



Christchurch City Council

LIBRARIES 2025 FACILITIES PLAN SUBCOMMITTEE AGENDA

MONDAY 23 JUNE 2008

9AM-5PM

IN THE COUNCIL CHAMBER, CIVIC OFFICES

Subcommittee: The Mayor, Bob Parker, Councillors Helen Broughton, Sally Buck, Ngaire Button, Barry Corbett, David Cox, Yani Johanson, Claudia Reid, Bob Shearing, Gail Sheriff, Mike Wall, Sue Wells, Chrissie Williams, Norm Withers and Mr Bruce Tulloch.

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1. ELECTION OF CHAIRPERSON

2. APOLOGIES

3. SUMMARY OF SUBMISSIONS ON THE DRAFT LIBRARIES 2025 FACILITIES PLAN

PURPOSE OF REPORT

1. The purpose of this report is to summarise the issues raised by submitters who commented on the Draft Libraries 2025 Facilities Plan, April 2008.

ENGAGEMENT AND SUBMISSIONS PROCESS

2. The Draft Plan was published for public consultation on 14 April until 31 May with a one week extension for online comment due to a technical problem. A series of eight 'drop in' sessions were run across the city and Banks Peninsula and a number of group meetings were organised to speak on specific aspects of the plan. Presentations were given to four Community Boards.
3. The public comment period for the plan attracted 148 submissions representing a variety of groups or organisations and individuals. Submitters commented widely on the Plan indicating interest in the major developments and commenting on the principles and criteria of the plan, as well as comments about the plan in general.

SUMMARY OF THE DRAFT PLAN

4. The Draft Libraries 2025 Facilities Plan is a framework to guide the future development of the Christchurch City Libraries network through to 2025. The Plan looks to grow the network by tailoring any future development, network configuration or extension of services to better meet changing community needs, address growth and create focal points for community learning and leisure activities.
5. Through the Plan, the Council recognises the importance of libraries in providing social hubs in the community and the need to ensure future development reflects the cultural diversity of the community and the advances in digital information and communication technology.
6. The four key principles of the Plan are to provide library facilities which are community focal points, reflecting and responding to local needs; accessibility across the network to a mix of library services and facilities, including non-building based provision; maximum efficiency and effectiveness of facilities; and the optimisation of partnership opportunities with other agencies and/or services. Proposed under the Draft Plan are:
 - o A new library at Aranui to meet high community need.
 - o A new library at Belfast to cater for population growth.
 - o A replacement library at Halswell, again to address population growth.
 - o Explore development options for Central Library in time to inform the 2012-2022 Long Term Council Community Plan.
 - o Retain the library service at Bishopdale but review its location in the retail precinct.
 - o Optimise partnership and/or co-location opportunities with retail development at The Palms to relocate and upgrade the Shirley Library.
 - o Retain Hornby Library but investigate future options in line with the Greater Christchurch Urban Development Strategy.
 - o Evaluate the future role of Redwood Library following the opening of a new library at Belfast.
 - o Align the operation of the Fendalton Library with other suburban libraries in the network and pursue options for seven-day opening and the inclusion of a café.
 - o Review Council's contribution to the maintenance of all voluntary libraries, in conjunction with the development of the Community Facilities Implementation Plan.
 - o Evaluate service provision at Little River, taking into account a possible alternative non-building based means of delivery.

3 Cont'd

The Draft Plan the signals Council's intention to continue to use the Mobile Library Service to provide access to resources where facility provision is not sustainable, investigates non-building based service delivery and self-help delivering options, such as library kiosks.

Partnerships have been identified as key to the development of Christchurch's library network. These to include the possible co-location with Council service centres, leisure and community facilities, and partnerships with educational institutes, retail complexes, neighbouring territorial authorities or rest home complexes. Initial consideration is to be given to opportunities for future enhancement of services at Linwood, Hornby or Papanui.

9. The Draft Libraries 2025 Facilities Plan will be regularly reviewed to address city growth and changes in priorities. These reviews will coincide with the timing for funding within the Council's LTCCP and Annual Plan cycles.

QUESTIONS CONSIDERED BY SUBMITTERS

Does the Plan accurately reflect what you think a network of libraries for Christchurch should look like in the future?

Does this Plan provide for libraries that will be community focal points and reflect and respond to different communities' needs?

Does the Plan show good value and use of current buildings and new buildings for the future?

Are there any community needs for library facilities that have been missed in the plan?

Do you wish to comment on any of the proposed new libraries (Halswell, Belfast, Aranui, Bishopdale and Central)?

Do you wish to comment on other significant developments?

Are there any other comments you would like to make about the Libraries 2025 Plan?

ANALYSIS OF SUBMISSIONS

Submissions - Introduction

A wide range of submission topics addressing the questions on the submission form as well as other single submission areas of interest to some respondents were received. Many submissions strongly reinforced the principles of libraries as community hubs and comments about partnership, co-location, good planning and expediency for growing communities were expressed. Opinions varied on how these issues may be address but the principles expressed in the Plan were generally supported.

Many of the submitters wrote on more than one topic and common themes emerged on all topics. These comments have been grouped in the overview below. Comments of a general nature will be considered in the day to day operation and management of the libraries and will be shared with the relevant managers

Tables

The table below shows the number of submitters by area of activity relating to aspects of the plan and are recorded by the *main* topic of the submission. The submission questions were wide ranging and related to many parts of the plan. Submission numbers do not necessarily relate to individual comments as many submitters commented on more than one aspect of the plan. However, they do indicate areas of interest.

3 Cont'd

Summary of interest – submissions with area of activity as *main* topic

Area of Activity – Libraries	Number of Submitters
Little River	43
Single submitter issues	23
Belfast Library	15
Aranui	15
Halswell	11
Fendalton	7
Central Library	6
Voluntary libraries	6
Bishopdale	5
Redwood	4
Shirley	3
Sumner	3
New Brighton	2
Lyttelton	2
Akaroa	2
Diamond Harbour	1
Total	148

Libraries or areas commented on as part of submissions on other developments included Linwood, Mobile, South, Spreydon and Ferrymead. Some libraries were not commented on eg Papanui and Upper Riccarton

In response to questions on the submission form relating to other aspects of the plan submitters commented widely on the principles and values identified in the plan. These figures are based on **comments** not submitters

Principles and criteria	Number of comments
Citywide network	37
Community –strengthening/hubs	21
Service and collections	19
Co-location	9
Partnerships	8
The Plan	4
Transport	4

Libraries and city areas**Little River Library**

All submitters emphasised the importance of the library building as a focal point for the Little River community – a mobile library would not fulfil this role of creating a community hub. Improvement of the services was supported by several submitters and the Akaroa/Wairewa Community Board indicated the importance of Council services to a rural community and that they were aware that a full service might not be always possible. With rising fuel costs, local services were seen as more important than ever before. This comment was made by three submitters. Having 10% of the local children being homeschooled, the current library was seen as a vital link to information to support learning.

Belfast Library

All submitters strongly supported the need and desire for a library in Belfast. Some cited the need for a community focal point as a driver for the development and five commented that the rapid growth in the area was a strong indicator that it was timely to be doing this now and were keen to see the development happen soon (within five years). Linking with other Council services and/or the Belfast Primary School was seen a good opportunity by four submitters. A range of services were suggested to be included in any development including a café, meeting rooms and Service Centre with two submitters citing the relationship currently held between the Council and Riccarton High School as desirable for Belfast.

3 Cont'd

Aranui Library

The majority of the submissions were supportive of the Aranui community getting some form of library service for a variety of reasons including the high need for literacy and learning services for the whole community, access to learning opportunities and technology and matters of equity for the people of Aranui. Support for an Aranui library service was from across the city. Three submitters questioned the need for a library/learning centre in Aranui with one suggesting the proximity of Linwood and New Brighton, the other suggesting New Brighton be moved closer and one indicating Redwood would be a better use of library for the community. Aranui High, Aranui Community Trust (ACTIS) and Aranui Community Learning Centre sent positive submissions all interested in working with the Council to achieve a positive outcome and also stressing the importance of collaboration and partnership with the community in the planning and execution of the service. Several submitters suggested locations for the service including the New World site in Pages Road; an accessible location for all the community and on a bus route was a priority.

Halswell Library

All submitters were supportive of the need for a library in Halswell to accommodate the growth in the area. Seven indicated the services they would like to see at the library: these include a service centre, café (2 for, 1 against), longer opening hours and community meeting places. Speed of securing a site was noted as important by two submitters who identified it as an urgent matter. Preferred sites for the library included the old New World supermarket, the Halswell pool, next to proposed school development and north of the Halswell Domain.

Fendalton

Two submitters were concerned about the amount of traffic and litter that proposed extended open hours would cause and argued that Fendalton residents deserved one quiet day per week. Of concern to one submitter was the competition a café would bring to local businesses. Three submitters including the Fendalton/Waimairi Community Board supported the idea of a café and extended opening hours.

Central library

The overall theme of submissions indicted the need for good planning in the execution of any new facility in the city. Three submitters identified the need for any central library development to be linked to the bus exchange with the need for close proximity car parking also mentioned. Two submitters saw the opportunity to partner with other Council and non-Council services as a positive. Three submitters were concerned with costs associated with building a new library and suggested how cost savings could be made. Hagley/Ferrymead Community Board was supportive of the need for a 'high quality facility' to accommodate growth. One submitter expressed the need for 20-40 year planning for growth.

Voluntary Libraries

Most of the submissions were concerning Redcliffs and Opawa libraries and some general comments about the role of these libraries in the community. Tenor of the comments about Redcliffs was the value the community placed in the services provided by the library, being of most value to the elderly and young families. The Opawa submissions also commented on the value of having a 'walkable' library service for elderly and strongly supported the volunteers who worked at the library. A petition signed by the users of the Opawa Library supporting the retention of the service was attached to one submission containing 93 signatures. Three Community Boards supported the ongoing funding of the voluntary libraries in their wards.

Bishopdale Library

Two of the submitters were concerned with the current state and future of the Bishopdale Mall and were keen to see the Council working on an inclusive plan for the mall that included the future of the library and other services. Four suggested using the old New World supermarket site opposite the current building including the Fendalton/Waimairi Community Board.

Redwood Library

Five submitters indicated disappointment if Redwood were to close citing the role the library plays in homework help, the elderly people local community accessibility. One submitter suggested the library stay open until after Belfast opened and another suggested Papanui would be a good alternative as it is easy to access by bus, suggesting that Redwood should close.

3 Cont'd

Shirley Library

Three submitters were positive about the proposal to work with the 'The Palms' owners as long as the Council's interests were strongly protected. A new building to meet the needs of the growing community was a theme in all submissions and the co-location of other Council services was also encouraged.

Sumner Library

The theme of both submissions was that the current library is not adequate for the size of the population in the area.

Lyttelton

Comments from three submitters including the Lyttelton/Mt Herbert Community Board, related to operational issues which will be addressed in the management of the library.

Akaroa

Two submitters suggested size and hours of opening improvements, and one suggested closure of Akaroa in order to keep Little River library open.

Diamond Harbour

Diamond Harbour School Board of Trustees indicated interest in a possible partnership with the Council and suggested any planning should happen before new school library was underway.

Linwood Library

Two submitters suggested any new library should mirror the successful aspects of the current one.

Mobile

Two Community Boards and a resident supported the ongoing service the mobile offers to the community.

South

Two submitters shared positive comments about the design and service at South Library. There were two comments critical of aspects of the design.

Spreydon

Two submissions were received, both regarding recent refurbishment issues and one commented on the poor location of the library, lack of parking and traffic issues.

Ferrymead

There were three comments regarding the future of Ferrymead as a service centre for the hill communities.

Key issues/attributes of provision and criteria

Citywide network

The themes that emerged regarding the overall plan for the library network were support for the vision and the importance of anticipating the growth in the city.

Community strengthening and providing community hubs

The majority of submissions supported the importance of the role of libraries in the community as meeting places for all members of the community.

Services and collections

A wide range of comments were received on various aspects of libraries from operational issues to compliments and a number of questions. These submissions will be addressed through normal management channels as well as being used in future planning and discussion.

3 Cont'd

Partnership opportunities

Although most of the submissions were supportive of partnership opportunities, cautionary notes included the need for the Council to ensure that the community's needs were at the forefront of any partnership especially with commercial operations. High schools, rest homes and other Council services were seen as ideal partners by some submitters.

Co-location

All submissions were supportive of the co-location of libraries with other community services including Service Centres, Citizens Advice Bureaus, Legal Aid and a variety of others.

Transport

Links to public transport was the common theme of all submissions as well as good car parking. Public transport themes were also mentioned in other submissions on individual libraries.

Conclusion

The level of interest in the suggested investigations into service options for the Little River Library drew the most responses. The main developments of Halswell, Aranui, Belfast and Central attracted submissions predominantly in favour of the proposed developments. The tenor of the comments ranged from strong support to some concerns about some aspects of the developments. Many of the submissions in these areas suggested locations for new facilities. Three voluntary libraries were represented in the submissions with the most being from the Opawa Library. All Community Board submissions were supportive of most aspects of the plan. Most single issue submissions were based on operational needs but also showing support for the libraries in most cases as well as voicing concerns or asking questions in others.

4. SUBMISSIONS ON DRAFT CHRISTCHURCH LIBRARIES 2025 FACILITIES PLAN VOLUME 1 - SUBMITTERS WHO WISH TO BE HEARD

Separately circulated.

5. SUBMISSIONS ON DRAFT CHRISTCHURCH LIBRARIES 2025 FACILITIES PLAN VOLUME 2 - SUBMITTERS WHO DO NOT WISH TO BE HEARD

Separately circulated.

Appendix One: Thematic Summary of Community Feedback on Libraries 2025 Draft Facilities Plan

Thematic Summary

Central Library	Comments
<ul style="list-style-type: none"> • Not safe for children because of the type of other users. • Children's area needs to be protected and safe 	<p>All suggestions and questions will be considered as part of the exploration of development options for a new metropolitan Central Library (Tactics p31)</p>
<ul style="list-style-type: none"> • Great as it is, lovely location, building and ambience. • Make second building in same characteristics as the first 	
<ul style="list-style-type: none"> • Needs a café like Clarkes in Wellington and better parking 	
<ul style="list-style-type: none"> • Support high quality facility within the central city. Need to keep growth provided for and alternative uses as the city grows and changes. Explore partnerships. <i>Hagley/Ferrymead Community Board</i> 	
<ul style="list-style-type: none"> • Essential to plan for the next 20-40 years. 	
<ul style="list-style-type: none"> • Must be adjacent or on top or alongside the bus exchange 	
<ul style="list-style-type: none"> • Could the 3rd floor of city library be included in the new council building? 	
<ul style="list-style-type: none"> • Encourage people to use public transport and help those with mobility problems the library should be built on top of the bus exchange. Crazy to build new bus exchange and not include the library • Better security is needed if adjoined to exchange. • Express drycleaners and café, lost property could be added. 	
<ul style="list-style-type: none"> • Close to the bus exchange will make more sense. Fuel will not get cheaper 	
<ul style="list-style-type: none"> • No need to expand Central at mega expense 	
<ul style="list-style-type: none"> • Do not replace current building with more expensive one. Suggest an existing smaller building with carpark for meeting rooms and include heritage and computer education in it also. Archives re-house on a better site. <i>Friends of the Library</i> 	
<ul style="list-style-type: none"> • Is there a need for new Central library if branch libraries are being refurbished? 	<p>The Central library has a unique civic and cultural role in the city, regionally and nationally</p>
<ul style="list-style-type: none"> • Disappointed Central cant go up a storey. Would have been desirable 	<p>Building constraints are one of the drivers for the development of a plan for the Central library</p>

Belfast Library	Comments
<ul style="list-style-type: none"> Suggest proposed library within the shopping area 'supa centre' 	Positive comments indicate strong local support for a library in Belfast.
<ul style="list-style-type: none"> Prefer Belfast library over Redwood library 	All suggestions and comments will be considered as part of the planning process for the development of a library in Belfast
<ul style="list-style-type: none"> Urgently needs a community focal point other than the shops 	
<ul style="list-style-type: none"> Can we get the Belfast Library/SC/Community Centre up and running with in 5 years? 	
<ul style="list-style-type: none"> Needs to be central and accessible. Suggest Sheldon Park in co-operation with Belfast School and Education Department. 	
<ul style="list-style-type: none"> Should be a partnership between council and school as at Riccarton. 	
<ul style="list-style-type: none"> Needs café, service centre attached for major community facility 	
<ul style="list-style-type: none"> Would be much appreciated x 2 	
<ul style="list-style-type: none"> Growing. Excellent. Would be very handy for homework 	
<ul style="list-style-type: none"> Community hall would be good for youth groups and drop in centre for young mums 	
<ul style="list-style-type: none"> Population growing rapidly. In the next five years please x 2 	
<ul style="list-style-type: none"> With rapid growth in the area it would be good to keep the ball rolling and add another needed service to the area. 	
<ul style="list-style-type: none"> Great! Soon please!! 	
<ul style="list-style-type: none"> Café is a good idea and would certainly enjoy a nice tea or coffee whilst browsing 	
<ul style="list-style-type: none"> Dire need , population explosion, bus service is far outdated in Belfast 	
<ul style="list-style-type: none"> Has an intelligentsia which need more books as well as a new library 	
<ul style="list-style-type: none"> Sensible to have new library at Belfast 	
<ul style="list-style-type: none"> Northwood Residents Inc support plan and suggests next to Belfast primary with similar partnership to Riccarton High. 	
<ul style="list-style-type: none"> Look forward to new facility in the area and would like to be included in the planning and design process. Don't make the timeline too long 	
<ul style="list-style-type: none"> Library should be located on 93 hectares of land rezoned by environment court adjacent to corner of Johns and Main North Roads 	
<ul style="list-style-type: none"> Should not attract levies payable under the Financial Contributions rule, a rule under the proposed Living G rules for land rezoned 	
<p><i>Belfast Community Trust</i></p> <ul style="list-style-type: none"> Support library. 	
<ul style="list-style-type: none"> See above for location and levies statement. Considering using [their] land available <p><i>Devondale Nurseries</i></p>	

Aranui Library	Comments
<ul style="list-style-type: none"> Will help all those who walk everywhere, lots of elderly and young families 	Positive comments indicate both local and citywide support for facility/service to the Aranui community
<ul style="list-style-type: none"> Pleased to see Aranui with a library. Long overdue. 	
<ul style="list-style-type: none"> Valuable and exciting. Education/library centre is a good option. Gap in service in the Aranui/Wainoni/Avondale area 	
<ul style="list-style-type: none"> Greater necessity in an area classified as low decile. 	
<ul style="list-style-type: none"> Good to see this community getting a library 	
<ul style="list-style-type: none"> Places to study and read will fill an essential part of ongoing learning. More young people will have books in homes. 	
<ul style="list-style-type: none"> Warmly welcome the proposal and believe it will strengthen and enhance the community connectivity with local schools. Hope a reality in the near future <i>Aranui High School</i> 	
<ul style="list-style-type: none"> Top priority for equity of access for the community 	
<ul style="list-style-type: none"> Full support. Key learning step, contemporary model of community development, capacity building for the community, utilization of existing services. Relationships important. Participation and engagement important in the development. <i>Aranui Community Learning Centre</i> 	
<ul style="list-style-type: none"> Locate at Aranui High School for all to access, similar to Upper Riccarton 	All suggestions and comments will be considered in the collaborative development of the plan for facility/service at Aranui.
<ul style="list-style-type: none"> Need a facility as bus only stops 45 minutes and who can remember where and when 	
<ul style="list-style-type: none"> Buy or lease old New World store and refurbish. Good size, Central and parking 	
<ul style="list-style-type: none"> Make a Suburban library with first class IT facilities and some kind of partnership system with local schools 	
<ul style="list-style-type: none"> Great to see need recognised. Needs to be sensitive to the special needs of the people. Non threatening and consult with the community about their needs when developing the service 	
<ul style="list-style-type: none"> Needs to be accessible to all the school and on a bus route 	
<ul style="list-style-type: none"> Whole heartedly support the plan for library in Aranui Need a collaborative structure for future planning and success. Although sensitive in nature believe that Aranui in an excellent position were this can work for the benefit of the community. Need central focal point for information and learning that is independent. Technology important for access to information for all especially youth. Need to recognise special values <i>ACTIS- Aranui Community Trust</i> 	
<ul style="list-style-type: none"> New Brighton and Eastgate [Linwood] have good libraries. Both on bus route. Aranui High School has a good library. Is it logical to have another in the area? 	The high need of the Aranui community is a key factor in the development of a service in this area
<ul style="list-style-type: none"> Move New Brighton library to the west and then negate the need for a library in Aranui. 	
<ul style="list-style-type: none"> No point in building library there [Aranui] as there is one already at Redwood 	

Halswell Library	Comments
<ul style="list-style-type: none"> • Make the library community focal point. Needs café, books, CD's, play area for children • Keep the design under control to keep it civilised and not a noisy dump like the malls. Libraries need to be civilised 	Positive comments indicate a desire for a library to provide for the growth in the Halswell community.
<p>Learn from South mistakes</p> <ul style="list-style-type: none"> • Looks like pre-fabricated cow shed • Ill lit and ventilated • Smell and noise of café and uncontrolled children 	All suggestions and comments will be considered as part of the planning process for the development of a library in Halswell.
<ul style="list-style-type: none"> • Good to get a bigger library for the growing community- could be next to the New World supermarket. Open at 8.30-9am would be good. 	
<ul style="list-style-type: none"> • Need community focal point and café would be very well used. Make it like South 	
<ul style="list-style-type: none"> • Good to make it near New World 	
<ul style="list-style-type: none"> • Needs a better range of books 	
<ul style="list-style-type: none"> • As council approves developments, need to be keeping up with this with community services. 	
<ul style="list-style-type: none"> • Place the library near the new school proposed . 	
<ul style="list-style-type: none"> • Build new and modern facility . 	
<ul style="list-style-type: none"> • Should have meeting and conference rooms. 	
<ul style="list-style-type: none"> • Secure the land now. Do not lose it again through inaction and lack of fast action. Secure land north of the domain on Halswell Road 	
<ul style="list-style-type: none"> • Need the library now not in 10 years time. 	
<ul style="list-style-type: none"> • Should it cost 8 million?. Suggest relocating to the old New World building on Halswell road. 	
<ul style="list-style-type: none"> • Use old New World building. Need urgently 	
<ul style="list-style-type: none"> • Domain and supermarket, good sites. Will need a new building. Current location awkward 	
<ul style="list-style-type: none"> • New library would need longer opening hours than the current library 	
<ul style="list-style-type: none"> • Combine community hall with library. 	
<ul style="list-style-type: none"> • Pool facilities are unused for 9 months a year. Cars and people go in to the sports ground so that location also. <i>(Assuming this a positive for that location)</i> 	
<ul style="list-style-type: none"> • Acquire the land in the Milns Road/Halswell Road area <i>Riccarton/Wigram Community Board</i> 	
<ul style="list-style-type: none"> • Secure after hours community meeting room. 	
<ul style="list-style-type: none"> • Community has been very patient and it is still not clearly outlined or a timeframe given. Needs to be a priority as opportunities for land are evaporating quickly. <i>Halswell Residents Association</i> 	
<ul style="list-style-type: none"> • Overdue. Currently in dangerous position with multiple traffic hazards 	Positive comments indicate community support for new library in Halswell.
<ul style="list-style-type: none"> • Very much needed with rapid growth 	
<ul style="list-style-type: none"> • Needs updating and expanding to deal with increase in population 	
<ul style="list-style-type: none"> • Growth in the area justifies a new library 	

<ul style="list-style-type: none"> • Agree with larger library x2 	
<ul style="list-style-type: none"> • Support the extension of library. Too small at the moment 	

Bishopdale Library	
Needs to be moved to mall focal point at Harewood Road	All suggestions and comments will be used in assessing the options for the Bishopdale library
Great staff at Bishopdale and Redwood	
Council in 2003 agreed to review the overall Council stake holding at Bishopdale. Work closely with the Council on Bishopdale as an overall plan for the area.	
Consider moving to New World supermarket site <i>Fendalton/Waimairi Community Board</i>	
Re-site the library in New World supermarket. Ideal site x2	
Whole mall rundown and depressing. Would have more business if it was relocated in nicer building in nicer place. Council should re-do the mall if library to remain in same place	

Shirley Library	
Have the new owners of 'The Palms' mall been consulted with a view to having a new and larger library with community meeting facilities	All suggestions and comments will be considered by the Council while working with 'The Palms' mall owners in negotiations and planning for development of the precinct.
Concerned that further development of the library is dependent on a partnership with The Palms Mall. New owners need to buy in to the plan	
Need more parking	
Support the development of Shirley as long as Council's interests are strongly protected. If library going in the Mall, needs to be in the best possible position. Transport routes very important for elderly, etc. <i>Shirley Residents Group</i>	
Shirley growing with infill housing. People will want to stay in their community	
New library should include other Council services including community accessible meeting rooms for hire and free. One stop shop	

Linwood Library	Comment
Great place and any future development must not change the successful operations as a community library	Comment will be considered if planning opportunity arises for development of the Linwood Library
Doors at entrance too hard to open for wheelchair and elderly	Addressing this in 08/09 budget year

Sumner Library	Comment
<ul style="list-style-type: none"> • Large library should be high priority given the population increase and growing number of young families 	Suggestions and comments will be considered if planning opportunity arises for development of the Sumner Library
<ul style="list-style-type: none"> • More spaces needed often full to the top. Put a library like Fendalton out here. Assess as opportunities arise 	

Redwood Library	Comments
<ul style="list-style-type: none"> • If Redwood to close then after Belfast opens 	All comments and suggestions will be considered when assessing the future role of Redwood library after the opening of the Belfast library
<ul style="list-style-type: none"> • Not favour closing. • Transfer to Papanui a bad option • Bad parking and traffic at Northlands • Keep pensioners in mind in Redwood 	
<ul style="list-style-type: none"> • Get rid of Redwood. On bus route to Papanui 	
<ul style="list-style-type: none"> • Is used not only by local people but also nearby schools, pre-schooler and retirement homes and flats and shoppers at the Redwood shops. 	
<ul style="list-style-type: none"> • Would be saddened at the demise of Redwood and would have to drive or bus to Belfast or Papanui. • Wouldn't use library as much 	
<ul style="list-style-type: none"> • Keep open for the neighbourhood and homework 	
<ul style="list-style-type: none"> • Would be a brave person who suggested closing this library. • Used by children from nearby facilities and aging population who can no longer drive. • Located centrally in an adequate building 	
Mobile Library	Comment
Pleased to hear the Mobile will stay in existence	All suggestions and comments will be considered with the scope of filling network gaps and will be evaluated in line with the development of customised services CR check
Support the continued use especially in Avonhead. <i>Fendalton Waimiari Community Board</i>	
Support mobile library service <i>Riccarton/Wigram Community Board</i>	
South Library	
<ul style="list-style-type: none"> • Impressive layout and design 	Useful comments that will be used in the ongoing management and development of the library
<ul style="list-style-type: none"> • Good example of a successful library. Needs more quiet reading and study areas. Lounge areas can be noisy. 	
<ul style="list-style-type: none"> • Door opens to the south. Not good 	
Fendalton Library	
<ul style="list-style-type: none"> • Delighted to hear the extended hours and coffee shop attached. • Will this require new building? 	Divergent of comments from different interests in the community. All comments will be considered when development opportunities are being assessed.
<ul style="list-style-type: none"> • Disappointed to hear about the changes. Chose this library over UR as don't like the shiny airport feel of the library. More quiet and welcoming at Fendalton. 	

<ul style="list-style-type: none"> • Shame to have more staff having to work on a Sunday 	
<ul style="list-style-type: none"> • Welcome the addition of a cafe 	
<ul style="list-style-type: none"> • Support extra opening house including 7 days per week and the possibility of a cafe <i>Fendalton/Waimairi Community Board</i> 	
<ul style="list-style-type: none"> • Redevelopment of Fendalton would compete with local amenities already there 	
<ul style="list-style-type: none"> • Extra traffic flow and problems would come about 	
<ul style="list-style-type: none"> • Fendalton community deserves to live in quiet circumstances one day a week. • Café and Sunday trading will create unsatisfactory environment with parking and noise rubbish and congestion. • Residents fought and won the battle against Sunday trade. This proposal ignores concerns of local residents. 	
<ul style="list-style-type: none"> • Doesn't need another focal point. • Noise and litter if longer opening hours, would lead to residential amenity value to local residents. Need quiet time. • Why should council get in to running commercial facility. Other cafes close. 	
<ul style="list-style-type: none"> • Carparks need improving with drive by returns box 	Level of service suggestion to be considered

Voluntary Libraries	
<p>Redcliffs</p> <ul style="list-style-type: none"> • Would be concern if it were to close • Hope it would get continued support as it well used for old and young and is very central for Redcliffs people and supported by many volunteers • Highly valued local asset. Efficient and cheerful staff, friendship and interest. Old people in the area are frail and disabled and it is impossible to go by bus to Sumner or any other library. High level ratepayers in the area, should not be deprived • Private library at Redcliffs exploding with customers • Redcliffs popular with children from all over the area. Could have council services attached. <i>(see Ferrymead comment below)</i> Great books • Support solid library service in Riccarton town Riccarton <i>Wigram Community Board</i> 	All comments will be considered when assessing partnership opportunities with other Council units and external agencies when reviewing the Council's contribution to the maintenance of all voluntary libraries
<p>Opawa</p> <ul style="list-style-type: none"> • Can only function properly if left alone and with volunteer staff • Opawa Children's library must be kept open for residents who require local libraries which allow browsing peacefully without distraction • Keep Opawa, it is within walking distance of my home • Opawa library is subsidised by the Council and this enables them to provide materials for free that other libraries charge for. Reserves. The library building is maintained by the Council. It is a social hub. Provide work for volunteers. People like the quietness of the library. CCL provides large print books. Staff have time to listen 	

<p>General</p> <ul style="list-style-type: none"> Continued support for local accessible facilities <i>Hagley/Ferrymead Community Board</i> Fill gaps in between larger libraries. <p>Acknowledge gratitude to library volunteer for the last 50+ years. How will the review of the Council contribution take place. Focus on lack of vehicle use required for people to access these libraries. Will the views of these libraries be heard. How will the Council plan to replace the social value of the library? <i>Spreydon/Heathcote Community Board</i></p>	
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Little River Library	
<ul style="list-style-type: none"> Good strong library focal point and should retained as full library with the Service Centre in the Domain building x2 	<p>All comments and suggestions will be considered when service provision to Little River is evaluated taking in to account possible non-building based means of delivery</p>
<ul style="list-style-type: none"> Should remain part of the network. Mobile only temporary solution. Need service improvement not depleted. Would be the beginning of the end . It is the focal point of our community 	
<ul style="list-style-type: none"> Community needs are not considered. What are you going to use the library for when you close it? Better to extend and use rooms for reading rooms. Community growing and need for library is too. Older people need a library not a Mobile. Books are important in the technology age. Why change something good? 	
<ul style="list-style-type: none"> Retrograde planning in growing area. Jobsworth thinking. Empire expanding behaviour. 	
<ul style="list-style-type: none"> How many other downgrading that aren't mentioned in the leaflet? Should be kept. Community focus. Should stay in current building. There is no substitute. Should be retained as is. 	
<ul style="list-style-type: none"> Maintain in current state. Fulltime capacity. Isolated community and long way to get to ChCh. 	
<ul style="list-style-type: none"> Keep it very convenient x2 	
<ul style="list-style-type: none"> Short sighted to close. Dearly needed in a rural community. Who decided the building was unsustainable? 	
<ul style="list-style-type: none"> Library good for projects and homework. 	
<ul style="list-style-type: none"> We need a full time library and librarian and somewhere to post our mail and more resources and more computers. Don't want to have to go to Halswell 	
<ul style="list-style-type: none"> Will destroy the community focal point x3 	
<ul style="list-style-type: none"> Keep it the way it is for Gods Sake 	
<ul style="list-style-type: none"> Strong focal point. Fuel prices affect rural communities. x3 	
<ul style="list-style-type: none"> Library essential for children's learning. Review opening hours to increase usage. A late night would be good. 	
<ul style="list-style-type: none"> Would be utilised more if there was more material and it was changed more often 	
<ul style="list-style-type: none"> Mobile would not fulfill needs. Don't take away our beautiful library 	
<ul style="list-style-type: none"> Petrol prices make it expensive to go to other libraries. Community focal point 	
<ul style="list-style-type: none"> Must have a library. No mobile. Community focal point. Why are new libraries more 	

important than Little River? Don't treat us like poor relations. Per head of population I bet we use it more than in town	
<ul style="list-style-type: none"> • Why are you contemplating closing the library? Community focal point. 	
<ul style="list-style-type: none"> • Focal point of the community. An upgrade would be appreciated. It is a Godsend. Close Akaroa and use saved money for Little River 	
<ul style="list-style-type: none"> • Homeschoolers use the library. 10% of the children in the area 	
<ul style="list-style-type: none"> • Community spirit is what the library brings to Little River 	
<ul style="list-style-type: none"> • As part of CCC the library should be treated as such. Should get same benefits attention and money as all other libraries. No van or bus. 	
<ul style="list-style-type: none"> • Use the old historic building once a library in LR 	
<ul style="list-style-type: none"> • Growing community, needs expanded building base. Heart of the town. Disappointing and frightening. Library staff very helpful 	
<ul style="list-style-type: none"> • Due to lack of space suggest that this could be supplemented by the use of better technology. • Supports the combined use of the site at Little River and would like to advocate for the improvement and enhancement of the service centre and library space, through physical alterations. • highlight the importance of rural libraries as a resource for families involved in distance learning (home schooling). • Social Resource – the Board wishes to stress the importance of the social aspects of the libraries through providing a meeting place for members of the local communities. • Rural Library Issues – the Board emphasises the need for flexible and adaptive thinking when addressing the issues around rural libraries. A “one size fits all” approach can not be applied across the whole City. <p><i>Akaroa/Wairewa Community Board</i></p>	
<ul style="list-style-type: none"> • The residents of Akaroa and Wairewa are aware of the scale of their communities and do not necessarily expect to be delivered the full extent of services of metropolitan libraries. <p><i>Akaroa/Wairewa Community Board</i></p>	

Lyttelton Library	Comments	
<ul style="list-style-type: none"> • Open hours the same as other libraries please. Open too late in the week day mornings • Needs an upgrade with comfortable chairs and better, more accessible toilets • Open hours extended to cater to community (and Diamond Harbour) • Not mentioned in the plan. Should indicate that it is to remain <i>Lyttelton-Mt Herbert Community Board</i> 	All suggestions and comments will be considered in the ongoing development of services to the Lyttelton community	
Spreydon Library		Comments
<ul style="list-style-type: none"> • Don't like new layout • In the wrong place. No parking. Traffic movements indicate an accident waiting to happen. Re-locate at Pioneer Rec Centre. Or put it where Hoon Hay Children's library is. • Need a leaf rake and doors that don't open to the south. Big gap under door 		Comments will be used for ongoing planning and management of the Spreydon library
Akaroa Library	Comments	
<ul style="list-style-type: none"> • Should be considered at Suburban level because of remote location 	Population and growth indicators show that Akaroa falls short of key benchmarks for development in to Suburban sized library.	
<ul style="list-style-type: none"> • Should be open Saturday and Sunday afternoons • The residents of Akaroa and Wairewa are aware of the scale of their communities and do not necessarily expect to be delivered the full extent of services of metropolitan libraries. <i>Akaroa/Wairewa Community Board</i> 	Will be considered in the ongoing management and development of the library service	
Ferrymead	Comments	
<ul style="list-style-type: none"> • Believe that Ferrymead will increasingly become a focal point for the SE suburbs particularly Mt Pleasant. • Should make it easier for even the less deprived to use buses to access libraries. • No population growth in Heathcote. Is there a gap or does Redcliffs need supporting more? 	Information to be considered when revisiting the 2025 draft plan	
Diamond Harbour Library	Comments	
Diamond Harbour School would be interested in exploring possibility of partnership sometime in the future. If council interested need to work together before the new school library was planned. <i>Diamond Harbour Board of Trustees</i>	Useful information to consider for future planning of development in Diamond Harbour	

Key issues/attributes of provision and criteria

City-wide network	Comments/Analysis
<ul style="list-style-type: none"> Great plan 	<p>Generally favourable comments with some useful alternative suggestions to explore and opinions to be considered</p>
<ul style="list-style-type: none"> Hope buildings will not continue to appear willy nilly around ChCh requiring expensive infrastructure 	
<ul style="list-style-type: none"> Applaud Council on their dedication to investment in the regions local libraries 	
<ul style="list-style-type: none"> Current facilities are very satisfactory 	
<ul style="list-style-type: none"> Southern ChCh network looks ok as long as the Beckenham and Halswell libraries cater for extra growth 	
<ul style="list-style-type: none"> Reflects a decent outlook 	
<ul style="list-style-type: none"> Exciting and ambitious plan. 	
<ul style="list-style-type: none"> Congratulations on recognising needs 	
<ul style="list-style-type: none"> Smaller libraries being overlooked 	
<ul style="list-style-type: none"> Good value for money and a fabulous community resource!! X2 	
<ul style="list-style-type: none"> Blind Association support new facilities 	
<ul style="list-style-type: none"> Hope the plan will change according to circumstances 	
<ul style="list-style-type: none"> Should reflect Maori more as the demographic of the city will change. 	
<ul style="list-style-type: none"> Support overall strategy <i>Riccarton/Wigram Community Board</i> 	
<ul style="list-style-type: none"> Is it core business to develop land and compete with other facilities ie. Cafes? 	
<ul style="list-style-type: none"> Well balanced picture. 	
<ul style="list-style-type: none"> New communities getting services not available before. 	
<ul style="list-style-type: none"> Strengthens the city library capacity 	
<ul style="list-style-type: none"> Agree with values. 	
<ul style="list-style-type: none"> Wise to look forward to predicted population , unwise to remove existing libraries 	
<ul style="list-style-type: none"> Use of other local facilities is to be applauded. 	
<ul style="list-style-type: none"> Council and library together making he best use of space and making library services available to a wide range of borrowers. 	
<ul style="list-style-type: none"> Random nature of growth of network indicates city is not well served 	
<ul style="list-style-type: none"> Create new library north of Papanui, close Redwood. 	
<ul style="list-style-type: none"> Need to rationalise the North west area. 	
<ul style="list-style-type: none"> Support the developments but not the closure of smaller libraries 	
<ul style="list-style-type: none"> New developments should be paid for by the people who live in those areas. 	
<ul style="list-style-type: none"> Rates very high in ChCh compared with Selwyn 	
<ul style="list-style-type: none"> Good to spend rates on this 	
<ul style="list-style-type: none"> Well thought out 	
<ul style="list-style-type: none"> Proposed closures not good. Short sighted 	No closures proposed
<ul style="list-style-type: none"> Good for Christchurch but not the rural areas 	Useful comments – will be used when evaluated in line

<ul style="list-style-type: none"> • Yes growth is important but don't forget rural areas. • Service centres and smaller libraries are not always run with saving money in mind. 	with the development of customised services
<ul style="list-style-type: none"> • Only good for urban areas. • Rural left out-rate payers too. 	

Community – strengthening and providing community hubs	
<ul style="list-style-type: none"> • Community education is key to economic growth 	General support for role of libraries in the community. Different views on what that actually means. All such interests will be considered in the development of any new library projects
<ul style="list-style-type: none"> • Libraries important in maintaining 'civil society' 	
<ul style="list-style-type: none"> • All communities need own library for children to access 	
<ul style="list-style-type: none"> • Community focal point good 	
<ul style="list-style-type: none"> • Libraries are community meeting points 	
<ul style="list-style-type: none"> • Closure of rural library buildings does not meet the needs of the community 	
<ul style="list-style-type: none"> • Larger libraries we are now getting are not local for many people and are more impersonal. 	
<ul style="list-style-type: none"> • Older people and people at home have to travel farther for libraries 	
<ul style="list-style-type: none"> • Interaction between schools and libraries good. 	
<ul style="list-style-type: none"> • Need meeting venues in libraries 	
<ul style="list-style-type: none"> • Need cafeterias, meeting rooms and bus stops 	
<ul style="list-style-type: none"> • Support plan to build new library and extend facilities for population growth needs. <i>Grey Power</i> 	
<ul style="list-style-type: none"> • Recognise the value of library facilities for families. 	
<ul style="list-style-type: none"> • Supports council in its endeavour to provide libraries. 	
<ul style="list-style-type: none"> • Meeting spaces for community groups x3 	
<ul style="list-style-type: none"> • New facilities should add to the community, not set up in opposition to them 	
<ul style="list-style-type: none"> • Need restaurants and or crèches for kids to go after school until parents pick them up 	
<ul style="list-style-type: none"> • Students love the library atmosphere and wide variety of books. 	
<ul style="list-style-type: none"> • Café at Parklands great, put more in other libraries 	
<ul style="list-style-type: none"> • Key resource for community for literature and arts. Educational resources/computers at Beckenham are excellent. Are the cafes successful? Red has had 3 owners already 	
<ul style="list-style-type: none"> • With the rise of food and fuel prices, families will need libraries even more. 	

Partnership opportunities	
<ul style="list-style-type: none"> • Totally disagree with partnerships with private businesses or malls or rest homes. Business ethos is totally different from community development ethos of public libraries 	General support for partnerships but with concerns voiced regarding developing partnerships with businesses. All suggestions and comments will be considered when exploring partnership opportunities.
<ul style="list-style-type: none"> • Like community rest homes, churches etc and other educational groups, tearoom would be nice 	
<ul style="list-style-type: none"> • Input from commercial areas such as 'The Palms' must be carefully applied. I see a conflict 	

of interest in many areas if purchases of literature is controlled at all by pressure or interest groups involved in commercial religious or financial areas	
<ul style="list-style-type: none"> • Support partnerships with high schools <i>Hagley/Ferrymead Community Board</i> 	
<ul style="list-style-type: none"> • Libraries for libraries alone. Don't need anything else 	
<ul style="list-style-type: none"> • Partnerships with existing community groups is good 	
<ul style="list-style-type: none"> • Has consideration been given to partnerships with Selwyn district? <i>Halswell Residents Assn</i> 	
<ul style="list-style-type: none"> • Too inward looking. Need to look for other partners than Council. Empire building. What is National Library's role? No detail provided about the extent to which partnerships may have been explored and no outcomes indicated regarding other providers. Good to see other territorial authorities included. 	This could be about how partnership is expressed in the plan. Would not expect detail on partnerships to be discussed in overarching planning framework. A wide variety of opportunities have been identified by council, all suggestions will be considered.

Co-location	
<ul style="list-style-type: none"> • Support libraries and service centres together 	Positive feedback on co-location opportunities. Supports Council planning and thinking at present
<ul style="list-style-type: none"> • Combine with Citizens Advice Bureau, Legal Aid and mini conference room 	
<ul style="list-style-type: none"> • Combine service centres, post office, Kiwibank on site of ANY new library 	
<ul style="list-style-type: none"> • Support idea of service centre and libraries co-located but where pressure of housing staff conflict with library then only the service centre counter staff should be accommodated 	
<ul style="list-style-type: none"> • Crèches would be good with libraries 	
<ul style="list-style-type: none"> • Attaching libraries to other Council facilities make maximum use of car parks and allows busy families to combine leisure pursuits. 	
<ul style="list-style-type: none"> • Would like to be considered for possible co-location with City Council libraries and service centres. 	
<ul style="list-style-type: none"> • Excellent information role and would appreciate partnership with new libraries <i>Citizens Advice Bureau</i> 	
<ul style="list-style-type: none"> • Needs prioritising eg schools, bus links, open spaces 	

Transport	
<ul style="list-style-type: none"> • Public transport and buses are crucial planning needed over next 10-20 years 	Supports current Council planning
<ul style="list-style-type: none"> • Consider bus access for the elderly to new Central library when choosing a new site. 	
<ul style="list-style-type: none"> • Need libraries within walking distance of elderly homes 	
<ul style="list-style-type: none"> • Libraries need to be close to car parking 	

Feedback on issues other than those discussed in the Facilities Plan

Services and collections	
<ul style="list-style-type: none"> • Good to see books still important 	All useful and interesting feedback to share
<ul style="list-style-type: none"> • Focus should be on books and services 	
<ul style="list-style-type: none"> • Wide range of literature that are for ranging cultural difference and should be addressed without censorship. Should not encourage women's suffering and inequality in NZ. Pedestrian crossing. 	
<ul style="list-style-type: none"> • Don't make any more of the collection fee based. Keep books free as they are at the moment 	
<ul style="list-style-type: none"> • Emphasis on books instead of cafes. Need to attract children in to libraries 	
<ul style="list-style-type: none"> • Blind Association would like adaptive technology in every library on computers to help blind and visually impaired people 	
<ul style="list-style-type: none"> • All libraries need to provide free high speed internet access 	
<ul style="list-style-type: none"> • Really appreciate the library services and support the children get. Free requests and no fines. Like the Banks Peninsula libraries being networked 	
<ul style="list-style-type: none"> • Coffee dispensers are a good alternative to full on cafes 	
<ul style="list-style-type: none"> • Compliment Upper Riccarton and South libraries which are well laid out and bright and attractive and user friendly 	
<ul style="list-style-type: none"> • Mail order a very good idea 	
<ul style="list-style-type: none"> • Books in schools integration for book ownership 	
<ul style="list-style-type: none"> • Important to attract children 	
<ul style="list-style-type: none"> • Community Noticeboards near the entrance to libraries 	
<ul style="list-style-type: none"> • Cafes in libraries. Why? 	
<ul style="list-style-type: none"> • Please provide access to academic resources of CU 	
<ul style="list-style-type: none"> • Need community child focussed areas within library to cater to needs of all groups 	
<ul style="list-style-type: none"> • Took a year to get elderly friend a pass on the tram to get to the library. Books are heavy 	
<ul style="list-style-type: none"> • Getting away from core business of reading and electronic material 	
The Plan	
<ul style="list-style-type: none"> • Too wordy and badly laid out. Confusing 	
<ul style="list-style-type: none"> • Explain the buffer 	Will consider this when reviewing the draft Plan
<ul style="list-style-type: none"> • Plan not widely advertised. 	
<ul style="list-style-type: none"> • Will we have to wait until 2025 for our new libraries? 	Timeframes not discussed in the Plan