

Library Service Review FAQ

The library service review provides recommendations for an efficient and equitable delivery of the library service for the next 10-20 years. Read the Council decision report here:

<http://www.unley.sa.gov.au/librarystrategicplan>

Four key trends frame the review:

1. Technology is changing the way libraries operate;
2. Libraries are becoming 'people places' rather than repositories of material. "Libraries offer third places... places that are free or inexpensive, highly accessible and welcoming" ;
3. Knowledge, information and literacy are essential platforms for a strong functioning society. This is shaping expectations for customised, on-demand library experiences;
4. Libraries are at the centre of assisting communities to learn and grow.

Frequently Asked Questions

1. Will Fullarton Park Library continue as a service point?

Key response: Yes, library customers will still be able to use the location for the collection and return of borrowed library resources although the small browsing collection will no longer be on offer from 1 July 2015.

Further Information:

- A designated library computer is available at the Fullarton Park Centre providing users with the ability to order resources on-line.
- As the majority of users make library requests or order materials from other branches, the small browsing collection will no longer be on offer from 1 July 2015.
- Eligible library users may also opt to become a member of the Home Library Service and receive delivery of their library material at their home.

2. What will happen to Unley's Toy Library Services?

Key Response: There is no immediate action planned. An investigation will be conducted into the possibility of combining the libraries and this will be completed in September 2015.

Further information:

- There are currently two separate, independent Toy Library Services in Unley. The Unley Toy Library is operated and managed by the Unley Council. Although the Goodwood Toy Library is located within the Goodwood Library, it is operated and managed by the Goodwood Community Centre Board.

3. Council has requested the investigation of alternative service delivery models to the current Library Service. What does this mean?

- The investigation will identify the community's preferred service delivery model –centralised vs. de-centralised.
 - A **centralised model** could potentially include a purpose built library at an appropriate location within the city. Such a centrally located purpose built library will explore opportunities to improve service delivery and customer service that will address the global emerging trends of libraries while considering the financial benefits that may exist.
 - A **de-centralised model** could potentially include modifications to the existing Unley Civic Library and Goodwood Library to meet the needs of the community; investigate the provision of small library outlets in partnership with other organisations and the provision of additional pick up/ drop off facilities at locations across the city.
 - Community consultation will commence over the next few months.
 - A report of findings will be presented to Council for consideration in January 2016.
-

4. Why is a centralised library service model considered for the City of Unley?

Key Response: National and international trends show that libraries are no longer considered to be stand-alone entities, and are embracing the idea of co-locating partners for mutual benefit. Council has endorsed an investigation into this and other models of delivering library services.

Further information:

- When reflecting on the future forecasts for increasing urbanisation, growth in transport corridors, investment in leading environmental and engineering structures, changing demographics and financial pressures, it is important to consider library buildings as spaces for optimum results.
 - Unley Council's current 3 library locations are within 2kms of each other with a catchment size of 14km², which is considerably smaller than the City's neighbouring councils with one library service point.
 - National and international trends show that libraries are no longer considered to be stand-alone entities, and are embracing the idea of co-locating partners for mutual benefit. Local councils across Australia are investigating whether moving from traditional facilities to co-located community hubs are a viable and sustainable way to organise services.
-

5. The report refers to a cost saving of \$2.2 million over the next decade. Is this resulting from closing one of the libraries?

Key Response: No. The anticipated \$2.2 million savings are found through initiatives such as implementing Radio Frequency Identification (RFID) to automate library customer service delivery.

Further Information:

- This will free up staff to provide professional services to library members, instead of manually issuing and returning library items as is currently the case.
 - In other words, if Goodwood and Unley Libraries remain as they are, there will still be \$2.2m in savings over the next 10 years found through numerous efficiency gains, smart operations and technological initiatives such as RFID.
-

6. Is it true that leasing the Goodwood library building and library room at Fullarton would contribute \$31,000 income per year for the City of Unley?

Key Response:

- **The income of \$31,000 is made up of potentially hiring out the library room at Fullarton Park Community Centre, and if the small front section of Goodwood Library (facing Goodwood Rd) was leased out.**
 - **It does not involve closing the Goodwood Library, only refurbishing the front quarter of the library for leasing to potential co-locating, suitable business partners.**
-

7. Has the community been consulted at all?

Key Response: No decisions will be made regarding the future of the provision of library services in the City of Unley without comprehensive community consultation.

Further Information:

- In 2010, the Library Service undertook a comprehensive community consultation to inform the development of the Library Strategy.
- The research (administered via an online survey) was conducted by the Ehrenberg-Bass Institute at the University of South Australia on behalf of the City of Unley.
- **The objectives of this research were to:**
 - Identify ways to increase community usage of the City of Unley Library Service.
 - Gauge the level of community support for maintaining multiple libraries in the City of Unley.
 - Determine what facilities, services and events/activities should be considered as part of future plans for the library service over the next one to ten years.
- **Suggested directions of the survey were:**
 - To increase the provision of a diverse range of flexible use spaces / zones within the library including break out, learning, interactive, event, quiet and private / pocket areas.
 - To undertake more research to determine the long term benefits / disadvantages associated with creating a larger central library and reducing the number of smaller 'satellites'.
 - Continuing the investment in cutting edge technology (available to customers at low cost or free) that facilitates information exchange and transfer.
 - Increasing the range of general knowledge and socialisation opportunities, programs, activities, community events and exhibitions available at the libraries.