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New Library at the Munro Site

Community and staff engagement report

March 2022

Prepared by Global Research Ltd.

For

CITY OF MELBOURNE

Contents

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Executive summary

Introduction

The City of Melbourne is developing a new community library at the Munro site, in the heart of the Queen Victoria Market precinct. The Council wanted to find out how people might use this new and exciting space, what they would like to see there and how they feel the library can contribute to their community.

Community engagement was carried out January-March 2022, using an online survey on the Participate Melbourne website, face-to-face surveys with the public at existing libraries and pop-up libraries, and stallholders at the Queen Victoria Market were invited to participate in the survey via the Queen Victoria Market newsletter.

Overall, 318 community member responses were received on the survey.

Concurrently, City of Melbourne libraries staff were asked for their thoughts and hopes for the new library. More than 50 responded, providing a rich input based on professional experience and passion. These comments are synthesised in the second half of the report, commencing on page 54.

Key findings

Similar ideas were repeated across different questions. The most prominent themes across the engagement are summarised below.

Insights from community members...

> Respondents were enthusiastic about the new library, praising the location and convenience. They wanted it to showcase local history and make the most of its connection to the market.
> The new library was seen to offer an opportunity for a sense of connection and community, as a non-commercial space to spend time, and a 'third place' or alternative to working from home.
> The community wanted to ensure the library is a welcoming, accessible place where people from different cultures and generations can connect, and where resources and services cater to all groups.
> Respondents reiterated that a diverse offering of events, programs and activities could enhance community connection and learning. Suggestions encompassed a variety of topics, such as author talks and literary events, personal development and wellbeing, skills and education like IT and languages, and workshops for practical skills and artistic hobbies. Respondents often noted these should be free or low-cost.
> The resources of the library were named as a key benefit, with respondents requesting a wide-ranging and diverse selection of books – with quality books in languages other than English – as well as eBooks, magazines, newspapers, and resources for education and research.

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> A range of spaces and facilities were desired for different uses – these included quiet places to relax and read, bookable meeting rooms, the makerspace, a café, co-working/study areas, and areas for children to relax, interact, and play.
> Amenity and layout were commonly discussed. While there were differences in priorities, it was evident that separation of areas was critical to ensure high-activity zones did not disrupt other uses. Respondents wanted quiet, relaxing reading areas with comfortable chairs and good lighting. A few requested that these areas be separate from working or computer areas. Other amenities included stable Wi-Fi, good lighting, lots of greenery, space to sit outside in the shade, and good ventilation.
> The library was seen as a place to foster the arts and creativity, both through exhibiting and incorporating local art into the design and facilitating creativity by providing a makerspace including equipment and classes.
> Respondents who talked about services for children wanted to see a range of activities, sensory stimuli, and interesting play-spaces, playgroups, Storytime (in different languages), music groups, and children's books and learning opportunities.
> Spaces where everyone, including adults, could play were suggested, with board games and games like table tennis.
> Various other specific facilities were suggested, either as part of the makerspace or separately. These included a music studio (soundproof), a photography studio, a kitchen, a kitchen appliance library, an urban garden, a tool library, and new technology like 3D printers.

Insights from City of Melbourne library staff…

> **Level 1:** to be a great study space, Level 1 was described as needing varied and modifiable spaces and furniture to accommodate a range of study preferences and uses. Staff wanted to see sufficient charging and power points, comfortable as well as practical and accessible furniture, and a warm and welcoming atmosphere. Additionally, staff reported that the lobby ought to welcome and entice patrons, as well as provide space for showcasing the collection in ways which generate intrigue.
> **Level 2:** a great customer experience was thought to be provided when the collection was displayed in easy-to-see and accessible ways, and when staff were welcoming, friendly and approachable. Staff wanted to see good light and airflow on Level 2 and reported that patrons were most likely to use this area for browsing, and for quiet reading and/or study.
> Staff had multiple staffroom suggestions, calling for enough pleasant space to relax and enjoy tea/coffee and food, while also wanting to be able to work, store items, and find quiet spaces for reflection, meetings, or phone calls.
> **Level 3:** a great children's library was seen as being one in which much attention was paid to layout and 'zoning'. Staff wanted to see a well provisioned area with bright, durable materials used and a lot of themed displays to catch and hold children's attention.
> They wanted to see the rooftop area used in ways that offered a point of difference from usual library operations, such as for physical play or activities, wet or messy play, or for unique events.

> **Collections and programs:** there were an array of suggestions as to which programs and activities might be suitable. These included education or training related sessions (e.g., IT/digital literacy, employability, health and wellbeing, and food). It was important to staff that these had both utility and broad appeal to a range of demographics.
Enabling the borrowing of toys, tools or kitchen equipment was suggested, and there was agreement that audio visual collections could be scaled back (i.e., DVDs, CDs, and Blurays). Staff reported that borrowing would be enticed when face-out displays were maximised, and attractive themed displays showcased topical issues.

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Project background

The City of Melbourne is developing a new community library at the Munro site, in the heart of the Queen Victoria Market precinct. The 3,100m² library will contain study spaces, creative makerspace, recording studio, and Family Services and a dedicated children's library will be on level 3, along with a community rooftop terrace.

The Council wanted to find out how people might use this new and exciting space, what they would like to see there and how they feel the library can contribute to their community. Feedback will contribute to the development of the concept plan, inform the fit-out of the library space and help determine what the library offers, including its collections and programs.

Last year the Council asked the community what they valued in libraries and their hopes for a future library service. With this input, the Future Libraries Framework was developed to guide decision-making for the City of Melbourne's libraries into the future. The Future Libraries Framework 2021 will also inform the new community library being built at Munro.

Design and construction of the library is anticipated to start in December 2022, with project completion planned for late 2023.

Engagement Approach

The key feedback channel was an online survey on the Participate Melbourne website. Respondents were asked to complete an eleven-question survey, containing a mixture of quantitative (option selection) and qualitative (free-text) questions. In addition, seven demographic questions were asked to gain an understanding of who respondents were.

To promote the online survey, City of Melbourne staff:

- Displayed posters and postcards in council and community facilities.
- Displayed posters and postcards at the Queen Victoria Market visitor hub.
- Placed links to the survey on the online library catalogue and on reservation notices.
- Organised a letterbox drop to all residents within a 250m radius of Queen Victoria Market.
- Organised the installation of footpath decals.
- Publicised the survey via City of Melbourne newsletters, social media, and community networks.
- Encouraged children and families to give feedback via both library programs and an exercise at local primary schools asking children what they would like to see in the library.

To ensure people without online access could also respond, officers also:

- Made a paper version of the survey available in the libraries.
- Carried out face-to-face intercept surveys at City Library, Elizabeth St pop-up Library and North Melbourne Library.

Community consultation was carried out between 25 January and 6 March 2022.

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Targeted consultation was also carried out with library staff. Over a period of four weeks, staff at Melbourne's libraries were given information about plans for different areas of the new library and asked for their feedback.

Engagement reach

The chart below presents the engagement the community had with the Munro Library pages on the Participate Melbourne website.

Findings:

> Nearly 2,500 people viewed the Participate Melbourne Munro Library pages.
> There were nearly 1,900 visits to the Participate Melbourne Munro Library pages (300 visited more than once).
> Over 1,600 individual visits were made of the Participate Melbourne Munro Library pages.
> 318 contributions were received by community members completing the Participate Melbourne Munro Library survey.

Additionally, of the 318 contributions to the engagement:

> 14% said they are not a City of Melbourne Library user.
> 52% were residents of the Queen Victoria Market precinct.
> One third said they speak a language other than English at home.

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Analysis approach

Quantitative analysis overview

Frequency analysis was completed on questions where closed responses were asked for from respondents. These questions included opinion and respondent characteristic questions, including:

- Connection to the Queen Victoria Market Area
- Current library use
- Preferred library uses
- Additional things wanted in the library
- Respondents' aspirations for their future
- Respondent characteristics
  - Place of residence (postcode)
  - Gender
  - Age group
  - Identify as Aboriginal or Torres Strait Islander
  - Speak a language other than English at home
  - Identify as having a disability
  - Self-description (family composition, life-stage)

The results are presented as charts, along with key findings throughout the report.

Written comments analysis overview

To complete the analysis of written comments, Global Research analysts read each comment received from participants and organised them into themes and topics based on the points made. Some comments contained multiple points, relevant to multiple topics, resulting in a number of comments being coded to multiple places. Analysis was assisted by NVivo qualitative analysis software.

To give a clear and consistent indication of the number of comments received on each topic, the following key was used to describe the relative number of comments on each topic:

Number of comments	Written as:
3 comments	a few
4—7 comments	a small number
8—14 comments	several
15—24 comments	a moderate number
25—49 comments	a considerable number
50—74 comments	a substantial number
75—99 comments	a sizeable number
100—149 comments	a large number
150+ comments	a very large number

Comments from respondents have been included in this report verbatim to give a sense of the community voice. However, obvious spelling or grammatical errors have been amended for clarity.

Community Survey results

Respondent's connection to the Queen Victoria Market area

Respondents could select one option.

318 respondents answered this question.

Connection to Queen Victoria Market Area

Findings:

> Over half of respondents (52%) were residents.
> The next largest category was visitors, who made up 41% of respondents.
> Only one respondent was a business owner.
> Twenty two respondents (7%) selected other.

Respondents could write their own answer if they selected 'other'. Answers included: Shopper or visitor at the market (5), 'Staff' (2), Queen Vic Market staff (1), COM staff (1), library staff (1), Community health worker (1), Resident (1), Future resident (1), Volunteer (1), Library user (1).

Current use of City of Melbourne Libraries

Respondents could select multiple options, consequently the percentages do not add to 100%.

Results are the percentage of the 318 respondents who answered this question.

City of Melbourne libraries currently used

Findings:

> The City Library was the most commonly visited library by respondents, with over half of respondents visiting – 53%.

> Three libraries were visited by over one quarter of respondents North Melbourne (32%), Docklands (30%) and Kathleen Syme (Carlton) (25%).

> Four libraries were visited by less than 15% of respondents; Pop-up library in Elizabeth Street (12%), East Melbourne (8%), Southbank (7%) and Pop-up library in Little Collins Street (3%).

> Fourteen percent of respondents don't currently use a City of Melbourne library. Note that in the question that follows three percent of respondents stated that they are not library user, so it would seem that 11% of respondents use libraries outside of the City of Melbourne area.

Current library use

Respondents could select one option.

317 respondents answered this question.

Library use frequency

Findings:

> The majority of respondents were frequent library users 66% - visiting a library every week or every month.

> Around one fifth of respondents were occasional library users 19% - visiting a library 3-4 times a year.

> Just over one tenth of respondents were irregular users – 12%.

> Three percent of respondents were not library users.

How would like to use the new library

Respondents were asked to select the three options they considered most important for future use of the library.

Due to respondents selecting multiple options, percentages do not add to 100%.

Results show the percentage of the 318 respondents who answered this question.

How library would be used

Percentage of respondents

- Borrowing from the collection (e.g. books, DVDs, magazines): 76%
- Participating in events and programs: 42%
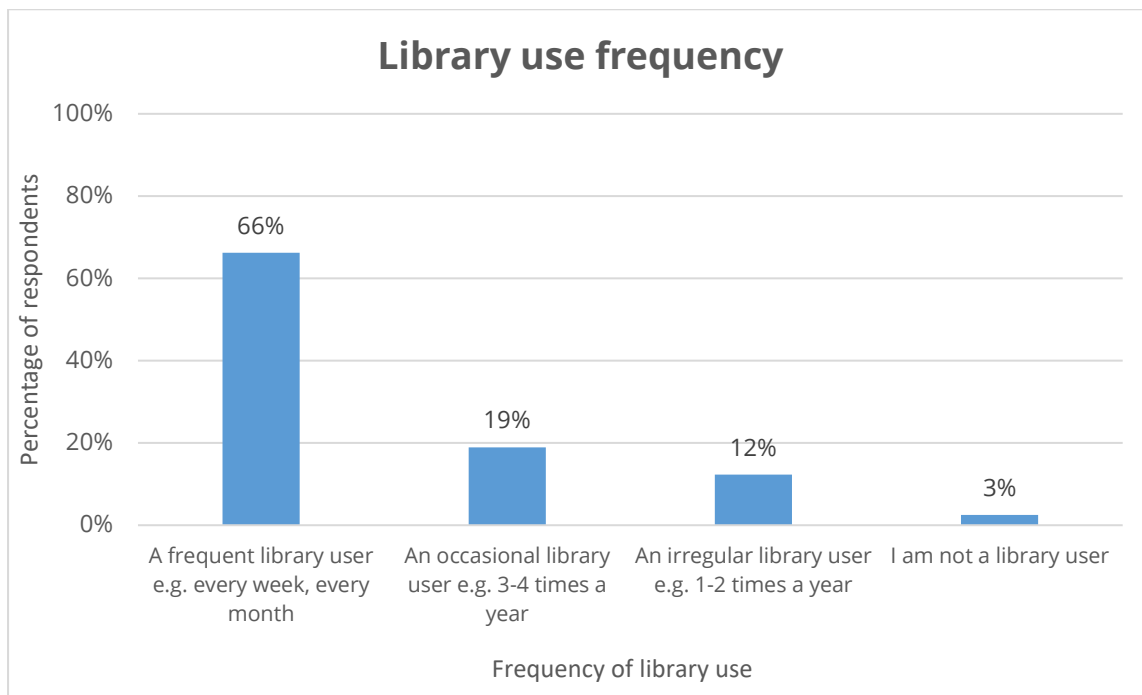- Finding a quiet space: 39%
- Reading: 27%
- Learning about what's happening locally: 22%
- Viewing art exhibitions: 20%
- Connecting to wifi: 19%
- Studying: 15%
- Using the printers and/or photocopiers: 14%
- Meeting friends: 12%
- Relaxing: 10%
- Using the computers: 5%

Library uses

Findings:

Note that respondents were able to select the three options they considered most important:

> The most common use for libraries was the borrowing of books, DVDs or magazines – 76% of respondents stated they do this.
> Over one third of respondents stated that they participate in evening event programs (42%) or use libraries to find quiet spaces (39%).
> Between 30% and 15% of respondents use libraries for: Reading (27%), Learning about what's happening locally (22%), Viewing art exhibitions (20%), Connecting to Wi-Fi (9%), Studying (5%).
> Between 15% and 10% of respondents selected: Using the printers and/or photocopiers (12%), Meeting friends (10%).
> Fewer than 10% of respondents stated that they Use the computers (5%) as one of their top three most important activities at a library.

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Other ways would like to use the new library

Spaces and facilities   137 comments

A quiet place to relax, read, or study   35 comments

Using the library as a place to spend time, relax, read or study was raised by a considerable number of respondents. These comments frequently emphasised that the quiet of the library was key to this purpose, with a few elaborating that they wanted peace and quiet to make it a place of "sanctuary/reflection" or to have a "stillness/reflection centre". Specific activities mentioned included reading, studying, researching, learning, using the internet, drawing, and writing.

Quiet space away from noise of city.

Quiet area to read and relax.

Meeting rooms and bookable spaces   33 comments

A considerable number of people wanted meeting rooms for library users and community groups, while a few wanted spaces that could be hired for events. Where respondents elaborated, they noted rooms should be bookable with the technological facilities to enable presentations. A couple of comments stipulated these should be free or low cost to book. One respondent from the Girl Guides group requested meeting rooms with storage to run the Girl Guides meetings there, as they are currently doing at other libraries.

I'd love it if there could be affordable meeting rooms for community groups to meet in - they're extremely hard to find in the CBD (though the Kathleen Syme rooms in Carlton are good).

Comprehensive presentation facilities for simultaneous local audience and streaming. Must be simple to use and provide good lighting and video/audio management.

The makerspace   20 comments

Respondents expressed enthusiasm for the makerspace and appreciation for the equipment they would have access to. One suggested that a "maker market" could be held to buy goods from the makers. A few people discussed the equipment the makerspace should have, such as sewing machines, pottery and art facilities, 3D printers and laser cut machines.

I loved the dedicated space called Makerspace - I would look at that to see if I could utilise the resources. I think that this is such a lovely way to meet people.

I like having access to otherwise expensive equipment such as sewing machines, the 3D printer, clay or pottery stations, places to make art in!

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Café, places to sit and read with a coffee   12 comments

Several respondents mentioned the library should have a café or places where people could sit and drink a coffee while reading. A couple of people suggested the café could be on the rooftop/terrace, while another felt it would be nice if the café was a social enterprise.

A social enterprise eatery. I would love to have lunch/dinner with friends in the library precinct knowing that it goes to a good cause (even if the cause is the library itself).

A place within the library to get coffee/ tea will encourage more people my age to visit the library!

Sit down have a coffee and cake while I am reading.

Co-working or work areas and study groups   8 comments

A small number of people said they would use the library to work remotely or as a co-working space, while a couple specified they would like to study with friends or in groups.

Space and atmosphere   7 comments

Various comments were made about what the library atmosphere should be like or how it should be arranged. A couple of people wanted a vibrant or informal atmosphere that embraced noise, with one suggesting "city buskers bringing music in". Other comments about library arrangement and atmosphere included that there should be natural light, that people shouldn't be allowed to eat food, that there should be tables to accommodate larger groups of people, or that tables and sitting areas should be separate from the shelves.

I would like a vibrant and engaging setting that provokes thought, reflection and conversations. I want a library where noise is allowed.

Music studios   5 comments

Music rooms or recording studios were requested by a small number of people, one of whom stipulated these should be soundproof.

Garden and greenery   4 comments

A community garden on the rooftop or just "more greenery" around the library was requested by a small number of people.

As I live in a compact area without a garden I would love a community garden or herbs.

Sustainability and recycling   4 comments

A few respondents felt there should be recycling (for e-waste and other difficult materials such as toothpaste tubes) and green waste facilities. One discussed sustainability more broadly, suggesting the library could be:

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An education hub of learning how to live/contribute in a sustainable CBD environment.

Outdoor area   2 comments

Two people wanted there to be an outdoor reading area.

Kitchen and facilities   2 comments

One person noted they would like a kitchenette while the other comment simply stated they would attend the new library "to use the facilities".

Other one-off mentions   5 comments

One person valued how the library was a non-commercial place to spend time, while other suggestions with one mention each included a prayer room and Justice of the Peace services. One person felt the library could be a "place to voice concerns".

One detailed comment was a request for the library to host a citizen science laboratory and makerspace:

> *Libraries are a meeting place where knowledge and information can be shared to all walks of life within the community. We would love to put in a formal request to host our citizen science laboratory and interdisciplinary innovation maker space, BioQuisitive, at the Munro community library. We would run events and workshops around citizen participation in science and innovation, as well as promoting better sensemaking, circular economics, eco-literacy, regenerative design and other grassroots initiatives to promote the transition towards a circular, regenerative, bio-based economy.*

Resources   70 comments

Books and the collection   26 comments

A considerable number of people wanted to use the library simply to read or borrow books, magazines and newspapers. A couple of people emphasised this "primary purpose" should not be lost sight of amongst other the library's other facilities and services.

A few comments were made offering specific suggestions for the collection, such as having books in other languages, having "uni books", non-fiction books about art, fashion, society, European history, and having more options for e-books and movies to borrow. One person proposed a designated newspaper section as opposed to allowing them to be taken to other areas in the library.

> *As much as I like the idea of libraries being community centres it is important to not lose sight of their primary purpose which is to lend books. To be a community repository of knowledge provided freely to the local community.*

> *Getting book recommendations from staff, reading, browsing the physical shelves, going to book club.*

An array of books in or about other languages, given that so many people of all nationalities attend the market. It would expand the attractions of the region.

Education and learning   15 comments

People wanted to use the library's resources for education and learning, with comments ranging from general statements such as "researching" and "knowledge building", to more specific requests for the types of information or resources people wanted. These included local history research, ancestry and family history research, learning languages, using the library as an alternative to the university campus, and to obtain IT skills. One person noted that they wanted to be able to research in a comfortable environment, stating:

I would like to access family history sites like Ancestry Library and Find My Past. I can access these at the state library but I find that space a bit intimidating.

Computers, Wi-Fi, and Printing   13 comments

Several respondents mentioned they would use printing and copying facilities, use their laptop or library computers, and that they would use the Wi-Fi or phone charging facilities. More specific comments noted the use computers to watch DVDs, and a request for a good quality, large format printer for design work, that there should be universal monitors to plug laptops into, and a suggestion regarding online databases that the library should "ditch Ebso". Lastly, one person suggested there should be provision for parents with babies to use the computers.

A corner for parents with baby that includes a baby cot (with toys/mobile) and a computer and other devices.

Also, I would REALLY like to see some universal computer docks, or, just a screen/mouse/keyboard that users could plug into to have a better way to use their laptops.

Local history and heritage   8 comments

Resources that celebrate local history and heritage were raised by several people. For a few people, this meant highlighting the connection with the Queen Victoria Market through collections on cooking and the market's history, while others wanted information and exhibitions on local history more generally.

The Munro site has an extraordinary history - it would be great if there could be a history display about the market and surrounding businesses.

Learn about the history and heritage of the market and the area in general.

Entertainment and games   7 comments

Requests were made for an array of games, including board games, gaming, tabletop RPGs (role-playing games), and games like table tennis and air hockey.

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Local resource hub   1 comment

One person simply stated they would like the library to be a "local resource hub".

Events, activities, and programs   63 comments

Event, talks, and activities (general)   23 comments

People wanted events and activities to be held at the Munro library, commonly phrasing this in general terms like "attending performances or local events" or "attend lectures/workshops". Where respondents did offer more specific suggestions, these included talks on growing plants indoors, cooking, local history etc., music concerts, movie and games nights, meditation and mindfulness groups, and multicultural events were also noted.

One person requested that these events occur outside of office hours for greater accessibility for those working.

Literary events and book clubs   14 comments

Half of these comments requested literary events such as author talks and panel discussions, while the other half suggested book clubs and reading groups. One of the more detailed comments suggested:

> *Meet writers. Have themes every month where it is possible to learn about a topic, for example 'Australian classics', 'Romance books in February'...*

Art exhibitions   11 comments

Several people said they wanted to see art exhibitions at the library without elaborating further.

Cooking and food   5 comments

Respondents suggested making the most of the library's connection with the market by offering opportunities to learn about food, cooking and local produce. Two respondents offered detailed suggestions:

> *Being in a market area, there could be fortnightly displays of cookbooks relevant to specific foods available there. Perhaps stall holders could be found through the Vic Market Authority to have specials on their produce that fortnight. Cooking classes that encourage market produce could be another idea.*

> *I believe the makerspace of the Queen Vic Market should reflect its location. How great would it be, if the makerspace was a registered food safe commercial kitchen, where you could attend to make jams and preserves, cheese, salami, special occasion cakes etc? If the makerspace was equipped with large stainless steel pans, mixing bowls, whisks, strainers etc... all the things people living in apartments have no room for? There could also be community events where groups could take inspo from browsing the market, buying lovely produce, then cooking a meal together to share. Use of the space*

would obviously be based on clean as you go, leave it in good nick. The traders could get involved...advising on seasonality, how to make use of produce when it is cheap and great quality.

Arts and crafts, skills, and repairing 7 comments

A small number of people wanted the library to be a place where they could learn skills or explore hobbies, mentioning things like craft workshops and events, painting and illustration, sewing and mending, and bike mechanics and maintenance.

Information about other activities in the area 3 comments

A few comments suggested the library could be a way to keep people informed about other local events or have a "visitor what's on" aspect, or just that is it "a central location for what is happening in the local area".

Children and families 39 comments

A considerable number of people said they would take their children to the new library to play, to use the toy library, to take part in events and activities like story time, and to read books. Some specific requests were made regarding facilities for children, including a children's reading room, playgroups, learning in languages other than English, and a Children's Book Club for enthusiastic readers. One person noted that facilities needed to provide for parents, for example, having spaces for infant feeding and accessible changing places.

As a place for my child to explore & learn, in more ways than just read books. A place that keeps him interested & engaged.

Culturally specific playgroups / learning for children - for example in languages common in CBD - Cantonese, Hindi, etc.

I have a one year old and we do our shopping at the market every week early in the morning. If there was a baby session very early when the library opens I would love to take my baby there while my partner does the shopping! We love the baby time events. Especially in Greek!

Community gathering and connection 26 comments

Respondents felt the new library could be a place of community connection, a safe space for people to gather, socialise, and learn about one another. Comments suggested it could be a place to meet existing friends as well as a place to meet new people with common interests. A few people emphasised how important libraries can be as a central community hub to support different groups.

Would really love to see the Library be a community space where people can gather to be community and promote neighbourliness. To be a platform where people can share their stories of what is going on in their lives like a

human library project and to open up the beauty in the diversity we have in the city.

I'd probably visit for various reasons. Libraries are vital to communities; supporting students, community groups, the underprivileged etc. That corner of the CBD is well overdue for a community library and meeting place.

Wish for it to be safe welcoming place for new residents, to cater for key language groups and for children.

Opening hours   2 comments

A couple of people discussed opening hours, both suggesting that they would appreciate the library having longer opening hours.

Youth and teenagers   2 comments

Activities and spaces for youth and teenagers were raised by two people, one of whom specified these should be not only "about computers/gaming".

Other   17 comments

Several people simply commented either N/A or that the survey's list was comprehensive. A small number of comments discussed other libraries, requesting that the Flinders Lane library remain open, naming the other libraries they currently use, and noting that the Docklands library has the "right mix" of facilities. Lastly, a few people expressed their interest in working or volunteering at the library.

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What else would like the library to offer

Respondents were asked to select the three other things from the list they considered most important for future use of the library.

Due to respondents selecting multiple options, percentages do not add to 100%.

Results are the percentage of the 318 respondents who answered this question.

Other things wanted in the new library

Findings:

Note that respondents were able to select the three options they considered other important things in a library:

> The most common use for libraries was a tool library – 41% wanted this.
> Just under one third of respondents stated that they would like: sewing machines (28%), 3D printers (26%), or Computers with creative software such as Photoshop (26%).
> Between 25% and 10% of respondents would like: Photography studio (23%), Audio recording facilities (14%), Music making equipment (11%).
> Fewer than 10% of respondents wanted a gaming area with PlayStation/Xbox.
> Sixteen percent selected Nothing more as one of three options.
> One quarter (25%) selected Other.

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The 79 respondents who selected 'Other' stated:

Arts, crafting, repairing, Makerspace: 15 (Including classes, facilities and equipment).

Children and family services: 14 (Programs, toys, play spaces, story time).

Amenities: 7 (Water refill, clean toilets, community kitchen, comfortable chairs, a place to lie down, a view, large tables for designing).

Meeting rooms and bookable spaces: 9 (Both for events and smaller groups).

Quiet, relaxing spaces: 9 (Reading areas where computers are not allowed, a garden/sanctuary, separated spaces).

Books and resources: 8 (Research and history resources, AV resources, newspaper, electric devices like Kindles).

Education and classes: 6 (Languages, IT, cryptocurrency, U3A, community science).

Games: 5 (Board games and table tennis etc.).

Social support and wellbeing services: 4 (Social workers, emotion-releasing rooms, Justice of the Peace services, food, and shower facilities for vulnerable members of the community).

Recycling hub: 3 (Soft plastics, materials used in the Makerspace).

All of the above: 2

Community garden, seed exchange: 1

A place to bring a dog: 1

Talks and presentations: 1

Co-working spaces: 1

None of the above: 1

Gaming is not suitable for a library: 1

Unique identity as a food hub: 1

Later hour sections: 1

What other children and family services would you like to see offered at the new centre?

Respondents were asked: *In addition to a new library, the building will offer children and family services such as maternal and child health, family support and counselling, parenting services and immunisations (child). Are there other children and family services you'd like to see offered at the new centre?*

Services for children   84 comments

Play areas and toy library   33 comments

Facilities for children to play were important to a considerable number of respondents. Just over half of these comments made straightforward requests for play spaces and play groups, though a few offered more detail, for example suggesting play spaces should be sensory, creative, and educational. One respondent wanted an outdoor playground, while another specified the playground should be indoors. Another respondent requested "parent group bookable playgroup facilities", while another wanted a space that did not require booking. Several other comments were made requesting a toy library.

> *Space for a toy library. Lots of families living in apartments (with limited storage space) would benefit from having access to a toy library.*
>
> *Interactive play spaces.*
>
> *Playgroup, sensory play classes.*

Programs and activities   23 comments

Programs and activities were raised in a moderate number of comments, most of which made general statements like "children's programs" or "events for children". More specific suggestions included programs during the holidays or after school, allowing Girl Guides to be run out of the library, programs for toddlers and babies, or space for activities such as children's yoga.

Several comments suggested educational programs like homework club, STEM/STEAM education programs, book recommendations and reading programs, Chinese language learning groups, computers for children, study groups, and tutoring for both children and adults.

> *Activity groups for kids such as coding classes, chess club, homework help, games club etc.*
>
> *Encouraged book reading e.g. Programs that run in school holidays to encourage kids to read more.*

Childcare   13 comments

Childcare was requested by several respondents, with one observing that "all the CoM-run centres appear to be clustered in North Melbourne." One respondent suggested

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kindergarten and before and after school care, while a couple mentioned the usefulness of childcare for those shopping at the market:

Childcare. There are still workers in the area. There might also be people who use market and being able to book and drop kids off on market day would be useful.

Creativity, art, and story time   12 comments

Several respondents reported wanting story time for children (including story time in other languages) while a couple suggested other ways to enhance children's creativity, such as art workshops and an adventure art space similar to the NGV or Museum.

Storytime sessions for the kids and more bonding arts family time.

Yes we absolutely love baby time sessions. We are a Greek family (many Greek connections at the VIC Market) so we would love a Greek storytime!

Health and development   2 comments

Two respondents discussed children's health and wellbeing. One suggested having wellbeing support "for those who may not feel comfortable seeking help with issues at home", while another offered the following detailed suggestion regarding how various children's health services and universities could partner with the library:

Visiting allied health services such as physiotherapy, occupational therapy and speech pathology could be useful for little ones and parents. Catching neurodevelopmental disorders early on and starting treatment sooner can be life changing. Parents with toddlers frequent libraries to keep them entertained and do story time. I think many TAFEs and universities would be interested in a program where they could organise educational days/work placement/research studies for their allied health, medical and childcare education students. It would be an opportunity for parents to have a deeper understanding of their child's behaviour and an opportunity for students to use, teach and apply their knowledge.

Children with special needs   1 comments

One person raised the importance of ensuring all children were catered for, stating:

Basic Activities and services for children with special needs, disabilities, wheelchair, and hearing problems.

Other services for adults   55 comments

A substantial number of respondents made various suggestions which were not necessarily specific to families.

Social services   30 comments

Comments about social services discussed ways to support general wellbeing or meet specific needs, suggesting the library offer counselling and mental health support, social

workers, language services and language-specific groups, legal services, employment support and career counselling, and support with housing.

Another library social worker - the one at City Library does really important work.

Access to someone to speak to about housing, access to language services, legal services or employment (Salvation Army?? for example). As I type this, it sounds like Services Australia should have a space here too.

Others identified specific groups they felt required more support services, such as people experiencing homelessness, older people, women and children experiencing domestic violence, migrant or refugee communities, the LGBTQI+ community, people of colour, indigenous people, and addiction support.

Crisis services for women and children - eg victims of DV. Multicultural services especially for newly arrived migrants. Refugee family services and community groups.

One respondent recommended the following:

I feel that there should be a focus on supporting single people rather than families: homeless people and international students are the most in need of support in this area of Melbourne. I feel that for the homeless there should be social and community service workers, showers and bathrooms and food donations/lunches perhaps partnering with other organisations and the Vic market for food. For international students - far from home and on their own, there should be English language/social clubs, support services and programming to suit this cohort's needs. The library could support both of these groups with document and form filling; education support; mentoring programs and community and cultural programs that reflect the diversity of people in these two groups.

Community spaces and activities   8 comments

A small number of respondents discussed community spaces and activities, suggesting community meeting rooms (with one respondent detailing that these should have separate access to enable after-hours use), community-delivered activities, and spaces for fitness classes or self-defence classes. A couple of people made specific suggestions for what kind of activities they wanted to see:

Connecting cultures & generations together through similar activities. Learning from different groups. Competitions.

The opportunity to join City of Melbourne activities such as surveys of urban bird life, growing indigenous plants in verges and gardens and hearing about events in the history of the area in group reading circles and re-enactments.

Separate areas and noise considerations   6 comments

Respondents raised the importance of ensuring that children's areas were separate or sound-proofed to ensure other people could use other library services and enjoy a quiet, calm atmosphere.

> *As much as I love children, they are not compatible with a quiet relaxing space, and a childcare facility should be provided.*

Education and training   6 comments

A small number of respondents requested various educational programs, such as study and reading groups, language classes, vocational training, and the following:

> *Have information on Indigenous history. Also allow community meeting rooms, have information sessions on sustainability, resume writing, cyber security, internet for elderly/new migrants or CALD, English classes.*

Books and other resources   4 comments

A few people suggested book clubs and book recommendations, while one requested that microfiche facilities be available.

> *Book Clubs with book sets and a dedicated liaison staffer.*

Sustainability and recycling

One person was concerned with sustainability, suggesting the library could be a knowledge hub and host green energy events, and provide a space for recycling and reuse of materials.

Services for parents   11 comments

Support for parents and families such as workshops, talks, information resources and support groups were requested by several respondents. More specific suggestions included parenting workshops for people of different cultural backgrounds, providing a safe environment for disadvantaged families, wellbeing seminars to support parents to tackle difficult issues, programs to support social networks and connection, having books/DVDs on parenting in the same place as the toy library, and services for particular groups, e.g., foster families, those looking to adopt, and young or single mothers.

> *Fun and innovative parenting workshops. Parenting workshops for people for different cultural backgrounds. Parent support groups.*

> *Parenting sessions for new or would be parents. Ex-pre/post pregnancy self-care, how to handle newborns, sessions for teen-mom or single mom.*

> *I'd like to see some health and wellbeing seminars targeted for families, to help parents steer their children through these difficult times on topics like cyber-stalking, data privacy, consent, sexuality etc.*

Youth and teenagers   4 comments

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A few people suggested services for youth, such as general "support for older kids and their parents", youth engagement programs, and "cooking classes for young people to encourage better nutrition and independence."

Functionality and amenity   1 comment

One person highlighted the importance of amenities, asking:

> *Will there be areas where bottles can be heated up, for instance? Or to sit outside, having lunch? […] Will there be areas to leave bicycles safely? And prams and pushers too? This is a great opportunity to have a say. Thank you.*

No other services or not relevant   74 comments

A substantial number commented that these services were not relevant to them, with a couple questioning whether the area's demographic meant such services were actually required.

Several other comments stated that the services already listed sounded "great", "comprehensive" or "brilliant".

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How might the new library benefit respondents

Location and convenience   112 comments

The location of the new library and its convenience to people's homes, places of work, or the market, was lauded by a large number of respondents. People enthusiastically described the ways in which the convenience and accessibility of the Munro library would encourage them to use the library more as it was closer than the libraries they currently use, and that they could combine visits with trips to the market.

> *I live just around the corner and am very excited to have this amazing new facility on my doorstep! My son and I use the city library a couple of times a month so we will be at the new library just as often :).*

> *Building a healthy routine of feeding my belly and my mind in one place. It will be a one stop shop for grocery shopping and library books - excellent! Connecting with local people who regularly visit QVM.*

> *The location is perfect for me, and I appreciate the way council is trying to create a precinct which gives people more reasons to attend other than just shopping. Please just don't sanitise it too much! The great markets of the world, e.g. La Boqueria in Barcelona have a touch of the grunge about them.*

Community and connection   90 comments

The library's benefits for building community and fostering connection were raised in a sizeable number of comments. Respondents discussed how the library would encourage new connections, enhance a sense of belonging, offer needed services, provide a space with resources for people to relax and be entertained, and allow people to engage in different activities. Respondents were also excited about having a new place to visit, having a "third place" that wasn't work or home, and being able to spend time in a non-commercial space without having to spend money.

> *As a third space outside of my home, where I can be a member of the community.*

> *The nearby district lacks the social gathering spots that make accessible and enhance the intellectual content of daily life for people like me. A library is free, democratic and open to people who cannot easily attend concerts and galleries. A library in this location has the potential to be an invitation for users to go to a wider range of city-based activities.*

> *It might allow me, as someone on a low income, to access all the reading material I like for free, to have another free space to visit and relax in the library, and to meet others through library events and programs in person.*

The site's potential as a place to develop understanding of Aboriginal history and connection with the land was also raised in a couple of comments:

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It will build a great community and sense of belonging in my local area that ties in with the QVM community. It will encourage the Aboriginal significance of the land Munro sits on by being a council-run site. It will draw in a vibrant, proud community of the Melbourne CBD.

Reading and the collection   52 comments

A key benefit of the new library for a substantial number of people was simply having access to a collection of books and other resources, which people hoped would enable them to read more.

I have better access to library book collections, and access to local events and programs. I likely will be reading much more!

Books - glorious books!

Modern space with broad range of books and a space to relax and read.

Learning and studying   46 comments

A considerable number of respondents appreciated that the library would provide a place for them to learn or a place to study. The majority of these saw the library as a space to enable their own study or utilise various library resources, while a few wanted more targeted educational opportunities to be offered. Some more specific requests included displays and resources that exhibited local and Aboriginal history, homework club, and training programs to develop IT and phone skills.

Another source of information, meeting place, opportunity to learn and develop.

If it's open later, I'd come there to study after work. In fact, it would be great to have a study space that was open early and then into the evening.

Being in a space around other people who are motivated to learn, study and work on their own personal/group projects. Either to stay motivated while being around others or to meet new people working on something interesting.

A quiet space to relax   40 comments

Having a quiet, calm place to spend time was valued by a considerable number of respondents. The majority of these comments used the word quiet, emphasising that they wanted the library to feel tranquil and relaxing, and to be conducive to activities like studying or reading.

Quiet space to read, relax, lounge.

Would hopefully be a sanctuary from the busy-ness of the city.

Love all your other libraries. My favourite so far is East Melbourne. If it is anything as peaceful, interesting and beautiful as this then you have a winner.

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I love the idea of the QV Market but find the space quite overwhelming. Having the option to escape to a library (always a safe, comfortable space for me) would make the market something I could actually do, rather than mostly hope to do.

Children and family   26 comments

The library's offerings for children and families were raised in a considerable number of comments. People described how the library could be a hub for children's activities and a place where children could be stimulated and entertained and develop a love of reading and learning.

I also hope my child can develop their interests into reading and curiosity towards the whole world. So, show us the most interesting and new stuff!

After all of our covid lockdowns it would be refreshing to be able to visit the city with my 2 year old niece and take her to a place where there's (relatively free) entertainment and resources that are designed with children in mind.

Different programs for children such as playdates, music classes, story time, launch of new kids' books, etc. State Library are a good reference.

Arts, creativity, and the Makerspace   21 comments

Opportunities to be creative were felt to be a benefit of the new library by a moderate number of respondents. These comments expressed general enthusiasm for the Makerspace, with a couple noting that they were excited to be part of the sharing economy.

Others wanted to see or display their own work at exhibitions, or for there to be arts and crafts classes teaching things such as sewing. A few specific requests were made, including for creative software like Photoshop, music studios and photography studios.

To be able to use facilities that I can't afford (e.g. percussion instruments / music rehearsal rooms / recording studio, photo studio with appropriate lighting and backdrop, etc.).

It will give me a space to make things, in a small apartment I can't store many tools required to be creative. It would be nice to meet people with similar interests at classes.

Events and activities   21 comments

Respondents raised the possibilities for events and activities, expressing their hopes that these would be varied and encourage people to engage in a wider range of activities.

A more versatile and larger combination of spaces and activities.

Hopefully a different range of activities and services from the other libraries.

A place with plenty of options to engage in activities, talks, clubs etc.

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General praise for libraries   12 comments

Several people made simple statements about the general usefulness of widespread benefits of libraries, such as the following:

Libraries benefit everyone!

Technology and internet   11 comments

The library's technological resources were raised as a benefit, namely having a place with stable Wi-Fi, using computers and printers, and access to new technology like 3D printers.

Facilities and amenities   11 comments

Several people discussed the libraries facilities and amenities as potential benefits, covering a range of topics. A couple of respondents noted that the benefits would depend on whether the new library offered facilities not already covered at other libraries. A few people requested "state of the art", "all new" or "modern" facilities and spaces, while one person offered a counterpoint, requesting that the new library not "sanitise" the area and surrounding market too much.

Other mentions included air conditioning, an outdoor space, and one person wanted the library to be a place where they could be with their dog.

Lastly, one person requested a tool library and a kitchen appliance library.

Place to work or co-working space   7 comments

A space to work was listed as a benefit by a small number of people, who noted that it could be a quiet place to work as an alternative to home, or a potential co-working space.

Have somewhere to go to work, especially as we are all now working and studying more from home.

Opening hours   6 comments

A small number of people discussed opening hours, requesting longer hours to ensure people who work 9-5 can still access the library or that people can go there in the evenings, or remarking that the library should align with the market and open in the early morning.

As a full time worker, I'd appreciate at least one day of extended hours, at least to pick up holds.

Flexible opening hours - that the other sites don't offer. I.e. early morning when the markets are open as that is when I will go.

Café   2 comments

Two people reported that the benefit to them would be in the form of a café.

Other or will not benefit   19 comments

Just under half of comments under 'other' stated they were unsure, N/A, or stated they had already answered the question. Several people stated they would not benefit, generally attributing this to feeling that their needs were met by the current library offering. A few

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people expressed concerns about the resources and funding the new library would require, with one urging the council not to "close or drain the City Library of resources".

A couple of people mentioned there may be employment opportunities for them at the new library.

How the new library might strengthen community and contribute to Melbourne's cultural life

Community   137 comments

A safe space to gather and connect   99 comments

The library was seen as a hub to foster community spirit and connection, a place where people could gather with friends and make new connections, and as somewhere for people to spend time without having to spend money.

> *I am always a fan of library spaces as either a place to connect or sometimes a place to escape the busy city. I feel it can be a great space to bring people together and having it located so centrally to university areas but also to the markets means there will be even more engagement with the community.*

> *A place that stimulates ideas, nurtures sense of community or a place to meet people and get support - we do not have plazas for people. we only have commercial temples.*

> *The library can bring people together - unfortunately libraries have been devastated over the last 10-15 years - with nothing left in them and no space for people to simply be.*

A considerable number of respondents highlighted the value of the library as a "safe" space that is accessible and welcoming to everyone, and one that could bridge gaps between generations and cultures. Several comments noted that this cross-cultural connection relies on a range of appropriate services and activities being offered.

> *Given the cultural diversity- more cross culture programs, encourage, create opportunity for people to meet and understand different cultures.*

> *Community gatherings. Potential for migrant groups to catch up and feel included.*

> *Offering accessible services and facilities that cater to the entire community and draw people in.*

A hub for Melbourne's culture, heritage, and events   22 comments

A moderate number of respondents discussed ways in which the library could draw people to the area, link them to other events across the city, and generally strengthen Melbourne's cultural life. People described the library as a mechanism to bring "vitality to Melbourne's residential heart", to "reinforce Melbourne's reputation as a city of literature and a city of arts", and that the library and market could complement one another as attractions.

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Introduce others to what's in the neighbourhood and what local gems and people who are doing good stuff are located and to hear their stories which will allow people to feel more connected to Melbourne.

As a spot for people to go for free, it might encourage market patrons to read/use other services, and library patrons to engage with the market's community stuff.

A few people noted that the new library was an opportunity to showcase the history of the market and the area's heritage.

By engaging via local heritage: history of the market and area e.g. old cemetery, Munro buildings, Flagstaff. Capitalise on proximity to Royal Historical Society in Beckett Street: an opportunity for cross-promotion and partnering. Foster awareness and interest in history of the area.

Children and families   12 comments

The library's potential as a place to support families was raised by several respondents, who described it as a place for children to play, make friends and learn, as well as a place for families and parents to meet one another. A few people noted that it could provide useful services and information for families and children as well.

Being a space for families to connect as most of us live in apartments which are hard to share with groups.

Spaces for little ones to play and hang out, and to support new parents and new people in the city to make friends.

Aboriginal Melbourne   2 comments

Two people discussed the importance of highlighting the local history and Aboriginal connection of the site.

Strong connection to recognising Aboriginal significance of the land - this is an especially important theme evolving in our Melbourne community.

Engage with community   2 comments

A couple of respondents suggested being adaptable, engaging with community groups and allowing community input would help the library strengthen Melbourne's community.

Engage with local community groups about how they could benefit.

Programs and services   123 comments

Reading and learning   47 comments

The importance of having a facility that encourages reading and learning was highlighted, with respondents discussing the benefits of having books, classes, and other resources that foster learning and development. The majority of these comments discussed books, noting that an accessible and appealing collection encourages a love of reading, while some

discussed education and learning more generally. A few comments raised education and reading in the context of accessibility, suggesting that the library democratised ideas and made knowledge accessible to everyone.

> *I think libraries are a wonderful and pragmatic service to the community, offering access to reading materials for all community members no matter what their economic situation.*

> *I think it'll encourage more people to read more. I'm surprised that so many people that live here don't visit the library often!! I'm happy that there are more branches popping up!*

One person made a suggestion to encourage people to read more broadly:

> *Could have 'blind date with a book', where a book is covered in paper and only has a small amount of information about genre, style etc on the cover, and borrowers can take them home and read them to make being more widely read in other cultural and literary environments easier and more enjoyable.*

A small number of comments highlighted the importance of having multilingual resources, both in terms of books and other programs or services. A few comments also noted that the library should have art and technological resources as well.

Events and activities   38 comments

Offering events and programs was seen as a key way for the library to support the community and contribute to Melbourne's cultural life. Respondents observed that a regular program of events offered opportunities for culture, connection and learning, suggesting ideas like author talks, book groups, exhibitions, installations, performances, talks about various topics, multicultural events, U3A, various hobby workshops and classes, a language exchange, mentoring regarding start-ups and entrepreneurship, and enabling community groups to run their own events using the library space.

> *Programs- not just or have to run or even facilitated by Council. Offer easier access, encouraging people to book the space and have their own programs.*

> *Perhaps have a yearly calendar of rotating events for different hobbies, so that they can use the space and the resources in central Melbourne to meet up and enjoy whatever it is they enjoy doing with educational resources nearby and facilities at hand.*

> *Art and cultural activities and events linked to heritage site of markets and uni of Melbourne.*

Creativity, arts, and music   21 comments

Various ways the Munro library could support the arts were suggested. Respondents felt it could be a place to foster connection and networking between creatives, as well as showcasing the work of local artists and authors through events and exhibitions. Providing the spaces, tools, and programs to allow people to create art and music was also felt to be a way the new library could strengthen Melbourne's cultural life.

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The following comments are examples of these ideas:

If you get photography studio, audio recording studio, music making, 3D printing, computers with Adobe then it would strengthen people's ability to create and learn as this stuff is expensive to hire or purchase privately.

I think it would great if the new library had a hot desk or 'fellow' scheme for fledgling and emerging writers and other 'quiet' creatives. There are so very few dedicated places for writers to work - a room of one's own would, of course, be ideal, but even a booth or desk that a writer can depend on for the length of their fellowship would be enormously helpful for the literary community.

Gallery space for emerging makers, a series of small spaces in odd corners, nooks, shelves, cabinets. Not big and so easy for emerging artists and craftspeople to put a few works. Cheap to hire. e.g. I make artist books and a vitrine is big enough to display these.

Meeting rooms and spaces to hire   6 comments

Six respondents raised the need for meeting rooms, noting that these were useful both for small, informal meetings, and for the use of clubs or community groups. A couple of these comments underlined the need for such spaces to be free or low-cost to make them accessible.

Especially valuable would be free or low cost bookable rooms with tables for meetups/club nights/running workshops etc.

Community services   5 comments

Using the library as a hub for services was discussed by a small number of respondents. While one of the comments referred to services more generally, more specific comments noted children's services, helping people with their English skills, as a place to interact with the council, and:

Programs, leaflets & flyers against racism, discrimination, bullying, domestic violence etc.

Staff   3 comments

Three people mentioned staff, two of whom highlighted how important accessible, knowledgeable, and positive librarians are to the functioning of a library. One respondent simply stated "try not to be too officious".

Two things in a library achieve this: the positive relationships between staff and users, and the in person events and programs it runs. Hopefully the new library will have both.

One-off mentions   2 comments

One person appreciated the library as a co-working space for people working from home, while one person wanted the library to help "reduce our white appliance waste".

Planning and design   12 comments

Amenity   6 comments

The library's comfort and amenities were highlighted by a small number of respondents, who mentioned various elements they felt were necessary. These included having shelter and temperature control (heating or cooling), a roof terrace with outdoor amenities, different zones for different activities, and having space for people to leave shopping trolleys and bicycles. One respondent offered an example of what to avoid:

> *The city library is not a great place to be and the condition means I spend as little time as necessary there. For me it's not really a civic place. It's utilitarian but not a place that celebrates learning.*

Building and aesthetics   6 comments

Design and aesthetics of the new Munro library were raised as an aspect that could strengthen the community, with respondents calling for the building to be integrated with its environment – both the market and with Melbourne's wider aesthetics – and feature the work of local artists.

> *Site responsive, place based - use the unique location alongside the market.*

> *Embracing Melbourne aesthetics and integrating with the urban environment (laneways etc.).*

Other   26 comments

The majority of remaining comments were people stating N/A, not sure, or "as above".

A couple of respondents simply said the library could strengthen community by doing what a library does, while a couple of others took the opportunity to reiterate the importance of libraries without going into detail. Two people mentioned other libraries, noting they see "so much community activity at the Kathleen Syme library", or "everything the North Melbourne Library offers to the community." Lastly, one person stated that the new library will not strengthen community if the Flinders Street library is closed.

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Respondents' aspirations for the near future

Respondents could select as many options as they wanted to, consequently percentages do not add to 100%.

Results are the percentage of the 318 respondents who answered this question.

Aspirations for the near future

Findings:

> Over half of respondents aspired to improve their wellbeing (59%) or connect with their local community (54%).
> Between 50% and 35% of respondents aspired to: Learn a new skill (48%), Meet new people (41%), Improve my physical health (40%), Strengthen personal relationships (38%), Advance my career/business (38%).
> Just under one third aspired to: Ensure their children and family are supported (31%).
> And just under 20% aspired to: increase my financial literacy (19%).

The 26 respondents who selected 'Other' stated:

Education, skills and development: 11 (Reading, creative, IT, general).

Broader social or sustainability outcomes: 7 (Better outcomes for residents, preserving spaces and cultural heritage, developing heritage awareness, better recycling system, reducing waste, supporting eco-literacy and living systems thinking movement).

Social activity: 2; **Wellbeing and mental health**: 2; **Retirement**: 1

Other comments about what a new library should provide

Programs, services, and facilities   124 comments

Books and educational resources   48 comments

Just under half of these comments emphasised that the core of the library should be a great collection of books. Respondents wanted a continually improving selection with depth (not just new releases), magazines, CDs and DVDs, and e-books as well as printed. One person mentioned they wanted a click and collect option for borrowing.

All I want is access to books.

Books, books and more books (literary fiction please).

A great selection of books and a focus on the value of the printed page is important to me. Digital Technology is a great tool and has its place, but is a complement rather than a replacement [...] As a city of literature our libraries have the opportunity to help nurture the amazing culture we have built...

Several comments highlighted the importance of having books and resources in languages other than English and ensuring that this multilingual collection was as high quality as the English selection. A couple of people called for a diverse selection that featured writers from all over the world who have been traditionally less well represented.

Provide lots of resources from diverse voices. Fill it with books written by the amazing array of authors who are not normally represented well. For example, no more old white guys in the history section, fill it with indigenous authors instead.

I love libraries. I'm a Chinese but I have to say, generally speaking - the quality/taste of Chinese books in our libraries are bad. It is like being a vegetarian and finding a restaurant only sells fried chips. Can we establish some better book selection criteria? It is a waste of money to buy so many junk books.

One comment wanted a heritage research library (books, records, and images), offering to provide the materials if the library could provide the space and the staff to curate it.

Several respondents wanted educational programs and workshops on a variety of topics such as practical skills, technology skills and assistance with new technologies, health, crypto/metaverse/NFTs, research and learning skills, socialism, languages, personal development, yoga and meditation classes, and forums to "discuss issues of significance with speakers". A couple of people suggested ensuring these programs were targeted to appeal to marginalised communities. One person suggested the library should also offer an online study hub to help students with their assignments.

Workshops would be nice! Workshops on different skills like researching, active reading, flower arrangement, eye health… or even invite authors to do book signings!!

Lots of free programs especially for marginalised communities. Connection and learning are so important for all of us.

Several people discussed the technological resources they thought the library should offer, which included digital resources (e-books, audiobooks, audio visual content), interactive digital technology, a 3D printer, engaging STEAM/STEM resources like microscopes, a place to watch DVDs, and different interfaces with technology.

A small number of respondents made general statement about the library being a place of "inspiration", "connection with new ideas", "a place that assists in the dissemination of knowledge" and that encourages a love of reading.

Community services and spaces   14 comments

Respondents saw the library as a place for community connection and support, describing its potential for strengthening connections between people, offering a place for meetings, events and activities, and providing needed services. Where people offered specific ideas for these services, these included offering tourist information and visitor services, navigation to counselling and support services, health services, legal services, and cultural advocates.

Sanctuary and social support, as well as nourishment for individual growth.

Platforms, education and spaces that facilitate connections between people, bridges differences and strengthen relationships.

The Melbourne public libraries all have their own character and unique offerings but all are excellent and welcoming community spaces. This new one should be developed along the same principles of excellence with the community at the centre.

Children and families   11 comments

Children's services were raised by several respondents, who requested play spaces, a toy library, Lego, book recommendations for children, an area for pre-readers, STEM activities, more events, sound-proof rooms for family activities and more events focused on fathers.

After school baby rhyme times so that Dads can attend. More programming for Dads in general - dad and children only events.

Meeting rooms and spaces to hire   9 comments

Meeting rooms and other spaces to hire were requested by several respondents. The majority of these simply requested meeting rooms or bookable meeting rooms, but a couple of others suggested other purposes, such as bookable film viewing facilities. One comment specified that these spaces should be low cost to support small community ventures or provide a non-commercial place to socialise:

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Low cost bookable spaces. I would love to run creative workshops, but the price of booking a more commercially available space makes running ad hoc events difficult to justify as it's not my full time business. Also, I'm part of a few board game groups and it's hard to find a space with large tables that isn't a pub.

Cooking, gardening, and connecting to QVM   9 comments

Several respondents felt the library should have some element of food production or cooking. A couple of people requested a community or urban kitchen garden at the library, while another suggested a more extensive "hydro-botany space, a butterfly house, a plant nursery, a living coral reef installation".

A few others suggested a community kitchen and cooking classes, with a couple pointing out that this could be an avenue for the library to link with the market. One respondent offered their help in equipping a kitchen, inviting the COM to get in touch. A couple of other respondents wanted the library to more generally showcase the history of the area and market.

Community kitchen - great to support international students, workers and families access to larger kitchens especially since the surrounding apartments are mostly small and don't allow much ability to cook or learn new skills; access to recipes and archives; learn about produce and cooking from Aboriginal communities; history and stories about Melbourne's thriving food and restaurant industry (Melbourne being one of the best centres for food across the globe).

Maybe since it is next to the market some cooking activities/classes might be interesting. Link with Books for Cooks.

Events and activities   9 comments

Several respondents wanted events and activities to be held at the library. A few of these comments were general statements like "a continuous program of exhibitions and events", while others offered more specific suggestions. Requests included movie nights and outdoor cinema events, "relaxed performances", a creative space for performances and exhibitions, and competitions.

Host frequent competitions to get all kinds of artists, gamers, and other communities actively participating.

Arts and creativity   7 comments

Ways for the new library to support arts and creativity were suggested by several respondents, who felt that "a hub to facilitate creating music or visual art would be highly attractive." Ideas for what the library could offer included a retail space for products made in the makerspace, music rooms (sound-proof), a painting studio, a photography studio, and more equipment, materials, and mentoring.

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More range of art equipment for design + also more materials. More musical instruments and production equipment. More mentors to guide us through everything, from process to future interest.

A quiet place to relax   7 comments

A small number of respondents described their vision of the library as a quiet place to relax and spend time, hoping there would be spaces that allowed people to "escape the pressures of life". One person requested a meditation booth in the library, while others made more general comments about ensuring spaces were conducive to a relaxing experience.

Roofs and open balconies to spend time would be great, generally creating more spaces to let people relax, study and/or work.

Entertainment   3 comments

Games and play spaces (not just for children) were requested by a few respondents, who mentioned board games, a breakout area with table tennis tables and computer games, and "fun and playable spaces for both adults and children".

Concerns about too many services   3 comments

A few people felt that the council should refrain from having too many community or health services in the library, citing noise levels or concerns about funding. One person remarked on what they saw as the blurring of lines between the library and other facilities:

The demarcation lines between "Library" and "Community House"/"Neighbourhood House," "Community Welfare Centre" need to be examined. Will library funds be siphoned off to other areas? From the information given, it does appear as though that is likely.

Cultural activities and Aboriginal Melbourne   2 comments

Two people discussed what the library could offer in terms of cultural services, with one recommending embedded Indigenous cultural services, and the other suggesting a cultural celebration activities volunteer panel.

Fill gaps in other library services   1 comment

One person urged that consideration was given to what the new library could add to other services and to make it unique.

Fill gaps in the service offer across the Melbourne libraries network - not necessarily duplicating service offers. Doing something unique and making this library world renowned.

Planning and design   76 comments

Atmosphere, aesthetics, and functionality   37 comments

Respondents made various additional suggestions about how they wanted the library to look, feel, and how it should be laid out. While a couple of comments suggested the space

should be balanced and open, several others emphasised the importance of having demarcated areas for different noise and activity levels within the library, or a flexible design to suit different needs.

Light and airy and open but with spaces that can be divided off when needed.

A flexible space that caters to all needs - appropriate allocation of spaces according to noise and activity levels.

While several of these comments petitioned for designated quiet areas to relax, work and study, a few made the opposite request – asking for areas where people don't have to be quiet all the time, or "as many private and collaborative spaces as possible". A couple of the more impassioned comments regarding quiet spaces follow:

MUST - must - have a quiet space where damnable mobile phones are banned and the ban actually strictly enforced by staff. I am tired of libraries having become 'hubs' and rumpus rooms for children and immature teenagers.

Please, please, please, please, please separate children's play areas from the other spaces in the library. It is incredibly difficult to 'use' the library for reading, writing, etc. when it is, in fact, also a playground.

Several comments were made regarding the aesthetics of the library. People wanted it to feel welcoming and visually pleasing, though this was envisioned in slightly different ways.

While a small number described a vibrant, bright, and stimulating feel which should "encourage imagination" and have "different surfaces and interfaces with technology", a couple of other called for a more calming aesthetic or a "comfortable haven".

Vibrant and lively place, not all about the books, although these should remain the basis for any library.

An aesthetic that is considered, calming, not Pop Art - like some Libraries, e.g. thoughtful use of colour and design. It shouldn't look corporate but welcoming and home-like. Select great architects and designers.

One person felt there should be a "sense of identity specific to the site", and another wanted the walls to feature work by local community artists.

A few people suggested hiring well-regarded architects and designers, and one respondent emphasised quality, stating:

I think you are on the right track. Achieve as much as possible with quality.

Two comments, both from librarians, warned that aesthetics must not come at the cost of functionality:

Currently I work in a library that has sacrificed functionality for aesthetics. I've also worked in branches that are very functional but quite unappealing- a library that is both attractive but has adequate storage facilities/bathrooms/accessibility etc would be nice!

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Please learn from the mistakes made on a previous library developments. East Melbourne Library was designed for architects egos and the mayor's ego not for librarians and users. The claimed environmental benefits were only fractionally achieved and many patches had to be made. The poor librarians weren't thought of at all. So the new project should be managed by a strong, experienced leading librarian in consultation with a local but experienced usergroup. Please avoid corners and angles which are not square. They don't work. EM library has a huge amount of wasted space and yet the library working space and storage space are limited.

Other comments about the design of the building included that it should be as close to carbon-neutral as possible, for example using natural light and solar panels.

Amenities   31 comments

Respondents discussed various amenities they thought the library should have. Several people focused on outdoor space, suggesting rooftop and terrace gardens incorporating native biodiversity and edible plants, green areas and shade, and places to relax. A couple of people also discussed the library's connection with the street, suggesting there should be tables to sit and eat outside the library.

Roofs and open balconies to spend time would be great, generally creating more spaces to let people relax, study and/or work.

Make sure that it gives back to the street with visibility to activity inside and bench / tables out front.

Topics raised by a small number of people each included having plants and greenery throughout the library, comfortable seating, well-lit areas with desks and chairs, and prioritising space for desks.

I wish the library had lots of plants inside, so it feels like spending time among greenery.

Good quality, comfortable seating, including sofas.

I understand the need to make the library a 'hub' with children's spaces, maker's spaces and so on and so on. I get it. But in a lot of the City of Melbourne libraries this seems to come at the expense of the spaces in which to, well, do 'library' things - read, write, study and so on. Libraries feel increasingly cramped, so much so that I have found myself going to a library and literally not having a place to sit down or else having to sit so close to the person next to me that you literally cannot move.

Other points raised by a couple or a few respondents each included having accessible, clean toilets, bike parking facilities, adequate storage for use of librarians, drinking fountains, good ventilation, and the following:

Unified what's on i.e. know what is going on in whole venue.

Café and food   8 comments

Several people mentioned the importance of a good café or spaces to eat and drink. A couple specified that eating places should be separate to the reading area and books, while another felt they should be able to eat in the library.

I think a library needs spaces within to eat/drink (cup of coffee/tea while studying, or snack for kids).

One person suggested there should be healthy, fresh snacks available for purchase, wondering if these could be sourced through the market.

Inclusive, safe, and welcoming   27 comments

The importance of an atmosphere that was safe, welcoming, inclusive, and accessible for all – particularly vulnerable or marginalised groups – was emphasised by a considerable number of respondents, who expressed this in a variety of ways.

A safe place to advance knowledge for all members of society.

It should be accessible and maintain a level of equality and equity for all.

It should think about how it can empower and be culturally safe and proactively welcoming for First Nations People and new migrants, particularly refugees.

A few comments offered practical suggestions to ensure the library is inclusive, such as focusing on technology and access for marginalised groups, ensuring toilets are accessible, and community outreach measures.

A committee of local representatives of all types of race, gender, culture, ability age etc to connect the library to their own community and encourage a community spirit.

A rotating roster of mental health/physical health/legal/social work/cultural advocates or practitioners one day a week would engage more people and help them access resources in the community. Not just a place for English language books but a place for all people!

One person discussed the need for balancing the needs of the few with those of the many, calling for behaviours such as belligerence or the consumption of "pungent foods" to be regulated to ensure that nobody was impinged upon.

Staff and opening hours   10 comments

Five respondents discussed opening hours, suggesting longer hours or specifying hours that extend beyond the usual working day (either early or late). One person observed that most libraries had disappointingly short opening hours on the weekend. Another person suggested:

Extended hours for workers on one weekday evening, at least to collect holds (6pm not late enough).

A few comments raised the importance of staff, suggesting they should be experienced, well-trained, helpful, friendly, and knowledgeable.

Helpful, friendly, knowledgeable staff are a great asset to a library, and can really enrich your experience.

A new library, well - all the libraries - should provide librarians. Lots and lots of librarians and their amazing skills. I would be upset to see a lot of money spent on a new building, 3d printers and podcasting equipment that few use at the expense of librarians, support staff or the casualisation of your workforce.

Other   46 comments

Half of comments under 'other' were simply respondents stating they had no other comments, while several others took the opportunity to express their enthusiasm for the new library or to thank the council for the project.

The Melbourne Libraries are generally excellent and I think just having another in this location will be a fantastic innovation.

A small number of comments were made about other libraries, most of which commended the resources of other libraries these (Docklands, Kathleen Syme, East Melbourne, North Melbourne, and City Library) and suggested the new library would do well to emulate these. One person praised the "ingenuity of the pop-up libraries" and hoped these would continue in some form, while one person made a plea not to close the Flinders Street library or drain its resources.

A couple of people were interested in volunteering or helping set up a community kitchen.

Other one-off mentions included one complaint about vaccine mandates, a comment urging the quick delivery of the project, a question about where the library will be and when it will open, a suggestion for a "patron with a high profile to advocate for the service", and a recommendation to the council to prioritise maintenance before they fund new services.

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Respondent characteristics

The charts and the interpretations below present respondent location and demographic characteristics.

Postcode of respondents

Three hundred and eighteen respondents answered this question, stating the postcode of the area in which they live.

Findings:

> Postcodes where more than five or more respondents reported to be from were: 3000 (68), 3051 (57), 3053 (26), 3003 (23), 3006 (16), 3031 (15), 3008 (8), 3056 (5), 3068 (5), 3070 (5).

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Gender of respondents

Respondents could select one option.

318 respondents answered this question.

Findings:

> Nearly two thirds of respondents identified as Female (65%).
> Just over one quarter of respondents identified as Male (28%).
> Three percent of respondents identified as Non-binary/gender diverse (3%).
> No respondent selected Other.
> And just under 5% preferred not to say (4%).

Respondent age groups

Respondents could select one option.

318 respondents answered this question.

Age of respondents

Findings:

> Almost half of respondents were between 31 and 50 years of age; 23% were aged between 31-40, and 22% were between 41-50.
> Around one quarter were between 51 and 70 years of age; 14% were aged 51-60 and 11% were 61-70.
> Around one fifth of respondents were between 18 and 30 years of age; 11% were between 18-25 and 9% were aged 26-30.
> Just under a tenth of respondents were aged over 71 years of age (8%).
> A very small number of respondents were aged between 12-17 or were under 12 years of age (0.31% or 1 respondent).

Respondents who identified as Aboriginal or Torres Strait Islander

Respondents could select one option.

318 respondents answered this question.

Identify as Aboriginal or Torres Strait Islander

Findings:

> One respondent identified as Aboriginal or Torres Strait Islander.
> Two percent (7 respondents) preferred not to say.

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Respondents who speak a language other than English at home

All 318 respondents were asked if they spoke another language at home. This result is for the 101 respondents who stated that they do speak a language other than English at home.

Respondents could select more than one option, so the percentages do not add to 10%.

> 217 respondents stated that they <u>do not</u> speak a language other than English at home
> 101 respondents stated that they <u>do</u> speak a language other than English at home

Languages spoken at home other than English

Findings:

A broad range of

> The following languages were spoken at home by more than 10% of respondents: Cantonese (13%), Mandarin (13%), Italian (12%).
> The following languages were spoken at home by fewer than 10% of respondents: Spanish (9%), Arabic (6%), Indonesian (6%), Greek (5%), Vietnamese (4%), Hindi (3%) Korean (1%), Turkish (1%), Amharic (zero respondents), Somali (zero respondents).
> Just under half of respondents who speak a language other than English at home selected Other (45%).

Other languages spoken by respondents who selected 'Other' were: French (10), German (4), Bengali/Bengoli (2), Japanese (1), Hakka (1), Sinhalese (1), Thai (1), Nepalese (1), Croatian (1), Hungarian (1), Maltese (1), Finnish (1), Ukrainian (1), Portuguese (1), Danish (1), Macedonian (1). 15 people did not specify which other language they spoke.

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Respondents who identify as having a disability

Respondents could select one option.

318 respondents answered this question.

Findings:

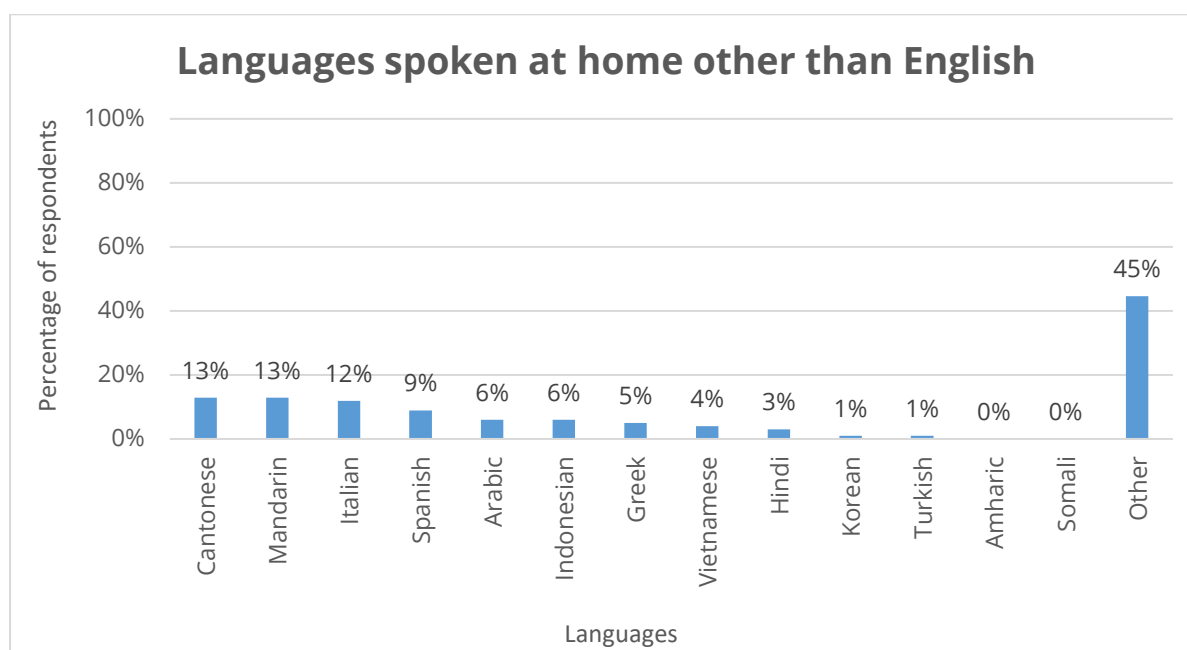> Around one tenth of respondents identified with having a disability (10%).
> Nearly 90% of respondents did not identify with having a disability (87%).
> A small proportion of respondents preferred not to say (3%).

Respondents' personal descriptions

Respondents could select one option from the list on the chart to identify what best described them.

318 respondents answered this question.

Respondent self description

Findings:

> Nearly three quarters of respondents were part of a couple: 38% stated were a Member of a couple and 27% of respondents stated they were a Member of a couple with dependent children/students.

> Just over a quarter of respondents were single (26%).

> A small proportion of respondents were: Tertiary students (6%), Sole parent with dependents children/students (2%) or a Secondary student (1%).

Staff survey results

Over a period of four weeks, staff at City of Melbourne libraries, were given information about plans for different areas of the new library and asked for their feedback. Each week, feedback was sought on a different aspect from the city's library professionals:

> Week 1 – Plans for Level 1
> Week 2 – Plans for level 2
> Week 3 – Plans for level 3
> Week 4 – Library collections and programs

Below is a synthesis of the feedback received on each of the above elements. Each section commences with an overall summary of the feedback on that level.

Level 1

Level 1 – Summary of feedback

Level 1 was thought to achieve the status of **a great study space** if it had several characteristics, most often these were particular physical design features suited to a range of uses, and also had high accessibility, good light, and a welcoming atmosphere.

Relatively even numbers of staff each reported that it should be:

> designed to accommodate a variety of ways of working (quiet/noisy; groups/solitary; partitioned/open areas; cosy/professional),
> well-lit and ventilated, preferable with natural lighting, and attention paid to acoustics and replete with useful amenities such as charging points, Wi-Fi, water, and places for bags,
> furnished with a range of flexible options suited to a range of body types and physical abilities (including modular, fixed, high, and low options for tables and seats).

Additional attributes of a good study space were that it be welcoming, warm and perhaps softened by the presence of plants and greenery.

Staff **ideas for the lobby** largely fell into one of three areas, although many wanted to see the space feel inviting, welcoming, and one which generated intrigue as to what the library has to offer. Most staff wanted to see the lobby as a space for:

> wayfinding and orientation material to assist and entice patrons,
> library displays and information to entice borrowing,
> showcasing history, culture, and art (often specified as local).

Ideas for **showcasing eLibrary resources** were varied and were primarily in favour of digital displays with various appealing features such as looking like shelves, being interactive, or, incorporating additional educative or instructive elements. Paper posters were also noted in the context of advertising the eLibrary resources.

The **City Room Performance space** was thought to be best used for community events or activities. To suit such uses it was suggested the space be designed with flexibility in mind, allowing the spaces to be divisible for example.

Makerspace comments from staff were in support of the creativity opportunities there, and were often supportive of extending these to other, non-traditional creative pursuits such as digital design and food (e.g., with kitchen facilities available). Several people saw educative or collaborative functions as an extension of this, such as training sessions, or collaborations with local business.

What makes a great study space in a library (furniture, facilities, equipment, etc)?

Physical design   172 ideas

Spaces   41 ideas

The most common aspect of a great study space for staff members was the physical space itself. In summary, the opinions expressed were that quiet, private spaces were needed but that some social spaces were also important.

The need for the provision of quiet spaces was noted by several staff members. They recommended sound proofing, quiet study rooms, or sound absorption to enable concentration and study.

> *A silent study area so people can concentrate and get things done.*

Relatedly, several additional staff members noted that there ought to be a variety of types of spaces so that group work, chat, and social aspects can occur as well. To this end, many recommended there being a range of physical set-ups, as the following quote shows.

> *A combination of spaces set up for quiet/ individual study and group work,
> and all areas clearly signposted with expected behaviours.*

Privacy and private spaces were also singled out as important for those who wish to study. One staff member felt that full or partial partitions between study spaces, opportunities for personal space, and soundproof booths for phone calls would make the spaces more functional.

> *Layouts that allow some privacy (not too open that people are easily
> distracted but also not too closed off for safety reasons).*

> *A great study space has a little bit of privacy, but you feel safe and you know
> what is going on around you.*

A small number highlighted the need for social spaces, and the remaining few comments were simply around the need for "adequate" space.

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Lighting, ventilation, and acoustics   41 ideas

A moderate number of respondents commented on the need for "good" lighting, with a small number specifying the importance of natural light. This was often stated plainly, with comments such as "good lighting", well-lit spaces, and simply "light" being noted. One person wanted to see light "projecting directly onto books" so that they may be more easily seen.

Almost half of the comments about lighting and ventilation were in support of good air flow and ventilation, including having windows that can open. People reported wanting ventilation, airflow, "fresh airflow", and air circulation.

Good ventilation and natural lighting.

Airflow and natural light is important.

The remaining small number of comments were about acoustic design, most conveyed that noise levels remain conducive to concentrated work or study. A couple of people suggested that noisier areas like children's areas or community lounges should be located away from quiet spaces to help mitigate noise issues.

Amenities   39 ideas

Staff members most often stated that power/charging points were required for a good study space on Level 1. Access to charging stations was deemed crucial, and for one respondent, really one of the only aspects that is required.

The equipment probably doesn't really matter anywhere near as much as the actual space to sit with a laptop or similar device which can charge concurrently with its use.

A small number of staff also suggested good Wi-Fi; while a couple each noted access to toilets; laptops and PCs available to use and access to drinking water. One person each noted that access to the following amenities was ideal: reference material, a kitchenette, coffee/food, and lockers. Example quotes follow:

Power points everywhere, all tables, near couches, just all over the place.

Kitchenette facilities so people can heat their lunch, get cold water, etc, without needing to leave the space.

Such amenities were in some cases deemed useful for study spaces as they enable people to not have to leave the building.

Furniture   32 ideas

A considerable number of ideas were offered about having a variety of different desk and seating options. These included sitting, standing or adjustable desks and other furniture to allow for different ways of studying (e.g., standard library seating, stools, recliners, lounges, cushions, café style, and benches), and having a mix of fixed and moveable furniture.

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While a small number called for "good", "good quality", "practical", or "appropriate" furniture (and "no Eames"), most staff members wanted adjustable, modular, or simply a large range of furniture types that would suit more people.

Combination of desk options e.g., larger tables for collaboration, and smaller tables for individuals.

Mix of desks and seating options –standing desks / stools, standard seating. Some fixed. others foldable / moveable to vary space to needs.

Comfort was raised by a small number of respondents, who noted the need for comfortable seating options for all, with a couple of people noting that accessibility should be kept in mind when designing comfortable furniture, and that there should be comfortable options for all shapes and sizes.

Booths, stand up/sit down options, inbuilt nooks, and cushions were all suggested.

Plants   8 ideas

Several staff members wanted to see indoor plants or green space, some specifically noting the air-purification properties of plants, and a few calling for plants to be used as partitions. Plants were described as contributing to a stimulating visual environment.

And I LOVE the idea of plants either as screens between areas or just being all green and plant-like.

One staff member noted that a partnership with a horticultural college could assist in this.

Accessibility   8 ideas

Several staff members specifically noted the need for accessibility considerations in the study space. Ideas included accessible furniture; adjustable desks to allow wheelchair users to comfortably use the space; and low sensory or quiet spaces/times.

These were noted as aspects which would welcome people of all ability, size and shape. Note that there were several additional ideas noted about ensuring furniture (mainly desks) were accessible and adjustable for use by different body types.

No table legs blocking wheelchairs.

Feel and atmosphere   9 ideas

Several comments were made relating to the feel and atmosphere that people wanted in the study space. These respondents wanted the space to be welcoming, feel "lived in", calm, serene, or peaceful, or to have a "market feel".

Additional comments in this vein were that a good study space has ambience, isn't too "over-crowded" and that clever use of colour and greenery can assist with this. One respondent added that a popular study space they used (at ILCH in Ivanhoe) had "no fancy devices or flashy stuff [that] nobody uses", inferring that the sense of welcome is more about space than amenities.

I think it is about getting the basics exactly right. Airflow, light, ambient temperature, and comfortable seating for all body types/ sizes.

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The ambient temperature was viewed by one person as one variable to monitor; and as the quote above demonstrates, staff members often listed several ideas in succession.

Other   3 ideas

Two respondents wanted to see makerspaces available. One of which also added that tools could be made available, and that an "arcade environment" would be good, with a:

> *Cyberpunk feel, but not too glitterati? Perhaps we could have themed areas,*
> *for alternative fictions, non-fictions?*

A third respondent suggested a social services hub for homeless people that would act as a "trading post" and provide information.

What are your ideas for the lobby display area (outside the lifts)?

Wayfinding and orientation   23 ideas

A moderate number of staff members noted that the lobby area should include aspects to help people navigate the library. This ranged from simply having the word "library" featured in prominent letters, the presence of maps and signage, and even having coloured floor paths leading to different destinations.

Overall, these respondents felt that the lobby should welcome people to the library and make it easy for them to find what they are after.

> *Really good obvious signage, clearly mapping where things are on this level as*
> *well as the rest of the building. Ensure it is clearly sign as a library from the*
> *street, and preferably signpost what's inside on the outside. Signs like Myers at*
> *lifts/stairs.*

> *Wayfinding! People should be able to get a sense of the building, what is on*
> *each level, and how to navigate as soon as they step in the door.*

A small number of staff members offered the idea of a concierge being stationed in the lobby, to act as a welcoming face, and one that can offer assistance as a first point of call for members of the public.

> *Really key to have concierge, someone to greet patrons and help them to*
> *navigate and discover new areas.*

Displays and information   21 ideas

A moderate number of respondents felt that the lobby area should be used as an area to showcase the library's collection and facilities or to display informative items.

Ideas from this group included incorporating samples of the library's offerings (whether actual items from the shelves or information about e-collections and programs); having a

'hot picks' collection (see comment below); locating a returns chute there; or having digital displays to showcase different aspects of the library.

> *There should be Hotpick books and a self check so people can drop in & on their lunch break to find &borrow something great in 5mins.*

> *Touchscreen for giant interactive crossword/wordsearch/poetry.*

Other aspects for display included digital displays, community noticeboards, Perspex display cases with makerspace outputs on show, and showcasing upcoming events in the library as well as in the broader community.

History, culture, and art   20 ideas

Highlighting the importance of the area's history and heritage was important to a moderate number of staff members. In particular, people wanted the lobby to contain information about the area's Aboriginal heritage, as well as the history of the building itself (as a former headquarters of vehicle manufacturers Jas A Munro and Co.), and the local area, e.g., Queen Victoria Markets.

Ideas for how the area's history and culture could be showcased included having photos of the markets and other Munro-related items accompanied by text explaining their significance, displaying various flags such as the Aboriginal, Torres Strait Islander and Pride flags, or displaying indigenous artwork and books.

> *As others have said, Aboriginal focus here, make it welcoming and inviting so when people leave the lifts they feel comfortable and excited to be in the space.*

> *Connection to local indigenous and European history, very specific to the area e.g. The Vic Market.*

Photographs, art and "a gallery" were all noted as well. Each was thought to be most appropriate when it was related to the local area, and where the style of art was specifically noted, Aboriginal art was preferred. However, a small number of staff members simply stated "art" should be a feature of the lobby.

Plants   3 ideas

A few people noted that they wanted to see the inclusion of indoor plants in the lobby.

Other ideas   7 ideas

A few people noted that the lobby area should feel welcoming and inviting, and that it should generate excitement and intrigue about the space and make people feel comfortable to explore the library.

A couple of people wanted to know more about the space itself before commenting, for example, the dimensions and how the approach would look to patrons.

Lastly, one staff member had the following innovative idea:

> *Crazy idea - using pizo electric floor material to harvest/absorb vibrations and convert footprint to sustainable energy in building?*

What are your ideas for showcasing/displaying our eLibrary resources?

Digital display   12 ideas

A variety of suggestions were made around using digital displays to showcase eLibrary resources. This included a couple of suggestions to use digital wall screens set up to look like bookshelves, and another stating that a digital screen could be used to show the process of installing apps and downloading resources.

There were a small number of suggestions about using QR codes to direct library users to resources or as a shortcut to information. A few other suggestions were more general, simply stating that digital displays should be used.

> *There could be externally mounted street facing digital display with QR codes so foot traffic could join the library & download/stream eBooks/Kanopy etc while library is closed & they're waiting for a bus etc.*

> *Screens, as above, with animations highlighting the full range of offerings (international newspapers & mags; history of your family and/or home).*

One of these respondents also suggested that physical décor could be used to soften the impact of digital screens:

> *eLibrary resources displayed on digital wall screen like a bookshelf (patrons can interact with wall to read synopses/blurbs by touch - if safe to do so) … with physical decor accommodating the digital screens so they are not so visually jarring.*

Signage and instructions   5 ideas

A small number of comments suggested that signage and library staff could both be utilised to promote eLibrary resources and help library users to access and utilise these resources. One respondent noted the value of print resources as opposed to the digital displays mentioned above.

> *While digital billboards are nice and fancy, we can still utilise the age old pin up posters to showcase events, books and the library itself. Kathleen Symes Library has posters in the lift lobby, and it would be nice to provide space in the lobby posters. Physical print media can also warm the environment whereas the clean look of just digital billboards could give off a corporate lobby feel.*

Other ideas   8 ideas

Other ideas for how the new library could promote eLibrary resources included introducing initiatives like "e-resource of the week" or online polls for patrons to vote for their favourite

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resources; hosting screenings of movies or documentaries (perhaps in the performance space) to showcase Kanopy; having eLibrary kiosks or regular "coffee and chat" sessions with staff to assist patrons in accessing digital resources in collaboration with the library café; or handing out bookmarks with a list of e-resources that can be handed out to new members when they sign up.

A couple of other suggestions included:

Glass booths (partially frosted) with screens and headphones (built into the wall, as wireless ones would get stolen) where people can watch films on Kanopy and Beamafilm, listen to eaudio and ebooks, etc. Useful for rough sleepers to relax.

Tablets bolted to the wall to display e-resources. Have mixe- use PCs btw Staff / Public, or have tables for loan or available for staff to show patrons resources.

How should we use the City Room performance space?

Opening the space to the community   19 ideas

Several staff members wanted to see the performance space opened up to the community, whether through schools, local theatre groups, the markets, or other community groups.

City Room Performance Space should be used for community events and the creative industries, support the arts and culture - when not in use, could it be converted into a public space? Should get performance space industry curtains that are somewhat soundproof (reduce echoing) and block out light (for performances during the day/late afternoon)

I really like the idea of using it for school groups!

The space was variously proposed for the following uses: talks (from authors or about local history, for example); book clubs; storytelling space (e.g., Melbourne Conversations); movie/DVD nights; community classes; panel groups; eSports; and music and comedy performances.

I think it should be defined as either an open events/private events space OR split into open events during the day and after hours events to be private. The split would enable community groups, schools, council run programs to welcome in traffic and have a nice community feel when the library was open but also provide cultural arts and entertainment activities at night like comedy, music, film viewings etc in the evening.

A few respondents felt that the space should be bookable, so that local groups could organise events, performances, or activities.

Physical design   7 ideas

A small number of comments were made about the physical design of the performance space, noting that it should be flexible to allow for many different uses. These suggestions included having retractable seating, good acoustics and for musical performances and soundproofing to keep the noise level quiet throughout the rest of the library, and having design features needed for performances such as a backstage area, green room, storage, toilets and stage tech. One respondent also noted that use of the space should be free or low-cost.

Flexible space with retractable seating so that immersive performances and installations can also be held there.

Should get performance space industry curtains that are somewhat soundproof (reduce echoing) and block out light (for performances during the day/late afternoon).

It should have a hearing loop or similar. It should have a stage with storage underneath for props/costumes/equipment. Good quality sound equipment, plenty of microphones for panel events. Perhaps we could host events as part of Comedy Festival, Melbourne Fringe, etc., or even hold a regular open mic night.

Other ideas   3 ideas

One person simply suggested that the space should be used for library or council programs, while another suggested that it could incorporate chess tables that can be folded away and stored when not in use. One final comment called for designers to think about how similar spaces are *actually* used and the demand for a space like this as opposed to expectations on how the space might be used.

How should we use the Makerspace?

Makerspace   13 ideas

A few respondents wanted to see the makerspace used for classes or training. This was in relation to stallholders or small businesses, or to introduce people to food (e.g., cooking lessons, showcasing of different food styles) or crafts (with 'make your own jewellery/leathercraft/boot making/pottery' opportunities).

One person also felt that the makerspace is an opportunity to encourage up and coming artists and crafts people to create, display, sell their works at physical local markets and online, while another commented:

Makerspace at Munro would be a great opportunity to introduce the local community to a tech artisan space i.e. wet space, mess space, screen printing, jewellery making, leatherwork, prototyping (core technologies for prototyping i.e. 3D printers, laser cutter, CNC) - to support local creative, artistic and

*cultural interests as well as a safe space for community participation,
hangouts and ideation for local social housing and international students.*

Two respondents noted that the makerspace has the opportunity to draw on the market and the history of the area, one specifically wanted a place for food.

*It could be a place where community members from different parts of the
globe could specialise in showcasing and demonstrating cooking styles.
Through food we can bring people of different nationalities together and share
cooking skills.*

Other suggestions included closing off the makerspace for special or booked events; making the area unintimidating for seniors; liaising with sewing circles, quilting groups and men's sheds to invite participation; starting a QVM podcast; having a focus on recycling and reusing materials and objects; and, linking the makerspace to the wider building.

*I think this would be a great opportunity for the gallery space and Makerspace
to be interdimensional utilised and intercorrelated - with reference to each
other, and with obvious technological bleeds from the sound studio,
makerspace stations and the gallery/cafe environs.*

Other comments and observations

Other comments   26 ideas

Design comments numbered five, and included two which called for prioritisation of functionality and accessibility over design (e.g., too many internal doors can act as a barrier, and rubbish bins built in). Additionally, a statement was made around the difficulty in retrofitting once the building is already built; there was a call for making the stairs appealing through use of lighting and artwork and one staff member suggested the following:

*From KS, we've learnt that the front entrance needs to be visible to staff, so
that we know when banned patrons are entering the building.*

A small number of people were concerned at **how the library will be named**. Each urged that the issue be carefully considered. Two wanted to ensure that the word "library" is included, while two noted that they preferred for it not to be simply named "Munro Library". One staff member reflected on this in the following way:

*The name of the library needs careful consideration. At KS when we opened we
had problems with people thinking we were an academic library not a public
one because it is named after a person. Public libraries tend to be named by
location. Also there are enough places named after old white guys. Perhaps
there is a Woi Wurrung word that better suits?*

Three respondents urged that **Indigenous representation** be overt by way of: signage in both English and Woi Wurrung; acknowledgement of country at the entry; and incorporating "colours of the earth" in Aboriginal design elements throughout.

Food and eating were noted by a few respondents whose comments pointed to the communal and community enhancing properties of food. These included support for

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flexible café space and potential QVM stall holder pop-up eateries; a community kitchen, and general support for the 'tavern'.

A few respondents requested that certain **items be included** in the new library: Braille signage, a "giant digital touch screen for doodling", and a community lounge with a daily communal crossword/word search.

Two respondents wanted to see the **core functions** of a library not compromised by the inclusion of other services. They urged that the building's primary function as a library be retained.

> *I see lots of 'café', 'tavern', 'display' in the plan, but no… books? Is this actually a level of a library? Seems like a pretty commercial-looking zone to me.*

One of these respondents went on to express support for services, but wanted it acknowledged that some require a lot of staff input (such as makerspaces) in order to be successfully and broadly used.

Two staff members discussed the importance of fostering human and community **connections** in the library and ensuring that patrons feel comfortable and welcome in the space.

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Level 2

Level 2 - Summary of feedback

Characteristics of a **great customer experience** were mostly around ensuring the collection was displayed nicely and that the user experience was enhanced by the following: friendly and approachable staff; good light, air and acoustics; clear signage and wayfinding; and, spaces designed for multiple uses including open space, and space for reading, studying and socialising; and a variety of furniture including nooks, high/low desks and comfortable spots. Additionally, aesthetics were a consideration in the context of providing a welcoming space; to this end, plants and art were suggested.

Patrons' use of space was thought to be mainly for traditional library functions such as browsing and reading. To a lesser degree Level 2 was thought to be used as an overflow for study when an alternative to Level 1 was required.

There were a large number of **staff room ideas**, most relating to the physical space which was preferred to have great lighting, ventilation, and acoustics, and to include smaller rooms or spaces for privacy (such as for work or personal phone calls, online meetings, or prayer, meditation or simply for silence).

Staff comments conveyed the space would be a refuge, and as such, should have comfortable as well as practical features. The following amenities were suggested: storage (lockers, and places to put both personal and work-related items); tea/coffee and food heating facilities; and workstations equipped with desktop computers.

What will make a great customer experience when entering L2 and browsing the collection?

Collection and display   24 ideas

A moderate number of respondents expressed ideas about how the collection could be displayed and how the display and promotion of the collection could entice interest and encourage readership.

A small number of staff members noted that having sufficient catalogues available on Level 2 would enhance customer experience. This was rarely expanded upon other than to state that catalogues for searching be available, or that they be at varying heights.

Suggestions included a small number that wanted to see "face out display", and a similar number who simply noted they wanted to see "rows and rows of books" or, "Lots of books!". It was important to a few of these that the collection be in logical order, and to one person that the collection not be too tightly packed as to dissuade browsing.

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Low shelving to let in plenty of light was noted by a few people. As were having a lot of attractive displays (and making sure these were rotated or changed frequently), and having themed or curated displays.

Some themed curated collections to make the space less overwhelming (many people feel lost in large libraries and don't know where to start).

Lastly, a couple of people noted that spaces for new books to be displayed, and one for people to offer book recommendations would be good; this was for both staff and patrons.

Staff   21 ideas

Having friendly, helpful staff to welcome people to the space and help them find what they want was an important part of creating a great customer experience, expressed in a number of comments.

Staff were thought to contribute to a great customer experience by being present and visible, accessible, supportive, welcoming, and easy to find. Comments on this topic were predominantly succinct in nature, such as.

Someone available to greet and guide patrons.

A smiling and welcoming staff.

Light, air, and acoustics   20 ideas

As with Level 1, lighting, ventilation, and acoustics were also considered important on Level 2 of the new library. Again, comments about lighting were the most prolific, with most calling for "good" or "adequate" lighting, though a small number of staff specified the importance of natural light.

One staff member reiterated their previous statement that shelves be provisioned with lighting "overhanging or projecting directly onto books" so that it is easier to see/read the titles.

Lots of natural light, if possible, for browsing.

A small number of people also called for good airflow, adequate air-conditioning, a comfortable temperature, and good acoustics. The Ivanhoe Library was cited as an example of how lighting and acoustics is done well.

Signage and wayfinding   19 ideas

Incorporating signage and clear wayfinding on Level 2 of the library was important to a moderate number of respondents.

Comments conveyed that staff want simple, clear signage and wayfinding. This was thought to entice people into the library and keep them there. Staff were keen to see that patrons were not confused about where things are, viewing this as one aspect that could deter return visits.

A couple of people noted that digital signage is a good option as it can be easily updated as collections change or move.

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Spaces   14 ideas

Open space, or spaciousness was called for by a small number of respondents. They talked about: wide entries, wide walkways, and space to move and, additionally, there was mention of patrons being able to have a "clear view" of the catalogue's offering.

The provision of study or private spaces was a factor that was thought to contribute to a great customer experience on Level 2. Comments included calls for "pockets" for people to read or browse, and, if the YA collection is to be housed on Level 2, then a suitable "hangout" at that location would be needed.

A couple of staff members wanted to see shelves that were moveable so that events might take place on Level 2, amidst the collections.

Furniture   12 ideas

Having comfortable furniture and cosy reading nooks, as well as spaces to accommodate families or groups sitting and reading together was important for several respondents. A couple of people suggested putting armchairs at the end of aisles so people can sit and read, while a few others noted that there should not be bulky or fixed furniture in this area.

Art and decoration   9 ideas

The respondents who discussed art and décor generally wanted to see colour and vibrancy brought to Level 2 of the library.

Approachable ambiance throughout the space with bright lighting and decor.

Beautiful artwork and colours.

Accessibility   8 ideas

Several respondents specifically made suggestions around creating an accessible space. These ideas included creating wide corridors and aisles and low shelving (specifically to be inclusive to people of different mobilities). A couple of respondents also stated:

Visual key for accessibility, low shelving and space, less stimuli at entry points. Tactile and different surfaces.

A chill-out/low sensory area - Level 2 has a lot going on and it could easily become overwhelming.

Plants   5 ideas

A small number of people wanted to see plants, indoor greenery, or potted greenery on Level 2. Plants as partitions were also suggested.

Feeling and atmosphere   3 ideas

Respondents wanted the space to be welcoming, inviting, and approachable. One respondent noted that while it should be obvious the space is a library, effort should be made to show that it is not a silent space, perhaps by playing soft background music.

Other   3 ideas

Other ideas and suggestions included: nice looking waste bins, a "soundscape entry", and:

Modern and inspiring passive creative options.

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How do you think patrons will use the spaces around and amongst the collection?

Traditional library functions   28 ideas

A considerable number of staff members thought that Level 2 would be used for traditional library functions. These included: reading, browsing, using computers, and studying.

Respondents talked about there being study and reading spaces and, in many cases, comments were about Level 2 being a space where people can "sit somewhere comfortable and read". There was consistent agreement that the space would be used for quiet or comfortable reading, browsing and study.

In addition to sitting and reading/studying, staff members cited the following library functions that they thought patrons would access: using the catalogue; looking up books; printing things off; and browsing. The following quotes represent typical comments:

Reading and browsing - I think the collection level should feel quiet and calm so people feel comfortable sitting and relaxing for hours.

Spaces for seating to sit and read.

I can see some people wanting desks/chairs to peruse items they grab off the shelves.

Furniture   14 ideas

Desks and chairs were viewed by several staff members as a key feature of the new library's Level 2 area. Respondents stated there would be desks, tables, chairs, comfy chairs, practical seating, modular furniture, benches, and laptop desks. (Note that where this was explicitly linked with reading/studying, the comment was discussed above under 'Traditional library functions'.)

The following quotes are examples of the types of comments on this topic:

As study space is on a different level, i can see some people wanting desks/chairs to peruse items they grab off the shelves.

Comfy chairs, different options for seating.

Accessibility and navigability   10 ideas

Several respondents noted in comments that there should be "enough space to browse" or similar. Extra space (for prams and wheelchairs) and "space between shelving and seating" were noted. One person noted "clear signage" would be a used feature of the space, but the following are more typical examples:

Wide space between shelves.

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Ease of navigating space between seating and shelving.

Easily and with clear pathways.

Power points   8 ideas

Several respondents felt that Level 2 would be a place that people would come to charge their devices while they browsed the collection or read a book. They talked about Level 2 having "charging technology", and "plenty of electric outlets on tables and chairs".

USB charging points were noted in a couple of comments.

Social   6 ideas

A small number of people reported that Level 2 would be used for groups to sit together and socialise. This included families, groups, students, and the activities would include chatting, informal meetings, and people who could "sit side by side to share screens".

One person noted that people might sleep there.

Other   10 ideas

Rather than being about how patrons might use the space, remaining comments were about features Level 2 might have.

A few respondents saw plants as a feature of Level 2, and a couple noted art displays. One respondent each noted the following: digital displays; showcase sustainable features; good lighting; good design with staff and patron toilets and change rooms; and an "Aboriginal focus".

What should we think about when planning a great staff room?

Physical space   80 ideas

Lighting, ventilation, and acoustics   27 ideas

Several staff members noted **good lighting**, natural light, or simply light in their suggestions as to what makes a great staff space. One person requested that there be no "automatic lighting" activated by movement, stating that this has not been effective at other workplaces. Others simply stated things such as: lots of, or, plenty of natural light; airflow and light; and "bright but gentle lighting".

One respondent stated, when talking about spaces larger than a breakout room:

If office - bright but gentle lighting, natural airflow, spaces for individual work as well as meeting spaces for small groups.

The comment is typical of many in which multiple aspects of what would make a staff room great.

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Ventilation was noted by almost as many staff members as lighting, they cited: airflow, fans, "open windows", and "aircon and heating" in comments.

A small number noted **acoustics** in their comments. They stated: "noise levels", and described online meetings in which background noise was an issue. (Note, this topic is also covered below in comments about private meeting rooms.)

Good acoustics so conversations don't carry.

Meeting room or privacy   23 ideas

Having a space or spaces that can be used for meetings (in person or online), phone conversations, or general privacy was an idea that a moderate number of respondents suggested. People phrased their suggestions in the following ways: "places for private meetings"; "somewhere for confidential conversations"; and "individual spaces".

Private meeting space for staff one-on-one meetings.

Space for Teams meetings where you don't disturb others.

Respondents suggested that a private room that could be used to make calls, and for quiet time, "GPAs", breastfeeding, prayer, or meditation. One person suggested that a private or meeting room be fitted with a projector for training purposes.

Space   11 ideas

Several staff members made general comments about space. This included calls for enough space and appropriate distance between users, a call for the space to be flexible, and the suggestion that there should be separation between work-spaces and spaces for eating or socialising away from working spaces. They frequently called for "enough" space.

Definitely feel like there needs to be a separation between the working area and an informal lunch/tea room, similar to Dock.

Informal lounge catch up space   10 ideas

A comfortable lounge space where people can catch up informally, relax, and spend time with others was also a space that several respondents wanted to see incorporated into a new staff room.

An area for informal catch ups, or meetings that don't require computer use, e.g., couches for coffee catch ups.

Comfy welcoming space that encourages staff to hang around and chat or unwind and relax.

A small number of these comments included that furniture ought to be comfortable, or that it should have a range of "comfy chairs".

Decoration   7 ideas

Plants were the primary item noted in the context of decorating a great staff room. Artwork was suggested in a couple of cases. "Lots of plants", and "art on the walls" were suggested.

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Plants in the staffroom.

Other ideas   2 ideas

One person noted the need for the space to be accessible for all, and another argued that access to an outdoor balcony on the top floor should be incorporated into the staffroom design.

Amenities   62 ideas

Storage   20 ideas

Storage was a key issue raised by a moderate number of respondents. Several respondents suggested lockers, or space to store work and personal items. Work items included emergency equipment ("helmets, checklists, keys, radios etc."), and items such as the following:

Storage space for: deleted books, children's team craft, storytelling collection and puppets, IT storage, general office equipment and stationery.

Some storage. But, like, sensible storage. Not just some awful cupboard whacked in a corner somewhere.

One person noted that they should factor in more storage than is considered necessary, as there is "always more stuff!".

Kitchenette   16 ideas

Several respondents wanted to see a kitchenette with coffee and tea making facilities, water (with filter), a dishwasher, a good sized fridge, cutlery and crockery, and a kitchen island for staff to sit at. Other suggestions were a hot water tap, and an espresso coffee machine. One person stated "COFFEE!", and another "tea!", suggesting that the staff space is an important oasis for library staff.

Hot desks and workstations   13 ideas

Hot desks or workstations where people can use laptops and charge devices were desired by several people. Adjustable desks that could be used while sitting or standing were also suggested by a few people, and one person wanted to see some desktop PCs available for use as well.

Enough workstations for not only the team based onsite but also for staff working across multiple locations (that don't have laptops).

Desktop computers, or PCs, were requested by a small number of staff members for use by those who do not have a laptop.

Bathrooms   6 ideas

A small number of staff members wanted the staff room to include dedicated staff toilets/bathroom, perhaps also including change rooms and showers. One person noted that it would be convenient for the staff room to be "close to water and bathrooms".

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Technology   4 ideas

Three respondents wanted to see charging points or digital touch screens in the staff room, while a fourth person felt that there should be less technology in the staff room than elsewhere in the library.

Notices   3 ideas

Ideas walls, whiteboards and noticeboards were suggested by a few respondents as an aspect that would make a staff room great.

Feel   3 ideas

Those that discussed the feel wanted the staffroom described it as a "pleasant place for staff to eat", "a design that promotes collaboration", and a space with "a double ambiance for staff to relax and work".

Other   5 ideas

Other comments included questions about whether anyone visiting could also use the staff room, or whether the staff room is supposed to be an office or a break room; a call for recycling and composting facilities to be incorporated; and a call for designers to consider the visual space as well to ensure people and furniture aren't clustered too close together and things are appropriately placed.

Other comments and observations

Functionality/useability for staff   8 ideas

Several staff members made other comments or observations about the way the library services would operate for staff on Level 2 of the new library.

While three staff members talked about the importance of clear lines of sight from their working areas (e.g., between the shelves, and from the sorter space), so that they can see "what is going on", other comments were disparate and included: larger staff desk spaces in the library space (to assist with large volumes of books and storage for stationery, remotes, folders etc.); a "sorter that works better than LATD"; and, not bottom shelf for the collection, as this is difficult to both see and access. Lastly, one person stated:

> *Think about new tags for DVD / CD / TB so that mobile checkout service could be rolled out in Munro. This will become a new tech attraction to the public.*

Plants   3 ideas

Three respondents wanted to see plants incorporated into the design, including pot plants and native plants.

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Other

Two respondents noted the need for adequate wall space for posters to be displayed.

We need significant dedicated wall space for event posters - there's never enough space for all the posters we need to display.

A couple of people wanted to know where the staff room would be, with one seeking clarification on a number of matters:

It isn't clear on the plans where the anticipated staff room will be. And the types of collections to fit the space - if all collections bar children's are going on this level, how will that be managed? will it be easy to see across the whole floor for staff on desk? If the sorter is on this level, will people be able to return items on the other two levels (especially the case if access is only via a lift)?

One staff member expressed concern that the space allocated for the library in Munro is not big enough for a major city library. They went on to state that: "if this is meant to eventually replace City Library, it's going to feel pretty inadequate for a lot of patrons".

One person urged that accessibility be addressed, stating:

Ensure we're constantly checking that we're reducing barriers to participation, including signage, shelving, moving around the space, collections.

Finally, one person called for private study spaces on Level 2, noting that there may be overflow from high demand for this at Level 1.

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Level 3

Level 3 - Summary of feedback

Characteristics of **a great children's library** included a sizeable number of comments about the physical layout and the spaces. Staff reported that appropriate furniture should be a feature (i.e., that is able to be modified, is durable, and that can be cleaned) and that it be bright, appealing, and that visibility across certain spaces/zones be maintained.

Dedicated zones were supported that represented specific uses or themes, such as interactive or sensory areas, story areas, comfortable areas, and areas for younger children. Useability was also important with staff noting that child-friendly bathrooms, feeding areas, and family spaces be available, accessible, and welcoming. One staff member urged that 'tweens' not be forgotten in designs.

There were a number of ideas for the **rooftop terrace**, many of which were ways in which the space might be used (ideas included: for physical play/exercise; outdoor reading; relaxing areas; a kitchen or wet area; crafts or messy play; and for events such as cinema screenings).

Design suggestions were mostly in favour of having plants or greenery present to create a garden-like atmosphere. Alternatively, as many people supported a range of other design features like shade, use of natural materials, divisible spaces, and a playground. Innovative, multi-purpose furniture and food or drink being available were also mentioned.

Staff made a range of disparate comments about **collaborating with Family Services**, these included reaching out to families for events and activities such as story-times, and offering targeted education sessions or activities (around reading with children, parenting issues, cooking sessions, market visits, or IT). Having library services or sessions that cohere with those of Family Services was also suggested. Additionally, suggestions were made to integrate books on relevant topics with events or activities, offering information packs for new families, and generally seeking to include Family Services users in library life.

What makes a great children's library? Give examples

A consistent theme amongst responses was that the space must be designed with children in mind, keeping safety, functionality, fun, and the overall feel and vibrancy at the forefront of the design process.

Physical environment   48 ideas

The physical design of the children's library was the most frequently discussed factor, with respondents sharing ideas about furniture and shelving, decorations and design elements, and safety.

Several people wanted low shelving and furniture appropriate for children, which included movable furniture, low tables for reading, drawing or playing, and furniture that can be easily cleaned.

Appropriate shelving - browsable height for the age targeted.

I agree with Catherine on the emphasis on play. There are movable chairs in the kids area at North that I have watched become a worm, bus, spaceship, cubby etc.

Child-centric design. Not what is most architectural but what is most functional. No furniture that easily stains or looks grubby.

Several other comments about decoration and design elements included calls for lots of bright and light colours, soft surfaces (including floor coverings), hooks for hanging decorations, plants, and different textures.

Colourful and inviting design.

Soft floor coverings!!! Cannot stress enough that polished concrete is not baby/toddler friendly.

A few people suggested that the children's library should be themed, with the following suggestions being offered:

Playful carpeted flooring (e.g. nature-themed wayfinding).

THEME: Maybe tied to Melbourne's First Nations history, e.g. follow the Yarra river on the floor to different areas, aboriginal constellations on the roofs of reading nooks, giant bundgil/waa sculptures.

Safety was also a priority for several respondents, who noted the need for easy wayfinding and clear sightlines throughout the whole space so that staff and parents can supervise children. Having spaces that can be enclosed to keep children from absconding, minimising hard surfaces and sharp corners, and putting appliances and power points out of reach of children were all suggested.

Give all plans a look over with a child safety lens. Can staff clearly see what's happening at all times? Are there clear signs saying not to leave children unattended?

Close together but clearly separate spaces for different ages. With clear eye line between all spaces. 12 year olds won't want to sit around board books and hear nursery rhymes, but a parent may have a toddler and a 10 year old to keep an eye on.

Spaces   43 ideas

A considerable number of people discussed the various spaces or zones they felt would help make a great children's library. These included: interactive zones with features for children to touch and explore like giant games (e.g. noughts and crosses), interactive screens, listening walls or interactive art; cosy reading nooks where children and families

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can read and rest; a spacious story-time area; a wet area for arts and crafts; quiet spaces for sensory relief; sensory zones; a music and/or dance space; and general play spaces. A few others specified that there needs to be *enough* space, and that the children's library should include flexible spaces that can be used in a variety of ways.

Make it FUN. Interactive elements (for touching, climbing, playing and engaging kids) but not necessarily digital.

Reading nooks appropriate for adults and kids TOGETHER.

A program space with a wet area, sink and storage for craft and other messy programs.

A small number of people suggested that there should be different areas for different age groups (i.e., babies and toddlers, middle childhood/tweens). One comment offered suggestions for each:

EARLY LEARNERS: for baby and toddlers, pre-schoolers crawl space, near family room and entrance, board books
MIDDLE CHILDHOOD (6-10): including a space for stem activities/tables/wet area, junior fiction and picture books etc.
TWEENS (11-13): middle fiction, reading nooks, places to charge devices.

Amenities   27 ideas

A considerable number of people discussed the amenities they would like to see in the children's library – most commonly, child friendly and accessible bathrooms, family rooms, and comfortable spaces for breastfeeding with a microwave and sink provided for bottle feeding as well.

Facilities for families (sink, fridge, microwave), change tables and kids toilet (little bottom sized). An area and furniture appropriate for breastfeeding (with armrests!)

Pram parking was also highly desired, with several respondents stressing the importance of having space allocated for this purpose. A couple of staff also noted that there needs to be enough space between shelves to allow prams to pass through.

Toddler area with pram parking, nearest to entrance so that parents don't have to go through rest of library.

A small number of comments suggested that there should be ample storage, perhaps lockable, for personal belongings, as well as library resources used in the children's library.

Storage space for children's activity materials/mats etc is important.

Collection   6 ideas

A small number of comments focused on the library's children's collection itself, suggesting that books should be displayed face out, there should be "lots and lots of books", and that books should be well organised and easy to pack away.

A great range and new and classic books.

A couple of others also suggested making *holds* easy to find, and having interactive book displays.

Language and culture   4 ideas

A small number of respondents suggested that incorporating Aboriginal elements into the design of the children's library, as well as a wide range of languages would help make a great children's library.

Other languages embedded into design to welcome all.

Feel and atmosphere   3 ideas

A few people noted the *feel* or atmosphere they thought that a children's library should have. One person stressed the importance of making the space *fun*, while another couple noted that a children's library should inspire and excite children.

A space that inspires wonder and creativity - bright colours, interactive elements, a hint of whimsy.

Technology   3 ideas

Tech, including touch screen computers for online learning resources, and screens with VGA/HDMI input were suggested by a few respondents, while another person suggested "screens for kids that you can turn off as needed".

Other   15 ideas

A moderate number of other ideas were suggested by respondents, around what makes a great children's library. This included the importance of considering the needs of children and families, including "tweens" in the design process; incorporating a "central tree to climb and read in"; carefully considering the layout; providing child-friendly access to stairs; including a toy library; and looking to other ideas of successful children's libraries for inspiration (including the Edinburgh Central children's library and others). One respondent commented:

The Central Public Library has a treehouse in the Children's area. The Biblo Tøyen library is a children-only library in Norway that has a submarine themed reading nook. It would be great to have something like this in Melbourne that was representative of our city, such as a tram themed reading nook. Cerritos Millennium Library in California has an aquarium and a life-size dinosaur skeleton in the children's library. Would be great to create a unique space that is more than just books on the shelf.

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What are your ideas for the rooftop terrace?

Uses   30 ideas

A considerable number of people gave uses they felt the rooftop terrace could provide. This list is varied, including a wider range of activities and uses: an outdoor programming space (story time, book clubs etc); space to socialise; children's outdoor/play space; outdoor reading space with nooks and relaxing areas; a tabletop game space; an active play space for children; a kitchen play area; wet area for craft activities; a flexible space for community activities; a silent cinema; a quiet space; a space for open ended play opportunities; or an outdoor exercise space.

An outdoor programming space for the whole community (Storytimes, book clubs...) to mitigate against future covid risks. Lots of green and shade and play spaces.

Children's space outside, eg Pauline Gandell outside area at Melbourne Museum: building blocks, balancing places a small bridge (with or without water under it, maybe a dry creek bed with water play at one end, and rock hopping, lots of places that leave the outdoor space open for creative play.

Giant playable floor Snakes and ladders or chess.

Design   26 ideas

Design features were also suggested by a considerable number of respondents. Half of the people who commented on the design of the rooftop terrace mentioned including adequate shade facilities or protection from the elements such as tree cover, sunshades, or a retractable roof.

Other suggestions included: interactive design (e.g., steppingstones or outdoor games); division of space between children and adults/general access; a playground or play pit; sculptures; including lots of greenery and texture; using natural materials; a water feature (fountain or trickling water sounds); a fire pit; undercover pram parking; and incorporating Aboriginal elements into the design.

Indoor/outdoor space. Lots of shade from sun and rain, but lots of plants and welcoming spots to sit and enjoy the view and the sounds of the market. I suspect it will be mostly families as this is the family level, so soft ground, perhaps permanent scavenger hunts or story walks (if the space is big enough - an Aboriginal story with illustrations by a local First Nations artist would be SO GOOD).

Greenery or garden   22 ideas

A popular idea amongst respondents was to include lots of plants and greenery, whether for shade, for decoration, as a way to separate different areas of the terrace, or as an activity for people to enjoy.

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Green house for vegetables and workshops for growing things. Also, to cultivate butterflies, maybe a beehive?

Maybe a fence covered by garden planting so it's not intrusive.

Community garden - family services and libraries can partake activities in.

Community herb garden that could be used to separate areas.

Small Pot plants on walls / wall dividers that children can plant/ care for, and watch grow.

Plants in shape of alphabet letters.

Furniture   9 ideas

Several staff members discussed furniture, suggesting that furniture on the rooftop terrace should be comfortable, flexible, modular and moveable, appropriate for all including children and seniors, and varied (including benches and individual seats). A few other suggestions included using recycled furniture, building waterproof storage into the furniture, or building garden beds or planters into the seating design.

Food and drink   4 ideas

Suggestions included a kitchen, "water, water", an area for food and drink, and lastly:

I like the idea of having a cafe or coffee stand near by so that people can have their coffee whilst they study/work or catch up with friends.

Sustainability   3 ideas

A few respondents wanted to see sustainability features incorporated into the design, such as a way of harvesting energy, showing sustainability data, or using recycled materials.

Other   6 ideas

Two respondents wanted to see good lighting for evening use. Other suggestions included:

Sunscreen dispenser available.

IT / tech set up for events (speakers and mic etc).

Call to action signage that can be seen from street.

Artwork with an emphasis on interactivity.

How can we work collaboratively with Family Services?

Specific ideas for partnership   29 ideas

Several people made suggestions around how the library could partner with Family Services in library or literacy-related areas. These suggestions included inviting families connected with Family Services to story-time sessions or new parent groups, or providing them with information on how to join the library; offering educational courses, for example courses on digital literacy or information sessions on reading with children; sharing books and materials from the library collection with Family Services; and donating pre-loved books to families in need.

Regular Pre-loved book drops to families MCH identified as vulnerable

Tie in library membership with MCH service (get them when they are young!) Free board books, library card for every new bub, MCH nurses deliver library books on home visits?

Collaborative programming - New Parent's Groups, New to Melbourne Groups, etc. Have staff available on desk at all appointment times, so if parents have been recommended anything in their session we are available to assist. Have regular sessions with staff to ensure we have an appropriate collection for their services. for example if they suggest a certain book regarding toddler appropriate meals, have it available to borrow then and there (almost like a family services specific hot picks collection or book club sets?) Make the children's library look super inviting and welcoming from the family services space, even incorporate some collection in their waiting space like at Boyd?

Several other respondents suggested wider collaboration, not only relating to core library services. This included scheduling events in collaboration with Family Services such as cooking classes, community gardening groups, market visits, parenting classes, and other informative/educational courses and activities. One respondent also suggested that the library could share an outdoor play space with Family Services.

Run community events e.g. gardening in the community garden, learn about composting, cooking classes with local produce, story time sessions; collaborate other library events with them for community-building and family support

Create a family & childrens programs at Munro - name TBD newsletter that connects family with information for children across departments.

Program partnerships, parent information sessions: e.g. benefits of bilingual learning, healthy eating, registering for childcare / school, learning English, community languages with your child story times etc. Invite for tours of the library. Families encouraged to visit library / introduced to library staff when

attending MCH appointments. Provide Library info packs to give to new families.

A small number of respondents suggested other support services that could be offered at the library in collaboration with Family Services, such as new parents groups, health and wellbeing initiatives, onsite counselling, mental health support and referrals, and 'new to Melbourne' programs.

Sharing of internal resources like booking systems, calendars and staff areas were also suggested by a small number of people.

Share collateral, potential for a shared calendar to know what each service has going on.

Two staff members suggested that a toy library could be introduced.

General partnerships   13 ideas

Several respondents made more general comments about "shared partnerships" or collaboration that were not as specific as those mentioned above. These included calls to cross-promote programs, regular meetings with library staff and the Family Services team, spaces for both organisations to collaborate and meet, and working together to provide community events.

A small number of respondents also suggested that there should be a staff support liaison or partnership activator "assist with all partnerships and collaborations between all groups".

Other ideas   3 ideas

A few other ideas included collaborating with Family Services to make decisions on the new library together (for example, making decisions on furniture together); having showers available to the public, and a microwave to heat food; and including an adult change area in the building.

Other comments or observations (30)

A considerable number of people offered other comments and observations. Several of these related to the children's library, or to children more generally. These included examples of children's libraries/spaces that people felt the design team could draw inspiration from, such as the new Ipswich Children's Library, the Pauline Gandel gallery at Melbourne Museum, and a digital interactive playgroup at the Art Science Museum of Marina Bay Sands. People also made calls for input from the children's team, and reiterated the importance of including safety measures and having adequate staffing for the new building.

If this level will have a children's focus, please ensure staffing is adequate for requirements and staff are appropriately trained to assist. One staff member on desk after a busy story time is not enough.

Terrace should be very child-safe while not sacrificing the beautiful view.

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A small number of respondents made design suggestions, including calls for a variety of surfaces; a tactile wall; a playful space; an oasis with sand feature; a storytelling chair; and a water screen wall presenting poetry, kind words, and wellbeing messages. One staff member reported that "pram parking is a must".

Other suggestions included ensuring adequate storage for library resources and equipment; ensuring that the design process is inclusive of different languages and cultures and feedback is sought from people living with a disability; giving consideration to other nearby residents and organisations like the QVM; allowing pets in the library; and fostering connection with existing organisations in North Melbourne.

Storage space for craft supplies. Projector for Storytime lyrics and maybe movie evenings.

Consider different languages and cultures for families in facilities and programs.

Collections and programs

Collections and programs - Summary of feedback

Suggestions for which **Programs and events** to offer garnered a sizeable number of comments with staff most frequently supporting educative or training sessions on topics ranging from digital literacy to cooking, and from employment related aspects to health and wellbeing. Food related programs were popular, with support for recipe sharing coming alongside ideas for a kitchen library—with borrowable appliances and 'tools'. Storytime sessions (including in languages other than English) and facilitation of arts or creative endeavours were also popular. Many staff noted that community inclusiveness and involvement were key to program successes.

Needed and not needed components of collections included relatively equal support for a queer collection, an Aboriginal and Torres Strait Islander collection, and kitchen and food related physical appliances lending facility, and a slightly lesser level of support for tools or toys to lend out.

Audio visual materials such as DVDs, Blurays, CDs and talking books were thought to consume much space for little benefit. Staff recommended digital alternatives as more suitable.

Suggestions for **arranging collections to entice borrowing** were mostly supportive of face out, clearly labelled and signposted, and eye-catching themed displays. Staff conveyed that borrowing would result if patrons were not put off or dissuaded by elements such as poor signage leading to them feeling lost. Conversely, eye-catching displays were described as a useful and effective way to highlight the collection. Several called for advertising book recommendations (e.g., by staff or patrons) via posters or displays.

Audiences staff would like to see attending included fairly even numbers of around ten who stated: children and families; vulnerable or hard-to-reach populations; and international students/new Australians.

A small number of staff stated local residents and QVM affiliated people were potential new audiences, and a few each noted tourists, local businesses, and students. Lastly, CALD communities, Indigenous Australians, the queer community, job seekers and youth were noted two times each, and older people was one person's suggestion.

New collections we should offer

Queer   6 ideas

A queer collection was popular, with a small number of staff members advocating for this wholeheartedly. Half of the staff members who supported a queer collection stressed that it should not be overtly labeled as 'queer', noting the prejudices that still exist and there might be fear of judgment that some (particularly young) people might feel when checking out these items.

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Aboriginal and Torres Strait Islander   6 ideas

A small number of people supported an Aboriginal and Torres Strait Islander collection, most often in straightforward terms. One person added that this would need to be compiled with assistance from relevant community groups to "ensure relevance". Another person stated:

Need/ Aboriginal history/culture/literature focus.

Kitchen and food   6 ideas

Kitchen items, kitchen items library, appliances, cooking equipment and recipes were suggested. One person reported that a "food and sustainability focus" should be on offer.

Local history   6 ideas

Local history was a popular suggestion, sometimes in relation to the immediate surrounds (such as the comment below), and other times "local history" or "Melbourne history" was the extent of the comment.

More Victoria Market and close surrounding local history + QVM old store/business (e.g., food attraction) collection in the library.

Tools and equipment   5 ideas

A tool library was suggested by a small number of staff members, each in simple terms. One person suggested that "bike chain locks" be included.

Migrant history   4 ideas

A migrant history collection was thought to be "interesting", and a useful addition to a library collection.

Specific languages   4 ideas

Four respondents suggested collections in languages other than English. Three supported "LOTE" collections, and one person stated that a Somali and an Arabic collection would be appropriate given the recent demographic shifts.

Toys or games   4 ideas

Lego, board games, tabletop games, and a toy library were all suggested.

Other   6 ideas

Streaming services were noted by two staff members, and one person each suggested the following collections: seeds, makerspace, STEAM/STEM kits to loan out, and that "travel books and learning language materials together".

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Collections that we don't need

Audio visual material   6 ideas

Audio visual (AV) material was broadly disparaged, being labelled as a fading/dwindling medium that takes up a lot of physical space. Talking books were an additional AV medium noted in this context. One person added a caveat to their call for AV collections to be abandoned:

Only caveat to "no AV" is the severe publisher-based restrictions on streamed/online AV & music.

CDs   5 ideas

CDs were labelled not needed, and no longer popular by a small number of staff.

DVDs   4 ideas

Similarly, DVDs and Blu-rays were described as not needed, and thought of as collections that could be reduced or removed.

The best ways to arrange collections to entice borrowing

Face-out display   9 ideas

Several staff members advocated for face-out book display as a strategy to catch the eye of passers-by and entice borrowing. Most people stated this in simple terms, and many noted that they were reiterating the comments of others, but nonetheless supported face-out displays.

Clear signage   9 ideas

Signage was thought to be an effective way to entice borrowing, with staff noting that people can find items independently are likely to borrow. Signage was thought to be most effective when it is clear, excellent, accessible, and visible. Wayfinding was a term that was also used in this context.

Ensure excellent signage to make things easy to find as well as browse.

One person specifically cited the collection "Myers E.g., on Level 1", stating that signage for this would be ideal.

Themed displays   9 ideas

Several staff members supported grouping books on similar themes and displaying these in eye-catching ways as a way to entice borrowing. Specific recommended themes included: new books; the time of year (e.g., seasons); current events; high-demand items; and, books or collections that complement each other.

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Layout   6 ideas

Library layout was thought to be a key factor in enticing borrowing for six staff members. A couple of these recommended a bookshop layout, while one stated simply that a layout that is not a "regular library layout" was the best way to arrange collections. One person recommended a "zone layout", while another noted the following as a good example:

State Library of NSW gives some constructive suggestions about collections layout, which is quite good: https://www.sl.nsw.gov.au/public-library-services/people-places/collection-layout

Recommendations and 'what's being read'   5 ideas

Five staff members suggested that having a way to show patrons what other people recommend would be a good way to entice borrowing. This included "staff recs lists" or summary blurbs visible to patrons, and favourites from other library users (i.e., patrons).

One person wanted to see easy ways for staff to "add their hand-written recommendations", and another stated the following:

I feel it would also be helpful to have some kind of weekly list displayed somewhere in the library that all patrons to see what's being read that week by either library staff or other patrons.

Digi-displays   3 ideas

Some innovative display suggestions included: interactive e-book displays (for example where patrons "patrons can browse ebook collections, read blurbs etc. by touch on screen". Another suggestion was for audio displays, shown below:

Audio displays. Play recordings of authors reading their work in an appropriate area. Have the books on display there. Great audio design of the space is vital for this.

Inclusive and accessible   3 ideas

To make collections easier to access, three people made the following suggestions: have table-top games set up "ready to play", potentially with instructional signage; have iPads in the children's area pre-loaded with e- and audio-books; and explore Indigenous ontologies. This person offered the Canadian experience as an example.

Other   7 ideas

Other ideas included two suggestions to have readily available catalogues (perhaps at row-ends) to assist in finding material, and two respondents suggested arranging the children's collection by age.

One person each suggested the following: have staff available to help people learn new formats or to get started with games; creating user groups as have been the case with makerspace and the kits provided there; and having posters up showing old images of the area to prompt interest in borrowing related items.

Programs and events we should offer

Programs   76 ideas

Educative sessions or training programs were noted most frequently, by several staff. There was support for a dedicated room set up to offer training or education sessions across a number of topics, which included: digital literacy; resumes and employability; STEAM/STEM sessions; budgeting; wellbeing; emergency preparedness; and, programs for readers and writers. The following comment shows the breadth of topics covered:

> *Training room idea is good. But we could make it a multi-purpose room with a*
> *projector, some laptops (which could be stored), movable chairs/desks. When*
> *proper training is finished, it could become a reading area. It could also be*
> *used as an indoor story time /programs area.*

Food-related programs were frequently suggested, again with several staff members noting a range of ideas. Cooking classes and recipe sharing were noted alongside general educative aspects such as healthy cooking and learning about produce. A borrowable kitchen library was suggested, as was a composing (potentially on the rooftop).

Additionally, a volunteer kitchen in which food could be produced for vulnerable communities was suggested.

> *The ability to hold cooking, heathy eating food related programs.*

Several staff members advocated for **readings or story-time sessions** to be regularly offered. A number of these suggested that languages other than English (including Auslan) be used, and around half referred to readings (as opposed to children's stories). Low sensory reading times, and "narrative games" were also suggested.

One person's suggestion was to: "have readings (salons) in a quiet room on a regular basis".

Art and creative programs were suggested by a small number of staff members. Makerspace, repair or mending sessions, sewing, and "artisan classes" were all noted. One person reported wanting to see:

> *Programs timed with cultural events. More programs targeting the music*
> *community.*

Community involvement was a key aspect of programs for a small number of staff. While a couple of respondents wanted to see community-led programs (e.g., "Self-started/self-organised programs"), others wanted to consult the community on what programs they would like to see operating from the new library. One other respondent wanted to see local businesses involved, they stated the following:

> *Programs that support local small creative businesses that have suffered due*
> *to Covid, that already have a following, thereby making connections.*

A small number of staff members (6) each called for **family-oriented** programs (including those which suit and welcome older people, and those which cater to the young), **multi-lingual** programs (e.g., providing interpreters and having programs available in different

languages), and programs that showcase **local history** including Aboriginal history (including local history talks/walks and "Linking and connecting to local Aboriginal history).

The **lending of certain items** was suggested by four staff: this included tools, kitchen equipment, games, and toys. The same number of staff recommended tailoring programs to market day activities, for example, timing programs to fall on market days. One person suggested the following:

Highlight recipe books then pop over to the market for supplies.

Clubs were noted by three staff, specifically, a children's coding club, a homework club, and "study clubs for university students". Lastly, two staff had health/wellbeing related program suggestions, namely: mediation and tai chi (which was thought to potentially work well on the rooftop).

Events   7 ideas

A small number of staff members named events that they would like to see offered. These were: "games events"; CALD events"; "cooking events" (which have reportedly been popular in the past); a library membership drive event in which volunteers would canvas the neighbourhood to remind people of their local library; and, one person stated that annual celebration events would be good to link in with "cultural days".

Finally, one person wanted to see the community consulted on which events they would like, and what would benefit them.

Audiences staff would like to see attending

The array of population cohorts that staff would like to see attending library programs are as follows:

Children and families: 10 (Including "dads", parents with kids, and children whose parents can attend other programs.)

Vulnerable or hard to reach populations: 10 (Including the homeless, people from crisis centres or the Judy Lazarus Transition Centre, and those using Family Services or from social work programs.)

International students or migrants: 9 (Including new Australians, new arrivals, multicultural groups, and international students e.g., to assist them to connect locally.)

Residents: 6 (Including local foot traffic, local community groups, and local residents.)

QVM affiliated people: 5 (Including stall holders, and market visitors.)

Tourists: 3 (Including international visitors and tourists.)

Local businesses: 3 (Including "lunchtime tradies", city-based workers, and office workers.)

Students: 3 (University students.)

CALD communities: 2

Indigenous Australians: 2

Queer community: 2 (Including LGBTQIA+.)

Job seekers: 2

Youth: 2 (Including adolescents and young adults.)

Older people: 1

Other: 2 (Including "TAC", and public transport users.)

Appendix

Other ideas from staff

Website links

Kimberley - uses for pizo electric

https://www.re-thinkingthefuture.com/sustainable-architecture/a4096-how-can-piezoelectric-materials-be-used-in-sustainable-architecture/

- e.g walking can power up displays?, provide electricity/promote e-resources

Helsinki Central Library

https://www.oodihelsinki.fi/

Kinetic sculpture at Melbourne Museum:

https://www.eness.com/projects/bunjil

- George - use of led responsive lighting

Responsive led wall panelling at Cabrini hospital:

https://www.eness.com/projects/cabrini

- KP (this is fun!)

And this amazing dome!

https://www.eness.com/projects/jem

- KP (Jem on level 2 in shape of tree?)

Maybe a reading nest on the roof

https://www.libraryasincubatorproject.org/?p=11626

Edinburgh Central children's library

https://www.cilip.org.uk/news/479035/Library-Design-the-transformation-of-Edinburgh-Central-Librarys-Children-and-Music-Libraries.htm

Ipswich children's library

https://www.ipswichlibraries.com.au/visit/childrens-library/

https://www.brisbanekids.com.au/ipswich-childrens-library-review/

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Dokk1, Aarhus, Denmark

https://dokk1.dk/

Word Waterfall at MONA (Museum of Old and New Art

https://www.fogscreen.com/reference/rynek-underground/

Fuse wellness design with library (top level)

https://www.google.com/search?q=modern+wellness+centres&tbm=isch&chips=q:modern+wellness+center,online_chips:design:JkpRp74LxRI%3D&rlz=1C1GCEB_enAU947AU947&hl=en-US&sa=X&ved=2ahUKEwjW2tTcqZT2AhWEAbcAHbaCD-4Q4lYoCXoECAEQLA&biw=1632&bih=846

- e.g Tree centre/water feature/calm /simple design/hammock/wood/brick/green/frame views

Inspiring community centres/library/culture houses

https://www.archdaily.com/search/projects/categories/community-center?page=2

The Ivanhoe Library and Cultural Hub (ILCH)

https://www.banyule.vic.gov.au/Contact-us/Ivanhoe-Library-and-Cultural-Hub

- This is just a local library in Ivanhoe (it's my local, thankfully), which has been incredibly tastefully designed. Lots of wood, lots of light, careful use of brick (especially in the integration with the old council chambers out the front).
- One of the things which absolutely blew me away with this library is that at the front of the space, there are hard floors, which increase the "bustling" sound as you enter into the atrium, but once you're away from that entrance space it gets quieter and quieter as you reach the collection or the bookable spaces. So impressive.
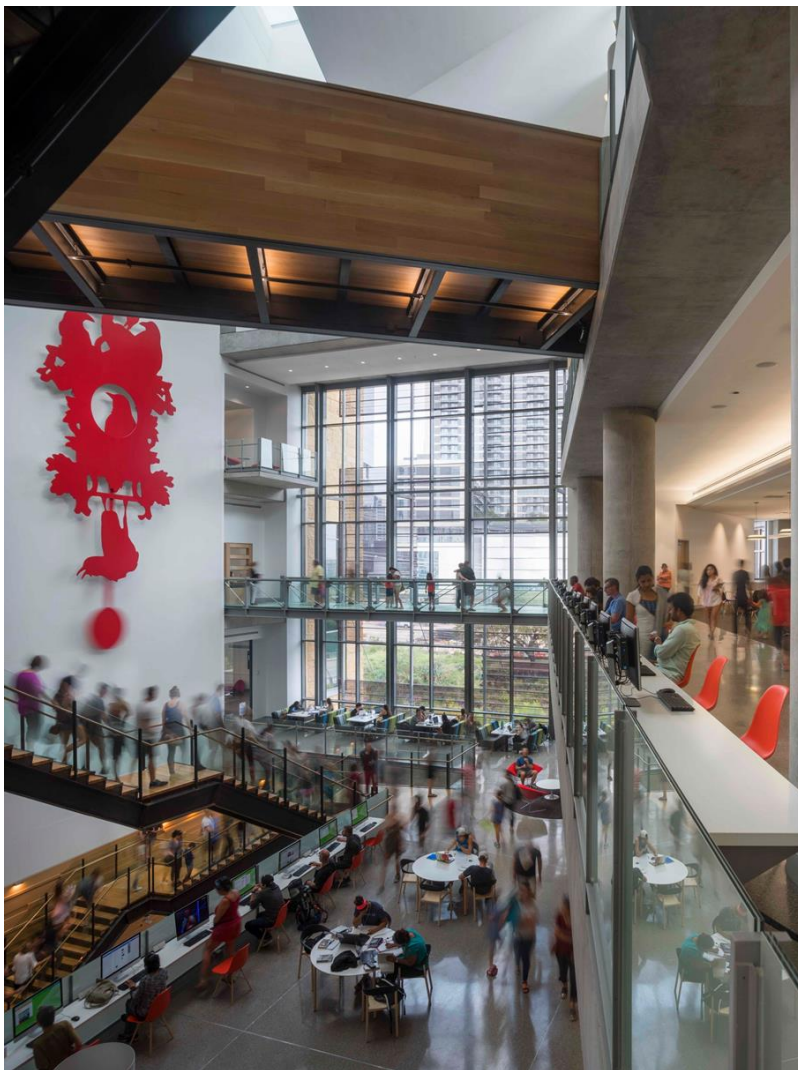
Music Library in Seoul

https://thespaces.com/vast-vinyl-library-designed-by-architect-moongyu-choi-opens-in-seoul/

Ideas in images

- Comment from Louise re L1: I propose this space is not a bookable space, except for library events, events in partnership with the library or City of Melbourne events. Events in this space would be free, inclusive and allow people to participate whether they knew the event was on or were just walking by. See Picture above

- Comment from Louise re L1: I imagine this space fit out with lots of different tables and chairs, numerous power points at every single table and of course, free Wi-Fi. See picture to the left.
- Comment from Burke: My biggest issue with this particular example is the amount of hard edges. The floors are tiled, there's heaps of glass... this would echo pretty badly. We should try to avoid that and use wood more often if possible.
- Love wood and glass

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- Comment from Mel hubs - Marrickville Library stairs - Power in the stairs and the addition of sporadic cushions make it welcoming; and I like the acknowledgement of country, being built into the deisgn

- Idea for reading nooks except make the 'stars' into local indigenous constellations. Sarah C

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- Hidden play spaces. Entrance in LH photo, and inside play area on RH photo. From Swedish Library http://lillaturen.com/en/places/3.html (Sarah C)

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- Treehouse Library - Singapore

- Biblo Tøyen Library - Oslo

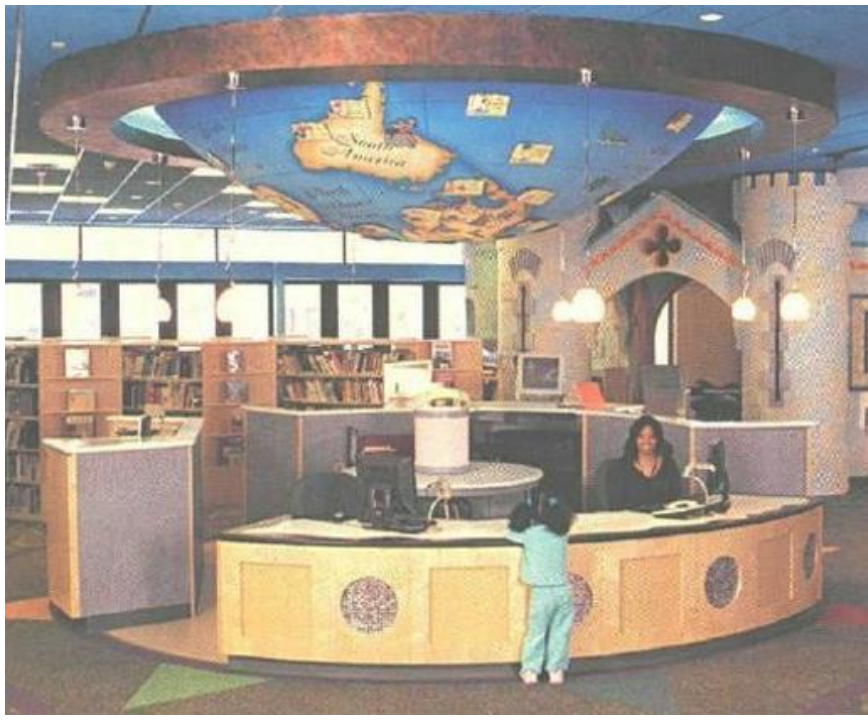
- North Dearborn Library

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- The Guille-Alles Children's Library – Guernsey. This one has lots of fun reading nooks (plis image below)

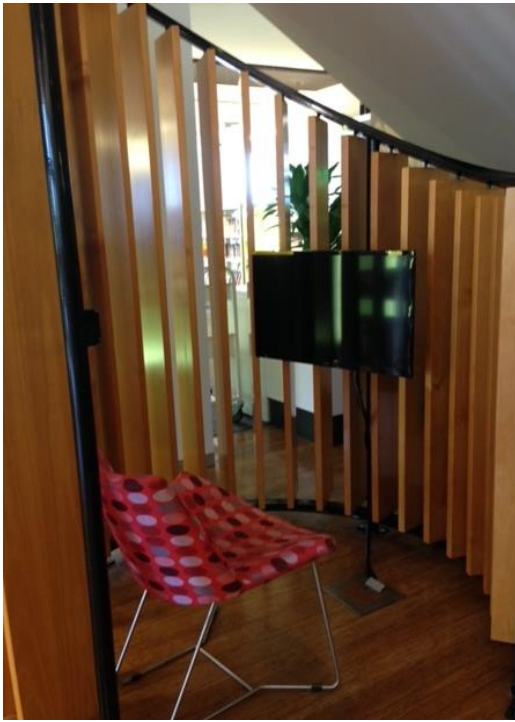- Brentwood Library

	• White Plains Public library
 	• Office kitchen

- Pics from Cos: Double bay library in Sydney
- https://www.woollahra.nsw.gov.au/library/visit_us/double_bay

- Brisbane library - pods for viewing stuff and lovely look outs for magazine area - Pics from Cos

- Music Library in Seoul
- https://thespaces.com/vast-vinyl-library-designed-by-architect-moongyu-choi-opens-in-seoul/

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