



THE CITY OF
GREATER GEELONG

LIBRARIES

SOCIAL INFRASTRUCTURE PLAN
GENERATION ONE: 2020-23

Council acknowledges Wadawurrung Traditional Owners of this land and all Aboriginal and Torres Strait Islander people who are part of the Greater Geelong community today.

ACKNOWLEDGEMENTS

The preparation of this Report has been a collaborative effort of our Council, all relevant Council departments, partner organisations, our community clubs, groups and associations, and the Greater Geelong community.

We would like to thank the involvement of all our key stakeholders for their collaboration, insight and commitment to the future of our community infrastructure and to a new way of working.

This plan was endorsed by council on 28 July 2020.

DISCLAIMER

This Report is prepared by the City of Greater Geelong. The Report is solely for the use of the City of Greater Geelong and is not intended to, and should not be used, or relied upon by anyone else. The City of Greater Geelong does not accept any duty of care, to any other person or entity other than itself.

The information contained in this document has been developed through an assessment of the current known state of the City's infrastructure, rigorous analysis of the available evidence, existing strategic guidance, plans and strategies, and extensive stakeholder and community consultation over the course of 2.5 years 2017 - 2020.

Information contained in the Report is current as at the relevant dates stated in the Report and may not reflect any event or circumstances which occur after the stated date. It has been prepared in good faith and neither the City of Greater Geelong, nor its servants, consultants, agents or staff shall be responsible in any way whatsoever to any person in respect to the report, including any errors or omission therein.

THE POLICY

The Social Infrastructure Planning and Investment Policy aims to provide Council and the City of Greater Geelong with a guide to fair and equitable decision making, and to provide our community with a clear understanding of Council's role and how decisions are made.

THE PLAN

The Social Infrastructure Plan will outline the needs of our community, investment priorities and the way forward to ensure that people know what is planned in the place that they live.

The plan is intended to provide Council and the community with a single, simpler and more integrated strategic summary of Council's investment priorities over the next 1-3 years.

The plan will be closely monitored and updated each year in line with the realisation of transformational elements identified in the document and as our understanding of social infrastructure continues to mature and grow.

THE NETWORK REPORT

The network reports provide a summary of social infrastructure needs and requirements for each specific network over the next 1-3 years, understanding that the plan component identified in each will be updated annually, as new information becomes available.

The identified projects within the summary plan for each network are broken down into five key streams:

- New
- Renew
- Maintenance
- Planning
- Services / People

This network report specifically relates to Libraries - Regional Library and Branch Libraries.

For a complete overview of all the social infrastructure needs and priorities across the City of Greater Geelong, please refer to the Social Infrastructure Plan - Generation One: 2020 - 2023.

NETWORK PROFILES

There are 13 individual network reports covering a diverse range of community places, spaces and services.

Generation One: The Networks Covered



Early Years



Youth Spaces



Libraries **(THIS NETWORK REPORT)**



Community Meeting and Program Spaces



Arts and Culture



Open Space



Play Spaces



Aquatics and Leisure



Indoor Sport and Recreation



Outdoor Sport and Recreation
(including sports pavilions)



Golf



Cycling and Trails



Public Toilets

WHAT CAN YOU FIND IN EACH NETWORK PROFILE AND PLAN

Overview of the network + Map

Each network consists of an introduction including background context and a map of known facilities, an overview of what the network is, what it is made up of, it's value and what some of the emerging issues and opportunities are, in addition to any related plans, community insights and key considerations.

Our guiding documents

A summary of related documents including strategies, plans, policies, needs assessments and technical reports.

What our community told us

A summary of relevant community feedback and insights.

Generation One – Things we considered

A summary of key considerations relating to each network (i.e. legislative changes, emerging issues and trends).

Current State - Snapshot

A snapshot of what we know about the network so far including, known provision, condition, travel accessibility and service provision.

A gap analysis based on existing industry benchmarks compared with today's provision.

Indicators of need by planning area

Provision, population, social and health indicators by each planning area to help inform any relevant areas of need and opportunities.

Strategic focus areas and directions

In response to the needs and opportunities identified, this section outlines the strategic focus areas and directions for each network, including a high-level mantra to guide planning and investment for the next three years.

The Plan: 2020 - 2023

Generation One of the plan provides a summary table of identified projects by 'Network' broken down into five streams – New, Renew, Maintenance, Planning, and Services / People.

LIBRARIES



SCOPE

Regional Library, Branch Libraries and Mobile Library Service.

Libraries provide a rich array of reading and literacy programs and services that recognise and reflect the strengths, needs and aspirations of local communities, and complement the work of families, communities, kindergartens, schools and adult education providers, in facilitating literacy development.

Library services across the municipality are run by the Geelong Regional Library Corporation. Services provided in Geelong include; borrowing, 24-hour Wi-Fi, printing and scanning, access to computers and mobile devices, venue hire, meeting spaces, heritage and research, mobile and home library services.

In addition to the large geographic area covered, there are two other notable characteristics of the network, which are: the large number of library branches for the population (highest number of library branches of all library services in Victoria), and the size of the branches. There is approximately one library for every 18,000 people in the region and some libraries are considered small for the populations they serve.

The library network can be described as a cluster of libraries in the centre of Geelong including the Geelong Library and Heritage Centre (GLHC), Geelong West, Chilwell, Highton and Belmont. A ring of libraries then serve outer suburbs that include Newcomb to the east, Corio to the north and Waurin Ponds to the south.

Beyond the Geelong metro area there are seven branch libraries that serve discreet growth areas or townships and their catchments. These include Lara, Leopold, Drysdale, Ocean Grove owned by the City of Greater Geelong. The Barwon Heads Library and the Western Heights College Libraries are community access libraries located in schools.

The Geelong Regional Library Corporation Infrastructure Plan (2019) details a proposed Service Model Hierarchy that provides a framework in which libraries for different communities and catchments can be scaled. A summary of the hierarchy is outlined below:

- Central Library - the Geelong Library and Heritage Centre providing central library and heritage services to the wider region;
- Branch Libraries - suburban and town-based libraries providing a range of community focused services including Bannockburn, Belmont, Corio, Drysdale, Geelong West, Newcomb, Lara, Leopold, Ocean Grove, Queenscliff, Torquay and Waurin Ponds.
- Community Libraries - providing a local service that is complemented by services in larger nearby branches. They are the smaller libraries and library services in schools including Chilwell, Highton, Barwon Heads and Western Heights College. It would also cover alternative models of service delivery such as book depots;
- Mobile Libraries – providing services to remote and rural communities;
- E-Library Services - website access to all online library resources 24/7.

While the library service is run by the Geelong Regional Library Corporation, decisions regarding infrastructure models, the extent of library networks and infrastructure provision sit appropriately with the City of Greater Geelong. Both organisations will continue to work in close partnership in any library infrastructure planning.

To remain relevant in this rapidly changing environment library services have successfully adapted and grown over the last decade. The buildings and spaces that house library collections, services, programs and people must continue to evolve and respond to the demands of 21st century library users.

The Geelong Regional Library Corporation's Draft Infrastructure Plan (2019) proposed that decisions to advance library projects in the Geelong region be informed by eight guiding principles as follows:

- New libraries be guided by People Places building area standards.
- Equity and fairness in development and renewal.
- Local community needs will drive library design and renewal.
- Libraries are for everyone and will engender pride in the community.
- Libraries will be accessible to all and feature universal design.
- Libraries will be "future proofed", built and redeveloped for the future incorporating Environmentally Sustainable Design (ESD) principles and flexibility.
- New libraries in the region will be developed in partnership and/or located with other services, and
- Libraries will be primary access points for new and emerging technologies.

OUR GUIDING DOCUMENTS:

The following related documents were used to inform this Plan (including strategic plans, policies, legislation and infrastructure plans):

- Victorian Public Libraries, Reading and Literacy For All Strategic Framework
- Draft Geelong Regional Library Corporation Infrastructure Plan (2019)
- Reading Ahead Geelong Regional Library Corporation Library Plan (2017 – 2021)

WHAT OUR COMMUNITY TOLD US:

In 2018, the GRLC conducted a Library User Survey. 3,382 respondents provided feedback on their use of, and satisfaction with, library services and the value that library represents to them and their community. Library members identified a number of opportunities for improvement to library facilities. Key issues can be grouped around the following themes;

- Noise – inadequate space for quiet reflection, study and work, mobile phones users, noisy programs such as children's story time.
- Building size and amenity – not big enough; looks tired and dated; no toilets.
- Power – not enough power points to recharge devices.
- Furniture – looks tired and worn; not enough chairs, tables, study areas and informal seating.
- Parking – not enough; not close by.
- Collections and shelving – not big enough; not enough of the right things; shelving too low or too high or inappropriate.
- Self check and returns chutes – not enough and / or in the wrong places.

THINGS WE CONSIDERED:

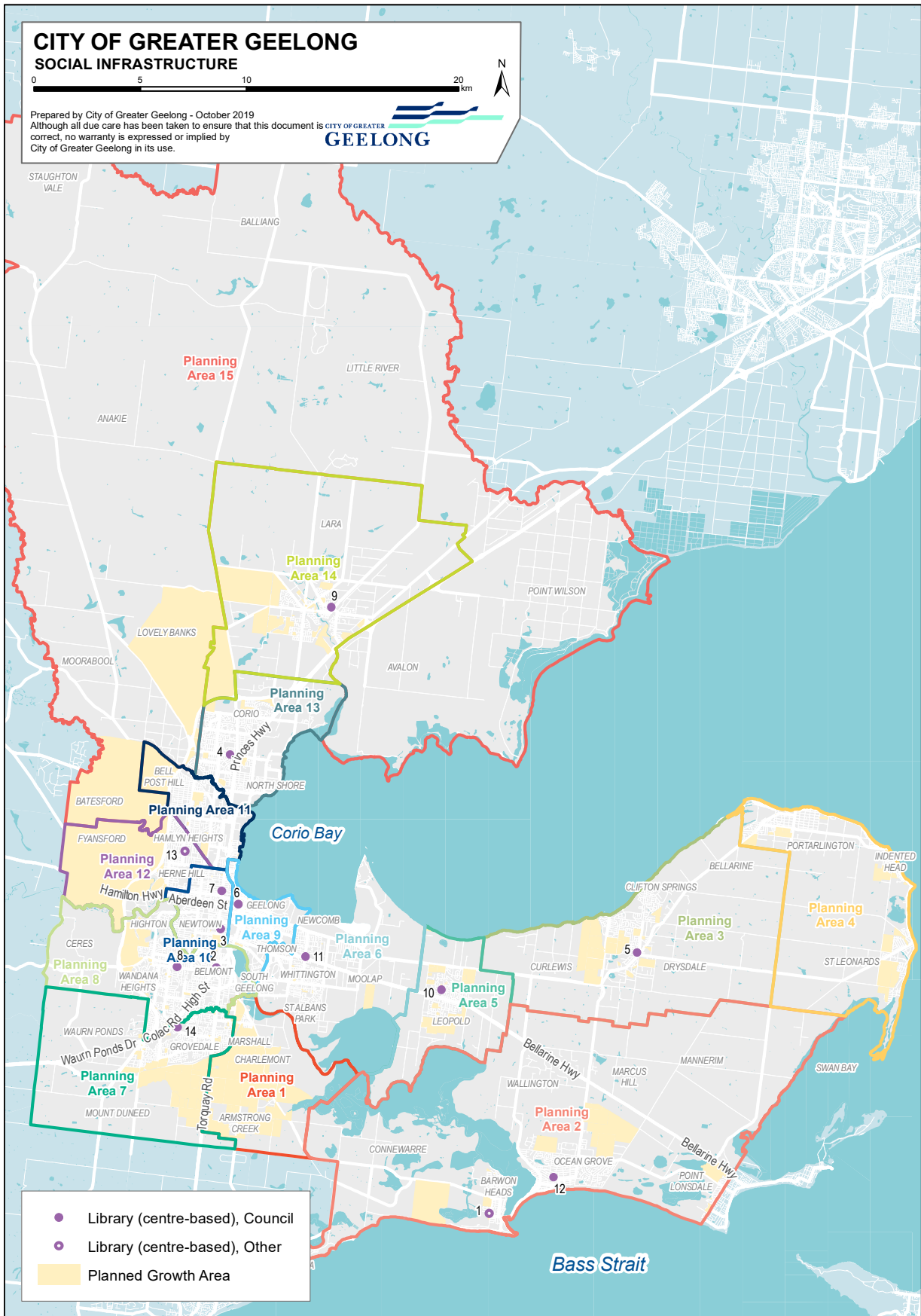
- The provision, condition and performance of library infrastructure to meet contemporary user needs.
- Digital accessibility and 'at home internet' access. Library services will be increasingly important with the emergence of smart boards, online learning and communication tools, and the heavy reliance on access to the internet in education settings and other learning centres.
- Service provision and hours of operation to better provide access to services where and when they are needed most.
- Opportunities to integrate library services and infrastructure with other community service needs.
- Maintain strong partnership with the Geelong Regional Library Corporation, together ensuring equitable access to library services.

MAP 5 - LIBRARIES

MAP REFERENCE	NAME
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- | | |
|----|--|
| 1 | Barwon Heads Library |
| 2 | Belmont Library and Shopfront |
| 3 | Chilwell Library |
| 4 | Corio Library |
| 5 | Drysdale Library |
| 6 | Geelong Library and Heritage Centre |
| 7 | Geelong West Library/Shopfront |
| 8 | Highton Library |
| 9 | Lara Library |
| 10 | Leopold Community Hub and Library |
| 11 | Newcomb Public Library |
| 12 | The Grove Centre |
| 13 | Vines Road Library (Western Heights College) |
| 14 | Wairn Ponds Library |

MAP 5 - LIBRARIES



LIBRARIES

Regional Library, Branch Libraries and Mobile Library Service.

BUILDINGS & OWNERSHIP



1 100% COGG
REGIONAL LIBRARY



13 85% COGG
BRANCH LIBRARIES



2 0% COGG
MOBILE LIBRARIES

SERVICE	CURRENT PROVISION STANDARDS	TODAY	BENCHMARK	DIFFERENCE
Central (Regional) Library	1 facilities per 200,000 Persons (all ages)	1	1	0
Branch Library	1 facilities per 50,000 Persons (all ages)	13	5.1	7.9
Mobile Library Service	No parameters	2 services	N/A	N/A

Data Notes:

DISTRIBUTION

EQUITY



INEQUITABLE DISTRIBUTION OF SITES AND ACCESS TO SERVICES



HIGHER CONCENTRATION IN CENTRAL GEELONG

CONDITION



11 100% COMPLETED
CONDITION AUDITS CITY OF GREATER GEELONG BUILDINGS ONLY



AVERAGE SCORE: 2.1 - GOOD
RANGE: 1 - VERY GOOD TO 3.75 - POOR

TRAVEL ACCESSIBILITY

ACCESSIBILITY



ON AVERAGE 54% OF DWELLINGS

ARE WITHIN A 20-MINUTE WALK TO ONE OR MORE PLACE, SPACE OR SERVICE

100% OR MORE EXCELLENT WALKABILITY
Meaning that most residents live within a 20-minute walk to more than one option

50% - 100% GOOD WALKABILITY
Meaning that more than half of residents live within a 20-minute walk

50% OR LESS LIMITED WALKABILITY
Meaning that less than half of residents live within a 20-minute walk

NOTE: Comprehensive multi-mode travel accessibility assessments are in development

USAGE / OCCUPANCY

SUSTAINABILITY



MANAGEMENT / SERVICE DELIVERY
0% COGG

The Geelong Regional Library Corporation is 100% Service Provider in the City of Greater Geelong.

FELT NEED



As the role and service mix for libraries continues to diversify, it will be important to ensure everyone has access within a reasonable catchment.

Two of the library services are located at schools.

Only two library services are open on a Sunday.

79% of services provide access at evenings / after hours but this is at an average of only two evenings per week across the network.

Usage of libraries differs across the network.

There are two notable characteristics of the network, which are: the large number of library branches for the population (highest number of library branches of all library services in Victoria), and the size of the branches.

Libraries will be primary access points for new and emerging technologies.

Any shift in the service offering will need to consider the parts of the service the community may like to retain locally.

LIBRARIES

INDICATES A METRIC THAT IS OF SIGNIFICANCE TO ASSESSING NEED

DESCRIPTION OF SMALL AREAS	BY PLANNING AREA														
	Armstrong Creek - Marshall - Charlemont	Barwon Heads - Ocean Grove - Rural Bellarine Peninsula	Clifton Springs - Curlewis - Drysdale - Bellarine	Portarlington - St Leonards - Indented Head	Leopold	Newcomb - Moclap - Thomson - Breakwater - Whittington	Grovedale - Mount Duneed - Waurin Ponds	Belmont - Highton - Wandana Heights - Ceres	East Geelong - Geelong - South Geelong - Drumcondra	Geelong West - Manifold Heights - Newtown	Bell Park - Bell Post Hill - North Geelong - Ripplside	Hamlyn Heights - Herne Hill - Fyansford	Corio - Norlane - North Shore	Lara	Lovely Banks - Batesford - Moorabool - Rural North
KNOWN PROVISION	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
Central (Regional) Library	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0
Branch Library	0	2	1	0	1	1	1	2	0	2	0	1	1	1	0
Most used by Library survey respondents (2018) % of total	0%	14%	6%	0%	0%	6%	9%	15%	12%	13%	0%	1%	4%	4%	0%
PROVISION GAP	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
Central (Regional) Library	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Branch Library	-0.3	1.5	0.6	-0.2	0.7	0.6	0.5	1.2	0.7	1.6	-0.3	0.8	0.5	0.6	-0.1
OTHER INDICATORS	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
Condition by area	N/A	Good	Good	N/A	Good	Good	Good	Good	Good	Good	N/A	Good	Very Poor	Poor	N/A
Operational Hours by area (2019)	N/A	62.5	50.5	N/A	50	42.5	57	93	74	79.5	N/A	39.5	57.5	47	N/A
Operational Days / Evenings by area (2019)	N/A	10 / 1	6 / 1	N/A	6 / 1	6 / 1	7 / 3	12 / 5	7 / 5	11 / 2	N/A	5 / 1	6 / 5	6 / 2	N/A
Access by area	Poor	Good	Good	Poor	Good	Good	Good	Good	Good	Good	Poor	Good	Good	Good	N/A
SOCIAL INDICATORS	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
Households with Families with Children (%)	1974	4023	2666	936	2358	2895	3765	6314	1619	3425	2512	1747	4504	3056	826
Internet Access at Home (%)	84.7%	84.7%	79.7%	69.9%	83.0%	70.1%	82.2%	81.4%	79.4%	79.1%	69.1%	73.8%	64.5%	83.7%	77.1%
Vulnerability* *% of children surveyed who are deemed vulnerable on one of more domain in their first year of school	N/A	19.5%	15.1%	30.8%	17.1%	35.2%	13.4%	16.4%	22.0%	16.4%	19.3%	15.1%	35.7%	17.8%	17.4%
SEIFA - Average of local area scores	1030	1064	993	945	987	891	1020	1024	1037	1050	937	968	793	1000	1001
Workforce Participation % of Planning Area population	67.9%	59.7%	54.9%	39.6%	61.2%	53.0%	60.2%	61.7%	62.8%	64.9%	53.7%	60.9%	45.9%	60.6%	62.2%
Year 12 Completion % of Planning Area population	55.8%	54.1%	41.6%	34.0%	43.1%	35.3%	49.6%	55.8%	56.0%	60.1%	41.2%	46.2%	28.6%	42.0%	41.0%
Lowest - Medium Lowest Income % of Planning Area population	41.2%	47.0%	55.8%	63.3%	51.3%	58.9%	54.8%	49.8%	45.4%	44.3%	56.9%	51.2%	67.4%	48.6%	52.3%
HEALTH INDICATORS	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
Psychological distress (%) - High / Very high distress rates	9.1%	6.8%	7.1%	12.0%	13.8%	12.0%	10.1%	10.6%	3.7%	8.7%	6.5%	4.1%	21.3%	8.5%	11.0%
Life satisfaction (%) - Rated their life satisfaction as high or very high.	82.6%	95.8%	84.8%	90.4%	86.8%	83.2%	85.7%	87.0%	88.6%	88.6%	80.3%	95.1%	68.1%	88.9%	84.9%

LIBRARIES

LIBRARIES



IN THE NEXT 3 YEARS WE WILL FOCUS ON:

RE-CALIBRATING THE NETWORK

STRATEGIC FOCUS AREAS



EVOLVE AND RESPOND TO CHANGING NEEDS

Buildings and spaces must evolve to meet contemporary user needs and expectations.



RECALIBRATE SERVICE MIX

Realign service provision with the service model hierarchy and areas of most need.



STRENGTHEN PARTNERSHIP MODEL

Strengthen partnership model with Geelong Regional Library Corporation and other key stakeholders.



NEW AND EMERGING TECHNOLOGY

Libraries to be primary access points for new and/or emerging technologies.



DIRECTIONS

REF	DIRECTION	POLICY / RESPONSE ALIGNMENT
1.	<p>Focus on providing services that meet local and contemporary user needs and ensure they are accessible where and when they are needed.</p> <p>Explore the opportunity to realign and/or redeploy operational hours and resources to alleviate immediate service needs and provide greater access to library services in the evenings.</p>	<p>In response to the need for equity of access and sustainability across the infrastructure network.</p>
2.	<p>Build out the Service Model Hierarchy to provide a framework to guide the provision of library services for different communities and catchments and identify how they can be scaled. This includes a mix of a Central Library & Heritage Centre, Branch Libraries, Community Libraries, Mobile Libraries and E-Library Service.</p> <p>Libraries will be accessible to all, feature universal design and will be 'future proofed', built and redeveloped for the future incorporating sustainable design guidelines and a focus on flexibility.</p>	<p>In response to the need to define service standards locally and improve consistency in the level of quality, accessibility, experience and outcomes across the network.</p>
3.	<p>Provide spaces for learning, study, work and leisure and provide facilities that can accommodate engaging library programs, events and activities encouraging a lifelong love of reading and increase social inclusion.</p> <p>Promote libraries as a primary access point for new and emerging technologies. Conduct a digital technology audit of library services to better understand how to provide access to technology where and when people need it.</p> <p>Investigate and implement Smart City and other digital technology to better understand usage and activity patterns.</p>	<p>In response to the need for greater integration, sustainability and access to a diverse range of library services.</p> <p>In response to remaining relevant in a rapidly changing environment and adapting to changing needs and expectations.</p> <p>In response to the need for library services to be one of the primary access points to digital technology and the internet.</p>
4.	<p>Present welcoming, purposeful and safe library facilities that are at the heart of the community.</p> <p>Develop any new libraries in the City of Greater Geelong in partnership and/or located with other services.</p>	<p>In response to the need for greater equity and accessibility to library services across the municipality.</p> <p>In response to the need for greater integration, sustainability and access to a diverse range of library services.</p>

IDENTIFIED PROJECTS

SUMMARY OF INFRASTRUCTURE DEVELOPMENT OVER THE NEXT 3 YEARS (2020-23)

LIBRARIES

HARD INFRASTRUCTURE			SOFT INFRASTRUCTURE	
NEW	RENEW	MAINTENANCE	PLANNING	SERVICES / PEOPLE
<p>New:</p> <p>Drysdale Library Lara Library</p>	<p>Minor refurbishment:</p> <p>Geelong West Library (drainage / mold solution) Highton Library Waurin Ponds Library</p> <p>Major Refurbishment:</p> <p>Corio – Investigate integration opportunities with Northern ARC precinct.</p>	<p>Based on Asset Management Plan – develop annual maintenance program(s) that can also inform GRLC’s annual capital expenditure for Furniture, Fittings and Equipment (FFE) in library branches.</p>	<p>Begin planning and design for the Lara Library. Investigate integration with Maternal Child Health and other community services as required.</p> <p>Investigate the re-purposing opportunities and future directions of Chilwell Library in line with local community needs.</p> <p>Conduct a needs assessment to better understand the capacity of Ocean Grove Library.</p> <p>In line with growth area planning, commence planning for Armstrong Creek Library Service (Armstrong Creek Town Centre) – Detailed design. Consider consolidation with other community facilities and infrastructure.</p> <p>Conduct fit-for-purpose review of all buildings and assets in line with strategic asset management framework.</p> <p>Develop Asset Management Plan in line with asset condition, fit-for-purpose and criticality audits.</p>	<p>Collaborate with Geelong Regional Library Corporation (GRLC) in all facility planning.</p> <p>Work with GRLC to investigate access to services and opportunities to redeploy and/or extend operational hours to better meet localised needs.</p> <p>Conduct a digital technology audit of all library services to support the planning for E-Library services.</p> <p>Implement Smart City Technology assessing existing service access and performance.</p> <p>Continue to advocate for resources to ensure library buildings remain up to date and attractive, fit-for-purpose, and capable of delivering dynamic library services and expectations.</p>

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CUSTOMER SERVICE CENTRE

100 Brougham Street


Geelong VIC 3220

8.00am – 5.00pm

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