



Casey  
Cardinia  
**Libraries**

**The role of place  
making in the  
creation of great  
public libraries**

# Challenges and Opportunities



- The way we gather and consume knowledge is changing rapidly
- We are a diverse and fast growing region
- New communities form every day while mature communities struggle to adjust
- The role of public libraries is being tested
- In the middle of all this we are getting a brand new library



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***‘Inspiring  
spaces where  
everyone is free  
to discover  
possibilities’***

# Libraries are the 21<sup>st</sup> Century Knowledge Wells



- Create safe and welcoming places where everyone can gather, learn, share and grow
- Lead positive change through partnerships and teamwork with business, community and government
- Strengthen capacity in our growing community
- Encourage reading and lifelong learning
- Build an outstanding and innovative organization



## Bunjil Place Vision

To create an inviting central heart for the community that celebrates participation, belonging and civic pride.



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## The Visitor Comes First

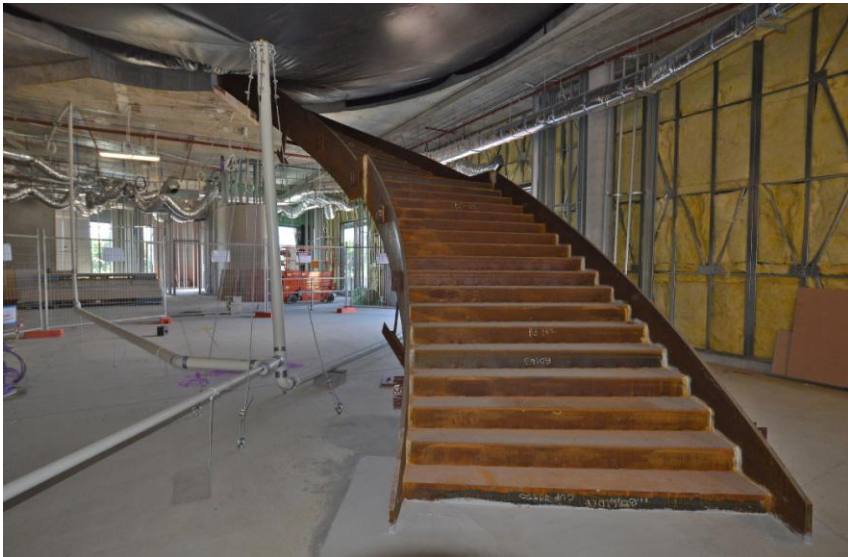
- Creating a sense of welcome
- Ease of access
- Seamless provision of information
- Space for people and their brains
- We love books, but...



# The Only Way is Up!



June 2017



October 2017



# Bunjil Place Library – Momentum Vs Perfection



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- Double visitation
- Increased loans from smaller collection
- Whole new cohort of library users
- Pivot for change in CCL culture
- A crucible for new service delivery models
- Some things will work, some wont!

## People at the Heart

- Whole of precinct approach
- Develop our people
- Support existing members while welcoming new customers
- Encourage repeat visitation



