connect
create
learn

Our future is limitless

May 2018

campbelltown
city council

connect ⬡ create ⚙ learn

Phase 1: Research and analysis

This phase included analysis of:

• the Library Services Strategic Review report by Roger Henshaw (2014)
• library services benchmarks
• current services and facilities
• broader strategic context (eg. South West District Plan and other State Government initiatives)
• Census data and population projections
• emerging trends in libraries.

Phase 2: Community consultation and engagement, April to May 2017

This phase involved establishment of a Community Advisory Group (CAG) to:

• be actively involved in the formation of strategies in response to the community comments
• provide expertise and feedback into the process and development of the plan
• assist in the communication of the strategic planning process and ultimate outcome
• encourage broad ownership of the strategic plan.

A comprehensive consultation process was implemented to seek feedback and ideas to inform the future of our libraries. This included:
• a community survey (online and hard copy)
• five community forums
• Councillor and staff forums
• focus groups at community and stakeholder group meetings
• pop up stalls at four local shopping centres, train stations as well as community events
• video interviews
• a social media campaign.

Phase 3: Analysis and strategy development, July to November 2017

This phase included analysis of information from phase 1 and 2 and considering this information in terms of the context of best practice and current trends within libraries, as well as the opportunities that the growth of our city is presenting.

Phase 4: Finalising the plan, September 2017 to February 2018

Endorsement of draft strategy for public exhibition and the adoption of the final strategy. The contribution and perspectives from the CAG members has been invaluable in shaping the future of our library service. The CAG members included:

• Robert Palmer, Community representative
• Shannon Daly, Community representative
• Lorylene Osorio, Community representative
• Margaret Chivers, Councillor
• Ben Moroney, Councillor
• Kate O'Grady, State Library NSW
• Dianne Abbott, Coordinator Collections and Technology
• Jennifer Rosevear, Coordinator Branch and Customer Service
• Justine Uluibau, Executive Manager Community and Cultural Services
• Lisa Miscamble, Director City Lifestyles

Our future is limitless

Connect, Create, Learn sets out the future direction of the Campbelltown City Library Service.

Acknowledgement

Campbelltown City Council would like to show its respect to the Dharawal people, their Elders past and present and to extend that respect to other Aboriginal and Torres Strait Islander people.

Table of contents

Mayor's Foreword

Connect, Create, Learn – Our future is limitless, our first Campbelltown City Library Strategic Plan, will guide Council's direction and delivery of services to our community.

Our city is changing at a rapid pace, with services needing to reflect the needs of our growing community and changing demands that this growth brings.

The development of the strategic plan provided an opportunity for us to seek out and listen to our community's aspirations and ideas, and capture what you would like our libraries to 'look like, feel like and be like' into the future. Over 1,000 community members provided valuable feedback that will now shape the future of our libraries.

Our libraries offer a wealth of opportunity as free spaces for our community to come together, connect and engage with others. Our libraries already provide spaces for learning, and foster a love of books and lifelong learning from a young age. However, our libraries are not only about books. They provide access to technology, spaces for programs, meetings and study, along with opportunities to engage in a host of activities.

One thing clear throughout the process was that our community values the libraries we have now, and were keen to offer ideas for the future to make them even better.

As Mayor of Campbelltown City, I am proud of the commitment that Council has made to acknowledging and further strengthening the role our libraries play in our community.

I thank everyone who has contributed their thoughts and ideas to shape the Library Strategic Plan, and look forward to your continued participation.

Cr George Brticevic
Mayor

Our libraries offer a wealth of opportunity as free spaces for our community to come together - Mayor, Cr George Brticevic

Executive Summary

While still providing traditional services, our libraries have, and will continue to broaden the role they play as community hubs. They will be places where people can come together to connect with each other, with technology and with information to relax, learn and create.

The importance of libraries in our community is growing, as we grow from a community of approximately 157,000 to one in excess of 270,000 people by 2036. In this time, our city will be re-imagined and transformed to offer a range of lifestyle opportunities, and our library service will play a key role in this transformation.

Our libraries will continue to offer core services, however, will evolve over time to develop their own personality to reflect the place in which they are located and the community they serve. We will build on our strengths and the attributes our community value and offer a wider range of services and contemporary facilities. Redevelopment of our libraries will see more contemporary spaces from which a diverse range of programs will be delivered, as well as act as a catalyst for change in delivering broader strategic outcomes in relation to the revitalisation of our Central Business Districts.

Libraries have become much more than books... they are places to *connect, create and learn*.

Our libraries

Libraries as places to *connect*

- Space for people to come together
- Provide opportunities for people to connect to and through technology
- Deliver outreach programs and services

Libraries as places to *create*

- Provide environments for innovation
- Enable community created content
- Provide places to inspire and generate new ideas

Libraries as places to *learn*

- Provide access to relevant and contemporary collections
- Stimulate and support lifelong learning
- Provide opportunities to learn about the area – past and present – and shape the future

Libraries as *place makers*

- Create activated, welcoming and inclusive environments
- Foster a sense of place and identity

We will know we are delivering on our vision by

connect ↑ % of population who are members
connect ↑ visits to the library
connect ↑ visits to the website
create ↑ participation in events and programs
create ↑ value of economic benefit delivered to the community (as measured by State Library NSW tool)
create ↑ economic activity delivered
learn ↑ numbers of loans
learn ↑ downloads of e-resources via our digital service
learn ↑ number of participants in programs

Connect, Create, Learn is a living document. As we implement our strategies we will continue to engage with our community regularly to ensure that we remain responsive and meet the evolving needs of our community as our city grows and transforms.

1. Our Community

The Campbelltown City local government area covers 312km² and is home to approximately 157,000 people. Over the next 20 years the population is expected to reach in excess of 230,000 as a result of greenfield and urban renewal.

In this context, a new community strategic plan, Campbelltown 2038, was developed and subsequently adopted in June 2017.

Campbelltown 2038provides a vision for our city as one *designed for ambition, innovation and opportunity,* focused around the four outcomes of:
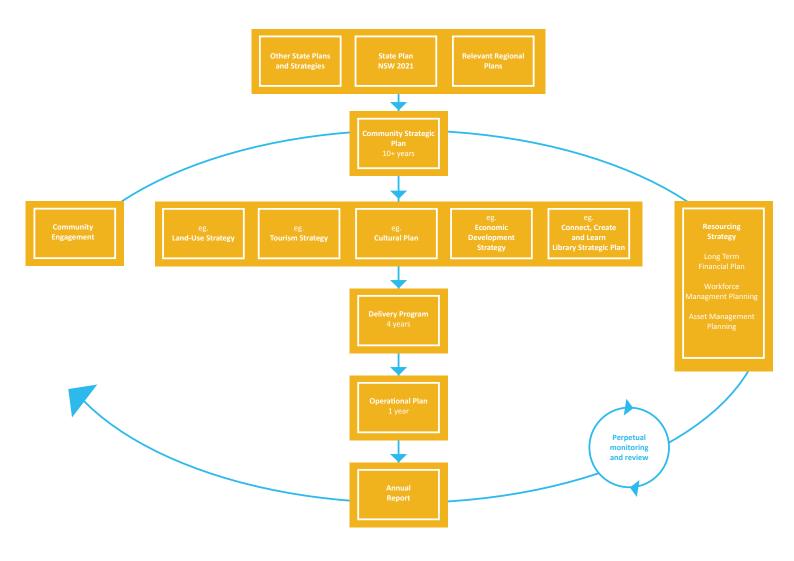
1. A vibrant, liveable city
2. A respected and protected natural environment
3. A thriving, attractive city.
4: A successful city

Campbelltown 2038:
A city designed for ambition,
innovation and opportunity

connect ○ create ○ learn

This Strategic Plan is one of a suite of documents that will support the achievement of these outcomes over the coming ten years.
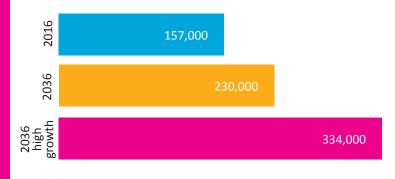
The diagram below sets out the relationship of *Connect, Create, Learn* with other key strategies within the Integrated Planning and Reporting Framework.

Other State Plans and Strategies

State Plan NSW 2021

Relevant Regional Plans

Community Strategic Plan
10+ years

Community Engagement

eg. Land-Use Strategy

eg. Tourism Strategy

eg. Cultural Plan

eg. Economic Development Strategy

eg. Connect, Create and Learn Library Strategic Plan

Resourcing Strategy

Long Term Financial Plan

Workforce Managment Planning

Asset Management Planning

Delivery Program
4 years

Operational Plan
1 year

Annual Report

Perpetual monitoring and review

Growth and change in our community

Population

2016	157,000
2036	230,000
2036 high growth	334,000

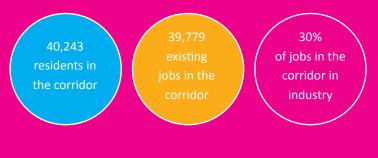Campbelltown is identified as a city within the metropolitan planning context of Sydney.

It is projected to grow to a city of almost 230,000 people by 2036, with a possible population of 334,000 based on ambitious growth targets. As such, the delivery of regional facilities is required to consolidate its role as a city and serve the growing population.
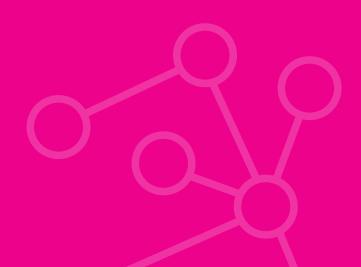
Campbelltown Community Facilities Strategy _draft report

The NSW Government's Glenfield to Macarthur Corridor Strategy proposes increased density of housing along the Rail corridor. This will mean an increase in residents living in these areas, as well as an increase in day residents (workers) along the corridor.

As at 2017:

40,243 residents in the corridor

39,779 existing jobs in the corridor

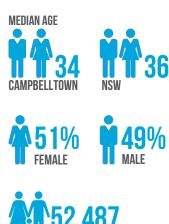30% of jobs in the corridor in industry

Growth in south west Sydney

During the next two decades, south west Sydney's population of more than one million will grow by an estimated 48% to more than 1.59 million (2016, NSW Planning).

By 2036, this will mean that one in every three new NSW residents will reside in the south west. The region is also home to the fastest growing population in NSW.

Campbelltown's population (2016) 157,000
Campbelltown's population (2036) 230,000
Campbelltown's population (2036) 334,000 (high growth scenario)

DEMOGRAPHICS

MEDIAN AGE

34 CAMPBELLTOWN

36 NSW

51% FEMALE

49% MALE

52,487 FAMILIES

AGE

28% 0-19 YEARS

14% 20-29 YEARS

14% 30-39 YEARS

25% 40-59 YEARS

17% 60+ YEARS

EMPLOYMENT

UNEMPLOYMENT

7% CAMPBELLTOWN

26% AIRDS

27% CLAYMORE

6% GREATER SYDNEY

61% FULL TIME

29% PART TIME

HOUSEHOLDS WITH CHILDREN

54% CAMPBELLTOWN

46% GREATER SYDNEY

OUR INDIGENOUS COMMUNITY

3% CAMPBELLTOWN

1% GREATER SYDNEY

THE THIRD LARGEST INDIGENOUS COMMUNITY IN METROPOLITAN SYDNEY

MEDIAN AGE OF INDIGENOUS COMMUNITY

20 YEARS IN CAMPBELLTOWN

23 YEARS GREATER SYDNEY

INTERNET

79% HAVE INTERNET CONNECTION, STILL LOWER THAN GREATER SYDNEY

INCOME
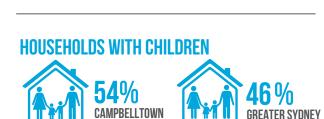
$1,457 MEDIAN WEEKLY INCOME

EDUCATION

DIPLOMA OR HIGHER

24% CAMPBELLTOWN

38% NSW

YEAR 12 EQUIVALENT

47% YEAR 12

60% GREATER SYDNEY

25% YEAR 10

17% NSW
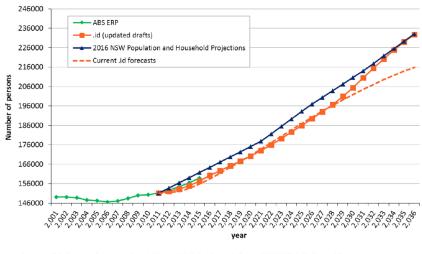
Population growth comparison, City of Campbelltown, ABS, NSW
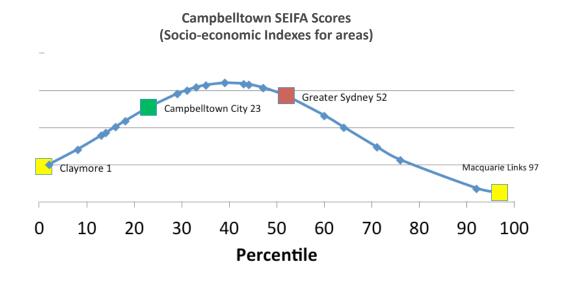Local Government Area Projections, 2016 and .id, 2001-2036

Source: ABS, Regional Population Growth (Cat.no. 3218.0), Victoria in Future 2016 (VIF2016), Dep't of Environment, Land Water and Planning .id

Disadvantage

Campbelltown is the tale of two cities. Within the local government area, there are suburbs of high disadvantage as well as high advantage. The programs provided through the library services will need to respond to these marked differences in socioeconomic advantage.

2015 Dropping Off the Edge Report – Claymore is in the most severe band for socioeconomic disadvantage in NSW, and the only metropolitan suburb in this band, indicating severe and complex web of disadvantage marked by high interaction with the criminal justice system, lack of internet access, unemployment, domestic violence, youth disengagement and low education and training levels.

**Campbelltown SEIFA Scores
(Socio-economic Indexes for areas)**

After a long period of a stable population, Campbelltown City is about to experience immense population growth. This growth will bring changes to the way our community lives, interacts and the services they need.

What we know	What it means for our libraries?
Growth and development Our community is growing at an unprecedented rate, with the population forecast to grow to more than 230,000 people by 2036. This is an increase of 68% on our current population. Major residential development is planned along the rail corridor, with urban renewal resulting in more people living in apartments as well as in new release areas in the south and north west of the LGA, including Mount Gilead, Menangle Park, Bardia and Willowdale.	• Increased demand for services. • Ongoing consultation with our community is required to ensure our services and programs remain relevant and responsive. • Expansion of the current services - physically as well as in the program offerings - need to be planned. • New library services to be considered in the south Campbelltown area with the development in and around Mount Gilead and Menangle Park.
Age profile Continued predominance of a younger population. An increase in people over the age of 85 years of age as a result of both general ageing and the likelihood that active older people and 'empty nesters' will wish to remain in the area in new medium density developments.	• Increased demand for services for children and young people – collections, programs and physical spaces. • Increased demand for services for people over 65 years and over. This age group is traditionally a heavy user of library services.
Our Indigenous community Campbelltown has a younger population with lower educational attainment. Campbelltown has a relatively high population of Aboriginal and Torres Strait Islander people (3.8% v 1.5% Greater Sydney), representing the third largest indigenous community in metropolitan Sydney.	• A need for targeted services, particularly to young people in the LGA identifying as Aboriginal or Torres Strait Islander. • Ensuring an awareness of, and sensitivity to, the information needs of Aboriginal and Torres Straight Island users.
Culturally and linguistically diverse community Census results indicate that 31% of the Campbelltown City population was born overseas, compared with the Greater Sydney figure of 36.7%, However, the cultural diversity of Campbelltown is increasing with emerging groups The largest changes in the reported ancestries of the population in this area between 2011 and 2016 were: • Indian (+3,120 persons) • Bengali (+2,104 persons) • Australian (-1,895 persons) • Chinese (+1,556 persons) As at the last Census 24% of people in Campbelltown came from countries where English is not the official language.	• Regular review of the Culturally and Linguistically Diverse collection • Opportunities to provide programs within the community and in partnership with ethno specific associations.

What we know	What it means for our libraries?
Education and employment Only 4% of persons completed university, compared with the Greater Sydney figure of 6.1%. Only 47% of the population over 15 years of age completed year 12, compared to 60% in Greater Sydney. Campbelltown had a higher proportion of people who left school at Year 10 or less (25.4% of the population), however there is a trend towards more young people completing year 12 and adults undertaking tertiary study. There has been a decrease in the number of people undertaking TAFE qualifications.	• A need to work collaboratively with other agencies to provide resources and services aimed at improving literacy levels in the community. • Increasing pressure to offer study spaces and homework help support/classes; and to develop information literacy programs. • Increased use of the library service by people studying for higher education and implications for the collection – both print and electronic material. • A need for a strong focus on lifelong learning from early literacy through to seniors.
Employment The area's unemployment rate of 7.3% is higher than the Greater Sydney average of 4.88% (December 2016).	• Demand for educational and recreational reading material; access to the latest technology, potentially increased need to access Government websites or services. • Opportunity to promote lifelong learning and act as a connector and transition points to higher education. • Opportunity to support access to further education and employment.
Access to information and technology More than 82% of the current population has an internet connection, which is still lower than the Greater Sydney area.	• Wi-Fi accessibility and the effective bandwidth is key for our community. • An increasing need for technology programs for older people to remain connected in the wired world.
Labour force More than 52% of the labour force lives and works in the area. A large percentage of people travel by car (as driver) or by train to work.	• Opportunity to expand digital services to cater for commuters. • Opportunity to offer work hubs in libraries as an alternative to commuting. • Need to consider timing of family programs (eg. storytime) to enable working parents to participate with their children.
Assistance needs In 2016, 5.9% of the population in Campbelltown reported needing help in their day to day lives due to disability. More than 21,400 people who live in Campbelltown have identified as having a disability.	• Facilities and services need to be accessible and in accessible format. • Facilities need to foster inclusion in the design and delivery of programs.

2. Our libraries at a glance

GREG PERCIVAL LIBRARY	ESTABLISHED 2008
HJ DALEY LIBRARY	ESTABLISHED 1991
EAGLE VALE LIBRARY	ESTABLISHED 2003
GLENQUARIE LIBRARY	ESTABLISHED 1983

TOTAL MEMBERS
89,998
77,498
ARE RESIDENTS

579,120
TOTAL ANNUAL VISITS

57%
OF POPULATION ARE MEMBERS

65,172
AVERAGE WIFI HOURS USED PER YEAR

31,892
TOTAL MALE MEMBERS

45,606
TOTAL FEMALE MEMBERS

$3.9M
INVESTMENT PER ANNUM IN LIBRARY SERVICES

TOP THREE SUBURBS OF MEMBERS
6,701 CAMPBELLTOWN
10,204 INGLEBURN
8,765 MACQUARIE FIELDS

TOP THREE GROUPS OF MEMBERS BY AGE
35-44 YEARS
25-34 YEARS
45-64 YEARS

Don't forget some of our brilliant programs

- Author visits
- English conversation class
- School holiday programs
- Let's talk legal

- Studiosity
- Chess club
- Knitting group
- Baby read and rhyme

Our libraries v SLNSW - benchmarks 2015/16

	Campbelltown	SLNSW
Total Expenditure per capita	$39.37	$48.42 (State avg) $36.33 (average based on categories developed by the NSW Local Government Grants Commission; Campbelltown is categorized as a Very Large Urban Fringe LGA)
Membership % of population	**56.15%** of Campbelltown LGA population*	**41%** of NSW population
Memberships per capita	**0.56%** per capita	**0.41%** per capital
Visits	**579,120**	**347,902** (State avg)
Visits per capita	3.64 per capita	4.57 per capita
Number & qualifications of staff	**50.50**	**22.70**
Opening hours	**213.00**	**147.41**
Library material per capita	0.98 per capita	1.72 per capita
Provision of public programs	631 programs 12,425 attendees	833 avg programs 15593 avg attendees
Expenditure of library materials per capita	$3.66	$4.75
Acquisitions per capita	0.14	0.21 (median)
Acquisitions per capita	0.14 per capita	0.20 per capita
Circulation per capita	3.12	5.37 (median)
Circulation per capita	3.12 per capita	5.53 per capita
Age of collections %< 5 years	44.90%	50.71%
Age of collections %<10 years	72.00%	77.75%
Turnover of stock	**3.87** times per items per year	**3.11** times per items per year

*Population from 15/16 Stats (pre ABS 2016) 158,941

In summary, our library service:

- has a higher than industry membership rate. There is a need to ensure services and programs continue to be marketed, particularly to new residents
- is well staffed with a higher number of library team members holding a qualification than industry standards As the area grows, and demands on services and programs evolve, there will be a need to create more specialist roles, for example, in culturally and linguistically diverse programs, technology and community outreach programs
- opening hours exceed the minimum standard, but may not be the most appropriate spread, especially for the large proportion of residents who work and commute
- collections need to be reviewed to ensure that they are current and keep pace with increasing demand as our area grows. This will require further investment to ensure that the collection is contemporary
- collection turnover will be improved through a more contemporary collection as well as increased marketing and application of retail display principles throughout the libraries
- programs and events have experienced growth, in particular around children's activities, author talks, local history lectures, technology classes and craft activities, however there is still a demand to increase the programs offered.

Future library programing needs to be targeted, with measurable outcomes targeting adults, youth and outreach.

Our programs
A range of programs are offered across the library service, including:

Children's programs
- Baby Read 'n' Rhyme
- Preschool Story Time
- PJ Storytime
- School holiday activities
- Summer Reading Club/Bookalicious
- National Simultaneous storytime
- Book Week

Youth Programs
- Holiday activities
- HSC lectures
- Chess club
- Free Comic Book Day

Adult programs
- Technology-based training and assistance - IT & Biscuits, Tech Savvy Seniors and Tech help
- Let's Talk Legal
- Author visits
- English Conversation Group
- Book Club
- Chess club

Collections and resources
- information services
- a wide range of books, magazines, DVDs,CDs and audio books are available for loan
- printing and faxing
- computer access for internet or word processing
- resources in other languages
- newspapers in print and digital.

Home Library Service
Our Home Library Service delivers books (including large print), CD talking books, magazines, DVDs, CDs and selected materials in other languages to local residents who are housebound and unable to get to the library due to age, illness, injury or disability, including residents in care facilities.

Home Library staff conduct an initial consultation to find out what our customers would like, then items are delivered every two weeks.

There are currently 180 customers utilising this service.

Digital library offering online services
Members of Campbelltown City Library Service have the ability to access library resources and services 24/7 through the library website at *campbelltown.nsw.gov.au/library*

A range of e-resources are available such as Overdrive and Borrowbox for e-books and audio books, Freegal for popular music and RB Digital for magazines.

Our Information Desk Online provides access to quality information sources for homework assignments, essays, research projects and general knowledge, including:
- reference resources for assignment information
- HSC resources
- online encyclopedias and books
- journal articles in a wide range of reference databases
- information from newspapers and magazines.

Our Studiosity program provides free online study and assignment help to students from qualified tutors. This service is available Sunday to Friday from 3pm to 10pm, and can be accessed at home or in the library.

All of these resources can be accessed for free using a library card.

Our services

Eagle Vale Library, Eagle Vale
Address: Cnr Feldspar Rd and Emerald Dr, Eagle Vale 2558
Phone: 02 4645 4266

Glenquarie Library, Macquarie Fields
Address: 12 Brooks St, Macquarie Fields 2564
Phone: 02 4645 4055

Greg Percival Library, Ingleburn
Address: Cnr Oxford and Cumberland Rds, Ingleburn 2565
Phone: 02 4645 4060

HJ Daley Library, Campbelltown
Address: 1 Hurley St, Campbelltown 2560
Phone: 02 4645 4444

Home Library Service
Address: 1 Hurley St, Campbelltown 2560
Phone: 02 4645 4559

Online Digital Library
Web: www.campbelltown.nsw.gov.au/library
Email: library@campbelltown.nsw.gov.au

3. World-wide trends

Rapid social, economic and technological change is shaping the way we live, work and play.

This change is driving the need for a shifting focus in public libraries. By responding intelligently and flexibly to change, our libraries will be better positioned to support and connect communities.

Lifelong learning

"A 'Learning Community' is one that creates lifelong learning opportunities for individuals and groups to acquire the knowledge, skills, attitudes and values that will enable sustainable economic development and build social inclusion and cohesion." Lifelong learning includes acquiring and updating all kinds of abilities, interests, knowledge and qualifications, from the preschool years to post-retirement.[12]

[12] Faris, R & Peterson, W., Learning-based Community Development: Lessons learned for British Columbia, 2000.

Throughout our lives we need to constantly acquire and update the competencies and knowledge required to actively participate in all areas of social and economic life. Learning will not be confined to a period of formal education at the beginning of our lives, but will be ongoing. Emergence of a 'knowledge' or 'innovation' economy, driven by the application of ideas, is altering our lifestyles and creating demand for new skills.

Continuous workplace change means that some skills can quickly become obsolete. Individuals must continue to learn to maintain their employability, and will increasingly be expected to take greater responsibility for their personal development and seek learning opportunities.
Public libraries provide for informal learning, as well as supporting formal learning from preschool to university and other learning and study platforms. They can be a focal point for the community, improving individual self-confidence and stimulating learning at all levels.

Building communities

There is a need to develop and nurture more inclusive, integrated and resilient communities. Libraries are no longer places where people go for short stay visits to borrow books or resources. We are seeing changes in the usage patterns of our libraries, where people are staying longer and engaging more in programs and events.

Libraries are being seen as 'third places' (in contrast to the first and second places of home and work), where people can go to relax, socialise and connect with each other in a face to face environment. Defined as a home away from home, these places are neutral and accessible to everyone*

*(p.85 Landy, D. (2016). Creating Vibrant Communities (1st ed., p. 85) Mt Evelyn, Victoria 3796: Global Publishing Group.

There is a growing focus on libraries as community hubs and meeting places where people can connect with others and engage in creative and innovative activities.

Key trends:
- **cultural and community hubs**
- **both functional and multipurpose adaptable and flexible spaces**
- **access to the latest technology**
- **places of lifelong learning**

People Places: A Guide for Public Library Buildings in NSW

UNUSUAL LIBRARY THINGS
Infographic designed by Jaclyn Kosofsky & researched by Amy Shaw

50 unusual items/services you can check out at libraries around the world

To be successful as a third place, the essential ingredients that libraries should offer are:

• free or relatively inexpensive to enter, and possibly allow people to purchase food and drinks.

• highly accessible; ideally someone should be able to get there by foot from one's home.

• active with a number of people there on a daily basis.

• a place where all people should feel welcome; it should be easy to get into a conversation. A person who goes there should be able to find both old and new friends each time they visit. (Landy, 2016)

In thinking about our libraries as places, we will apply the Project for Public Spaces framework, the power of ten. This framework considers the four components of:

• **Sociability:** When people see friends, meet and greet their neighbours, and feel comfortable interacting with strangers, they tend to feel a stronger sense of place or attachment to their community and to the place that fosters these types of social activities.

• **Uses and activities:** Activities are the basic building blocks of a place. Having something to do gives people a reason to come to a place and return. When there is nothing to do, a space will be empty and that generally means that something is wrong.

• **Comfort and image:** Whether a space is comfortable and presents itself well is key to its success. Comfort includes perceptions about safety, cleanliness, and the availability of places to sit, the importance of giving people the choice to sit where they want is generally underestimated.

• **Access and linkages:** The accessibility of a place is assessed by its connections to its surroundings, both visual and physical. A successful public space is easy to get to and get through; it is visible both from a distance and up close. Accessible spaces have a high parking turnover and, ideally, are convenient to public transport.
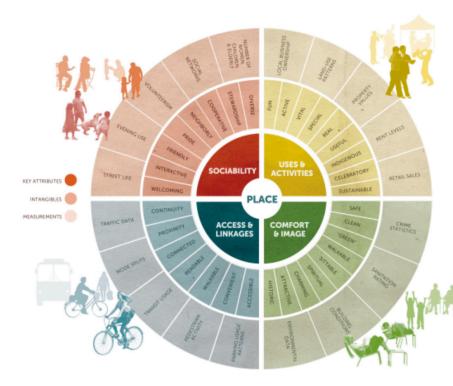
Source: https://www.pps.org/reference/grplacefeat/

Libraries as builders of social capital

Public libraries contribute to social capital by bringing people from a range of backgrounds together to meet, network and potentially develop relationships with other members of the community. Social capital is important as it helps to build bridges of support with other members of the community and promotes inclusiveness. The public library plays an invaluable role in ensuring equitable access to information and to technology, effectively bridging the ever increasing gap between 'haves' and 'have not's'.

For all users, public libraries provide a safe space where people can feel a part of the broader community, regardless of race, ability, age, gender or social/economic circumstance. The public library is often the only civic building in the area that is publicly accessible to everyone and typically generates significant pride.

It is strongly valued by the community and this is reflected in its high levels of visitation and usage.

Transformation through technology

Libraries are uniquely positioned to make a major contribution towards the City of Campbelltown becoming a smart city. 'A smart city uses technology and data to drive economic activity, accelerate innovation and better manage energy, resources and services. But most importantly, smart cities are people focused. Making a city smarter is all about improving people's experiences of the city so that it better meets their needs'. [3]

[3]*adelaidesmartcitystudio.com*

A key feature of a smart city is digital inclusion, connecting people to digital technologies to reduce the digital divide, improve digital literacy and ensure equitable community access.

Technology and the media have created an explosion in the amount of information available through various sources and devices. While this supports us in our daily home and work lives, and is critical to participation in the life of our community, there are serious challenges in how we navigate access and make sense of this information. Limited access to information and lack of information retrieval and exchange skills perpetuate disadvantage in some population groups and communities. Growth in unmediated information has an impact across the community as people struggle to identify what information is credible and trusted and what is not.

Librarians are trusted and expert guides to this world of information. They play a key role in helping people develop their own skills in navigating and accessing information and in participating in electronic forums across a multitude of areas, including political debate.

New technologies provide faster access to greater amounts of information and connectivity, in different formats and through a variety of devices. This includes the ability to download music and movies, or stream video and television. Search engines and online databases make it easier for people to find and access the information they need. People with disabilities have more opportunities to access and share information, and there are greater opportunities for individuals to create information through online communities, blogs, podcasts and e-postcards.

Emerging technology is shaping users' expectations and experiences of libraries. Increasingly, patrons expect 'on demand' access to information and services, including virtual library services, access to databases, booking of facilities and an enhanced range of self-serve online services. Some look to libraries to support their use of Web 2.0 tools to create online presences and strong virtual communities.

The public library's role in technology must expand to facilitate community created content through social networking sites, wikis, blogs and other emerging web applications.

Accompanying this is exponential growth in demand for access to computers and high speed Internet in libraries. In response, library services are increasingly using wireless technology.

Examples of transformation through technology

- **Technology and digital literacy**
- **New and innovative technology and being prepared as a team with a culture to support and embrace this**
- **Virtual reality spaces**
- **Makerspaces**
- **Programs such as STEAM/STEM**
- **Partnerships with educational institutions, organisations and businesses**
- **Video editing software**
- **TV augmented reality headsets, VR Zone, Oculus Rift VR headsets**
- **Recording Studios**

Supporting local economic development and employment

Supporting local economic development and employment, libraries contribute to the local economy. The State Library NSW has an economic modelling tool that shows that the Campbelltown City Library Service currently generates $15.3M in economic benefit to our community and $18.1M in economic activity for our community.

Library collections and spaces have long been recognised as complementry to the education sector and people undertaking distance education. Libraries are also playing a greater role in providing co-working spaces. These spaces are being used by businesses and start-ups as "business hatcheries" and enterprise hubs which offer spaces as well as start-up advice and mentoring, IT advice and CV and finance workshops. Micropreneurs and start-ups can benefit from the community that co-working offers. Co-working can also include people who are self-employed, as well as companies who enable their employees to work remotely rather than having to commute. Co-working can work in tandem with small business accelerators, incubators, and makerspaces.

At an individual level, public libraries are contributing to economic wellbeing through:

- Assisting and/or facilitating employment seeking through internet access to advertisements, lodgement of on-line applications and provision of programs and general support in areas such as resume writing and interview techniques.
- Providing access to online government information, where there is a growing expectation that information should be sought and forms (where required) should be submitted online. By providing access for people with no other internet access, libraries assist people in overcoming social and financial disadvantage.
- Promoting and facilitating lifelong learning and self-education which not only contributes to the wellbeing of individuals, but to their families, employers and the overall community.

Revitalisation and regeneration of areas

For many communities, the local library is the most important civic building in their community.

The design and construction of a new library is often seen to be the most significant piece of civic investment that a local government authority can make. This level of importance places a high degree of expectation on the final outcome in terms of both the library service and the built structure. Experience in both Australia and internationally has proven that well planned and designed libraries attract increased usage and provide a range of significant community wellbeing and liveability outcomes.
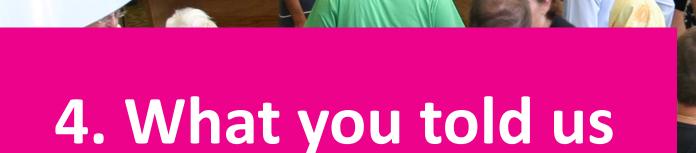
Quality architecture can make a statement and contribute to the urban fabric and quality of the public domain.

Libraries are the place where ideas begin. Public art in and around libraries can provide points of interest, act as place markers and offer an opportunity to involve communities in place making.

The location of a library is a critical factor in both the success of the library as a destination as well as contributing to regeneration or revitalisation of an area.
The following principles will be applied to the development of new libraries in the future:

- **Principle 1:** Multi-purpose and flexible spaces — Current best practice is to provide a range of different functions, in the one building, in flexibly designed spaces that can be adapted depending on program or activity. The ability of facilities to be adapted and transformed in the future is important given the ongoing, cyclical nature of communities.
- **Principle 2:** Co-locate services in one facility or as part of a community hub - Co-locating services within one facility involves shared or joint use of facilities and often the integrated delivery of some services. Co-location enables pooling of resources to provide better facilities; to create a community focal point; to provide improved access; more integrated and innovative delivery of services.
- **Principle 3:** Connected to public space, pedestrian access, cycle ways and public transport — Current best practice is for facilities to be co-located at activity nodes and on main streets, providing good access to residential populations, and contributing to a vibrant and safe street life.
- **Principle 4:** Place making and community identity - Successful facilities provide important gathering places for people, a focal point for community activity and catalysts for social interaction. This supports the creation of public spaces that engender a sense of place and distinctive community identity.
- **Principle 5:** Economic, social and environmental sustainability - Sustainable facilities are used to showcase sustainable building methods and design.
- **Principle 6:** Designed for density - Community facilities provide a meeting place and are home to activities and open space to cater for increased density.

4. What you told us

The needs, wants and aspirations of our community were sought, with more than 1,000 people providing feedback on our current services, as well as their ideas for the future.

1,004 GAVE FEEDBACK

RESPONSES WERE RECEIVED FROM PEOPLE ACROSS **69 SUBURBS**

26% MALE RESPONDENTS

63% FEMALE RESPONDENTS

38 LANGUAGES SPOKEN

47% VISITED LIBRARY LOCATIONS AT LEAST ONCE A WEEK

89% LOCAL RESIDENTS

127 ATTENDED FORUMS

829 SURVEY RESPONSES

96% LIBRARY USERS

42 VIDEO INTERVIEWS

Customer service

What our community thinks about our services now	What our community would like to see in the future
83% of respondents reported that they mostly or always leave the library with what they came for Feedback demonstrated that quality customer service is a notable strength across Council's library services, with comments such as "staff helpful and courteous", "welcoming smiles from staff", "the family history volunteers are helpful", "lovely humans and pleasant"	• Longer opening hours, for example, opening at 9am on weekdays and opening for longer hours on the weekends • A roving service within the library, with staff offering a proactive service rather than being behind a desk • Proactive engagement with customers • Self-service options • Clear directions and signage • Smart phone apps to enhance customer services

Programs

What our community thinks about our services now	What our community would like to see in the future
Results indicate satisfaction with our programs and events, with particular favourites including children's programs, school holiday programs, author talks and Free Comic Book Day Respondents would like more of the same programs currently offered, as well as renewed and new programs to cater for our community such as adulting classes, cyber safety sessions and coding classes	• A broader range of adult programs with suggestions including workshops on DIY and job seeking expanded author and genealogy talks, IT classes and film nights. • More youth events and programs, with suggestions including tutoring programs, tech help, internet/cyber safety, book club, Minecraft program and movie nights • Family friendly events with suggestions including continuation of the Free Comic Book Day • Increased programs around creativity with suggestions including photography, and music programs • Education/learning based programs, with suggestions including reading programs (support), STEM for primary to university students, volunteering programs (eg. help to read and write) and technology learning) • Autism programs (quiet spaces but integration with the whole library)

Collection

What our community thinks about our services now	What our community would like to see in the future
Positive feedback about the collections, finding them "varied and interesting", with particular reference to our print, talking book and DVD collections Patrons enjoy our unlimited and extended borrowing during the Christmas holiday period	• Expanded and updated collection with suggestions including DVD collection, latest releases being available as quickly as possible; local history collections and local heritage collections; Australian author collections; additional resources to learn a language • Introduce non-traditional collections, for example, cake tin and a seed library

Facilities and spaces

What our community thinks about our services now	What our community would like to see in the future
Positive feedback on the current spaces the library service offers, with particular reference to Ingleburn and Eagle Vale Central People valued the view of the park and café at Eagle Vale Central, and the children's area at Greg Percival Library, which has recently had a mural added to the space	• More contemporary physical spaces with suggestions including renovating existing facilities to provide more meeting rooms, study spaces and outdoor spaces • A new library for Campbelltown CBD. Suggestions included: major renovation or redevelopment of HJ Daley to provide larger spaces, more innovative, light and engaging spaces for the community; new children's areas, meeting rooms, quiet study spaces, outdoor spaces and more seating and tables • Improved parking and a cafe • Increased size of the existing libraries to cater for growing and diverse needs of users as well as additional services in areas of growth

Technology

What our community thinks about our services now	What our community would like to see in the future

Strong support and value placed on the IT & Biscuits and Tech Savvy Seniors programs that provide free technology classes	• Technology improvement suggestions included: improved internet connectivity and speed; more reliable printing and photocopying capacity; user friendly Wi-Fi with greater download capacity
	• Greater access to public computers
	• New technology and associated program suggestions included:
	  • device charging stations
	  • coding programs
	  • wireless printing
	  • self-checkouts at HJ Daley Library
	  • more iPads
	  • PlayStations
	  • 3D printing
	  • movies
	  • robots
	  • outdoor Wi-Fi
	  • music making
	  • easy access to records/history
	  • movie making
	  • animations
	  • access to family history
	  • cartoon creation
	  • automations
	  • educational games

Offer more programs around creativity

"The events and activities are great, especially school holiday activities. Would be good if you had more sessions as they tend to fill up quickly"

Community feedback

Use smart phone apps to enhance customer service

10. Provide cafes in the libraries - idea example

Your top 10 ideas

Provide contemporary and adaptable spaces

Offer interactive and proactive engagement

Increase access to new technology

Expand and update the collections

Introduce non-traditional collections

Expand the variety of programs

Schedule 'How to' workshops

Provide cafes in the libraries

"More niche collections — I wish I could borrow more anime and manga as they are expensive to buy and hard to get"

Community feedback

30

Community snap shot and research **+** State Library NSW benchmarks **+** Trends and best practice **+** What you told us **=** Our libraries as places to *Connect, Create and Learn*

5. What does this mean for our libraries into the future?

Outcome	Strategic directions	Quick wins
Libraries as places to *connect*	→ Space for people to come together → Connect to and through technology → Deliver outreach programs and services	• Look at programs that can be implemented that bring people together
Libraries as places to *create*	→ An environment of innovation → Enable community created content → Places to inspire and generate new ideas	• Review the current programs offered and look to implementing new programs based on feedback received • Provide spaces where people can create alone and with others
Libraries as places to *learn*	→ Access to relevant and contemporary collections → Stimulate and support lifelong learning → Learn about the area – past and present and shape the future	• Review the current collections policy • Review and increase the current budget allocation for collections • Partner with the Tharawal Aboriginal Corporation, Tharawal Local Aboriginal Land Council and the Aboriginal Advisory Committee to identify opportunities for the ATSI community
Libraries as *place makers*	→ Activated, welcoming and inclusive environments → Foster a sense of place and identity	• Investigate the opportunity to co-locate HJ Daley Library and Glenquarie Library with other facilities • Review our current spaces to provide more interesting and welcoming spaces • Pilot a makerspace at HJ Daley Library • Seek partnerships to support programs and innovation

"Renovate to bring the Library into 2017 and make it a space people enjoy being in!"

Community feedback

Library service	Now...	Future **	Challenges of the current site
HJ Daley Library, Campbelltown (Campbelltown, Blair Athol, Ambarvale, Glen Alpine, Bradbury, Airds, Claymore, Woodbine, Blairmount, Leumeah, Ruse, Kentlyn) Built 1991	2540m^2	5,084m^2	• Aging facility in need of major redevelopment to provide a larger contemporary space to support the needs of the community • Limited flexibility • Only one meeting room for community and commercial bookings • Insufficient flexible space for study and meeting • Insufficient parking
Eagle Vale Library, Eagle Vale (Eagle Vale, Eschol Park, St Andrews, Raby, Kearns, Claymore, Minto, Woodbine, Blairmount, Leumeah) Built 2003	700m^2	1,900m^2	• Lacking adequate meeting and programming space • Limited pedestrian traffic • Set back from the street in co-located building reducing visibility
Glenquarie Library, Macquarie Fields (Macquarie Fields and Glenfield but not including Ingleburn) Built 1983, and extended 1993. Minor refurbishment in 2005	604m^2	3,500m^2	• Out-dated and small facilities with limited space to deliver programs • Open plan design with limited spaces for quiet study or programming • Only one small meeting room • Limited potential for expansion in the current location
Greg Percival Library, Ingleburn (Ingleburn, Bow Bowing, Minto) Built 2009	1,400m^2	2,650m^2	• Requires some change due to how the community currently want to use the building • Limitations on the ability to hold large events in the library due to open plan design (with a mezzanine) and acoustic issues • No large meeting space • Self-service and check out issue
South Campbelltown (St Helens Park, Rosemeadow, Ambarvale, Mount Gilead, Menangle Park, Bradbury)	0	1,200m^2	This is a new service to be delivered in the next 10 years as the area is developed. The draft Community Facilities Strategy (2017) recommends the provision of a multipurpose community centre that incorporates a library. The total floor space of this proposed facility is 3,250m^2 with approximately 1,200m^2 for the library service
Total	**5,244**	**14,334m^2**	**Site unidentified**

** Future sizes based on SLNSW People Places Benchmarks

We will...

1. Provide a service network of libraries across the local government area that includes physical libraries, digital library services and pop-up libraries.

2. Foster libraries with their own personality to reflect the place in which they are located and the community they serve. This involves capitalising on each library's unique strengths, character and inherent community partnerships to be better positioned to respond to the unique needs of their communities.

3. Adopt a core plus model for our libraries. Each library will offer core services around:

- **Programs and collections**
  - o Lifelong learning programs and activities
  - o Makerspaces
  - o Local studies information

- **Customer service**
  - o Integrated library management services
  - o Roving library customer service
  - o Simplify processes to be customer focused
  - o Ensure clear way finding and signage

- **Technology**
  - o Wi-Fi hotspots and charging points
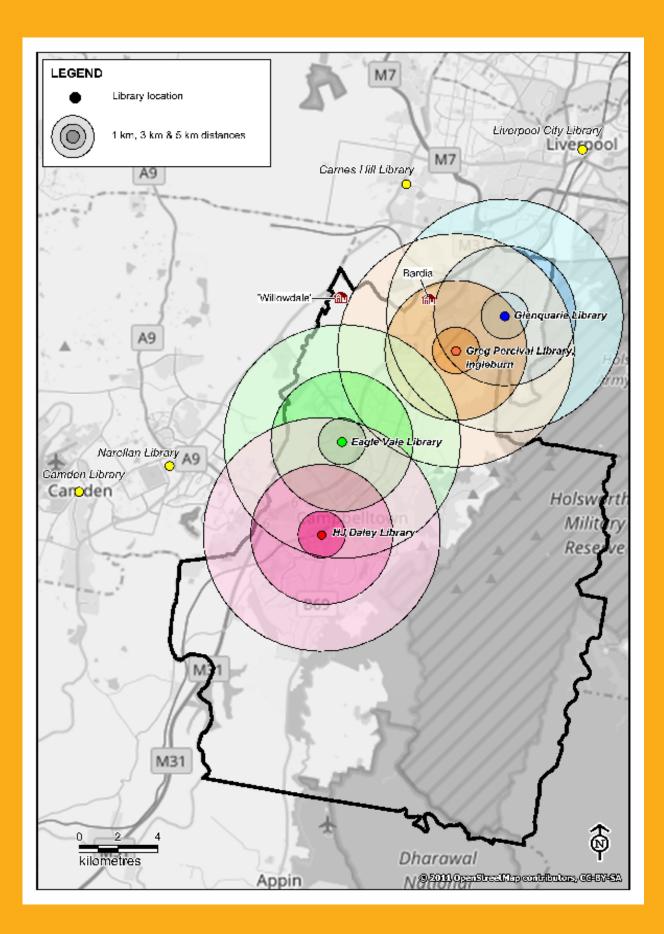 - o Public PCs

- **Spaces and amenity**
  - o Apply place making principles at each library location
  - o Create 'living rooms' that are welcoming and feel comfortable
  - o Use movable furniture and shelving to improve flexibility of space
  - o Offer meeting spaces and study space with technology
  - o Integrate community art and community display areas with tracking, and space for digital installations
  - o Explore opportunities for public art
  - o Implement quality retail style displays to feature popular materials and entice membership and borrowing of materials
  - o Demonstrate environmental design and leadership

Community members can

- o Participate in programs
- o Provide suggestions for collections and programs
- o Contribute feedback on our service to assist us to continue to meet patron needs and aspirations
- o Share their skills and knowledge through programs and volunteering opportunities

Government, non-government, community organisations and business can

- o Partner to deliver programs and events to our community
- o Provide venues for pop-up events
- o Share information about programs and services they offer
- o Contribute ideas about how we can work together to deliver libraries as places to connect learn and create

LEGEND

● Library location

◎ 1 km, 3 km & 5 km distances

Liverpool City Library

Liverpool

Carnes Hill Library

Bardia

'Willowdale'

Glenquarie Library

Greg Percival Library, Ingleburn

Eagle Vale Library

Narellan Library

Camden Library

Camden

Campbelltown

HJ Daley Library

Holsworth Military Reserve

0 2 4
kilometres

Dharawal National

Appin

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35

HJ Daley

Increase in size from 2,540m^2 to 5,084m^2

- Redevelop on either current site or other site within the CBD precinct

- Development will support the CBD transformation program

- Consider co-location with a work hub/collaboration space

- Meeting rooms and makerspaces

- Full suite of core technology and space for people to access new technology

- Targeted specialised programs and access to local studies and reference material

Glenquarie

Increase in size from 604m^2 to 3,500m^2

- Redeveloped/relocated to increase the size to accommodate the growth to the area (this could occur onsite into air space or at an alternative location)

- Tailored to the village style community

- Co-located with retail outlets and possible café

- Possible residential or commercial office space above the library

- Meeting rooms

- Space for seniors

Eagle Vale

Increase in size from 700m^2 to 1,900m^2

- Remain in its current location, and review internal spaces

- Future discussions around this precinct and master planning will occur within the organisation

- Look at opportunities for pop-up spaces at various locations, including Minto

Greg Percival Ingleburn

Increase in size from 1,400m^2 to 2,650m^2

- Remain in its current location, however, consideration will be given to what changes can be made to modernise the facility and provide more meeting spaces

Out in the community initiatives

New focus on pop-up libraries

- Taking our library to where our community meets:
  - Commuters and train stations
  - Shopping centres
  - Schools
  - Community spaces in new release areas

South Campbelltown

A multipurpose facility of 3,250m^2, with approximately 1,200m^2 for the library service

- New multipurpose facility to be provided, co-located with café

- Outreach programs

- Self-service and highly visible space

- Opportunities for a pop-up/temporary library space should be explored as the new communities are established in Campbelltown South. In particular, around the Mount Gilead area to ensure a focal point for when people move in

- A new library services is required for this area as part of a larger community hub model in future years

Digital space

Build a strong online and interactive presence

- Grow the online collection and expand activity in the digital space

HJ Daley Library, Campbelltown

HJ Daley Library will expand to accommodate the growing needs of the community. As the library in the CBD of Campbelltown, it will become the key meeting place offering a range of programs to connect, create and learn.

This means that the library will need to increase in size from the current 2,540m^2 to approximately 5,084m^2 to accommodate a range of meeting spaces, study spaces and community activities.

The library will become a focal point of activity, with the traditional services complemented by larger community meeting spaces, with a focus on technology and learning.

Learning will be expanded beyond the four walls, with HJ Daley Library playing a growing role in helping people learn about the local area through a local studies interactive space and digital media.
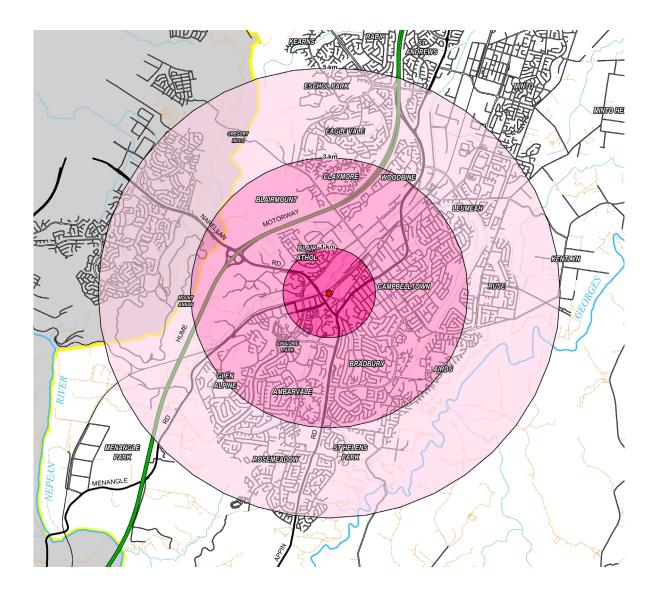
Co-location with a smart business hub will foster cross collaboration and innovation. This space will be used by businesses and start-ups as "business hatcheries". Space and facilities will enable people to seek start-up advice and mentoring, IT and resume/job seeking advice, as well as attend business seminars and workshops. This space will also be used by the self-employed as well as companies who enable their employees to work remotely rather than having to commute.

Multipurpose spaces will be provided that can be reconfigured at various times of the day in response to different uses — from morning storytimes through to evening author talks.

Learning and exploration will be supported through technology, as well as other specialised collections, in response to community needs.

A café will be provided to ensure that members and visitors alike have access to coffee and fresh food, offering a place to catch-up with friends and sustenance for those using the library to work and study.

The redevelopment of the library will also play an important role in the ongoing revitalisation and activation of the city centre.

Your ideas for HJ Daley Library

Programs

- More adult programming: IT, Chess, DIY workshops, expert/topic speakers, yoga, evening events and English conversation groups
- Tutoring/learning hub program
- More movie programs
- Reading challenges
- Promote reading/literacy
- School holiday entertainment
- Selective and opportunity classes
- Writing lecture with famous authors
- Cyber safety/scam awareness
- Life skills workshops: Job seeking, trades, workshops, numeracy/literacy for adults
- Short film competition for youth
- Women's health talks
- Family tree research workshops
- Technology help programs – more frequent and more topics
- Workshops targeting young parents
- Reading incentive program reviewed and promoted
- Science kits for families and supported through partnerships
- Science programs presented by library staff
- Build on success of the Free Comic Book Day event
- Expanded author talk/motivational speaker program to include networking with local authors or speakers

Services

- Cutting edge technology access, including fast internet download, reliable and quick access printing, multi-function devices
- Portable/pop-up library service
- Technology help
- Collection evaluation (stamps/coins)
- More books: how-to/trade, street directory
- DVD collection: more general and instructional items
- Improved technology access
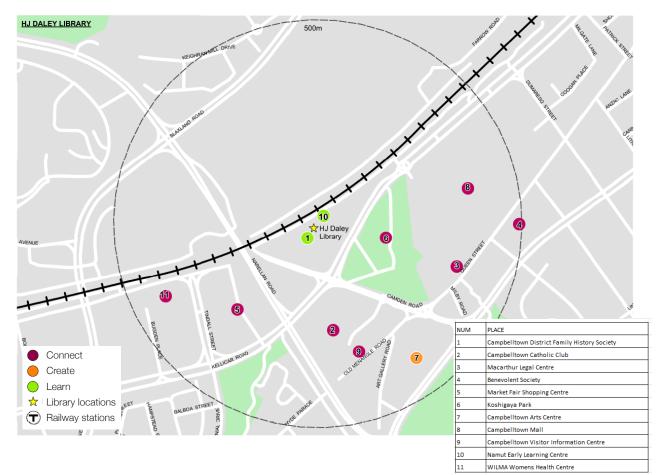- Makerspaces focused around heritage, local studies

Facilities

- State of the art facility in the heart of the CBD featuring all new technology with excellent computer facilities, as well as seating and access to power and Wi-Fi for people with their own devices
- Charging stations
- High speed internet and network connections
- Wireless printing
- Flexible spaces that can be converted to multiple uses, with mobile shelving and furnishings
- Meeting rooms, training rooms, group study rooms and also quiet individual study facilities
- Makerspace and also STEM space
- Programming spaces which are flexible and can accommodate large audiences such as author talks and children's programs alike
- Specific areas for children and young people, with specialised collections, furnishings
- Exhibition area for showcasing our local studies collection of Campbelltown's rich history
- Family history room with special collections and equipment such as microform readers/printers
- Local history room which houses the collection and also provides for safe and suitable storage of valuable, rare and unique material
- Ample parking to accommodate large numbers of people coming in for programs and other purposes

"Why isn't there a cafe at the main library?
People would stay for longer if there was"

Community feedback

Key place and partnership opportunities: Campbelltown 2560

NUM	PLACE
1	Campbelltown District Family History Society
2	Campbelltown Catholic Club
3	Macarthur Legal Centre
4	Benevolent Society
5	Market Fair Shopping Centre
6	Koshigaya Park
7	Campbelltown Arts Centre
8	Campbelltown Mall
9	Campbelltown Visitor Information Centre
10	Namut Early Learning Centre
11	WILMA Womens Health Centre

Community meeting places

- Mawson Park
- Koshigaya Park
- Campbelltown Mall
- Macarthur Square
- Market Fair Shopping Centre
- Gordon Fetterplace Aquatic Centre
- Campbelltown Arts Centre

Organisations – government, non-government, business and community

- The Benevolent Society
- Beverley Park School
- Campbelltown Public School
- Campbelltown North Public school
- Campbelltown and Airds Historical Society
- Campbelltown Chamber of Commerce
- Campbelltown District Family History Society
- Campbelltown Performing Arts High School
- Campbelltown RSL Sub Branch
- Campbelltown Catholic Club
- Centrelink
- Churches
- Cinemas

- Court House
- Family and Community Services
- Glenalvon
- John Therry High School
- Lions Club
- Lomandra School
- Macarthur Legal Centre
- Macarthur Diversity Services Inc
- Macarthur Disability Services Inc
- Meals on Wheels
- Men's Shed
- Namut Early Learning Centre
- Campbelltown Police Station
- Poor Clare Nuns

- Visitor Information Centre
- Campbelltown CBD businesses
- Salvation Army
- Service NSW
- St Patrick's High School
- TAFE
- View Club
- Western Sydney University
- National Seniors Group
- WILMA
- Youth Off The Streets

Community stories and narrative
- Fred Fisher — Festival of Fisher's Ghost
- Riverfest
- New Year's Eve
- Australia Day
- Anzac Day
- Night markets
- NAIDOC Week
- Appin massacre commemoration
- Heritage Festival
- Cultural precinct
- Health and education precinct

Community groups
- Knitting group
- Quilters
- Campbelltown Koshigaya Sister City Association
- Wrap with Love
- Quidditch

Demographic factors
- Diverse cultures
- Young people
- Seniors
- New communities in Macarthur Heights
- Disadvantaged communities
- Densification in and around the CBD
- Emerging Culturally and Linguistically Diverse community

Strategic opportunities
- Capitalise on the CBD location
- Redevelopment of the library and associated facilities to create a new entry statement to the city
- Assist in the revitalisation of the CBD with a new facility acting as a catalyst for change
- Support the creation of a co-working space to promote collaboration, networking and facilities for small businesses and/or people who may work from home or commute
- Contribute to the focus of the new Health and Education Precinct
- Co-location of Namut Early Learning Centre and other community facilities and services to create a community hub in Campbelltown CBD

Quick wins
- Install charging stations
- Online booking system for meeting space at HJ Daley Library
- Create additional meeting/training/maker space through a revised layout
- Introduce music in the courtyard showcasing local talent
- Offer pop-up libraries at Campbelltown Mall and Macarthur Square
- Refresh and revitalise youth and children's spaces
- Pilot a coffee van servicing library visitors.

Imagine this...

The State Library of Queensland offers a Business Studio. Business Studio membership allows members access to the following services and resources:

- Bookable workstations — Powered single workstations and group stations for two to four people can be booked
- Exclusive business studio Wi-Fi — Business Studio membership provides access to a dedicated Wi-Fi service.
- Access and borrow business resources — Members can borrow a range of items, attend special workshops and mentoring sessions; and participate in the entrepreneur in residence program.

Source: http://www.slq.qld.gov.au/services/library-spaces/business-studio

Case study: Co-location and community hubs at The City Library - Salt Lake City public library
Source: http://www.slcpl.org/shops

This facility brings together into one building a library, florist, hair salon and an art gallery. In addition, the facility has a café, coffee shop, public radio station, writing centre and library store occupying the first floor, steps from the main library entrance.

What first attracted Lyndon Tan, owner of The English Garden flower shop, to the library? "The idea of community and retail coming together," he says. His business has been at the library since its inception, and in that time, Tan has watched as "this new library really became the living room of the community."

Through the library, the shop also offers classes on flower arrangements and gardening. The location has also given the business lots of exposure. "We get a lot of walk-in traffic," he says.

Source: https://americanlibrariesmagazine.org/2016/11/01/balancing-act-shared-spaces-libraries/

Jubilee Library, United Kingdom

Jubilee Library is the main public library serving the population of Brighton and Hove. It is located in the centre of the city's impressive Jubilee Square, which was part of a £50 million redevelopment program to transform a once derelict area into a vibrant central hub for leisure and entertainment.

The library, a £14 million landmark building, is the fifth most successful library in the country and plays host to over one million visits each year. Furthermore, it has won a large number of awards, including the Prime Minister's Better Public Buildings Award in 2005 and the Observer Ethical Award in 2006, for its eco-friendly design.

SEARCH CATALOG

Type your search here

○ search catalog   ○ search website

SHOPS & SERVICES AT LIBRARY SQUARE

One of the noteworthy aspects of Salt Lake City's Main Library are the locally-owned and -operated shops and services at Library Square. Drop by the shops inside and outside the Main Library to pick up a thoughtful gift, fresh plants and flowers, locally-made art, or a delicious bite to eat. Services include a writing center to provide the community with the support they need for any writing project and the broadcasting center of KCPW radio. Read below for full details.

Art at the Main
artatthemain.com · 801-363-4088
A non-profit artist co-op to promote and provide public access to art created by emerging Utah artists. You will find original works in a wide range of media including watercolor, oil, acrylic, pastel, and 3-D. Works are reasonably priced, allowing everyone to experience the joy of owning beautiful, original, locally-produced art.

The English Garden
theenglishgarden.biz · 801-364-6202
A full-service florist offering fine fresh flower arrangements, European garden planters, blooming plants, and gifts for all occasions. Delivery is available to all areas in the Salt Lake valley.

Hemingway Cafe
801-359-8600
Offering sandwiches made daily on fresh artisan bread, pasta, salads, soup, pastries, catering, specials, and more.

Lunch Box Forums

Hear from inspiring entrepreneurs and business leaders as they share their insight and learnings on a variety of business related topics.

Conveniently scheduled over your lunch break, these sessions will occur every second Wednesday between 12.30pm -1.15pm and consist of a 30 minute presentation followed by 15 minutes for Q&A.

Bring along your lunch or grab a bite to eat from the Library Cafe on your way.

Upcoming Lunch Box Forums

Business Studio lunch box forum: Setting up your workspace

Business Studio, level 1, State Library. 14th Feb 2018, 12:30pm

In this fortnight's lunch box forum, hear from Liz Kirk (PhD) as she discusses office ergonomics and injury prevention for computer users.

Business Studio lunch box forum: How State Library can help you get ahead

Business Studio, level 1, State Library. 28th Feb 2018, 12:30pm

In this fortnight's lunch box forum, hear from librarians Will Wood and Jovena Ling, discussing the range of resources available at State Library to assist in your business planning.

Eagle Vale Library, Eagle Vale

The facility will increase from 700m^2 to 1,900m^2.

Eagle Vale will be the lifestyle library, promoting healthy living and building on its integrations within the leisure centre and aspect overlooking the park to provide an indoor/outdoor environment. The indoor/outdoor aspect will be used to accommodate programs with a particular focus on STEM activities and lifestyle.

The expanded facility will use the space in the under croft of the building to accommodate music, cooking and STEM based programs.

Partnerships will focus on offering a range of lifestyle programs, collections and initiatives. This will include engaging health providers and universities, as well as sport, recreational and leisure providers.

The library will expand its role as a social connector, providing an active hub across the week. This will include talks on nutrition and healthy habits along with meditation and lifestyle activities. Partnerships will be formed with local agencies to deliver these programs to a broad cross-section of the community.
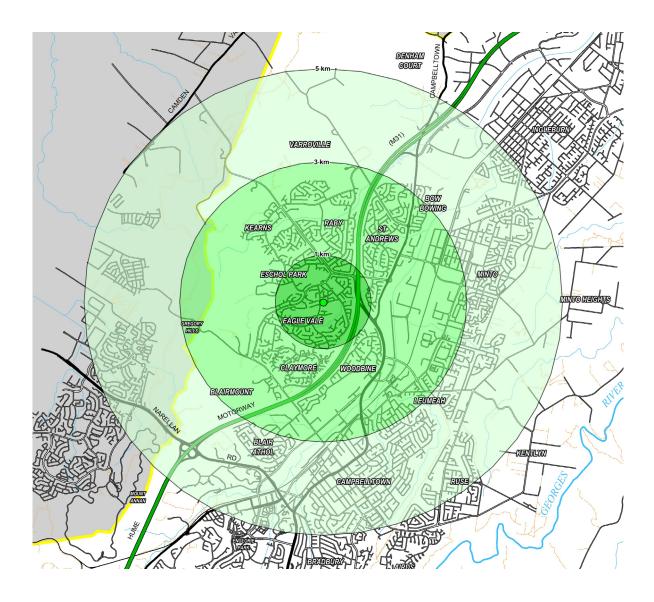
The collection will expand to include non-traditional items that support healthy lifestyles.
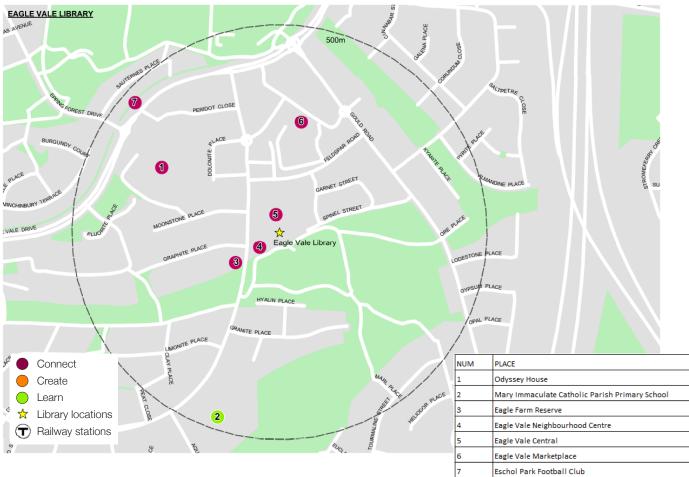
Your ideas for Eagle Vale Library

- Fitness library
- Games clubs/nights
- Music areas
- Health classes or speaker sessions
- More frequent Baby Read 'n' Rhyme sessions
- Internet safety sessions
- Film screenings (cult/classic)
- STEM activities
- Art classes
- Scrabble club
- Healthy eating classes
- Casual knitting/crocheting/craft group
- Programs later in the afternoon

- Internet safety for students/adults and seniors
- Coding workshops
- Cake tin collection
- Recharging station for devices and phones
- Upgrade library catalogue/website
- Additional meeting rooms and study spaces/rooms
- Value the view of the park and café
- Sound proof computer room with air-conditioning
- Upgrade the technology infrastructure

Key place and partnership opportunities: Eagle Vale 2558

NUM	PLACE
1	Odyssey House
2	Mary Immaculate Catholic Parish Primary School
3	Eagle Farm Reserve
4	Eagle Vale Neighbourhood Centre
5	Eagle Vale Central
6	Eagle Vale Marketplace
7	Eschol Park Football Club

Community meeting places

- Eagle Vale Marketplace
- Raby Sports Complex
- Macarthur Grange Country Club
- Eschol Park sports complex
- Eagle Creek Reserve
- Stromferry Reserve

Organisations – government, non-government, business and community

- Blairmount Public School
- Churches
- Soccer clubs
- Claymore Action Network
- Claymore Alcohol Network
- Claymore Public School
- Eagle Farm Reserve
- Eagle Vale Central
- Eagle Vale Marketplace
- Eagle Vale Neighbourhood Centre
- Eagle Vale High School
- Eschol Park Public School
- Football clubs
- Junction Works
- Kearns Public School
- Little Athletics

- Mary Immaculate Catholic School
- Mt Carmel High School
- Odyssey House
- Robert Townson High School
- Robert Townson Public School
- St Gregory's High School
- Women's Refuge

Community stories and narrative

- Sports precinct
- Poor connectivity and access to public transport
- Catch a Carp local event for the community
- Socio-economic disadvantage
- Western fringe of the city
- Scenic Hills
- Connector to new estates such as Gregory Hills, Bardia and others

Demographic factors

- New housing estate
- New immigrants
- Pacific/Samoan/Tongan community and culture
- Working community
- Ageing population

Strategic opportunities

- Claymore redevelopment
- Partnership with South West Sydney Local Health Service to address childhood obesity

Quick wins

- Partnership with Sport, Recreation and Leisure and Western Sydney University to deliver health talks
- Pop-up library at Eagle Vale Marketplace during Christmas school holidays
- Health and technology programs for seniors
- Movie screening nights for all ages in the meeting room

"More meeting rooms/ areas to study and faster Wi-Fi would help"

Community feedback

Imagine this….
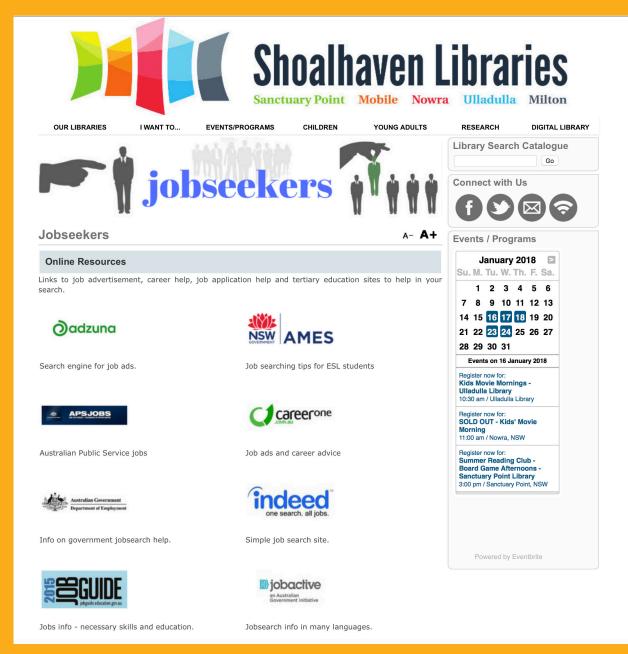
Using the outdoor space

Source: lumieresdelaville.net

Assisting job seekers...

Libraries are assisting people in finding employment through providing dedicated programs and resources.

Some examples include:
• Offering classes on basic computer skills, resume writing, job searching, interview skills, how to live on a restricted income
• Helping individuals find information about returning to school
• Providing specialist resources for job seekers
• Creating displays of resume writing, job seeking and/or interviewing resources
• Having job seeking resources on the library's website

Glenquarie Library, Macquarie Fields

The facility will increase from 604m² to 3,500m².

Glenquarie Library will be refreshed to provide a more contemporary feel, with the opportunity to use the adjoining community space for library based activities.

As the adjoining communities of Glenfield and Macquarie Fields grow, there will need to be a major expansion of the library services to provide a flexible and multipurpose community hub. This space will provide for the growing needs of the community, offering greater diversity in meeting spaces and space to accommodate the growth trends for bring your own devices. The library will need to be significantly increased in size. This expanded facility will provide both indoor and outdoor living room spaces. Collaborative work spaces will be provided to support students as well as commuters and workers. The location of the library will need to be considered to ensure good access to public transport and other amenities.
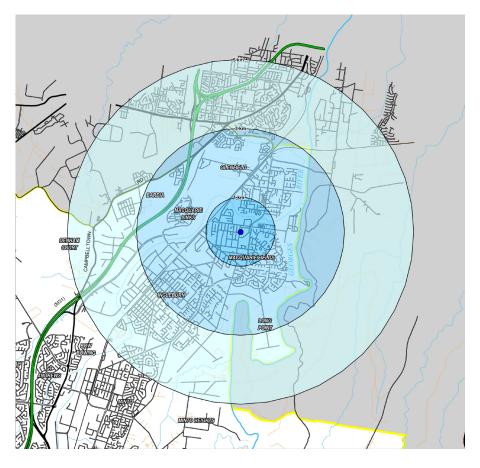
There is also an opportunity to capitalise on Glenfield's position as a major rail interchange for commuters.

Your ideas for Glenquarie Library

- More social programs for meeting people
- More storytime sessions
- Roads and Maritime Services talks – driving for seniors
- Tai Chi classes
- More for youth and students
- Science programs for kids
- Dancing classes/activities
- More school holiday activities
- Chess Club for adults, teens and children
- More youth programs in liaison with the Youth Off The Streets organisation, such as music and tutoring programs
- A technology hub
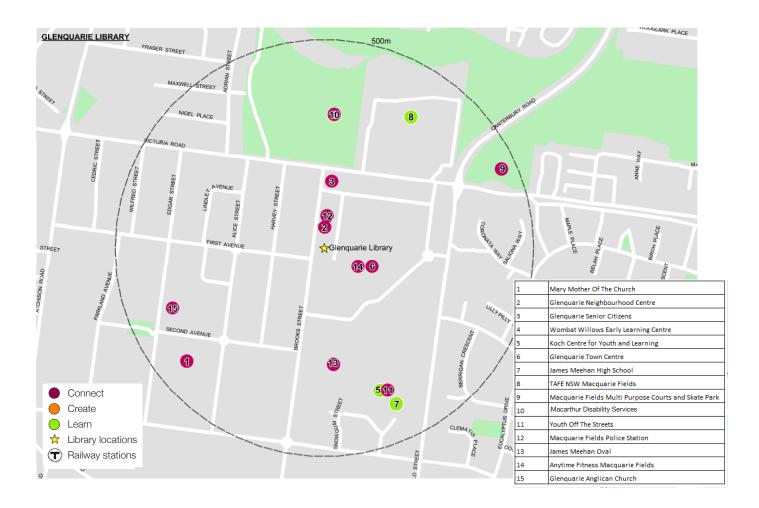
- Links to government agencies
- Safe place in the community
- Increased photocopy and printing facilities
- Provide iPads
- IT and Biscuits classes
- Provide USB and wireless printing
- More computers with faster network connections
- More educational material in different languages
- More books about professional skills
- More fiction
- Faster internet connection
- Youth area/games room
- Increase the size of the Culturally and Liguistically Diverse collections in Indian languages

- More programs in terms of adult literacy and English Conversation Group programs
- Create an open, inviting entrance
- Modern fresh and maintained facility
- Consider relocation
- Create a "living room"
- Provide an interactive children's space
- Install new floor tiles in the entry foyer
- Double the size of the library by expanding into the vacant neighbourhood centre and developing another level. This would enable the development of more quiet study spaces and also community group meeting spaces
- Increase space for school holiday activities
- Quiet zones
- Separate computer and spaces for children, youth and adults

Key place and partnership opportunities: Macquarie Fields 2564

1	Mary Mother Of The Church
2	Glenquarie Neighbourhood Centre
3	Glenquarie Senior Citizens
4	Wombat Willows Early Learning Centre
5	Koch Centre for Youth and Learning
6	Glenquarie Town Centre
7	James Meehan High School
8	TAFE NSW Macquarie Fields
9	Macquarie Fields Multi Purpose Courts and Skate Park
10	Macarthur Disability Services
11	Youth Off The Streets
12	Macquarie Fields Police Station
13	James Meehan Oval
14	Anytime Fitness Macquarie Fields
15	Glenquarie Anglican Church

Community meeting places

- Glenquarie Town Centre
- Glenfield railway station
- Macquarie Fields skate park
- Milton Park
- Macquarie Links Golf Course
- Macquarie Fields Leisure Centre and splash park
- Macquarie Fields multi-purpose courts

Organisations – government, non-government, business and community

- Aboriginal community groups
- Anytime Fitness, Macquarie Fields
- Campbell House School
- Child care centres
- Churches
- Curran Public School
- Frank Whiddon Nursing Home
- Glenfield Public School
- Glenquarie Neighbourhood Centre (vacant)
- Glenquarie Town Centre
- Glenwood Public School
- Guise Public School
- Hilltop School
- Hurlstone High School
- James Meehan High School
- James Meehan Oval
- Macquarie Fields High School
- Macquarie Fields multi-purpose courts
- Macquarie Fields Public School
- Macquarie Fields Skate Park
- Mobile Toy and Book Library Services
- Police station
- Salvation Army
- TAFE
- Wombat Willows Early Learning Centre
- Youth Off The Streets

Community stories and narrative

- Simmo's Beach
- Immigrants/refugees
- Home of AFL (Monarch)
- Aboriginal heritage
- James Meehan
- Hurlstone Agricultural School history

Demographic factors

- Socio economic disadvantage
- Disadvantaged communities in need of free services and assistance
- Families with children
- Culturally and Liguistically Diverse families

Strategic opportunities

- Investigate the opportunity to utilise the space in the vacant neighbourhood centre next door to offer more programs and activities to the community
- Consider opportunities in light of the NSW Department of Planning's Glenfield Precinct Plan. This Plan is being prepared following the Government's proposal to relocate Hurlstone Agricultural High School and reconfigure the education facilities at Glenfield. This plan includes consideration of a new education precinct, different types of homes close to the station, and jobs within walking distance of the station, with the vision to create a vibrant local centre and transport hub
- Work with Department of Education

Quick wins

- Trial a pop-up library at Glenfield Station to capitalise on its role as a major interchange and high volume commuting to promote membership and digital services
- Refresh the current library
- Review and revitalise the youth and children's areas
- Partnerships with Centrelink, Service NSW and Koch Centre – Youth Off The Streets

"Storytime afterschool or weekends"

Community feedback

Imagine this...

Philly Free Library Debuts Virtual Collection at Suburban Station

http://lj.libraryjournal.com/2013/04/marketing/philly-free-library-debuts-virtual-collection-at-suburban-station/#_

One of the QR codes from the Philadelphia Free Library's Virtual Library

The Free Library of Philadelphia launched its first virtual library at a U.S. train station. Commuters were able to download books, music and podcasts by scanning QR codes placed on 76 advertising boards on Philly's suburban station platforms.

The virtual library offered 15 classics, 13 bestsellers or "current" titles and 22 author podcasts. The podcasts and classics were open access, with the bestsellers available through Overdrive requiring a library card.

At the kickoff of the promotion, the library's Digital Resource Specialists were available to help travelers learn to access the content.

The program was sponsored by SEPTA (Philadelphia's transit authority), Titan, and Dunkin' Donuts. The virtual library included QR codes for commuters to download the Dunkin' Donuts app for mobile payments and local offers.

Lake Mac Libraries 3D Printing

https://library.lakemac.com.au/services/3d-printer

Lake Mac libraries have two 3D printers located at Cardiff Library and Belmont Library which are available for all library members to use. Members can create their own design online or download a pre-made model.

3D printing is the process of creating a three dimensional object from a digital model, by building up layer upon layer of solid material.

From replacement parts and architectural models, to toys and jewellery, the printer at Cardiff can build models up to $13cm^3$ The larger printer at Belmont can print up to $25cm^3$.

Thingiverse shows a range of 3D objects people have made. You can download their models and print one for yourself, or make your own models. The library offers free programs to create suitable 3D models, through programs such as TinkerCAD or Google Sketchup. Advanced users can try Blender or FreeCAD.

About Science Tools

Science Tools help you explore the world around you in fun and creative ways. Get an up close look and discover secret details invisible to the human eye with a powerful stereomicroscope, or go mobile in the field with a digital pocket microscope and see what you can turn up under logs and in puddles. Devise environmental experiments with a variety of handheld meters for measuring ultraviolet light, electromagnetic fields, sound, radio frequency and environmental quality. Or get a detailed look at impact craters on the moon with a telescope.

From: http://www.aadl.org/tools

Telescope

Stereo
Microscope

Portable
Digital
Microscope

Binoculars

Greg Percival Library, Ingleburn

Greg Percival Library and Community Centre will become further integrated to maximise the opportunities for community activity. The library and community centre will capitalise on the open space adjoining the library and amphitheatre to offer both indoor and outdoor spaces. The library will expand from its current size of 1,400m^2 to 2,650m^2 through looking at joining the library and community centre space as well as greater use of the adjoining outdoor area for library programs.

The library and community space will strengthen the character of the urban village of Ingleburn and support local economic development through business support services such as incubators.

The urban village character will be further strengthened through activating the adjoining precinct and supporting the development and integration of public art to add to the local amenity and character. This will include temporary as well as permanent public installations utilising the skills of local creatives, contributions of young people attending local schools and tertiary institutes as well as resources from local industry.

The Greg Percival Library and Community Centre will transform over time into a contemporary multipurpose facility and will provide a focal point for the community, contributing to the activation of the Oxford Road village precinct.
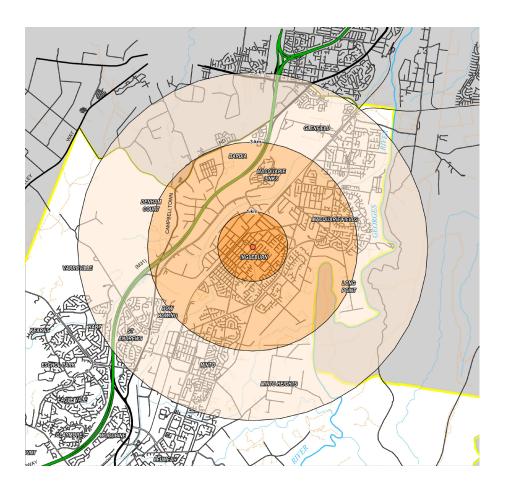
Enhanced spaces for community activities will be provided to allow for formal and informal activities to take place. Given the younger demographic, there will be a focus on providing for children and families, and young people who are transitioning from school to further study and/or the workforce.

Your ideas for Greg Percival Library

- Balance programs with building constraints/usage
- Continue core programs
- Introduce new programs
- Focus on smaller groups or utilise community hall for larger groups (ie. knitting club, holiday activities)
- Adulting programs (ie. Job seeker, Centrelink, Service NSW)
- Smaller sized programs (eg. Tax Help, Tutoring/study club, one on one)
- Craft displays from local groups

- Offer tutoring
- Clubs – games, coding, puzzles
- Technology support
- Faster, more reliable computers/increased bandwidth
- Cutting edge technology access, including fast internet download, reliable and quick access printing
- Provide multifunction devices
- Alternative collections (eg. cake tins, costumes and seeds)
- Larger collection
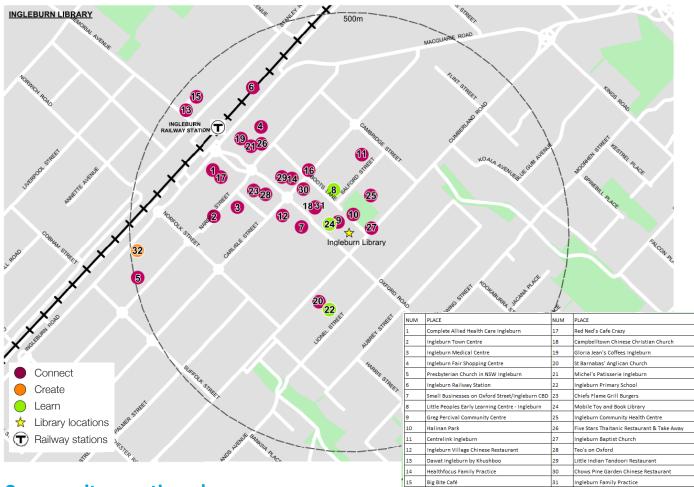
- Self checkers
- Unlimited access/increased access to Wi-Fi
- Wireless printing and/or from USB
- Laptop/iPad vending machines
- Multi function device scans to email
- Quiet area – study area monitored (noise travels)
- Designated youth area
- Toilets – too small to be used as park user's toilets.
  Must increase in size if no toilets placed in Hallinan Park
- Reference PC upstairs
- Autoloader EFTPOS/card capability

- 3D printer
- Pop-up makerspaces
- Moveable spaces
- Walls on study rooms
- Carpet all areas in library to dampen sound
- Furniture/dividers to create a youth space
- Increased size

Key place and partnership opportunities: Ingleburn 2565

INGLEBURN LIBRARY

NUM	PLACE	NUM	PLACE
1	Complete Allied Health Care Ingleburn	17	Red Ned's Cafe Crazy
2	Ingleburn Town Centre	18	Campbelltown Chinese Christian Church
3	Ingleburn Medical Centre	19	Gloria Jean's Coffees Ingleburn
4	Ingleburn Fair Shopping Centre	20	St Barnabas' Anglican Church
5	Presbyterian Church in NSW Ingleburn	21	Michel's Patisserie Ingleburn
6	Ingleburn Railway Station	22	Ingleburn Primary School
7	Small Businesses on Oxford Street/Ingleburn CBD	23	Chiefs Flame Grill Burgers
8	Little Peoples Early Learning Centre - Ingleburn	24	Mobile Toy and Book Library
9	Greg Percival Community Centre	25	Ingleburn Community Health Centre
10	Halinan Park	26	Five Stars Thaitanic Restaurant & Take Away
11	Centrelink Ingleburn	27	Ingleburn Baptist Church
12	Ingleburn Village Chinese Restaurant	28	Teo's on Oxford
13	Dawat Ingleburn by Khushboo	29	Little Indian Tandoori Restaurant
14	Healthfocus Family Practice	30	Chows Pine Garden Chinese Restaurant
15	Big Bite Café	31	Ingleburn Family Practice
16	Ingleburn Early Childhood Health Centre	32	Ingleburn Knitting Group - Wrap with Love

Legend:
- Connect (Connect)
- Create (Create)
- Learn (Learn)
- Library locations
- Railway stations

Community meeting places

- Greg Percival Community Centre
- Railway station
- Milton Park
- Hallinan Park
- Cafes/main street
- Ingleburn Village shopping centre

Organisations – government, non-government, business and community

- Bardia Public School
- Centrelink
- Chamber of Commerce
- Child care centres
- Churches
- Health centre
- Holy Family Catholic School
- Ingleburn High School
- Ingleburn Public School
- Ingleburn RSL

- Ingleburn Village shopping centre
- Knitting group
- Mobile Toy and Book Library services
- Macarthur Diversity Services Inc.
- Preschools
- Restaurants
- Sackville Street Public School
- Small businesses

"I'd be happy to do some adhoc English tutoring for high school students. I'm a retired English head teacher"

Community feedback

Community stories and narrative

- Ingleburn Alive
- Ingleburn Reserve
- Events in Hallinan Park
- Army Camp
- RSL – Anzac Day/dawn service

Demographic factors

- Youth
- Families
- Culturally and Liguistically Diverse - Bangladesh/Indian
- Diverse community
- Disadvantaged families

Strategic opportunities

- Consider opportunities in light of the NSW Department of Planning's Ingleburn Precinct Plan.
  This Plan positions Ingleburn as a vibrant town centre that strengthens Ingleburn's unique urban village character and desirability as a place to live.

Quick wins

- Review the current spaces and determine what can be changed to suit the community needs and aspirations
- Partnerships with local schools
- Participation in community events such as Ingleburn Alive
- Introduce alternative collections such as cake tin collections, seed library, and costume collections
- Undertake an acoustic study to identify opportunities to reduce noise levels in study areas
- Review the reference material to ensure the collection is relevant to study
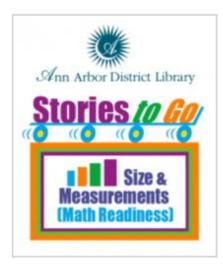- Movie screening nights for all ages in the meeting room

Imagine this...

**Programs and collections... libraries are more than books
(though books are important too)**

- Use of local sporting identities to work alongside libraries (favourite books, using testimonials, story times)
- Science kits and groups
- Lego robotics
- Knitting groups
- Performance spaces (eg. yoga)
- Cheap slide converter to make photo books
- Sound and vision studio with a sound technician
- Adult mentoring classes and Adult 101 classes
- Computerised embroidery and sewing machines
- Editing software
- Soldering
- Laser engraver/cutter
- Making and repairing spaces – links with Men's Sheds
- Music and recording spaces
- Classes for coding, cooking, makeup and hair for 12-17 year olds
- Programs for touchable digital, flat lay, edit blogs, photos, videos, taking photos on smart phones, hash tags for 15-25 year olds
- Groups for advice on the internet, how to groom and adulting things for 25-30 year olds
- Social club on Saturdays with live music
- Social education programs for things like interior design and dress making
- Educational programs such as resume writing, life skills – how to fill in a tax form
- Life skill programs such as cooking, microwave cooking, how to
- Poetry Slams
- Movie club with young people voting on what genre they will have next week

Source: http://stephenslighthouse.com/2015/10/09/50-things-you-can-borrow-from-libraries-besides-books/

Promoting early literacy: Stories to Go

Stories to Go is a service of the Ann Arbor District Library that provides teachers, parents and caregivers a selection of materials for young children, organised around a theme and checked out together in a bag for your convenience. Stories to Go kits were originally funded by a grant from Pfizer.

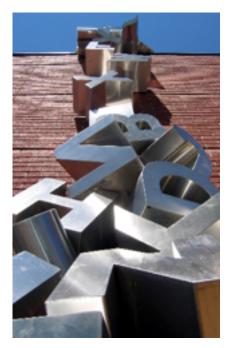Included in each Stories to Go kit are:

• A selection of picture books on a theme.
• CDs or DVDs relating to the theme.
• A resource folder containing a list of the materials included in the Stories to Go bag and a list of games and activities that relate to the theme, including rhymes and finger plays.

Each kit circulates for four weeks and may be renewed if there are no outstanding requests.

Source: http://www.aadl.org/storiestogo

Public art and libraries

Public art commissions are one way that artists are invited to comment on the creative impact of libraries.

Alphabet soup by Pete Beeman at Erna Fergusson Library, City of Albuquerque

Source: https://www.cabq.gov/culturalservices/ public-art/public-art-in-albuquerque/public-art-for-kids

Brian Goggin's sculpture for Lafayette Library, California

Digital Library

Campbelltown Library Service has an active website equivalent to a physical library service that allows our members to access a range of digital content at their fingertips.

We will continue to build a strong online and interactive presence to accommodate our growing online collection, as well as expand the level of activity in the digital space.

This will include eBooks, eMagazines, eAudiobooks and eMusic, as well as access to authoritative information from a varied range of databases for all ages and education levels.

Our various social media platforms will provide a digital space to find out what's on at the libraries, to attend virtual events and to interact with staff and with each other.

We will offer a 24/7 experience with online newsletters and interactivity.

We will offer video streaming services to enable the community to access information without having to come to a service location.

We will offer real-time information on 'good reads' and latest items.

There will also be increased use of digital content, both within the library spaces as well as outside.

Imagine this...

Digital and physical

Library of Birmingham demonstrates how digital technology can be effectively integrated with a powerful physical building. Aligned to a digital strategy which featured both a revitalised website and new content management engines, based largely on new mobile platforms, the library has large screens placed strategically to engage customers with library content, giving them a strong visual experience, and reinforcing marketing initiatives. Collection content and event advertising carries almost equal prominence.

Library of Birmingham (https://modelprogrammer.slks.dk/en/cases/inspirational-cases/library-of-birmingham/)

Communication wall at Avedore Library

Avedore Library's communication wall features changing themes in the course of the year. The amalgamation of physical books, videos, digital content and physical objects is eye-catching and facilitates material exhibitions that attract interest in a different way to the physical book exhibition on its own.

From http://modelprogrammer.slks.dk/en/challenges/zones-and-spaces/the-librarys-digital-spaces/

Digital pop-up libraries

Digital pop-up libraries are a way of combining popular eReaders, smart devices, QR technology and eBooks.

In 2012, there was collaboration between Vodafone and a book publisher in Bucharest with the creation of a digital pop-up library in a subway station. The walls of the station were plastered with QR code-enabled large format posters enabling commuters to scan the QR code and download free samples of book and audiobook titles via the Vodafone digital library mobile site. Although a publicity exercise, this example encouraged commuters to sample eBook technology in a clever, forward thinking way.

"Online Access to online books for children, such as bug club"

New library in South Campbelltown

As the community begins to grow and evolve in the south of Campbelltown, there will need to be a library presence.

Initially this will be a pop-up style library. This library service will provide an important community function as new residents move into the areas and start to form new communities. The pop-up library will provide a meeting point and access to information about the services and amenities within the area.

Over time, there will be a need to provide a permanent facility of approximately 3,250m^2, of which approximately 1,200m^2 will be dedicated library space, co-located with other services and facilities as part of a larger community hub. There will be the opportunity to co-create with the community and design the new facility. This facility will need to be flexible and adaptable to provide a wide range of services.
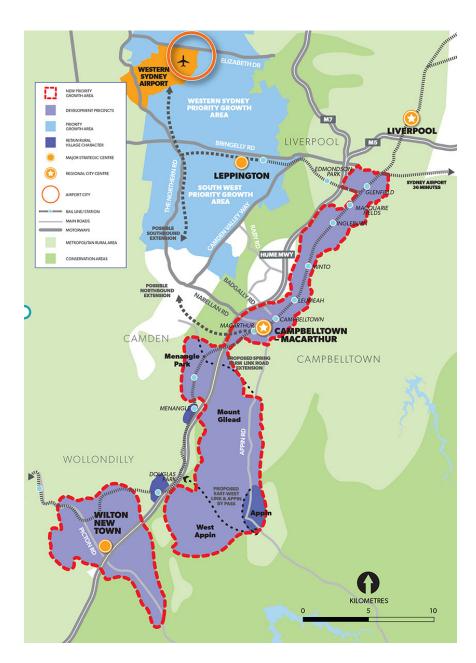
Strategic opportunities

- Work with other services and agencies in South Campbelltown to provide a pop-up service with outreach programs
- Partner with developers to deliver a library service as part of a larger community hub facility.

Quick wins

- New development areas/land releases — staff attend and promote our services to the new community taking up house and land packages
- Pop-up library service at St Helens Park Reserve or Rosemeadow Marketplace.

Imagine this...

Pop-up library

Source: https://livability.com/top-10/families/10-best-childrens-libraries/2012

6. How will we measure our progress?

We will know we are delivering on our vision of libraries as places to *Connect, Create and Learn* by:

connect   ↑ % of population who are members

connect   ↑ visits

connect   ↑ visits to the website

create   ↑ participation in events and programs

create   ↑ value of economic benefit delivered to the community (as measured by SLNSW tool)

create   ↑ economic activity delivered

Learn   ↑ number of loans

Learn   ↑ downloads of e-resources via our digital service

Learn   ↑ number of participants in programs

7. What can you do?

f ⬜ 🅿

Connect with us on social media

🌐

Check out our website at campbelltown.nsw.gov.au/**library**