A process of examining future service provision for the Naracoorte Public Library by establishing a targeted community consultation on the topic of the library service.

Executive Summary
Following an expression of interest process, in early February 2015 Focus Facilitation was engaged by Naracoorte Lucindale Council to undertake a community consultation process regarding existing and future services delivered by and through the Naracoorte Public Library.

In consultation with Council’s Manager, Governance and Community Development, Louise Stock of Focus Facilitation prepared a consultation plan and survey questionnaire, available for completion via internet or in hard copy and publicised through the media (print and radio), Council’s website, social media and distributed through local businesses, Councillors and other community members. The Library Action Group took a proactive role in distributing surveys and seeking responses. A total of 174 surveys were completed.

Consultation activities also included a display at the South East Field Days and the library, a whiteboard seeking community responses at the Kincraig Plaza and the Naracoorte Town Hall and semi-structured qualitative interviews with senior representative of educational institutions and other service providers. Towards the end of the consultation period, an in-library consultation day was held to discuss preliminary results and collect final input from interested community members.

Survey respondents and interviewees generally felt that current activities were acceptable in type, range and standard (particularly given the space available) and there were many comments praising staff for their good work.

Several respondents said that they were unaware of some of the activities/services available at the library and that these would benefit from better communications with library users and the wider community.

The most popular suggestions for new activities were for the library to become a social and community hub in the town with meeting rooms and facilities available for community use, as well as an exhibition space and co-location with other community services. The ability to borrow downloadable music was also popular. However, some respondents expressed concern about the library becoming too busy and noisy and moving away from what they see as ‘traditional library’ core business.
In addition, despite ‘coffee shop’ being the second most likely to be used potential library service, a number of the comments disagreed with this, expressing concern about competing with existing businesses in town.

The desire for a ‘coffee shop’ in part seems to be a wish for a safe, non-commercial place to read, work and/or socialise for extended periods with the ability to consume food and hot drinks on-site, without the pressure of having to move on and make way for new customers.

Expansion of activities and space for use by children was another major suggestion emanating from the community in terms of current activities. The feeling is that the children’s areas need to be bigger and brighter with provision of changing facilities and pram and wheelchair access. These suggestions were reinforced by comments relating to the need to brighten up and expand the library generally (i.e. not just the children’s area).

The integration of these suggestions does not seem possible in the existing library, however, with good design, could be incorporated into a new library building/layout, with provision of both quiet and more social spaces, children’s areas, youth places, meeting/interview rooms and an eating area, whether or not this is served by a coffee shop, access to ‘make your own’ tea and coffee and/or bring your own food and drink.

**Background**

On September 24, 2014, the Naracoorte Lucindale Council passed the following resolution with reference to the public library at Naracoorte: ‘That the development reserve fund is used to commence a process of examining the future service provision for a library by establishing a targeted consultation on the topic of the library service.’

The aim was to ascertain what services the community believes should be supplied by a library to meet their needs over the next 20 – 30 years. In particular, the study would inform Council’s decisions regarding the future of the accommodation of the library.

Terms of reference were drawn up and a call for expressions of interest to undertake the consultation was made. The Expressions of Interest closed on 30 January 2015. Following evaluation, local consultancy Focus Facilitation was selected to undertake the study. Work started in mid-February 2015 and the final report will be considered by Council at its May meeting.

**Context**

The role of public libraries in South Australia has remained consistent since the establishment of our first such service more than 150 years ago: the public library is still about ensuring that the ordinary person has access to knowledge and opportunities for engaging in discussion and debate to improve their lives and contribute to their communities.

What has changed is the way libraries deliver on this mission: the technology, the tools and practices have morphed and changed in ways unimaginable to those community leaders who initially envisioned and planned for buildings to house books with reading rooms to provide for community access. Libraries are now hubs of knowledge and creativity bringing together the physical and digital worlds and providing opportunities for learning and leisure, linking the people of SA to each other and to the world.1
In May 2013 the Australian Library and Information Association (ALIA) released its report *Return on Investment of Australian Public Libraries*, providing evidence of the social and economic contribution that libraries make to communities across Australia. The report, produced by SGS Economics, found that Australia’s public libraries deliver benefits that are worth nearly three times the cost of running them and that these services provide Australians with a net annual benefit of some $1.97 billion.\textsuperscript{ii}

The Naracoorte Lucindale Council is located at the heart of the Limestone Coast region of South Australia and is the main service centre for the Council district, which also contains the smaller communities of Lucindale, Hynam, Kybybolite and Frances.

The official population count from the 2011 Census is 8310. This was a small decline from the 2006 Census.

The district is served by the Naracoorte Public Library which is located in the centre of Naracoorte. There are over 56,900 customer visits to the Library each year, with the library serving around 20 customers per hour. In the previous twelve months around 3,900 members have actively used the Library with 28% of borrowers coming from other Council areas.

The Naracoorte Public Library currently provides traditional services – the borrowing and use of library material as well as some additional services such as a computer area (public access terminals), free wifi and e-books. But what new services is the community expecting the library to provide in the future?

**Purpose & Outcomes**

The purpose of the consultation is to inform Council’s decisions regarding future accommodation for the Naracoorte Public Library Service. The outcomes required from the process are clarity regarding community and stakeholder views and expectations as to services provided by the library now and over the next 20-30 years; identification of different library service models; and exploration of joint schools/local government facilities.

**Process & Timing**

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<th>Method</th>
<th>Target audience</th>
<th>Distribution</th>
<th>Timing</th>
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<td>Research – other library services, reviews &amp; directions</td>
<td>Background to inform consultation</td>
<td>Desktop</td>
<td>Late Feb/early March</td>
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<td>Electronic survey</td>
<td>Library users &amp; non-users</td>
<td>• Email</td>
<td>Open 16 March – close 17 April</td>
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<td>Hard copy survey (see Appendix 1)</td>
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<td>Kincraig Plaza, Town Hall</td>
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<td>Public whiteboard</td>
<td>Library users</td>
<td>Kincraig Plaza, Town Hall</td>
<td>7-16 April</td>
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<td>Library Action Group discussion</td>
<td>LAG members</td>
<td>Library users &amp; non-users</td>
<td>17-24 April</td>
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<tr>
<td>Contact with education sector and service providers</td>
<td>School staff, School students, TAFE SA, UniSA, Migrant Resource Centre, Longridge, Other places that offer similar services – toy library, kindergartens</td>
<td>Telephone discussions, school newsletter distribution (including electronic survey link), emails</td>
<td>Commencing 16 March</td>
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<td>Media releases (standard NLC distribution)</td>
<td>General public</td>
<td>Library users &amp; non-users</td>
<td>23 March – 28 April</td>
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<td>In-library open session</td>
<td>Library users &amp; non-users</td>
<td>Library users &amp; non-users</td>
<td>23 March – 28 April</td>
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<tr>
<td>Draft consultation report</td>
<td>Councillors</td>
<td>Written report</td>
<td>23 March – 28 April</td>
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**Key messages to the community about the consultation**

- Focus on what library services can do and may do in the future; information about what’s possible
- Make clear the consultation is about services offered through Naracoorte Library; it is not about the building
- NLC is keen to hear from both library users (what service gaps do they see?) and non-users (what services would prompt them to use the library?)
- The consultation is to gain an understanding of services the community would like to have in the library. No commitment has been made by Council to build a new library and/or renovate the existing building. If Council does consider rebuilding and/or renovating further consultation and research will be undertaken prior to making a final decision. If a decision is made to rebuild and/or renovate grant funding will be sourced.
Communications
The library services consultation and availability of surveys were communicated with a media release to all Limestone Coast media outlets and a Facebook post on 16 March (105 people reached and 18 likes, comments and shares). A follow-up Facebook post on 20 March reached 90 people and attracted four likes, comments and shares.

The consultation was also promoted in Council’s weekly advertisement in the Naracoorte Herald on 19, 23 and 26 March and it was listed under Latest News on Council’s website from 8 to 29 April.

A further media release was distributed to media outlets in the region on 13 April and a Facebook post on 18 April reached 74 people.

Louise Stock of Focus Facilitation and Council’s Manager of Governance and Community Development, Sally Klose attended a Library Action Group meeting on Thursday 12 March to outline the consultation process.

Hard copies of the survey were made available at Council’s offices, Naracoorte Public Library and selected local businesses. Library staff and the Library Action Group were active in distributing surveys and encouraging community members to complete them.

All schools distributed information about the consultation through their newsletters and/or student communications.

Response
The following responses were received:

- 85 online surveys
- 89 hard copy surveys
- Two written submissions (from Rosalie Masters on behalf of Naracoorte Toy Library and Caroline Menzel and Ashlea Owen on behalf of Story Time mothers and children)
- Six email responses (from Michelle DeGaris Memorial Kindergarten parents) in response to questions emailed by the kindergarten director
- Whiteboard and consultation display interaction (see photographs at Appendix 3)
- 15 discussions with service providers (see Appendix 4)

The hard copy survey results have been entered into the online survey format to allow full data analysis.

Key themes emerging from the consultations

- Inviting spaces in a convenient, central location: social or public hub; a comfortable area to relax, socialise and meet, with meeting rooms, training rooms and multi-purpose spaces
  - meeting and training rooms to be fitted with whiteboards, data projectors, video and telephone conferencing facilities, etc.
  - coffee shop / eating area
- More room required with separate spaces for working, studying, meeting, training, computing, socialising and children’s activities
- There is a gap in 0-5 year old services:
Group activities facilitated by library staff (reading, dance & song, making)
Toy library
IT (computers/tablets in appropriate locations with appropriate programs)
Safe, enclosed space and furniture (child safe and friendly, including room for prams)
Child-friendly book display
Baby feeding and changing area

- Possible joint service delivery with other community service providers: joint hosting of author visits and other activities; online access and book deliveries; increased teacher resources available through Naracoorte Public Library; communication regarding purchasing between the Public Library and school libraries to minimise duplication and access to online services and support for students

Survey results

Demographics
Around 75% of the survey respondents are aged between 30 and 70 years old, with 14% being under 30 and 10.4% over 70. 91.6% of respondents are existing library users.

Q1 How old are you?
Answered: 171  Skipped: 3
Q3: How often do you use the following existing library services?
The most commonly used existing library services are borrowing books (82.2% of respondents use this service at least four times per year) and borrowing CDs and DVDs (60.7%).

Other library services, in order of how regularly they are accessed by clients, are:
- seeking advice on how to find information or services (47.4% of respondents use this service at least four times per year)
- a quiet, temperature controlled space to spend time researching, reading or studying (45.9%)
- scanning / photocopying / faxing / printing (34.1%)
- borrowing magazines (33.6%)
- accessing free wifi (34.1%)
- reading newspapers (30.6%)
- using desktop computers (31.5%)
- meeting friends and / or colleagues (28.1%)
- large print books (20.2%)
- borrowing audiobooks & e audio books (19.4%)
- school activities (13.3%)
- book club (12.2%)
- baby and toddler reading sessions (12%)
- viewing newspapers / magazines online (11.6%)
- Computers for Seniors (11.1%)
- borrowing e books (10%)
- author talks (9.5%)
- family history service (8.6%)
- homework help (7.3%)

Comments on current library services:
A significant number of comments indicated a lack of awareness about the range of services currently offered by the library; the survey educated them as to what was already available. Some also requested more information regarding services to be distributed throughout the community.

Many comments expressed gratitude for existing library services and the service provided by library staff.

Full comments are at Appendix 5.

Q4: What do you most value about your library service?
The two most valued aspects of the Naracoorte Public Library services are predictably as a lender of reading / listening / watching material (86.4%) and that the service is free (80.5%).

No respondents indicated that they did not value the library service at all, even the non-library users.
Comments on what respondents value about the library service:
Appreciation and support was shown for library staff in the comments section, as well as a general desire for a bigger, more appealing, flexible and user-friendly library space. A number of comments raised the need for a better children’s area, as well as the opportunity for the library to become a ‘community hub’ for locals and visitors.

Full comment text can be seen at appendix 6.

Q5: How likely would you be to use the following potential future library services?
This question listed 25 potential future library services and asked respondents to indicate how likely they would be to use them. There was also the opportunity to add other services they might use.

The likelihood of respondents using potential future services was scored as follows:
Not at all likely  |  1
---|---
Somewhat likely | 2
Quite likely    | 3
Very likely     | 4
I don’t know    | 0

Answers to this question are expressed as a weighted average of scores, with ‘social/public hub – comfortable areas to relax, socialise and meet’ and ‘coffee shop’ being the two most popular potential future library services with weighted averages of 2.71 and 2.63 respectively.

Following relatively closely are: ‘meeting rooms, training room, multi-purpose spaces’ (2.28), ‘exhibition space’ (2.27) ‘co-location with other community services’ (2.26), and ‘borrowing downloadable music’ (2.21).
Q5 How likely would you be to use the following potential future library services? (Note this is not an exhaustive list, just some suggestions to get you thinking.)

Answered: 167  Skipped: 7
Comments on potential future library services:
In the free comments section for this question, many respondents reiterated their desire for the library to become a public hub for the town with open, friendly spaces for all ages and co-location with other community services for convenience and efficiency of service delivery in a central, convenient location.

A small number of respondents warned against duplication of services such as visitor information, community clubs and coffee shops, indicating their preference to keep traditional library services. These respondents warned against duplication and wished to keep the traditional library services.

Despite ‘coffee shop’ being the second most likely to be used potential library service, a number of the comments disagree with this and express concern about competing with existing businesses in town. While there is also significant support for meeting and social spaces, as well as children’s areas, some respondents express concern about the library becoming too busy and noisy and moving away from what they see as ‘traditional library ‘core business.

Staff and the service they provide were again praised in a number of the comments.

The full comment text can be seen at Appendix 7.

Q6: Do you have any other suggestions? Is there anything else Council should consider regarding the Naracoorte Library Service?

This question provided a free comments section to collect other suggestions, ideas and comments from respondents. 84 respondents provided additional comments. These are grouped under themes at Appendix 8; some responses appear under more than one theme as their comments covered a number of topics.

The themes that emerged in the comments are:
• general facilities (36 comments around the need for more light, space and modern facilities);
• in support of existing services/facilities (14 comments in praise of staff and/or seeing little need to change the library space);
• children’s services (15 suggestions for improved young children’s facilities and areas);
• technology/computer services (8 comments requesting more computers and devices, more modern and more privacy);
• toilets/baby changing (8 expressing dismay at current toilet facilities: dated, no disabled access, no baby changing);
• 13 other service/facility suggestions; and
• five other general comments.

Written submissions
The written submissions (two full submissions and six emails) all focused on library service delivery for pre-schoolers, including Toy Library lending services.
Proposals in these submissions were:

**Library services**
- A Children’s Facilitator role to be incorporated within the library staff, responsible for implementing various children’s programs at the library, including Story Time, Move and Groove, Baby Bounce, Book Clubs, regular school holiday programs
- Books to be made more accessible for children. Suggestions include: book boards with picture coding to enable easy returning of books to the correct location; books in tubs low enough for children to reach; and shelving accessible to children so they are able to freely access books independently and return them to the right place.
- An IT area for children with computers with age-appropriate programs for use with parents or independently, depending on age.
- Tables and chairs for children, as well as drawing materials. Also, reading ‘nooks’, beanbags and the like.
- Themed, interactive displays targeted at children.
- The use of social media to communicate with parents, Child and Youth Health, kindergartens and playgroups to seek ideas and promote library services for young children and parents.
- Improved toilet facilities appropriate for children, as well as baby changing and feeding areas.

**Background**
- For the second half of 2014 and during Term 1 in 2015, popular Story Time sessions have been run once or twice weekly at the library by volunteer mothers, with an average of around 10 families attending each session.

**Toy library**
- The Naracoorte Toy Library Committee would like Council to seriously consider including the Toy Library as an integral part of the Naracoorte Public Library’s services in the future.
- The Toy Library is facing dwindling membership and volunteer numbers and due to this, is only open for two hours a week, which may soon need to be cut to one hour per week. Managing the administration is reliant on only a few volunteers and, not being located in the centre of town, access is an issue.

**Background**
- In 2010, the Naracoorte Toy Library was re-housed from the Naracoorte Public Library to Naracoorte South Primary School at the request of Council.

The kindergarten parent emails echoed the desire for a brighter, enclosed, more spacious children’s area at the library, story telling sessions, improved toilets with baby change facilities and the return of the toy lending service to the library.

**Mobile displays**
A display explaining the consultation was erected at the Council site at the South East Field Days on 21 and 22 March, which was then moved to the library and remained there for the duration of the consultation. It was dismantled on 29 April.

The potential future service options from the survey were listed on the display boards, with the opportunity for community members to place coloured ‘sticky dots’ on their preferred services.

A whiteboard with selected future service options was on display at Kincraig Plaza between 7 and 16 April. It was moved to the Naracoorte Town Hall for the school holiday movie sessions on 17 April and remained there until 24 April.
Whiteboard markers were available for community members to tick their preferred library service options.

In general, the priorities for future service delivery expressed via the mobile displays were consistent with survey responses with the top six being: meeting rooms, training rooms, multi-purpose spaces; social/public hub; play area/parents’ and children’s area; more books; story telling; and co-location and/or partnering with education and other community services.

See Appendix 3 for detail of the responses collected through the displays as well as photographs of the display and whiteboard at various locations and stages of the consultation.

Discussions with service providers
A range of service providers in the Naracoorte region was contacted as part of the consultation process. A full list and of who was contacted and their responses is at Appendix 4.

These were informal discussions, guided by qualitative questions:

1. How much do your students/clients use the library services that you’re aware of?
2. Do you know which services they use mainly?
3. What other services could be useful for your students/clients?
4. Are there any library services that could potentially be shared or jointly delivered with your school/service?
5. Other comments?

Only two of the service providers contacted formally use the library services as part of their client/student activities, however many were aware of clients/students using the library for a range of purposes, mainly borrowing materials and accessing the internet and/or computers.

The comments regarding additional library services that could be beneficial focused on aspects such as an increased range of resources for teenagers and parents of teenagers on topics like drugs, mental health and sexuality; better collaborative study/meeting spaces and access to videoconferencing; support and spaces for TAFE and university students who don’t have sufficient internet speed at home to undertake their external studies; local history resources for teachers, possibly including access to National Trust archives; and availability of tea/coffee/an eating space to encourage socialising for potentially isolated community members.

The services providers also mentioned a need for the toy library to be once again housed at the library due to its more central location and opening hours, as well as the potential for a small conference facility, including access to all conference requirements such as whiteboards, data projectors and the like.

Joint/shared service delivery and models
Public libraries across Australia are generally managed directly by State or Territory Governments or delegated to Local Government with State Government support in the form of grants and/or service agreements. In some cases, groups of Local Governments combine to manage regional library services.iii

In discussions with Naracoorte and surrounds educational institutions and service deliverers, the following broad comments were made regarding potential joint service delivery:
• potential for author/story writing 'road shows' using the library, schools and kindergartens of the area;
• there is an information gap between school libraries and State libraries; online sharing of databases and new resource purchasing plans/activities would be useful to enable better sharing and reduce overlap;
• online ordering with a delivery/collection service to/from schools could be beneficial, especially as some schools are more than walking distance from the library and visits incur significant cost and administrative burden in arranging transport;
• there is a service/activity gap prior to kindergarten age where the library could offer more, possibly in consultation and collaboration with other services;
• more library promotion and presence in schools could be beneficial to raise awareness of the services available;
• a student/youth space for studying and group work would be extremely beneficial, along with a counselling/meeting space: private rooms for youth services away from the high school;
• technical eMagazine subscriptions would be useful for the students to access specific (e.g. agriculture, trades etc.); and
• hard to say where joint service delivery could be beneficial without specific examples; would need to be decided on a service-by-service basis.

In-library consultation – Tuesday 28 April
Louise Stock of Focus Facilitation was present in the library from 11am to 5pm on Tuesday 28 April to discuss the consultation and its preliminary findings with interested community members. A summary of community members’ views expressed during the day are at Appendix 9.

The in-library consultation was timed to coincide with the first Story Time baby and toddler reading session in the library for Term 2, which is held for half an hour at 10.30am on Tuesday mornings and is run by volunteers.

Around a dozen parents and their children attended the Story Time session and all expressed their strong desire for a larger, safer (enclosed) and more separate, less intrusive children’s area, along with staff time dedicated towards coordinating baby, toddler and children’s activities and services in the library. The lack of baby change facilities and room for prams in the existing toilets were also raised as concerns.

It was clear that there is strong demand from parents for the Story Time sessions (which have only been minimally promoted by word of mouth due to its volunteer nature and lack of space in the library) but that the sessions are cramped in the existing space and do impinge on other client activities.

Other community members expressed differing views about future library services, ranging from keeping things as they are to the addition of a wide range of potential facilities such as computer booths for privacy, youth spaces, the return of the toy library and meeting rooms with conference facilities.

Conclusion
The results of this consultation suggest that the community generally appreciates the range and quality of the services currently provided by the library through its existing facilities. In particular, there was widespread praise for the work done by library staff. The most commonly used services are borrowing books (82.2% of respondents) and CDs/DVDs (60.7%).

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There were, however, areas of activity where respondents felt that improvements could be made. Services for young children was first on this list, with respondents calling for larger and brighter space, an increased range of activities, provision of toilet and change facilities and pram and wheelchair access. Space for children’s activities may need to be soundproofed to avoid disturbing other library users who expressed concern about this. These suggestions were reinforced by comments that the whole library needs more space and to be brightened up.

Several respondents first became aware of some of the existing activities of the library through their involvement with the consultation. This would indicate a need to review the ways that the library gets the message out about the range of activities available.

The most frequent suggestion for new services related to the library developing its existing role as a meeting place/social hub for the community by providing welcoming, safe and friendly spaces for a range of activities for community members alone and in groups, including reading, studying, researching, training, meeting, learning and playing. This has implications for the design of appropriate spaces to house these varying activities, allowing for both quiet and more social areas with the facilities and technology to support them.

Joint service delivery options suggested by Naracoorte and district service providers mainly focused on information sharing, awareness raising and collaboration to support clients and students with study and meeting spaces, IT and internet access.

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Appendix 1 – Survey

SURVEY

library service = learning + reading + ideas + help + discussion + thinking + discovery + community + connection + books + media + digital + people + ....what does it mean to you?

Naracoorte Lucindale Council is seeking the community’s views on what services you would like your library to provide over the next 20 to 30 years.

This consultation is not about the library building; that will come later and will depend upon the nature of the services to be offered by the library. No commitment has been made by Council to build a new library and/or renovate the existing building. If Council does consider rebuilding and/or renovating, further consultation and research will be undertaken prior to making a final decision. If a decision is made to rebuild and/or renovate grant funding will be sourced.

What services would you like your library to deliver? And how? Council is keen to hear from both library users (what services do you value most and what service gaps do you see?) and non-users (what services would prompt you to use the library)?

Council appreciates you taking the time to reflect on your library service and how you think it can best serve our community into the future.

Thank you for taking the time to let us know what services you’d like to see delivered through the Naracoorte Public Library.

All feedback received by 17 April 2015 will be provided to Council in a report to its May meeting. This report will be used to inform decisions relating to the services provided by the Naracoorte Public Library. Feedback received will be available for the public to view on Council’s website.

Providing your contact details is optional but is a good way for us to keep you informed on the progress of this project and be involved in future discussions about the Naracoorte Public Library Service.

Contact Details (optional)

Name

Postal Address
Naracoorte Public Library: your service survey

Community Consultation

Email  

Phone  

1. How old are you?

Under 20  
20-29  
30-39  
40-49  
50-59  
60-69  
70-79  
80-89  
90+  

2. Do you currently use the Naracoorte Public Library?

Yes  
No  

3. How often do you use the following existing library services?

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<th>Service</th>
<th>Never</th>
<th>Occasionally</th>
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<td></td>
</tr>
<tr>
<td>Using desktop computers</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Scanning / photocopying / faxing / printing</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A quiet, temperature controlled space</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Naracoorte Public Library: your service survey

#### Community Consultation

<table>
<thead>
<tr>
<th>to spend time researching, reading or studying</th>
<th>Meeting friends and/or colleagues</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Never (once or twice a year)</td>
</tr>
<tr>
<td></td>
<td>Occasionally (around four times a year)</td>
</tr>
<tr>
<td></td>
<td>Sometimes (four times a year)</td>
</tr>
<tr>
<td></td>
<td>Regularly (more than four times a year)</td>
</tr>
<tr>
<td></td>
<td>Often (at least monthly)</td>
</tr>
</tbody>
</table>

#### Seeking assistance with finding information or services

<table>
<thead>
<tr>
<th>Accessing large print books</th>
</tr>
</thead>
<tbody>
<tr>
<td>School activities</td>
</tr>
<tr>
<td>Using the family history service</td>
</tr>
<tr>
<td>Baby and toddler reading sessions</td>
</tr>
<tr>
<td>Author talks</td>
</tr>
<tr>
<td>Book club</td>
</tr>
<tr>
<td>Homework help</td>
</tr>
<tr>
<td>Computing for Seniors</td>
</tr>
</tbody>
</table>

#### Comments:

4. What do you most value about your library service? (you may choose as many as you like)

- Lender of reading/listening/watching material (such as DVDs)
- Information provider
- Online access provider (e.g. catalogues and databases)
- Internet/Wi-Fi provider
- Meeting space
- Workspace
- Quiet reading/reflection space
- Research/study venue
Activity provider (e.g. school holiday activities, Baby Bounce, author events)
That the service is free
I don’t value it at all

Comments:

5. How likely would you be to use the following potential future library services? (Note this is not an exhaustive list, just some suggestions to get you thinking.)

<table>
<thead>
<tr>
<th>Service</th>
<th>Not at all likely</th>
<th>Somewhat likely</th>
<th>Quite likely</th>
<th>Very likely</th>
<th>I don’t know</th>
</tr>
</thead>
<tbody>
<tr>
<td>Borrowing downloadable music</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Borrowing computer games</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Borrowing toys</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Borrowing tablets and / or e-readers</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mobile library or ‘pop up’ library service</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Library services delivered through schools or other learning institutions</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Meeting rooms, training room, multi-purpose spaces</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Accessing virtual library services via an online system (portal or app)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Discussion groups</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Youth hub</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gaming consoles</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Naracoorte Public Library:
your service survey

<table>
<thead>
<tr>
<th>Play area for children</th>
<th>Safe haven</th>
<th>Activities such as storytelling, reading hours</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
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</tbody>
</table>

| Home library service   | Online content created by the library – online learning resources e.g. YouTube instructional videos | Cultural and information focal point – such as a central point for historical, art, visitor information or archiving, preservation and display of local cultural items and artefacts, events |
|                        |                                               |                                               |

<table>
<thead>
<tr>
<th>Flexible / changing exhibition space</th>
<th>Coffee shop</th>
<th>Social / public hub – comfortable areas to relax, socialise and meet</th>
<th>Collaborative study / learning areas</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</table>

<table>
<thead>
<tr>
<th>Individual study area</th>
<th>Co-location with other community services</th>
<th>Partner with other services such as education institutions</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Sound booths</th>
<th>Other (please specify)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Comments:</th>
</tr>
</thead>
</table>

Naracoorte Lucindale Council,
DeGaris Place (PO Box 555) Naracoorte SA 5271
Telephone (08) 8760 1100
All enquiries 24 hours a day, 7 days a week
Facsimile (08) 8762 3139 Email council@nlc.sa.gov.au
www.naracoortelucindale.sa.gov.au
5. Do you have any other suggestions? Is there anything else Council should consider regarding the Naracoorte Library service?

Please return this survey to the Council office or the library. The survey closes on 17 April 2015.

<table>
<thead>
<tr>
<th>Post</th>
<th>Deliver</th>
<th>Email</th>
<th>Fax</th>
</tr>
</thead>
<tbody>
<tr>
<td>PO Box 555</td>
<td>DeGaris Place</td>
<td><a href="mailto:council@nlc.sa.gov.au">council@nlc.sa.gov.au</a></td>
<td>8762 3139</td>
</tr>
<tr>
<td>Naracoorte</td>
<td>Naracoorte</td>
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<td></td>
</tr>
<tr>
<td>SA 5271</td>
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</tbody>
</table>
Appendix 2 – Media Releases

Media Release, 16 March 2015

Library services under the spotlight

Naracoorte Lucindale Council is seeking community members’ views on what services they would like delivered through the Naracoorte Public Library.

“We want to hear from the community what they most value about their library service, what services they use now and what potential services they might use in the future,” said Mayor Erika Vickery.

“It’s important to understand that this consultation is not about the library building,” stressed Mayor Vickery.

“Council has no plans for the building and no funding has been committed to renovate the existing building or build a new one.”

“We first want to determine the services our community requires over the next 20-30 years, and then we can discuss what sort of housing these services would require,” she said.

The role of public libraries in South Australia has remained consistent since the establishment of the state’s first such service more than 150 years ago: the public library is still about ensuring that the ordinary person has access to knowledge and opportunities for engaging in discussion and debate to improve their lives and contribute to their communities.

What has changed is the way libraries deliver on this mission: the technology, the tools and practices have changed in ways unimaginable to those community leaders who initially envisioned and planned for buildings to house books with reading rooms to provide the community with access to them. Libraries are now hubs of knowledge and creativity bringing together the physical and digital worlds and providing opportunities for learning and leisure, linking the people of SA to each other and the world.

While the broad role of the Naracoorte Public Library will remain essentially the same, the nature of the services offered and how the community accesses them will continue to change and develop in exciting ways in coming years.

“We’re interested to hear from library users about what additional services they would like to see in the future, as well as from people who don’t currently use the library to let us know what services might get them interested,” said Mayor Vickery.
The library services consultation will include online and hard copy surveys, “discussion whiteboards” at Kincraig Plaza shopping centre and the library for a few days in April and an open face-to-face session at the library in late April. Discussions will also be held with the education sector and other service providers regarding their needs and potential joint service delivery in the future.

The Naracoorte Public Library services consultation will culminate in a final report which will be considered by Council at its May meeting.

The online survey can be completed at: https://www.surveymonkey.com/s/naracoortelibrary

Hard copy surveys are available from Council, the library, the Town Hall (when it’s open for events) and at retail venues around Naracoorte. You can also visit Council’s site at the South East Field Days to find out more about the consultation or to complete a survey. Surveys need to be returned by 17 April.

Media Contacts

Media spokesperson
Mayor Erika Vickery 8760 1100
CEO, Helen Macdonald 8760 1100

General media inquiries
Sally Klose, Manager Governance and Community Development
Phone 8760 1100, email sally.klose@nlc.sa.gov.au

Inquiries relating to consultation activities
Louise Stock
Phone 0407 711 576, email louise@focusfacilitation.com.au
Library services: community having a say

Community members are definitely keen to share their views about the Naracoorte Public Library service: which existing services they use, what they most value and what potential services they might use in the future, with more than 100 survey responses received to date.

A number of people have also contributed their thoughts via ‘discussion' whiteboards at Kincraig Plaza and at the Town Hall for the school holiday movies, along with a consultation display at the library.

“We are pleased with the response so far and urge all community members to contribute their thoughts by completing the online or hard copy survey or visiting the discussion boards,” said Mayor Erika Vickery.

“The survey officially closes this Friday, but responses received over the weekend will be included.”

Not surprisingly, survey results so far indicate that the community values the library service, particularly lending services, the free wireless internet access and activities such as school holiday programs, author talks and young children’s activities.

This is reflected in the most commonly accessed existing services being borrowing books, DVDs and/or CDs, however, the second most commonly used service is as a quiet, temperature controlled place to spend time researching, reading or studying, followed by using the desktop computers available at the library.

Interestingly, respondents indicated that they would be most likely in the future to use the library as a social or public hub; a comfortable areas to relax, socialise and meet, with meeting rooms, training rooms and multi-purpose spaces also high on the list of future priorities. There was also significant interest in accessing library services remotely via a portal or app, which is currently being facilitated through the state wide ‘one card' system.

Other possible future activities that have generated interest from respondents include an exhibition space and partnering, co-location or joint service delivery with learning institutions and other community services, as well as children’s play areas and activities and mobile library services.

Education institutions and other service providers are also being individually contacted as part of the consultation and the Library Action Group has been helpful in encouraging survey responses. The final report will be considered by Council at its May meeting.

The online survey can be completed at: https://www.surveymonkey.com/s/naracoortelibrary Hard copy surveys are available from Council, the library and the Town Hall.
Media Contacts

Media spokesperson  Mayor Erika Vickery  8760 1100
CEO, Helen Macdonald  8760 1100

General media inquiries  Sally Klose, Manager Governance and Community Development
Phone 8760 1100, email sally.klose@nlc.sa.gov.au

Inquiries relating to consultation activities  Louise Stock 0407 711 576 or louise@focusfacilitation.com.au
Naracoorte Lucindale Council invites comments from the community on what services you would like your library to provide over the next 20 to 30 years

Appendix 2a – Council website background document

Project Summary

Council is seeking your views on what services you would like delivered through the Naracoorte Public Library.

We want to hear what you most value about the library service, what services you use now and what potential services you might use in the future.

In particular, Council would like to understand what services the community believes a library needs to offer to service your needs over the next 20 -30 years.

The Your Service consultation will include:

• online and hard copy surveys
• “discussion whiteboards” at Kincraig Plaza shopping centre and the library for a few days
• an open face-to-face session at the library in late April
• discussions with the education sector and other service providers regarding their needs and potential joint service delivery in the future

Consultation closes on 17 April 2015. For enquiries please call 8760 1100.

Background

This consultation is not about the library building; that will come later and will depend upon the nature of the services to be offered by the library.

No commitment has been made by Council to build a new library and/or renovate the existing building.

If Council does consider rebuilding and/or renovating, further consultation and research will be undertaken prior to making a final decision.

If a decision is made to rebuild and/or renovate grant funding will be sourced.

The role of public libraries in South Australia has remained consistent since the establishment of our first such service more than 150 years ago: the public library is still about ensuring that the ordinary person has access to knowledge and opportunities for engaging in discussion and debate to improve their lives and contribute to their communities.

What has changed is the way libraries deliver on this mission: the technology, the tools and practices have morphed and changed in ways unimaginable to those community leaders who initially envisioned and planned for buildings to house books with reading rooms to provide the community with access to them.

Libraries are now hubs of knowledge and creativity bringing together the physical and digital worlds and providing opportunities for learning and leisure, linking the people of SA to each other and the world.
Naracoorte Lucindale Council invites comments from the community on what services you would like your library to provide over the next 20 to 30 years

While the broad role of the Naracoorte Public Library will remain essentially the same, the nature of the services offered and how the community accesses them will continue to change and develop in exciting ways in coming years.

What services would you like your library to deliver? And how?

Council is keen to hear from both library users (what services do you value most and what service gaps do you see?) and non-users (what services would prompt you to use the library)?

Council appreciates you taking the time to reflect on your library service, how you think it can best serve our community into the future and letting us know your thoughts in this survey.

Timeline

Consultation opens on 16 March 2015 and closes on 17 April 2015.

Why are we getting local people to provide ideas?

At its September 2014 meeting Council resolved to undertake an investigation on the future of the public library in Naracoorte, as follows:

“That the development reserve fund is used to commence a process of examining the future service provision for a library by establishing a targeted community consultation on the topic of the library service.”

How do I provide my feedback?

There are a number of ways in which you can provide feedback:

Survey
Complete the Your Service survey online at https://www.surveymonkey.com/s/naracoortelibrary

or access the survey from Council’s website or collect a hard copy of the survey from Council’s offices or library.

Written Submission
Write to Council outlining the services you would like your library to provide over the next 20 to 30 years.

All written submissions must be received by 17 April 2015 and should be emailed to council@nlc.sa.gov.au or posted to:

Naracoorte Public Library: your service
PO Box 555
Naracoorte  SA  5271

or delivered to Naracoorte Council office or Naracoorte Public Library, DeGaris Place, Naracoorte.

Website
For more information visit https://www.naracoortelucindale.sa.gov.au/communityconsultation

Social Media
Information about the Naracoorte Public Library: your service consultation is available
Naracoorte Lucindale Council invites comments from the community on what services you would like your library to provide over the next 20 to 30 years on Council’s Facebook page. You are welcome to submit your thoughts via a comment on Facebook.

What happens to my ideas and feedback?

All feedback received will be collated and provided to Council in a report to its May 2015 Council meeting. The final report will be available for the public to view on Council’s website.

This report will be used to inform decisions relating to the future of the Naracoorte Public Library services.

How do I know my ideas have been received?

All surveys (both online and hard copies) that are completed will be used to compile the final report.

Written submissions that are received will be acknowledged either by email or in writing.

Contact Person

For more information, please contact:

Name: Sally Klose
Title: Manager Governance and Community Development
Phone: 8760 1100
Email Address: council@nlc.sa.gov.au
Appendix 3 – Mobile Display Responses

Throughout the consultation period, a mobile display and ‘interactive’ whiteboard were available in various locations for community members to read suggestions and make their own suggestions and comments about library services.

The locations were the Naracoorte Lucindale Council site at the South East Field Days, in the library, Kincraig Plaza and the Town Hall.

A summary of the responses is as follows (an estimate in some cases as the exuberant community participation sometimes made counting the ticks difficult):

<table>
<thead>
<tr>
<th>Service options</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Meeting rooms, training rooms, multi-purpose spaces</td>
<td>27</td>
</tr>
<tr>
<td>Social/public hub</td>
<td>25</td>
</tr>
<tr>
<td>Play area / parents’ and children’s area</td>
<td>24</td>
</tr>
<tr>
<td>Story telling</td>
<td>23</td>
</tr>
<tr>
<td>Co-location and/or partnering with education and other community services</td>
<td>20</td>
</tr>
<tr>
<td>Safe haven</td>
<td>18</td>
</tr>
<tr>
<td>Borrowing books</td>
<td>17</td>
</tr>
<tr>
<td>Exhibition space</td>
<td>17</td>
</tr>
<tr>
<td>Collaborative study / learning areas</td>
<td>17</td>
</tr>
<tr>
<td>Youth hub</td>
<td>14</td>
</tr>
<tr>
<td>Tablets and/or e-readers</td>
<td>13</td>
</tr>
<tr>
<td>Gaming consoles</td>
<td>12</td>
</tr>
<tr>
<td>Study area</td>
<td>12</td>
</tr>
<tr>
<td>School holiday activities</td>
<td>11</td>
</tr>
<tr>
<td>Coffee shop / cafe</td>
<td>10</td>
</tr>
<tr>
<td>Borrowing computer games</td>
<td>9</td>
</tr>
<tr>
<td>Home library service</td>
<td>8</td>
</tr>
<tr>
<td>Internet services</td>
<td>8</td>
</tr>
<tr>
<td>Mobile or ‘pop up’ library services</td>
<td>8</td>
</tr>
<tr>
<td>Cultural and information focal point – historical, art, local cultural artefacts</td>
<td>7</td>
</tr>
<tr>
<td>Discussion groups</td>
<td>6</td>
</tr>
<tr>
<td>Downloadable music</td>
<td>6</td>
</tr>
<tr>
<td>Sound booths</td>
<td>6</td>
</tr>
<tr>
<td>Borrowing toys</td>
<td>4</td>
</tr>
<tr>
<td>Online content created by the library (e.g. YouTube instructional videos)</td>
<td>4</td>
</tr>
<tr>
<td>Accessing virtual library services via an online system (portal or app)</td>
<td>5</td>
</tr>
</tbody>
</table>

Suggestions by community members

<table>
<thead>
<tr>
<th>Suggestions by community members</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>More books</td>
<td>24</td>
</tr>
<tr>
<td>Movies</td>
<td>14</td>
</tr>
<tr>
<td>Game room</td>
<td>9</td>
</tr>
<tr>
<td>Computer lessons on various programs</td>
<td>4</td>
</tr>
<tr>
<td>Craft sessions – adults and kids</td>
<td>3</td>
</tr>
<tr>
<td>Music sheets</td>
<td>3</td>
</tr>
<tr>
<td>Quiet/silent area for study, research etc.</td>
<td>3</td>
</tr>
<tr>
<td>More talking books</td>
<td>2</td>
</tr>
<tr>
<td>Comfortable reading area</td>
<td>1</td>
</tr>
<tr>
<td>Service Description</td>
<td>Count</td>
</tr>
<tr>
<td>--------------------------------------------------------------</td>
<td>-------</td>
</tr>
<tr>
<td>Inviting and child friendly area e.g. able to select own books</td>
<td>1</td>
</tr>
<tr>
<td>Promotion of library activities</td>
<td>1</td>
</tr>
<tr>
<td>Story telling run by library staff for different age groups</td>
<td>1</td>
</tr>
<tr>
<td>Statewide lending services</td>
<td>1</td>
</tr>
<tr>
<td>Community jigsaw</td>
<td>1</td>
</tr>
<tr>
<td>Coffee machine</td>
<td>1</td>
</tr>
<tr>
<td>Disabled toilets and baby change facilities</td>
<td>1</td>
</tr>
<tr>
<td>Making things / activities</td>
<td>1</td>
</tr>
<tr>
<td>Craft shop / display area</td>
<td>1</td>
</tr>
<tr>
<td>Electric appliance lending</td>
<td>20+</td>
</tr>
<tr>
<td>(probably graffiti)</td>
<td></td>
</tr>
</tbody>
</table>

Library, 8 April
Kincraig Plaza, 13 April
Kincraig Plaza, 13 April (updated prompts)

Town Hall, 21 April
Town Hall 24 April

Library, 28 April
Write your ideas here about the services you would like your library to provide over the next 20 to 30 years.

- Quiet/silent area for study, research, etc. x 2, x 3.
- Community jigsaw
- Mother’s group corner
- Mobility area
- Coffee machine, no
- Town local paper
- Disable/Baby Change Facility

Making things… activities.

CAFE ++
Craft shop/display area

Library, 28 April
Appendix 4 – Service Provider Responses

Service providers:
Service providers interviewed through the consultation process:
• Jill Wight, Director, Naracoorte North Kindergarten
• Geraldine Mathieson, Director, Michelle DeGaris Memorial Kindergarten
• Anne Dolan, Principal, Sunrise Christian School
• Kirsty Lush, Principal, Naracoorte North Primary School
• Marie Riddle, Principal, Naracoorte Primary School
• Kerrie McRae and Barbara Woolard, Lucindale Community Library
• Kim Grant, Principal, Naracoorte High School
• Vicki Williams, Youth Worker, Naracoorte High School
• Tammy Schinckel, Manager, Independent Learning Centre
• Julie Burdett, Settlement Officer and Sinna, Trainee Settlement Officer, Migrant Resource Centre
• Dr Judy Nagy, Associate Dean: Teaching and Learning, UniSA Regional, Mount Gambier
• Elizabeth Broadstock, Director of Care, Longridge
• Lynneley Selig, Agriculture Program, Naracoorte Campus, TAFE SA

Questions:
Informal discussions were held with these service providers / educators, guided by the following qualitative questions:
1. How much do your students/clients use the library services that you’re aware of?
2. Do you know which services they use mainly?
3. What other services could be useful for your students/clients?
4. Are there any library services that could potentially be shared or jointly delivered with your school/service?
5. Other comments?

Responses:
1. How much do your students/clients use the library services that you’re aware of?
2. Do you know which services they mainly use?
   • the ILC doesn’t formally use the library, but students do use it
   • if they do, it might be on weekends when they’re at home and if the UniSA campus is not open or unavailable, for computers and internet access
   • UniSA Mt Gambier has access to all UniSA library resources online and full online and phone support. Student retreat at Mt Gambier Campus: lounges, TVs, networked computers, wireless printer, kitchenette, away from normal classrooms, can log on to any library resources from there online which means they have collegiate, student interactions
   • hostel residents don’t use the library at all; they do everything onsite at Longridge because it is too difficult to take them to the library; independent living residents do borrow books and use the library computers sometimes
   • a handful use the town library- it doesn’t necessarily have the texts they need, these are available through the school library
   • the TAFE SA ag program doesn’t use the Naracoorte library specifically but students do use the onecard system to source reference materials
3. **What other services could be useful for your students/clients?**

- Extra services suggested by students: broader range of teenage novels, games for borrowing, newer release DVDs, more informational resource books—e.g. drugs, mental health, teenage resources, more lesbian, gay, transgender resources
- Students must submit everything electronically, so a facility to copy/scan might be handy, online access, ancillary services, maybe referencing guides would be useful, talking/support from a ‘real’ person; fast internet access is now available at Mt Gambier campus, but not available throughout the region— the library could be used for this; video conferencing would be excellent to have in Naracoorte library: save travel, bring in new people and ideas, allow connection with a wider group of people, empowering, new ideas, networks. Could also be used for schools, professional groups, community groups etc.
- Audio books for hostel residents come through Royal Society for the Blind; might be possible to organise this with the library
- Would good to have hard copies of uni course guides from across Australia available through the library; it could also be good to have access to online academic articles at the library—but this is a subscription service; parenting books and resources would be useful—dealing with
teenagers, promoting literacy, numeracy and learning, mental health, drug use etc. would be valuable; technically the school can’t lend to parents; translation service could be useful, some school resources are translated into Dhari and Chinese but more would be good; support and space for external uni/TAFE students would be useful - especially because internet on farms is too slow for many online courses

- there is a lack of personal space in the library; difficult to do personal work on the computers; dividers or booths would be useful
- Women’s Empowerment Group already in place for conversational English classes Wed mornings and would like to continue this at the library; they are really enjoying the conversational English lessons and socialising; access to tea and coffee would be good
- local history information - especially indigenous history - resources for teachers to use in classrooms; access to national trust archives
- balance between funding and services; holiday activities are excellent - especially when weather is colder - very popular painting/art, reading
- distance from the school is an issue; need a bus to go to the library, so cost & administration is prohibitive
- older kids might be interested - they’re more mobile - if they see it as not just a book borrowing place
- older children may be interested in youth hubs, online tutoring, electronic books/games etc.
- happy to promote any library activities however kindy is really well resourced for books so doesn’t need to use the library itself; there is a service/activity gap prior to kindy age where library could offer more
- there is a gap between school libraries and State libraries – would be good to have access to databases online

5. Are there any library services that could potentially be shared or jointly delivered with your school/service?

- a reading out loud service/sessions for young children would be useful
- eMagazine subscriptions would be useful for the students to access specific technical magazines
- a counselling/meeting space would be useful - private rooms for youth services away from the high school; homework spaces for high school students
- there are opportunities to streamline purchasing books and e-books: a cooperative arrangement to minimise overlap could be useful and save resources
- can’t think of any joint services at present; will ask staff to provide feedback if they have any ideas
- not really joint service delivery, more complementary - communication and collaboration to make things easier/more accessible for students
- a student/youth space for studying and group work would be extremely beneficial
- author visits are great, would like more of these, are a real drawcard for libraries, could do author/story writing ‘road shows’ using the library, schools and kindergartens
- potential for a school/library connection: online catalogue plus delivery/collection service; also electronic access from schools would be great
- book delivery via an online catalogue would be excellent; distance a major issue - can’t walk there from the school; electronic access could also be an option
- promote through schools the ability to get online access; more library promotion and presence in schools could be beneficial
- hard to say without specific examples; would need to be decided on a service-by-service basis
• Naracoorte Public Library staff are a wonderful resource for the Lucindale Community Library for their knowledge; staff work in together. There are usually regular meetings but this hasn’t happened yet this year.
• the Naracoorte and Lucindale libraries share audiobooks- they are rotated between venues
• YourTutor is available through Naracoorte from Lucindale

5. Other comments?
• a small conference facility e.g. 20-30 people would be very useful for training, development, meetings etc, could also be used by TAFE as a regional base; there’s a gap in meeting catering services in Naracoorte.
• many tourists use libraries, especially for wifi access, people don’t realise you can read and borrow magazines and newspapers
• toy library at NSPS: great space for it, a number of loyal members, but location and opening times a problem due to volunteer hour restrictions; those who use it really appreciate it but it is underutilised due to not being in the centre of town
• often publicise things from Mt Gambier library to parents, would love to have more in Naracoorte: visiting authors, activities
• Wed 27th May simultaneous story telling "The Brabber's Quibble": opportunity for joint activities between kindergartens and library?
Appendix 5 – Survey Comments Q3

Q3: How often do you use the following existing library services?

Comments:
• Two story building with quiet areas, larger and up to date range of books.
• Fantastic staff!!
• Staff are always friendly and helpful.
• I would look forward to accessing & attending a variety of activities if and when advertised. Eg Author visits, Historian talks, Book club etc.
• I would like to find out more information on the book club. Thank you
• You have GREAT STAFF who go out of their way to assist. WELL DONE!!
• I value library services for myself and teenagers who work with who haven't home facilities to do computer and technological work and who need a quiet place to just enjoy off the street.
• Needs much bigger clear area for baby and toddler reading sessions. Would use the services more if we had convenient off street parking.
• Would visit more if bigger, more space.
• I am too busy to use the library at the moment, however I intend to use it in the future (good for children)
• I think the library is a good place to relax.
• Opening times should be extended, especially in the morning. 9am is no good if you are working. It needs to go back to 8.30am
• Could consider separate rooms for baby & toddler/school holiday activities as these can be very noisy meeting room separate to local history room
• It would be great to have more farming magazines in the library. Naracoorte services a lot of agricultural activities.
• It's not up to council to provide cafes or meeting places for mothers and other groups. If groups want a meeting place they can hire the local hall or other areas; if they want a cafe they can support the local businesses already here. It's not a free for all: users should pay for these services libraries are not a child minding service. Where is the funding coming from, our rates are so high now.
• I would like to attend book club but have never seen any information promoting this service? Again would like to meet friends and colleagues at the library, but no inviting space / environment to do so. Very much an 'institution / task orientated environment'. Come borrow books, CDs etc - leave. There are no interactive displays or activities encouraging people to linger a while longer / send some time and relax and interact in the library.
• All very good.
• Enjoy reading books (paper). Not interested in changing to e-books. Would like to attend author talks if possible.
• I would be lost without "Merrin" she is a "god send". I find her very helpful.
• I am in and out of the library at least 3 times a week. Being able to access books from other libraries is fantastic. Would attend a book club if I knew there was one.
• I don't think there is a book club, but I would use one if there was.
• Computing for seniors if I realised it was available.
• The staff are very helpful and can direct you to lots of different services.
• Library is unappealing to new residents & therefore I have not sought it out, despite my love of reading and books.
• I use the newspapers online daily and research sources occasionally. However, I value having access to the other services and value having the service available to the community. Facilities are limiting for other activities.
• Although I don’t use some of these services, that does not mean they are not valuable to people of different age groups and cultural backgrounds.
• Really appreciate the fact that any book can be sourced by library staff from other libraries.
• I believe the library has a lovely selection of material available on offer.
• A computer course (or preferably iPad) for learners/seniors would be good
• I use the library mainly for books and DVDs but I also use the safe a quiet working space to study with others. The staff provide help when needed.
• Would have used computing lessons if I’d known about them earlier. Great idea.
• I’d go to author talks if/when I knew/didn’t forget! Generally interesting.
• I wasn’t aware some of the above services were available. I would have used them if known.
• I didn’t know you could borrow ebooks. Will do this now I know the service is there.
• Great space to take children to read children books and play with the toys. Non-threatening environment and wonderful helpful staff make the library an invaluable space for parents with young children.
• I enjoy coming to the library, especially on extremely hot days. It’s a nice quiet place to relax after school.
• Used a story room for public drop in day to promote a healthy lifestyle course. I am sure there are services like online newspapers that people don’t know the library offers / could offer.
• Need more books for small children and more activities for young readers. The librarians perhaps could benefit from some sort of training in this area so that they can be more hands on with the young children and new readers. This would create a friendly familiar environment that kids are excited to visit.
• A lot of these services you asked if used I didn’t realise they offered e.g homework help, author talks etc.
• Your library is drab and dark uninviting to families and young people . The children’s area is dated, old and generally YUK. I have tried to enquire twice for school holiday literacy based activities for my 4 children but both times have been met with rude and unhelpful staff. Pull your socks up Naracoorte: for the size of the town it is a dated service that doesn’t invite and encourage families with children.
• As a local teacher they are wonderful at finding and sourcing books we don’t have and getting them very quickly through their linked borrowing service.
• The above services are not well advertised that they are on offer. Baby & toddler reading sessions is only through word of mouth. More should be on the local radio stations, newspapers & relevant facebook pages.
• I did not know the following services existed currently at the Library. How have they been communicated? How regularly do these occur? We are also members and haven’t heard / seen anything about these services in the Library to date. #Homework Help #Computers for seniors #Baby and toddler reading sessions. I have school children who would like to join the homework hub. I have parents who would love to attend the computers for seniors, they are also members and didn’t know about it. I have friends who are young mothers who don’t know about the baby / toddler reading services.
• I’d like to borrow magazines but none are offered I’m interested in. Only just now considering using wifi.
Appendix 6 – Survey Comments Q4

Q4: What do you most value about your library service?

Comments:

• Should be an attractive, modern and inviting space.
• With promotion and the right space provided I foresee that this could be a very useful place for Yr 12 students to study in the evening in a quiet environment. Some students may not have an area conducive to uninterrupted study at home (i.e. space, young sibling etc). This of course requires supervision by library staff which has a cost factor.
• I value the services of the staff, always friendly and helpful.
• Not needed in library: discussion groups, youth hub, gaming consoles, play area for children, safe haven. Some services mentioned that are not ticked as at my age I do not use - but they are necessary in the library.
• I really value free book and DVD lending and availability of these from all over the state. I enjoy looking at books on travel, health, craft and function. I would like some short courses on travel, craft, writing, health, sewing/quilting to be held in the library.
• It would be ideal for the toy library to be in the library in a central location in the town and available when the rest of the library is open
• My children love getting books from the library but the space we have now is not enough for kids to fully enjoy the ‘library experience’ they have enjoyed in other libraries (in Australia & overseas) which are much more children friendly.
• Fantastic service staff are very helpful
• The library is a valuable asset to Naracoorte and is easily accessible in the centre of town. The staff are friendly and efficient. If there are problems with the roof why is has it taken so long to fix it?!
• Yes services are offered, but you need to evaluate the quality of these services. All of the above is the IDEAL services I value. Question is how do I rate these current services? Fairly poor, unloved and dull. Library environment and staff need to be vibrant and proud to show off the services. Currently it is rather lack lustre / task orientated service. There is no value adding / educating visitors on what other services or events are happening in the library. EG.... would you like fries with that? Have you seen the latest books? Would you be interested in an author talk? demonstration of history section? Homework section? What’s on this month at the library? etc etc.
• Willingness and helpfulness of the staff is to be commended.
• Perhaps update CD and DVD part.
• Do not rebuild the library. Jo Gresbrein always built a very good building.
• Have appreciated friendly, helpful assistance at all times I have been in Naracoorte public library.
• I value Merrin’s help
• EASY ACCESS
• Keep books coming. There is nothing to compare with words on a page.
• I cannot imagine life without physical books. While electronic books are great in some areas, having a book with pages that can be turned is not only satisfying, but can also be easier to use for research in some cases.
• The library, while it has child holiday events is not a child care centre and areas for such is not needed. Coffee etc as suggested in the local paper is not needed to turn it in to a cafe. More technology would be good and instruction classes for such. There are areas to sit and read
which is good. The staff are great. While there may be a need for more room for mums and prams. There is a game business in Ncte and game consoles would take away from that and also some parents would leave older children at these and expect staff to "mind" them.

- The library should be a vital community service and a key attraction/focus point of the town. Libraries need to be progressive and technology is ever-changing and with it, so are the needs of the community.
- Principal use is for borrowing and accessing online information sources esp. newspapers. I would use other services more often if the facilities were conducive. Currently the layout is not conducive to being a meeting place or for activities that are noisy e.g. meetings, book readings etc.
- We have visited various libraries in other towns during our travels and in most instances have found them to be busy, diverse places, with young people accessing educational/reference materials, to just people sitting around reading the papers. It is also refreshing in these days of electronic media to see children frequenting the library.
- Although I don't use all the current services myself I think that it is essential that the community can access them.
- I value the friendly staff, always happy to order in a book if it's not in the library.
- Seeing as the library provides a safe environment that encourages everyone's opinions and thoughts on what to do, I can pretty much use, find and do anything I need to. It is very easily accessed and a free service.
- I use the library as an information facility e.g. can ask the staff about town activities and services. They are a great knowledge source.
- I'd rather see a library used as a library & am very happy as it is & wouldn't be very keen on it being too 'upmarket' with every modern gadget being available. Just what is a "pop up" library service? The Council should also remember everything will come at a cost and think of the tax payer.
- Keep the library open as it is a place for comfort reading whether the weather is cold or hot or for anytime of the season.
- My main use is for book club and borrowing books. I have young children 1 and 3 years old and I don't feel there is a 'space' for them in the library, without distracting other visitors.
- Even though I don't access all the services I believe they are all of value
- More promotion for children and families to use the space. A lot of other parents I have spoken to won't take their children to the library because they are afraid they will disrupt the environment.
- Through the Naracoorte library I am able to borrow and read books in expensive hardback edition, not likely ever to be published in paperback form because of the nature of the information/topic they deal with, of interest to a restricted readership.
- The story time that is offered for babies/toddlers is a great service encouraging the importance to read. Note though, that this is run by volunteer mums with SOME (I feel reluctant) help from the library staff.
- Need to be more inviting for children and families, to encourage the next generation of library goers
- The services are not advertised nor encouraged throughout the community, which makes you wondering if perhaps the services aren't valued within.
- The Library to be a community hub for Naracoorte and surrounding districts: A service hub and for tourists and visitors
Would like to see something offered which is aimed at teenagers, and I'm sorry I don't have a suggestion as I haven’t done any research into it. Services offered for young ones and seniors but a gap there for teenagers.
Appendix 7 – Survey Comments Q5

Q5: How likely would you be to use the following potential future library services?

Comments:

- Language lab
- I don’t feel there is a need for a coffee shop in the library. Naracoorte has enough coffee shops & I don’t think the library should detract business for the local small business sector.
- Just because I wouldn’t use some of these possible services doesn’t mean I wouldn’t support some of them. Definitely need a (separate) play area (supervised by their parents) & a space for story telling. Maybe this survey could have been worded differently e.g: ‘would you support’ rather than ‘would you use’.
- Not needed in library: Coffee shop, social public hub and areas to socialise.
- Naracoorte is far behind in library services. A mobile library is needed and a separate computer space so people can process their work privately. At the moment computers are in a noisy, public spot - no privacy for job applications etc. and people walking past and library staff needing to talk - too distracting.
- I like it that we can source and borrow books, DVDs etc. from other SA libraries at our local library.
- Free downloadable app for research on iPads, tablets etc.
- A valuable community resource that should be retained and maintained to keep up with modern requirements!
- If there was a coffee shop, I would also be quite likely to use meeting spaces.
- Kids play/activity area.
- More computers are needed plus more room for seating etc.
- Could consider having a toy library if coffee shop considered needs outside access - can open different hours to the library but may still need access to toilets?
- The Naracoorte Library is an embarrassment and a poor reflection on our Community. The Library needs to be demolished and rebuilt. The Library should be a place for all community groups to use, lots of meeting rooms, large areas for student study groups etc. The staff at the library are fantastic but the current environment is not welcoming. I disagree with a coffee shop within the library.
- I have found the library absolutely wonderful. I would not like a coffee shop in it. We need to support our other little shops for this! Little shops are struggling we all need to help each other and not overlap. Keep within the boundaries of purpose
- We have a wonderful Information Centre at Old Mill - do not duplicate. There are enough coffee shops in town and lots of clubs to join to socialise already in Naracoorte. The library is run very well indeed by staff who are most helpful and willing at all times for any extra help that I have required. It is easy for me to access (no steps) & with a disability parking place nearby, is usually available for car parking easily.
- Computers need to be upgraded regularly. Individual study area absolutely essential for students and others. Online tutoring services are a must. This would also bring many more people into the library.
- While I have marked some as “not at all likely” that is just for my use, but I think they would be valuable and valued services.
- I see co-location as being particularly important. Services such as govt information (ServiceSA), crisis care, citizen advisory programs etc. can be provided in a cooperative and efficient manner. Partnering with educational institutions is extremely important. Currently there is a
'dumbing down' of rural communities and further educations, academic as well as leisure, needs facilitating using modern pro diver techniques. The community facility I envisage would be a centre of community activity, religious groups, service clubs, charity organisations & special interest groups e.g. music, art, drama need a secular, inexpensive 'safe' meeting place. A public facility is the only way to meet this requirement. I have concerns regarding the current site esp for accessibility as for most, car travel is the only option. Hours of availability for meeting space need to extend beyond 'normal library hours'.

• A coffee shop would be great, but in the meantime a 'help yourself' coffee arrangement would work at a low cost. I would like to see a meeting room established for various groups to be able to use i.e. mothers' groups, charity groups, craft days or just to drop in and meet people. This could be beneficial to some of the new people to the town.

• Tea, coffee, kettle = fine so we can make a real cuppa NOT a machine cuppa! E.g. milk sugar packaged biscuits to purchase $1.00

• A few comfortable chairs for a short spell or if waiting for any reason- or to pick up a book to quickly look at. Although I don’t need space to study etc. - it is needed. Plenty of coffee shops in the town. Social hub/meeting place- there are plenty of church etc. halls in the town where people could meet without the need for it in the library and what’s wrong with meeting friends in your homes.

• The library, if given the time, could be better in areas. But if no one gives it the chance then how can it get any better.

• I particularly like the display cabinet used for cultural/historical displays. Would like using library facilities for meetings/social/club activities.

• We don’t need the library turned into VIC- there is already a very good VIC which includes plenty of parking for large and small vehicles. A coffee shop quite unnecessary- would be noisy (talking, messy, washing up etc). Plenty of eating places in town.

• Work space

• Visiting authors

• Improve the child friendly area

• Anything related to babies/toddlers: a fun and enjoyable space that I can read and prompt a love of books to my daughter.

• Creation of a modern community hub space, Community meeting facility, Tutorial space for students, Kids reading & play area, Adult reading nooks

• Bring us up to the modern age, make it welcoming and encouraging for new and old readers

• There is a lot of potential for improvement and you don't have to go far to see an excellent community library e.g Bordertown or Mount Gambier

• These ideas are so forward thinking & would be great for our town. We really lack meeting spaces. Would love a coffee shop!!
Appendix 8 – Survey Comments Q6

Q6: Do you have any other suggestions? Is there anything else Council should consider regarding the Naracoorte Library Service?

General facilities

- **Staff are very good but facilities could be much better. Showing its age. Needs more space for social interaction. Cafe perhaps?**
- **The library could be a great social hub for the town - amazing how popular it is already. Especially need to focus more on working holiday visa holders- they need more to do in town.**
- **A library is a wonderful service for a town and can be a great centre for a lot of activities. Mt Gambier is so good and used by almost everybody.**
- **The survey is a great idea hope people participate. There is an opportunity for the library to be a great community resource it needs to promote/offer more info about the current services that it provides. In the digital age it is important for the library to provide free access to technology for all people to access should they need to. It would be great if the library offered meeting space for small meetings also. Also the library is an important space for mums and young children to come and enjoy reading a range of books.**
- **Focus on core values of a library i.e. books, quiet areas, computer/online etc. Don't try to incorporate extra, superfluous, costly initiatives.**
- **I believe the library is more than just books. Information - access sharing etc. very important. Room to sit, study, gather important too: library as community-centred space. No need to duplicate other community places such as the art gallery or VIC.**
- **The library needs to provide for the early years market (birth to 5). The building blocks to creating literate adults rest within these years. I know the library has storytime which was initiated and run by volunteers from the community not connected with the library who saw a need and were proactive acting upon it. It would be great for the library to take the lead here and provide a comprehensive approach to literacy for the early years. Storytime, guest speakers (authors/illustrators, although I know it might be difficult to attract them here especially with budget restraints, or even visits from storybook characters by hiring a costume from a costume shop) song and dance times, new board books, making the kids area appealing to kids etc. This in turn would bring more people to the library, perhaps even some more dads and male carers. Perhaps a member of staff is charged with developing and promoting this area?**
- **It does make sense to pool resources but Naracoorte High School is so far away from the main street. I feel it would be better to be seen from main street or nearby. Vibrant, attractive & modern space. Can it be shared with another resource- council office space, maybe art gallery space, coffee shop/cafe? Outside lease or council risk. Or double storey taking council staff car park. Maybe even have underground car park to give more space. Think bold like Mt Gambier & Marion Libraries**
- **Look at the Mt Gambier Library!**
- **Finally, I feel that as a community we need to promote and encourage use of the public library across all age levels. However, the structure needs to be aesthetically pleasing, bright, comfortable and welcoming. Rehousing the toy library will bring back young families that can then access books, DVDs, music etc. and become engaged and interested in what a library can provide. The key focus is to provide literature and literacy at all levels to the wider community. It should (could) be marketed as the 'learning hub' of the town, with many activities, authors, speakers available to all age groups.**
• Something along the lines of the Mt Gambier library, however on a smaller scale would be a lovely idea to consider. More computer access (in library for those how need to use), big comfy chairs to read in and just be. Limited drinks availability at a small cost (keeping business in town happy), quiet areas.

• Need 1. more space for people with walkers/wheelchair access (especially toilet); is hard to manoeuvre around 2. toy library- why did it ever leave?? (great service for grandparents 3. lower shelves for us who aren’t very tall 4. dividers between public computers for privacy 5. anything which encourages young people/families to use this wonderful service as they are the future and need to be encouraged/educated as to what is out there. At the moment there is no room to expand services.

• MORE ROOM!

• Make it friendlier.

• The Naracoorte Library as it stands, is dingy, claustrophobic and not entirely welcoming. For these reasons I rarely spend time in it, though I regularly borrow audio books. Until we have a new building with more room, light and fresh air, where all the staff are courteous to customers, it is pointless to spend money on new services. To me it also seems odd that Council should spend money on anything inside a building which leaks every time we get a decent rain? NLC is obviously not short of money- millions have been spent to support industry and business and we pay some of the highest rates in the state. When we lived in the Noarlunga area, I spent many hours in the library- it was and probably still is a part of the local community and well supported by the council there. It’s long past time we had a library we can be proud of here.

• More children activity sessions for school holidays. More than once a week and different activities each week/session. Make it more children friendly and they are the future users of the library also. A coffee shop would be fab also.

• The Library building needs to be upgraded and modernized, adding more natural light and seating areas. The leaking and mouldy areas in the current Library need to be dealt with immediately it is a health risk.

• The layout of the library needs to be more appealing and welcoming. The way the library is organised is not the best use of space. It appears dark and gloomy instead of bright, airy and fresh. It smells damp/musty and I feel concerned when I hear of reports of mould in the ceiling. Not healthy for anyone with breathing difficulties such as asthma. Customer service is not always fantastic as there are often times when the desk is unattended and it is unclear where to return books if you are not a regular user. The library should be the hub of the community. Bordertown public library seems to be well advanced in this area and I suggest that the Tatiara council’s model should be looked at as a plan for good practice.

• Lots of natural light and nature, open spaces.

• I would love to see a children’s reading time weekly/ fortnightly. An updated building and more community focused events/ services.

• Fixing the roof (would be nice). Coffee machine.

• If an extension is needed, use the area of the east car park and allow three or four library parks where employees’ cars are parked near the back of the Council chambers. DO NOT go into debt for a future expansion of the Council so a huge bill is not inflicted on the rate payers as is at present happening to the State and Federal Parliaments' finances.

• In comparison with public libraries in other similar sized rural towns, the Naracoorte library offers little space for alternative usage E.g. children’s area, meeting places. Making the whole more visually attractive is a challenge at present, as would be the cramped shelving. Library staff are efficient and friendly and should also be considered, and there ideas sought, with regard to any future developments.
• There are some outstanding public libraries in SA (e.g. Burnside) which offer a range of extended services and would be worthy of a visit. Within the Limestone Coast region, there are some excellent library facilities (e.g. Bordertown, Keith, Mt Gambier). Unfortunately Naracoorte is not one of them. With a large population and an increasing migrant population, an improved library both inside and out would be a significant improvement for the district. As a business owner, it may also assist in attracting new employees to the town. I commend the council for this construction and hope it results in genuine action and positive changes.

• The term "Naracoorte Library" in itself limits thinking. It is interesting to note Pt MacDonnell uses the term "Community Complex & Visitor Information Outlet". Library services are only part of what happens in the building. Bringing other activities into the building should be a priority. It could include VIC as with Pt Mac (but not essentially so), Council’s front of house service, various State and Fed service provision. I think having a meeting facility- probably more than one- able to be used through a booking system, out of normal office hours is vital. This could require the room to be isolated from the 'library', accessible from outside and requiring guarantory bonds. It is interesting there are some such facilities that are open for longer hours and are largely self-regulating. I don't think Naracoorte is to that stage yet nor likely to be in the life of any new building.

• I would hope that eventually it is more than just a 'library' and that the Council considers that other services be incorporated into a complex, as has happened in other places.

• The staff are excellent and are extremely welcoming, helpful and efficient. Promotion amongst the community would benefit the library. It would be great to see others using this great space. Also an upgrade of the building would be advisable as I have difficulty accessing areas of the library with my pram. Thanks

• I believe that the library is one of the main buildings in Naracoorte. People from different ages use it such as toddlers and school children to seniors. The library is doing the best it can with what it’s got but I think that if Council put in the money to renovate the building then it would reach the next level and many more generations would be able to use the area. I believe that right now it’s doing greatly for what it is.

• Disabled access for all people i.e wheelchair access, also room for prams and families. Coloured printer, wireless/bluetooth printer Inviting environment that is interesting to people i.e. colour on the walls

• That the library is a service that is valuable and will not become redundant as some believe.

• A totally new building with increased space for resources & areas throughout for reading i.e. comfy chairs, bean bags, cubby houses for kids etc.

• While I personally do not access all services I would like to see the following; more rooms, access to hire a meeting room, room for mothers group, room for a youth hub in a relaxed setting that includes x box - games console, the computer area need to be bigger with additional power points for charging phones etc., natural light inside with comfy areas.

• More staff, more space

• Repair the roof before another winter comes

• Library has current statistics on usage. Staff know which services have growing/declining demand Whilst this is not meant to be about the building, a more modern facility with upgraded infrastructure and space to conduct activities would encourage more residents to use it.

• I would love to see a modern library with multi-purpose spaces, coffee shop, gaming consoles - general meeting spot! Would be great for general wellbeing of our local community

In support of existing services and/or facilities
• In my opinion, I would like to see the library maintain a traditional presence, i.e. a place where people can sit and quietly read or undertake research. I definitely do not want to see the introduction of a cafe (we have enough in Naracoorte already), however, a separate area for children’s services (e.g. books, toys) would be desirable.
• I am extremely happy with the service as it stands. I can always access different books that suit my tastes. I am a prolific reader and really appreciate having a large amount of choice in a handy position.
• I appreciate the service of the staff. They are always happy to answer my enquiries about books I would like. There are enough coffee shops in the town now. Replace the roof.
• Remain at the present location. As a regular reader I can do my shopping at Foodland and then go to the library before going home.
• Just restore the building so it’s neat and tidy and think about the rate payers money we don’t need grand designs
• Repair the roof and leave it alone to do the GREAT work already happening.
• The library provides a fantastic service, staff are friendly and helpful. For those who live in the country where wifi access poor, it is great.
• If the library needs a new roof, put it on! There are many older places in Naracoorte, it would be a shame to knock them all over for the sake of structural faults that can be fixed.
• Am quite happy with the library service! Why not make a charge on computer users?
• I think it is fine as it is! But that is because I am over 70 years and no need for extra activities. I would love an area for Mums and babies to interact if I was still at that time of life. In my time we all stayed home. Boring for children and Mums alike. Naracoorte is a progressive town. Look at the future!
• The library staff are very helpful obliging in helping to sourcing books for me.
• I appreciate the assistance I receive from library staff regarding authors and book titles etc. They are always very patient and cheerful!
• The staff are excellent and are extremely welcoming, helpful and efficient. Promotion amongst the community would benefit the library. It would be great to see others using this great space. Also an upgrade of the building would be advisable as I have difficulty accessing areas of the library with my pram. Thanks
• We need to keep in mind to provide the service that the Council i.e. ratepayers can AFFORD & that people will use. Great ideas need to be paid for. Keep the friendly, helpful staff, but I can use more technology, computers, e-readers etc. Maybe in 30 years we will be book free- maybe less space will be required!! Who knows?? Maybe all these services will be accessed at home.

Children’s services
• Clear marking of books for various reading levels for school - aged children. (like at Mt Gambier library)
• A toy library. A game room
• More children activity sessions for school holidays. More than once a week and different activities each week/session. Make it more children friendly and they are the future users of the library also. A coffee shop would be fab also.
• Need 1. more space for people with walkers/wheelchair access (especially toilet); is hard to manoeuvre around 2. toy library- why did it ever leave?? (great service for grandparents 3. lower shelves for us who aren’t very tall 4. dividers between public computers for privacy 5. anything which encourages young people/families to use this wonderful service as they are the future and need to be encouraged/educated as to what is out there. At the moment there is no room to expand services.
• Baby change/feed area when considering combining services -baby sessions could use child & youth health rooms and not library - as very noisy
• Weekly activities for families, children. Learning about history of the town- exhibits. More staff
• I would love to see a children’s reading time weekly/ fortnightly. An updated building and more community focused events/ services.
• Having a bathroom and change facilities for toddlers and babies would greatly increase my use of the library. The public toilets are not acceptable or safe for changing children as they are either. More services for children -story time etc. would bring so many people to the library. You mentioned a coffee shop- the library would be a meeting point for the hundreds of mums around town as the current coffee shops cannot accommodate prams easily. Mums would surely use more of the library services if this was a possibility.
• I think it is fine as it is! But that is because I am over 70 years and no need for extra activities. I would love an area for Mums and babies to interact if I was still at that time of life. In my time we all stayed home. Boring for children and Mums alike. Naracoorte is a progressive town. Look at the future!
• I have taken a group of children to the library and found it too crowded and difficult to use the space. Needs more space and to be visually interesting. The Mt Gambier library is a wonderful space and well used. I think making the library more inviting would increase its use as a community facility and justify the expense.
• I would like to see a kids’ corner and more guest authors. I think the library and staff are supporting book clubs very well and are doing a great job. I like receiving text message to say my books are in and I use the online borrowing services only.
• Children’s space (if you can call it that) is dull, far from inviting and not appropriate for children in terms of being able to independently select books to read and no space for them to enjoy books. Creating a kid friendly space that is inviting, colourful, book shelves that children can access own books, beanbags, cushions for children to enjoying reading books, comfy couches for them to sit with parents to read books, toys to borrow (returning the toy library) kid sized tables and chairs, a colourful mat where story times can take. Regular story time sessions run for variety of age groups run by enthusiastic staff. More holiday activities for school age children and to have these advertised to the broader community. Enthusiastic staff who are wanting to help others and make changes in the library and services they offer.
• Brighten and lighten it up, make it family and child friendly, make some of the staff child and family friendly and interested in children literacy
• More information on community events & services at/through the library - Could combine with a suitable parents room for the whole community as it’s in an excellent central location. - Foster & encourage new members e.g more children & retiree activities.
• A mobile lending service that reaches out to kindergartens would be ideal. The ability for schools to more readily work together with them would also be beneficial. I like the idea of an exhibition space and cultural centre.

Technology/computer services
• Something along the lines of the Mt Gambier library, however on a smaller scale would be a lovely idea to consider. More computer access (in library for those how need to use), big comfy chairs to read in and just be. Limited drinks availability at a small cost (keeping business in town happy), quiet areas.
• Need 1. more space for people with walkers/wheelchair access (especially toilet); is hard to manoeuvre around 2. toy library- why did it ever leave?? (great service for grandparents 3. lower shelves for us who aren’t very tall 4. dividers between public computers for privacy 5. anything which encourages young people/families to use this wonderful service as they are the
future and need to be encouraged/educated as to what is out there. At the moment there is no room to expand services.
• Computers should be upgraded regularly to keep abreast of the latest technology. It would be helpful to have a couple of computer terminals set aside specifically to access the online catalogue available items, and to order further items. Extra rooms for privacy (mother and babies), study, small meetings, lectures etc.
• Am quite happy with the library service! Why not make a charge on computer users?
• More technology based resources and a more modern facility.
• Add more computers
• Disabled access for all people i.e wheelchair access, also room for prams and families. Coloured printer, wireless/bluetooth printer Inviting environment that is interesting to people i.e. colour on the walls
• We need to keep in mind to provide the service that the Council i.e. ratepayers can AFFORD & that people will use. Great ideas need to be paid for. Keep the friendly, helpful staff, but I can use more technology, computers, e-readers etc. Maybe in 30 years we will be book free- maybe less space will be required!! Who knows?? Maybe all these services will be accessed at home.

Toilets/baby changing
• Do up toilets or new toilets. More room maybe go upstairs.
• Need 1. more space for people with walkers/wheelchair access (especially toilet); is hard to manoeuvre around 2. toy library- why did it ever leave?? (great service for grandparents 3. lower shelves for us who aren't very tall 4. dividers between public computers for privacy 5. anything which encourages young people/families to use this wonderful service as they are the future and need to be encouraged/educated as to what is out there. At the moment there is no room to expand services.
• The toilets need to be upgraded and a disabled persons facility included.
• Baby change/feed area when considering combining services -baby sessions could use child & youth health rooms and not library - as very noisy
• Baby change station/feeding area
• Parents feed/change baby area
• Improved toilet facilities (Mothers, changing table and disabled)
• Having a bathroom and change facilities for toddlers and babies would greatly increase my use of the library. The public toilets are not acceptable or safe for changing children as they are either. More services for children -story time etc. would bring so many people to the library. You mentioned a coffee shop- the library would be a meeting point for the hundreds of mums around town as the current coffee shops cannot accommodate prams easily. Mums would surely use more of the library services if this was a possibility.

Other service/facility suggestions
• A family history records section. I have seen Genealogy lady who visits & am interested in this subject.
• The library should be open on Saturday and Sunday all day.
• Inter-library loan with Adelaide theological library.
• Need 1. more space for people with walkers/wheelchair access (especially toilet); is hard to manoeuvre around 2. toy library- why did it ever leave?? (great service for grandparents 3. lower shelves for us who aren't very tall 4. dividers between public computers for privacy 5. anything which encourages young people/families to use this wonderful service as they are the
future and need to be encouraged/educated as to what is out there. At the moment there is no room to expand services.

- Invite librarians from other regional libraries to visit Naracoorte. E.g. A library exchange. To encourage and offer library staff advice on how to improve the library environment and communications of services offered.
- Weekly activities for families, children. Learning about history of the town- exhibits. More staff
- Various types of reading holders for readers to trial and sell. (bean bag type thing. Book sits on it. I have one, it is useful in bed or on couch) Plus book rests on computer tables.
- Get more bean bags.
- More new books, perhaps security camera to keep stalkers at bay.
- Adequate parking and easy access
- A free water fountain out the front? as on hot days when people have no money for a drink they can’t get one.
- A mobile lending service that reaches out to kindergartens would be ideal. The ability for schools to more readily work together with them would also be beneficial. I like the idea of an exhibition space and cultural centre.
- I think libraries nowadays have the potential to cater for that funny teenage age group that can become troublesome if they get bored. Skateparks, etc only cater for certain elements of this group, having a safe, free wifi/activity area to meet and socialise in and to be able to do stuff that kids want to be able to do without having mum or dad in the next room, and a place that isn’t McDonalds (just an example) would be a huge benefit to a small community, particularly one that seems to want to cater for the kids that don’t fit in the perfect mould but doesn’t seem to have quite hit all the marks – yet.

General comments

- Please help the community know that grants are available- many think their rates will skyrocket if any more services etc are provided in the library. Cafes and banks provide income in some libraries. Information for seniors can be provided as is in St Peters Library. Info for Centrelink, TAFE services also. Mother and baby nurses can be in same area. Larger children’s area like Mt Gambier/Millicent would be a necessity i.e. more services for babies and children.
- I think library staff are best placed to advise what services are needed because they hear requests and feedback from the public. They also know what they need to do their jobs.
- If an extension is needed, use the area of the east car park and allow three or four library parks where employees’ cars are parked near the back of the Council chambers. DO NOT go into debt for a future expansion of the Council so a huge bill is not inflicted on the rate payers as is at present happening to the State and Federal Parliaments’ finances.
- We need to keep in mind to provide the service that the Council i.e. ratepayers can AFFORD & that people will use. Great ideas need to be paid for. Keep the friendly, helpful staff, but I can use more technology, computers, e-readers etc. Maybe in 30 years we will be book free- maybe less space will be required!! Who knows?? Maybe all these services will be accessed at home.
- I go house boating each year and borrow puzzles size 500-750 pieces- that’s as big as we can go on a card table. I also buy used puzzles from the library. I’m 76 years of age- so won’t be doing it much longer?
Appendix 9 – In-library Consultation

On Tuesday 28 April, Louise Stock of Focus Facilitation was present in the library between 11am and 5pm to discuss the consultation process and preliminary results with interested members of the community, including the Story Time group attended by around a dozen parents and their pre-kindergarten age children.

Community members’ comments are summarised below.

**Story Time group**
- A bigger, child-specific area would be great for activity groups/sessions and individual family visits to the library
- For safety reasons, an enclosed area would be very useful - at present, toddlers can run off, activate the automatic doors and end up outside very quickly
- It’s harder as babies get older: they become more mobile and louder so parents can feel uncomfortable about bringing them to the library
- Improved toilet facilities and a baby changing area are essential
- Story Time: entirely reliant on one volunteer at present and has only been publicised by word of mouth due to it being an informal, volunteer-run program. Would really like to see it taken on by library staff as a core library program and publicised widely around the community as many could benefit from the service.

**Mrs D:**
- “The library is the most wonderful service in the town and the staff are excellent.”
- Comes in once or twice a week to borrow books
- Not sure if more space is really needed, but if it is, could extend east into the car park area.
- “Just fix the roof.”

**Ruth T:**
- A more youth and child friendly environment in the library would be beneficial for the community- physical areas and programs/services.
- Better publicity for existing services would be useful.
- Might be good to examine opening hours in the context of homework, young people and helping mental health.

**Jane H:**
- Uses Mt Gambier library a lot and appreciates the spaces and services there
- Service suggestions for Naracoorte:
  - Ability to self-search library database from in-library screens
  - Separate magazine reading section
  - Laptop booths for privacy
  - Skype booths
  - A reading out loud area for children
  - Public computers in a circle
  - Not just meeting rooms, but also meeting facilities such as a whiteboard, data projector etc.
  - An appropriate and welcoming Youth Space (a number of children already use the Naracoorte Library for homework after school)
- enough room to sit and read comfortably
- coffee shop where you feel comfortable to sit and read for extended periods
- need a disabled toilet and baby changing facilities

- libraries are social/community hubs offering a safe, temperature-controlled environment
- Naracoorte Library gets damp and musty when it’s wet and feels unhealthy, not safe with buckets of water in the children’s section catching the drips
- The family history room is good- could be publicised more
- Might borrow an e-reader or tablet to read e-books if this service was available

Rosalie M:
- Toy library unable to fill rosters
- It needs to be back in the Public Library, available every day, bringing young families into the library

Backpackers:
- using the wifi to check flights, Skype, email, social media, emails. Complaints about slow internet.

Library staff
- happy with their contribution via completing the survey; didn’t wish to add any other specific comments