Woollahra Library at Double Bay

A library for the digital age

Our former home

St Brigid's Library

- Built in 1893
- 468sqm
- Situated in Blackburn Gardens

Unfortunately

- Not accessible
- Little-to-no parking
- Too small
- Heritage building restrictions on new technology

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Design aims

- Accessible
- Interesting
- Quiet
- Relaxing
- Flexible

- Creative
- Full of books
- A meeting place
- Designed in zones
- Local

- Easy to use
- Natural light and greenery
- Wow factor
- State-of-the-art
- New standard in design

Key Facts

- 2, 234sqm
- 3 levels
- $12.6 million (build and fitout)
- Collection 65,000 items
- Double Bay Shopping Centre
- Architects:
  - ✓ BVN Donovan Hill
- Builders:
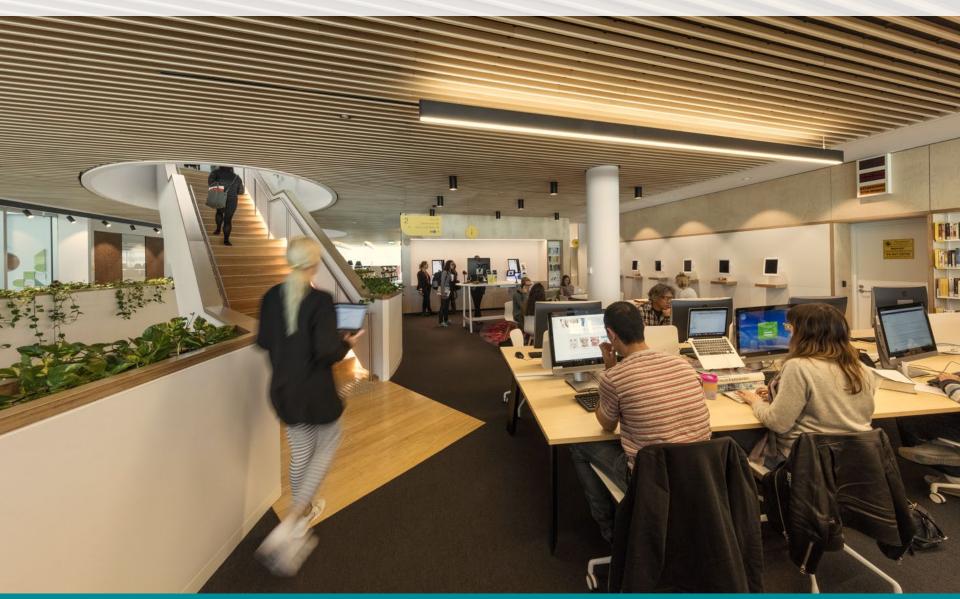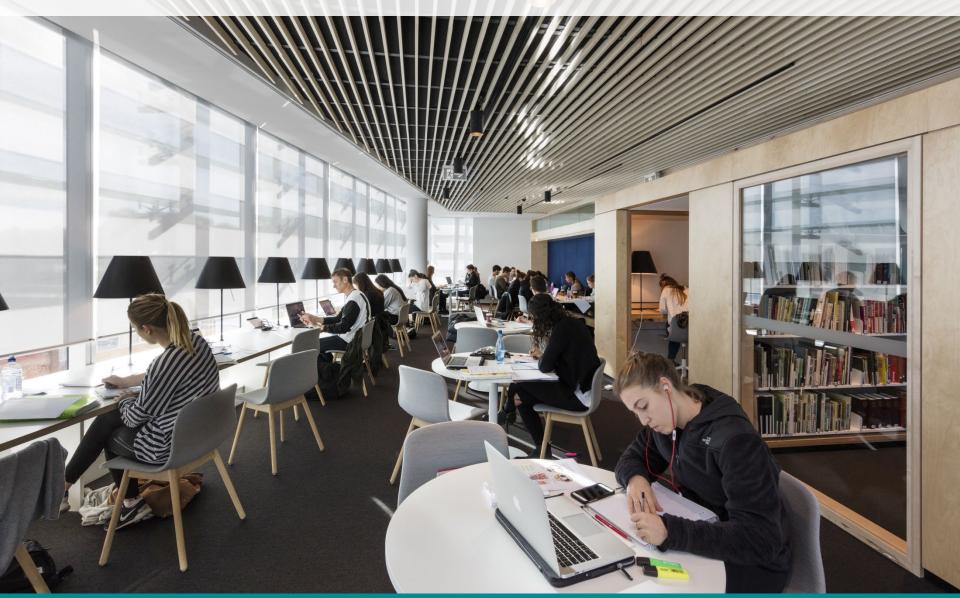 - ✓ FDC Construction & Fitout

Our design

Level 2

Level 3
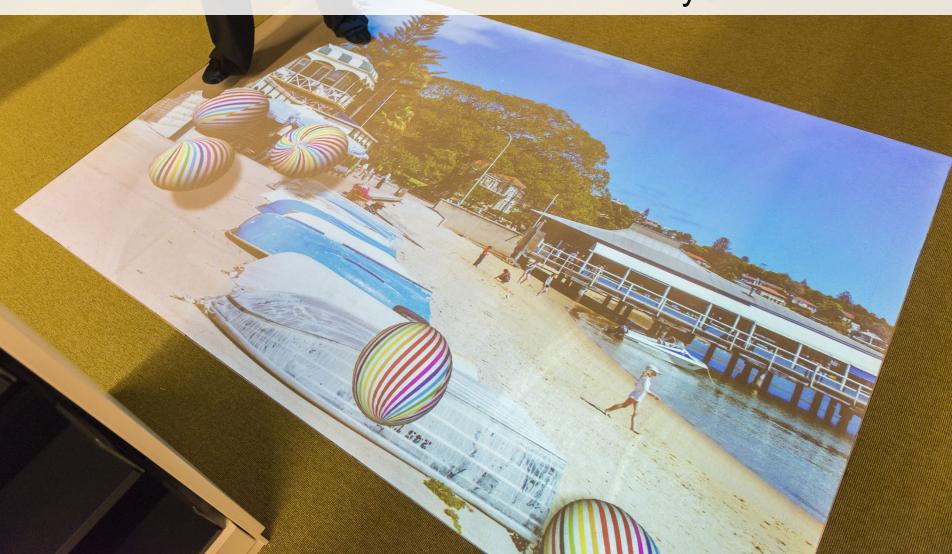
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How we made our facility state-of-the-art

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Libraries are no longer

- Repository of all books
- Passive information keepers
- Hushed tones
- Only for small children and old people

Libraries are now

- Community hub

- Destination

- Centre of lifelong learning

- Third place

- Bridge for the community to connect, learn and access new technologies.

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Self service philosophy

- RFID technology
- Self-check kiosks
- Automated returns
- Tap-and-go cards
- EFTPOS/online payments

Self-service philosophy

- One-stop-shop OPACs

- Bookings solution

- Print/copy/scan

- Online membership

Connecting
People & Ideas

Tap card or touch the account
button to start

Account

Concierge model

- iPads with LMS
- Skype for Business
- Headsets
- Prowl
- Staff identification

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Demand driven collection

- Just in time collection

- Outsourcing the selection, cataloguing and processing

- Smaller hard copy collection

- Increased digital content:
  - ✓ eBooks
  - ✓ eAudiobooks
  - ✓ eMusic
  - ✓ eMagazines
  - ✓ online databases

- Performance standards

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Digitisation of the Local History collection

- Re-inclusion of Local History into the Library

- 7 day week service

- Using eMU digital asset management system
    - ✓ photographs
    - ✓ research files
    - ✓ Council minutes
    - ✓ maps

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Enabling IT infrastructure

Level 1

- iPads
- interactive floor projector
- Projector (Events Space and Theatre Stairs)
- Foxtel (Events Space and Theatre Stairs)

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Enabling IT infrastructure

Level 2

- WiiU and PS4

- Interactive whiteboard projector

- 13 laptops

- 6 Mac Computers with creative software

- Hub

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Enabling IT infrastructure

Level 3

- 3 Group Study Rooms
- Smart projector
- Digital screens

Throughout

- Power points and USB ports
- Future proofing 3 phase and data

Community response & engagement

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Statistics

	Target within the first 12 months	First 6 months of operation	Compared to the same period in the previous year
Circulation	143 loans per hour	*Week days:* 113 loans per hour *Weekends:* 208 loans per hour	44% increase
Membership	Increase to 21,000 members	19,798 members (increase of 7,134 new members)	787% increase in new membership
Visitation	99 visits per hour	*Week days:* 185 visits per hour *Weekends:* 340 visits per hour	414% increase

What we did right

- Maximised community consultation.

- Reviewed industry best practice.

- Visited many libraries.

- Architect's inspiration.

- Direction set by Library service model.

- Increased use of volunteers.

- Future proof design.

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Lessons learnt

- From concept to completion (2007 to 2016) long process.
  - ✓ Expect delays.
  - ✓ Need stamina.
  - ✓ Good documentation.
  - ✓ Management support.

- Keep key stakeholders up to date of developments and barriers.

- Operational plan with targets for the first 12 months.

Lessons learnt

- Base line for measuring library success.

- Development of marketing plan and brand:
  - ✓ Staff and skill intensive.
  - ✓ New brand needs budget

- Allow for extra budget for
  - ✓ Staffing the transition
  - ✓ Additional programming
  - ✓ Success

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Lessons learnt

Design process

- Use the same construction company and architects for the build and fitout for continuity.

- Appoint dedicated project manager to oversee.

- Ensure 100% happy before sign off - variations are expensive.

- Make plans adaptable / flexible especially around technology.

Lessons learnt

Design process

- Allow extra cabling and power points for future flexibility.

- Do not attach fixtures and furniture so spaces can evolve.

- Extra budget for
  - ✓ delays
  - ✓ technology advances
  - ✓ any variations

- Defects are time consuming, dedicated staff to follow up in first 3 months.

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