearby businesses such as car repair etc.
 - Much higher level of 'way-finding' queries from general public, often out of towners

Comparative Statistics



Statistical Analysis - Waihi

Total Period	137 days		
Total Period of library opening	118 days		
Total Mon-Fri	99 days	84%	
Total Sat	19 days	16%	
Total Visits	13650 people		
Total Visits Mon-Fri	12426	91%	
Total Visits Sat	1224	9%	
Average Visits per day	118		
Average Visits per day Mon-Fri	128		
Average Visits per day Sat	66		
Total Circulation	40716	52% of District Circulation	
(Issues & Returns)			
Total Circulation Mon-Fri	35617	87%	
Total Circulation Sat	5099	13%	
Circulation Per Visit	3		
Circulation Per Visit Mon-Fri	2.9		
Circulation Per Visit Sat	4.2		
District Wide Comparisons for the same period			
Total Circulation	78612		
Paeroa	27583	35%	
Ngatea	10313	13%	
Estimated Total Visits per year	35366 people		
Total Visits Mon-Fri	32000	90%	
Total Visits Sat	3366	10%	

Statistical Analysis – Paeroa

Total Period	71 days		
Total Period of library opening	59 days		
Total Mon-Fri	49 days	84%	
Total Sat	10 days	16%	
Total Visits	8732 people		
Total Visits Mon-Fri	7987	91%	
Total Visits Sat	750	9%	
Average Visits per day	148		
Average Visits per day Mon-Fri	163		
Average Visits per day Sat	75		
Total Circulation	15402	37% of District Circulation	
(Issues & Returns)			
Total Circulation Mon-Fri	14188	92%	
Total Circulation Sat	1214	8%	
Circulation Per Visit	1.8		
Circulation Per Visit Mon-Fri	1.8		
Circulation Per Visit Sat	1.6		
District Wide Comparisons for the same period			
Total Circulation	41652		
Waihi	21156	51%	
Ngatea	5094	12%	
Estimated Total Visits per year	44575 people		
Total Visits Mon-Fri	40750	91%	
Total Visits Sat	3825		

Statistical Analysis - Ngatea

Total Period	94 days	
Total Period of library opening	60 days	
Total Visits	2232 people	
Average Visits per day	37	
Total Circulation (Issues & Returns)	5863	11% of District Circulation
Circulation Per Visit	2.6	

District Wide Comparisons for the same period

Total Circulation	53116	
Waihi	28984	55%
Paeroa	18269	34%

Estimated Total Visits per year 9102 people

Population Comparisons

District-wide	16650	
Urban	9477	57%
Waihi (Urban)	4524	48%
Paeroa (Urban)	3882	41%
Ngatea (Urban)	1071	11%
Waihi Ward	6300	38%
Paeroa Ward	5330	32%
Plains Ward	5020	30%

2.8.1 Evidence from other libraries of increased usage when opening a new building

Hurunui

In the 2.5 years we have been open in a new building we have sustained a 35% increase in issues, 30% increase in members and a 50% increase in door count

Porirua

When Porirua reopened in a new building we had a 40% increase in usage over the first two years.

Pukekohe

Since our new Pukekohe library opened in July last year - Issues have increased by 35%, Income by 55% and membership overall by 20%.³

³ Email list communication, January 2008.

3.0 Summary

The detail of the report has outlined all the considerations that have gone into the calculation of spatial requirements and design considerations. In more specific terms, the proposed extension and renovation aims to provide:

Aspect	Requirements
Collection Display	Considerably more and lower height shelving Moveable shelving for some parts, especially in children's area to allow for flexible use of space
Staff Work area	Much more room Properly designed and laid-out workroom allowing for most efficient and effective workflows Both seated and standing height service desks to accommodate all patrons Private staff room for breaks
Public area	Clean, light and spacious environment to allow comfortable browsing, reading, study and relaxing Clear, user-friendly signage and layout of library to indicate different sections

Perhaps the most important single aspect of the proposed new library is that of a community facility that is inviting and of interest to all of the community. Indeed, 'libraries as place' is becoming a key component of library services as a whole in this increasingly technological and disconnected society, as they provide that third place (outside of work and home) that people can visit and know that they will be safe and comfortable. This firmly places libraries at the centre of the community and can help instil a real pride amongst communities that have access to a modern, vibrant and relevant library.

The renewed and refreshed Waihi Library building will complement the changes currently being implemented to improve both the level of services offered and the mechanisms by which these services are offered. The investment in collection building and management, broadening the range of material on offer, extending into promotional activities around the library in general demand the requisite improvement in the physical library to maximise their combined impact and appeal.

There is nothing to stop Hauraki from being at the forefront of library service provision and creating a first class facility the community can be proud of within practical means. Being small should not restrict us to thinking small.

Paul Nielsen
Libraries Manager

RECOMMENDATION

THAT Council determines that there is a need to extend the Waihi Library Building to enhance library operations at Waihi, and acknowledges in principle the rough estimated of \$700,000 cost plus GST and commissions the preparation of appropriately detailed construction plans to enable firmer costings to be compiled on the proposal and that the costings be presented to Council for final approval. And, further that the cost of providing continuity of library service whilst an extension is being constructed be also presented.

Appendix 1

Appendix 2

The following few pages serve to give an idea of the issues that need to be taken into account in library design and some solutions to such issues from experts in the field.

What a modern library should aspire to be⁴

- **Flexible**, with a layout, structure, and services that are easy to adapt
- **Compact**, for ease of movement of readers, staff and books
- **Accessible**, from the exterior into the building, and from the entrance to all parts of the building, with an easy comprehensible plan needing minimum supplementary directions
- **Extensible**, to permit future growth with minimum disruption
- **Varied**, in its provision of book accommodation and of reader services to give wide freedom of choice
- **Organised**, to impose appropriate confrontation between books and readers
- **Comfortable**, to promote efficiency of use
- **Constant in environment**, for the preservation of library materials
- **Secure**, to control customer behaviour and loss of book
- **Economic**, to be built and maintained with minimum resources both in finance and staff
- **'intelligent' building**, which will be capable of accommodating the long-term, almost unforeseeable changes in information technology

Design factors to consider

1. Environmental awareness

Both external or internal environmental aspects need to be considered when developing buildings.

- What does the library 'say' to residents?
 - ❖ Designing the contemporary library is a very different experience from what it once was. The quiet, controlled and rather dull buildings of the past no longer cut it with today's library user and things have changed in every area of libraries' daily existence.
 - ❖ Now, the 'library as living room' concept has become enormously successful: Eg., television, computer technologies, coffee shops, outdoor courtyards and self-checking facilities are the norm⁵. Traditionally, library books and refreshments did not mix. But now consumers expect coffee shops in bookstores such as Borders. Therefore, they expect the same in libraries. Transform libraries into the equivalent of living rooms in the city.⁶
 - ❖ freestyle floor plans and adaptable internal configurations are essential
 - ❖ Need book drops that send returns directly to an efficiently configured workroom;⁷
 - ❖ Integration of art, especially local artist into design

Sustainable Design

- ❖ Use of natural ventilation means doors can be left open onto outdoor reading areas without significantly altering the indoor temperature. explore the idea of the public being able to move freely in and out of the building.
- ❖ Sustainability low-energy light fittings controlled by sensors; a design that makes the most of solar gain for winter warmth; sustainably sourced, non-toxic and recycled materials wherever possible and environmentally-friendly timber treatments.
- ❖ locate hard wiring as well as air distribution systems under raised floors, this allows flexibility in wiring technology. Air vents can also be rearranged.⁸
- ❖

⁴ Information in this section, is summarised from: *INFO 542: Module 11 Course Notes "Building Design"*, 2006-07 Masters of Library and Information Studies, Victoria University of Wellington. Other sources are acknowledged where used

⁵ Barclay, A. (2004). Library design - an architectural perspective. *Library Life* 292(August), 18

⁶ Barclay, A. and Coop, J. (2004). The changing faces of New Zealand's public libraries. *New Zealand Libraries* 49(11), 386.

⁷ Harrington, D. (2001). Six trends in library design. *Library Journal Buyers Guide* (December), 12

⁸ Ibid, p.13

2. Customer perspective

Meeting the needs of the customers is the *raison d'être* of the library.

- ❖ In Australia, the United Kingdom, New Zealand, India, and South Africa, consumers prefer to enter a public building on the left and travel in a clockwise direction. Therefore, the layout of a library is crucial in order to expose patrons to the greatest number of books and services and to maximize the use of public space in the building.⁹
- ❖ It is not the space allocated to books that is critical; it is the space allocated to people. Customer comfort will determine how many books are borrowed and how long customers will stay in your library.
- ❖ Clear, visible signage essential, along with clearly identifiable entrance
- ❖ Passers-by are more likely to be attracted into a library if they can **see** what is going on inside the building. Large windows allow the **books** and activities to provide their own publicity ... Small 'hole-in-the-wall' windows sparingly used invite curiosity- especially when well lit from inside ¹⁰

3. Personnel needs

Whether driven by an economic rationale, or by increasing customer expectations, library services constantly have to achieve the same or greater output with fewer staff. Building design must reflect this, ensuring that a smaller number of people can work in the most effective way.

4. Overall environmental design

Although it is an aspect of personnel needs, environmental design looks at the issue in a broader way. The term refers to the impact of the built environment on the needs of people— not only the people who work in the environment, but also others who come into contact with it, such as customers and tradespeople . The social, physical, psychological, and behavioural needs of all the people involved are taken into consideration. Appropriately designed environments can enhance satisfaction and happiness, and increase effectiveness — clearly a consideration in today's library scene. Environmental design draws together the twin disciplines of **environmental psychology** (human perception and behaviour) and **human factor engineering** (human performance).

Here are some practical consequences of research into environmental design:

- There is no one best or ideal reading station a variety of reading areas needs to be provided, so that individuals can choose those which best suit themselves.
 - Enough area should be allowed so that readers do not feel that their personal space is being invaded.
- The abilities and demands of different groups of customers need to be considered.
 - Children need lower door handles and lower light switches for ease of access and operation;
 - the elderly, and parents with children in pushchairs, need manual doors which are easy to open, or automatic doors which stay open long enough to allow them to pass through.

Must study the expected behaviours of both the staff and the customers, and plan to cater for these, balancing the costs and benefits of each proposed facility. It is impractical to assume that everyone will accept, feel comfortable with, or work best with what is provided; it is important to provide for, and allow for, variety.

5. Space needs

Book display

Evidence suggests that displaying books jacket-out (as opposed to traditional manner of spine out) results in increased circulation. If increased circulation is a goal, then more shelving may be required to accommodate the increased display area.

⁹ Stanley, J. (2003). Retail technology applications and their role in the modern library. In Gerard B. McCabe and James R. Kennedy (Eds.), *Planning the Modern Library Building* (pp. 75-88). Westport, Conn. : Libraries Unlimited

¹⁰ Wagner, G. S. (1992). Public library buildings: A semiotic analysis. *Journal of Librarianship and Information Science* 24(2), 106.

Browsing

- ***People browsing also need space to move, and to stand to peruse the shelves; therefore, more space is required between ranks of shelving, usually 2m between centres.***
- The space required for people in wheelchairs must be considered.
- The overall height of the shelving is important — having very high or very low shelves should be avoided. Children, people in wheelchairs, and the elderly all have to be considered.

Computer terminals

- A mixture of 'stand-up' and 'sit-down' terminals are required.
 - Stand-up terminals are ideal for catalogue or quick-reference 'way-finding' guides

6. Technological factors

Arguably, the following technological developments are those that will most affect library design:

- The use of computer-based collection management systems provides information that can be used for more effective collection use.
- If Internet access is provided for customers, more terminals or networked computers may be required, along with CD-ROM, online database access, and Internet access via all-purpose workstations.
 - Internet and CD-ROM use by both customers and librarians may save storage space, because it may mean that fewer books (especially reference books), journals, indexes, etc., need to be held.
- many customers may not be able to use the Internet effectively without assistance from information specialists to answer queries, educate customers, and perform rescue missions from time to time.
- you can't predict what technologies will be popular in the future greater use of computer hardware will increase demands for power and power sockets.

7. Building additions

When considering additions, it is important to ensure:

- That the present building is still functional and has a future, including a technological future. There is little point in spending money on additions if the current building is, or is soon likely to be, defunct. Additions to old buildings have to be both architecturally and structurally feasible.
- It is also necessary to look not just at the library's operations as they are currently performed, but also both at their improved form, and at how they may be performed as a result of foreseeable developments in such areas as new technology.

Appendix 3 Photos from other libraries

Several hard copy versions of this appendix will be distributed at the Council meeting for review.