

COUNCIL MEETING

AGENDA



(Open to the public)

9.30pm, Monday 25 March 2024

Council Chamber, 8 Inglesby Road, Camberwell

Date of Issue: 22 March 2024

Please note: No audio, video, photographic or any other recording of proceedings at Council or Delegated Committee meetings is permitted without written authority from Council.

Order of Business

- 1 Apologies**
 - 2 Declaration of conflict of interest of any councillor or council officer**
 - 3 Presentation of officer reports**
 - 3.1 Kew Library Redevelopment
 - 4 Confidential business**
 - 4.1 Contractual Matter
- Close of meeting**

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3 Presentation of officer reports

3.1 Kew Library Redevelopment

Executive Summary

Purpose

This report updates councillors on recent work to deliver action 3.1 of the Boroondara Library Services Plan 2020-25 to:

“...Commence the redevelopment of Kew Library to create contemporary and integrated Library experiences.” (page 38)

This work is encapsulated in the draft ‘Kew Library Redevelopment Vision and Design Brief’ (draft Vision and Design Brief) (**Attachment 2**) and is being presented to Council for endorsement prior to commencing detailed design.

Background

Planning for the redevelopment of Kew Library has been on-going in various forms for some 14 years (with the *Planning our Place: Kew Junction Structure Plan* identifying the project in its original 2009 and subsequent 2011 versions).

In September 2020, Council endorsed the Boroondara Library Services Plan 2020-25 (Library Services Plan) which included Action 3.1 to “...*Commence the redevelopment of Kew Library to create contemporary and integrated Library experiences*” (page 38). Action 3.1 was scheduled to commence in 2022-23 financial year and since this time considerable work across Council teams, the Kew Library Redevelopment Steering Committee (Steering Committee) and with the community has been undertaken to progress this project.

The draft Vision and Design Brief captures this work and has been designed to inform the future project planning and design stages of the project.

Key Issues

A community project - not an infrastructure project

Located within the Kew Junction Structure Plan precinct, the Kew Library project has the potential to create a unique asset for the whole municipality, allowing indoor and outdoor programming in adjacent Alexandra Gardens and Petrie Square. An inspiring example of a library which successfully programs complementary indoor and outdoor activities is the New York Public Library and adjacent Bryant Park. A similar (albeit more modest opportunity) exists with the Kew Library redevelopment.

This project’s purpose is to create an environment where our services can provide great programs and enrich the quality of life for Boroondara residents (through opportunities to connect, share experiences and learn). A purpose-built library as proposed in the draft Vision and Design Brief scope, is designed to create flexible and welcoming spaces that can accommodate a broad range of programs - now and into the future. Community benefits are anticipated in the areas of social connection, education and learning, health and well-being as well as cultural exchange and creativity.

Optimising Council's investment

In 2023, Council commissioned an independent expert to undertake a climate risk assessment of redevelopment options comparing refurbishment of the existing Kew Library building, or a demolition and rebuild (**Attachment 3**). A demolition and rebuild option was identified as being more environmentally sustainable; and preliminary cost planning also identifies this option as more financially viable.

Fit for purpose

The current Kew Library building was originally designed as a civic hall and opened in 1960. Kew Library moved to this converted civic hall in 1987, and the site has remained relatively unchanged since this time. The space was not designed as a public library, and although Kew Library has operated successfully since moving to this location, its operations are constrained by an inefficient layout and inability to connect with its surrounding environs - including Alexandra Gardens and Petrie Square. Better layout and flow of the library floorplan will improve customer experiences. Improved building amenity (such as heating, cooling, light, and acoustics) will also mean the building is a more pleasant, sustainable and enjoyable place to visit and work.

Building condition

Nearly 100% of the building is affected by the need to upgrade end-of-life and/ or non-compliant elements. Analysis has identified refurbishment of the existing building is comparable in cost (or even slightly higher), than a demolition and rebuild of the current facility. In addition, refurbishment would involve like-for-like and does not offer Council the opportunity to create a purpose-built facility which meets community need (now and in the future).

Community support

Community feedback in 2023 is summarised in **Attachment 1** and identified a high level of support for the draft Vision's themes.

Council's 2023 community consultation was undertaken to check-in with the community to determine if its needs, expectations, and aspirations for Kew library had shifted since a previous consultation process in 2017. The 2023 engagement process encapsulated the 2017 community feedback themes within the draft Vision and Design Brief (**Attachment 2**). The community was invited to provide feedback on these themes and the draft Vision (which also noted a proposed demolition and rebuild - as did the 2017 community engagement process).

Long-Term Financial Strategy allocation

Council has allocated \$20.647M in its Long-Term Financial Strategy (LTFS) towards the Kew Library Redevelopment. Costs will be staged across multiple financial years. As this project is only at the pre-design phase, the total project cost is an estimate based on the best available information and undertaken by a quantity surveyor. This report proposes escalation factor of 10% to account for increases in construction costs since the original LTFS allocation, and which allows for the multi-year lapse of time prior to construction tendering. The escalated figure is \$21.866M.

Next Steps

Endorsement of the draft Vision and Design brief will enable the Kew Library redevelopment to progress to the design phase of the project.

Officers' recommendation

That Council:

1. Notes the community feedback outlined in the Kew Library Redevelopment Community Engagement Summary report (**Attachment 1**).
2. Endorses the 'Kew Library Redevelopment Vision and Design Brief' (**Attachment 2**) and consistent with that brief, demolish and rebuild the Kew Library.
3. Maintains its financial commitment to the Kew Library redevelopment in accordance with the Long-Term Financial Strategy allocation of \$20.647 million to be escalated to account for increases in construction costs since the original allocation, and which allows for the lapse of time prior to construction tendering.

Responsible director: Kate McCaughey, Director Community Support

1. Purpose

This report updates councillors on recent work to deliver action 3.1 of the Boroondara Library Services Plan 2020-25 to:

“...Commence the redevelopment of Kew Library to create contemporary and integrated Library experiences.” (page 38)

This work is encapsulated in the draft ‘Kew Library Redevelopment Vision and Design Brief’ (draft Vision and Design Brief) (**Attachment 2**) and is being presented to Council for endorsement prior to commencing the design stage.

2. Policy implications and relevance to community plan and council plan

A summary of key content relating to the Kew Library redevelopment in endorsed plans and policies is described in **Table 1** below.

Table 1: Endorsed Plans and Policies

Plan / policy	Description
Boroondara Community Plan 2021- 2031	<p>The Kew Library redevelopment supports the delivery of the Boroondara Community Plan 2021- 2031 through:</p> <p>Theme 1: Community, services, and facilities</p> <ul style="list-style-type: none"> <i>Strategy 1.1:</i> Neighbourhoods and community spaces facilitate social connections and belonging by providing, maintaining, and activating places for people to meet, organise activities and celebrate events. <i>Strategy 1.2:</i> Health and wellbeing is improved through delivering, facilitating, and advocating for services and programs that are accessible and affordable. <i>Strategy 1.5:</i> Life-long learning is supported by delivering and working with our community and partners to meet the broad range of interests within the community. <p>Theme 2: Parks and Green Spaces</p> <ul style="list-style-type: none"> <i>Strategy 2.3:</i> Parks and green spaces are accessible and appealing through maintaining, improving, and increasing amenities. <p>Theme 4: Neighbourhood Character and Heritage</p> <ul style="list-style-type: none"> <i>Strategy 4.4:</i> New development positively contributes to amenity and liveability through design excellence.

Plan / policy	Description
Municipal Public Health and Wellbeing Plan (MPHWB) 2021-25 (incorporated in Council's Community Plan)	<p>Within the Boroondara Community Plan there are also 6 health priorities. The Kew Library redevelopment supports the delivery of the health priorities through:</p> <ul style="list-style-type: none"> • <i>Health Priority 1:</i> Improving mental wellbeing and social connection; and • <i>Health Priority 6:</i> Increasing active living.
Boroondara Library Services Plan 2020 - 2025	<p>The Boroondara Library Services Plan 2020 - 2025 vision is to be:</p> <p>“An inspirational Library Service where the community is central, and everyone feels welcome.” (page 4)</p> <p>The Boroondara Library Services Plan 2020-2025 recognises the need to continuously develop library spaces and services through the delivery of Strategic Objective 3: Buildings, facilities, and spaces. This includes:</p> <ul style="list-style-type: none"> • <i>Action 3.1:</i> Commence the redevelopment of Kew Library to create contemporary and integrated library experiences. • <i>Action 3.4:</i> Review and improve library spaces and services with a focus on ensuring learning, inspiration and creativities opportunities for all library users and various stages and abilities in life. <p>In addition, in relation to the Kew Library redevelopment, the 2020 Library Services Plan:</p> <p>“... acknowledged that much has changed since 2017 and any future redevelopment would need to consider the impacts of COVID-19, including but not limited to social distancing, cleaning regimes and barriers. What is crucial with any space planning is the flexibility of spaces to be able to adapt and respond to different needs” (page 18).</p>
<i>Planning our Place:</i> Kew Junction Structure Plan	<p>The Kew Junction Structure Plan (updated 2011) highlights the vision for the area as follows:</p> <p>“The Kew Library will expand its role as the ‘learning and information’ focus of the centre. This will include a broad range of community, cultural and social facilities within an upgraded or redeveloped building. The library will have strong connections to the adjoining open spaces of the Alexandra Gardens and Petrie Square, which will remain as highly valued green spaces. ...The buildings of this precinct will be refurbished or redeveloped to introduce exemplary architecture to house the expanded community role.”</p>

Plan / policy	Description
It's Your Place - Boroondara Placemaking Framework, 2019	<p>The Boroondara Placemaking Framework is a guide to creating “vibrant and inclusive local places” and includes guidelines to ensure the design of places and spaces improves health and wellbeing of our community. Key ‘Placemaking Principles’ applying to the Kew Library project include:</p> <ul style="list-style-type: none"> • <i>Principle 1</i>: Listen to community. • <i>Principle 2</i>: Collaborate with the community and stakeholders. • <i>Principle 3</i>: Create a culture of possibilities. • <i>Principle 4</i>: Celebrate what makes a place unique. • <i>Principle 5</i>: Be future focused.
Boroondara Climate Action Plan	<p>The Climate Action Plan aims to invest in energy efficiency, renewable energy and other local projects and programs that reduce our energy use and any emissions. Council has set a target to be carbon neutral by 2022. A key action within this plan is to implement and update Council’s Sustainable Council Building Policy to progressively enhance the energy performance of Council buildings.</p>

3. Background

Planning for the redevelopment of Kew Library has been on-going in various forms for some 14 years (with the *Planning our Place*: Kew Junction Structure Plan identifying the project in its original 2009 and subsequent 2011 versions).

More recently, in September 2020, Council endorsed the Boroondara Library Services Plan 2020-25 (Library Services Plan) which included Action 3.1 to “...*Commence the redevelopment of Kew Library to create contemporary and integrated Library experiences*” (page 38). Action 3.1 was scheduled to commence in the 2022-23 financial year and since this time considerable work across Council teams, the Kew Library Redevelopment Steering Committee (Steering Committee) and with the wider community, has been undertaken to progress this project.

This work was built on pre-pandemic project planning and informed by the extensive consultation from the Boroondara Community Plan completed in 2017, a library customer satisfaction survey in 2019 and specific consultation feedback on the draft Library Services Plan in 2020. Importantly, the 2020 Library Services Plan:

“... acknowledged that much has changed since 2017 and any future redevelopment would need to consider the impacts of COVID-19, including but not limited to social distancing, cleaning regimes and barriers. What is crucial with any space planning is the flexibility of spaces to be able to adapt and respond to different needs” (page 18).

4. Outline of key issues/options

4.1 Research and community needs analysis

The 2020 Library Services Plan highlighted the importance of identifying key emerging trends, issues, and opportunities in the wake of the COVID-19 pandemic. This work has built on previous demand analysis and feasibility work which needed to be reviewed post the known impacts from the COVID-19 pandemic.

The draft Vision and Design Brief (**Attachment 2**, pages 28-37) identifies key emerging trends and opportunities, with some of these key findings summarised in dot point below:

- **Libraries as community hubs and places to connect** - Public libraries have continued to re-invent themselves as active, engaging and thriving community hubs that combine literature, technology, culture, the arts, and social connection. This includes the notion of libraries as a 'third place' where people spend time between home ('first' place) and work ('second' place).
- **Health and wellbeing** - There is a strong connection between health and wellbeing (physical and mind) and community connection. The 'Social and Environmental Issues' section of this report details these findings.
- **Public libraries as a destination** - Council anticipates the Kew Library Redevelopment will generate increased usage of the facility, with an improved layout and flow, increased natural light, and more spaces for study, reading and activities, leading to better customer experiences. After the redevelopments at Camberwell (2012), Ashburton (2013) and Balwyn (2018) libraries, there was a noticeable increase in membership at each site, which has been sustained.
- **Lifelong learning** - Libraries have become a central hub for lifelong learning and creativity, with large, open and flexible spaces in an environment of colour, sound, ideas and creativity. This can include creation of both dedicated and multi-purpose spaces in modern libraries for a suite of uses such as technology-based recording/podcast studios, 3D printing, etc. The Kew Library is located close to nine schools, the Kew Neighbourhood Learning Centre, 11 aged care/assisted living facilities, 25 childcare centres and 11 kindergartens, which could all benefit from the creative spaces and programs offered from a redeveloped library.
- **Customer experience** (including the digital environment) - Contemporary libraries are actively reinventing themselves to be future focused and able to provide public access to emerging technologies to help build a digitally literate community (especially for ageing populations and low-income households). Kew has an ageing population, higher than Greater Melbourne, with an increasing median age and percentage of residents aged 65 years and over.

- **Changing nature of library collections** - Libraries are now evolving to be 'people-centred, not collections centred'. Public libraries had already begun to shift physical item collections to digital formats prior to the pandemic. COVID-19 accelerated this trend, and three years from the pandemic's onset, many customers find accessing content and services digitally is more convenient and nearly all information searches now begin online with an expectation that many resources will be readily available online. The challenge for contemporary library services is to find the balance between the number of print and digital items, along with the balance between the collection footprint and spaces for collaboration, study, reading and programs.
- **Collaborating with others** - Programming in libraries is constantly evolving to remain relevant and meet the changing and diverse needs of the community. This means libraries are increasingly working collaboratively with a range of partners to broaden opportunities for program delivery.
- **Sustainability** - Environmentally sustainable design is a community and Council priority (refer **Table 1** above). In addition, the COVID-19 pandemic saw an increased focus on air quality within public buildings including opportunities for 'pandemic proofing' of buildings through mixed-mode and natural ventilation.

4.2 Building and site issues and conditions

A summary of site and building issues and conditions are summarised below and have informed the Kew Library redevelopment project.

- **Kew Library precinct** - The library is within walking distance of Kew Junction and Kew Court House (now a community performing arts centre) and is well serviced by public transport (refer Transport, traffic, and parking section). Nine schools are located within two kilometres of Kew Library. Kew Library is situated on the corner of Cotham Road and Civic Drive in Kew and is positioned between two significant green spaces (Alexandra Gardens and Petrie Square, refer **Figure 1**). The building has little street presence, the entrance is not clearly defined, and the views of Alexandra Gardens and Petrie Square have not been maximised in its current design.

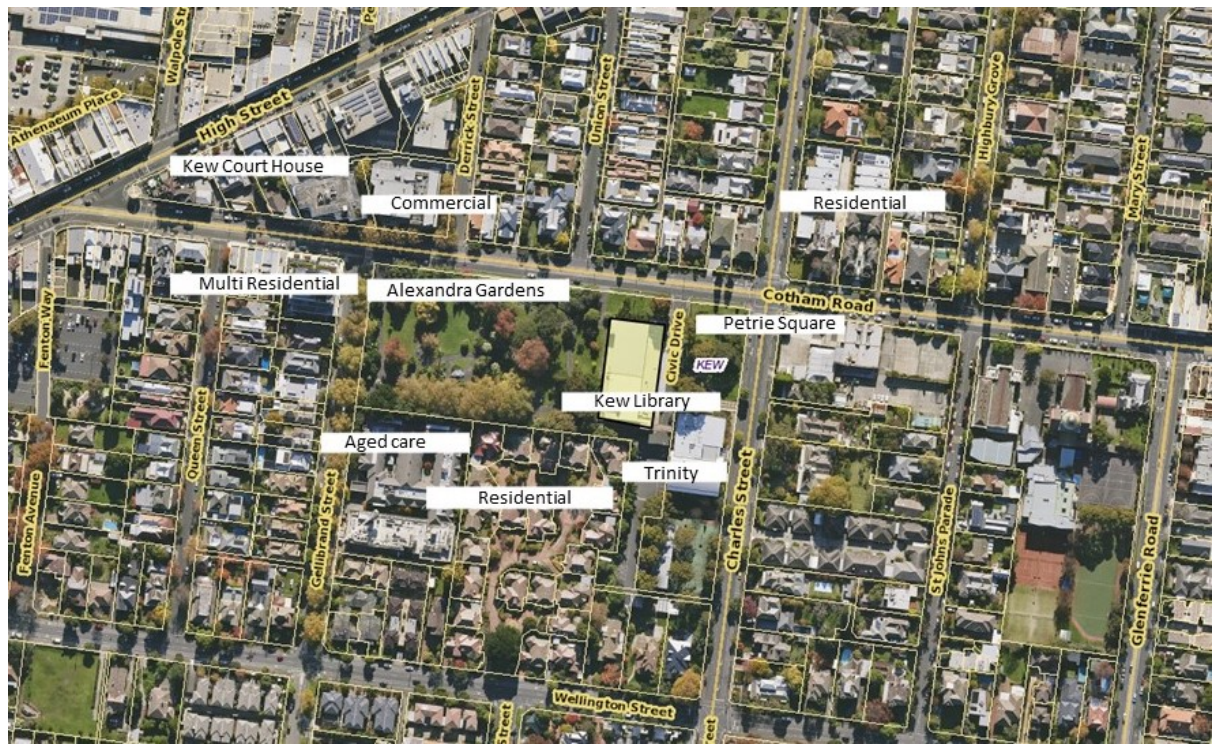


Figure 1: Kew Library (immediate) precinct

- Property information** - Council owns the land upon which Kew Library is situated (70-80 Cotham Road, Kew) and described within Volume 10299 Folio 830, with an area of approximately 2.0ha. It is bound by Cotham Road to the north, Charles Street to the east, Gellibrand Street to the west, and to the south by Trinity Grammar School ("Trinity"), aged care facility and some residential properties. Several encumbrances are noted on the title, with easements for drainage, carriageway, and pedestrian access, and a Section 173 Agreement with Trinity that provides for access from Civic Drive for Trinity to a nominated location. It is noted the same Section 173 Agreement provides that Trinity make the 13 car parking spaces available for use by the public after 4.00 pm on weekdays and on the weekends.
- Fit-for-purpose** - The current Kew Library building was originally designed as a civic hall and opened in 1960. Kew Library moved to this converted civic hall in 1987, and the site has remained relatively unchanged since this time. The space was not designed as a public library, and although Kew Library has operated successfully since moving to this location, its operations are constrained by an inefficient layout and inability to connect with its external features. In addition, the building has little street presence, and the views of Alexandra Gardens and Petrie Square are not maximised in the current design.
- Building condition** (physical state of the building) - Nearly 100% of the building is affected by the need to upgrade end-of-life and/or non-compliant elements. Analysis has identified refurbishment of the existing building is comparable in cost (or even slightly higher), than a demolition and rebuild of the current facility. In addition, refurbishment would involve like-for-like and does not offer Council the opportunity to create a purpose-built facility which meets community need (now and in the future).

Following an extensive analysis of compliance, service, and renewal upgrade needs, along with exploration and costing of multiple alternatives, it is recommended that the best value for money and best functional improvements to support community needs, is to demolish and rebuild Kew Library. The building has a large portion of assets which are considered end-of-life, are near end-of-life, or are requiring extensive maintenance. These include:

- Sewer
- Roof drainage
- Plumbing fixtures
- Essential Safety Equipment
- Air conditioning plant and equipment
- Switchboards
- Hot water units
- Floor coverings
- Painting.

Furthermore, the cost to refurbish the facility, in its current form would be more expensive than building a new facility. Whilst it is possible to address the inefficient services and ageing infrastructure in a refurbishment, each of these items is considered more difficult and costly to undertake within an existing building, compared to a new build.

Energy saving initiatives can also be incorporated into an existing building as part of a refurbishment, however the efficiency will be less than in a new build, due to working with existing constraints such as building insulation throughout and the use of passive solar energy.

- **Building compliance** (alignment of the building with relevant rules, regulations, and codes) - An assessment of the building identified the building currently does not meet the National Construction Code - Section J Energy Efficiency requirements and building codes for Disability Discrimination Act (DDA) compliance. It is preferable that any major refurbishment of this building realises a level of compliance commensurate to its' importance as a key community facility of Council. The access audit undertaken in 2022 identified non-compliances with building codes for Disability Discrimination Act (DDA) throughout the building including:
 - Undersized/non-compliant amenities
 - Circulation spaces, including library shelving areas
 - Shelf height
 - Door clearances
 - Visual constricts
 - Parking
 - Access ramps
 - Stairs
 - Service lifts
- **Sustainability Assessment** - A Climate Risk Assessment of the building was undertaken in August 2023 and a summary is provided in **Attachment 3**. The assessment considered three redevelopment options: business as usual (no significant upgrades); major refurbishment of existing building; and a demolish and rebuild option.

The environmental assessment of the redevelopment options was discussed with the Steering Committee on 14 August 2023. At this meeting, the long-term financial benefits were identified in the demolish and rebuild option. Other benefits to this option included lower utility expenditures, reduced maintenance costs and alignment with sustainability policies, making it a financially viable option in the long run. As a result, the draft Vision and Design Brief presented for community consultation in 2023, envisaged a demolish and re-build option (only) for a single-story building with no basement carparking. Of note is the 2017 community consultation explored a demolish and rebuild option also.

- **Planning provisions** - Under the Boroondara Planning Scheme, the Kew Library is:
 - Listed as a place of assembly in the Boroondara Planning Scheme (Clause 73.04), and
 - Zoned Public Use Zone Schedule 6, where the purpose of the public land use is for local government.

Pursuant to Clause 36.01 of the Boroondara Planning Scheme, a planning permit is not required to use land, or to construct a building or carry out works associated with a local government use. The library use is consistent with this purpose and therefore a planning permit would not be required to demolish the existing building or construct the new building pursuant to the zone. The final design will inform whether a planning permit is required.

A planning permit would be required however, to create or alter access to Cotham Road. This will be a consideration, should it be recommended during detailed design phase to alter the crossover currently in place on Cotham Road in any way.

- **Heritage** - A 2017 Kew Library Heritage Assessment identified:
 - The former Kew Civic Centre (the current Kew Library) is not recommended for inclusion in the Schedule to the Heritage Overlay of the Boroondara Planning Scheme.
 - The World War 2 Memorial and sculpture is recommended for inclusion in the Schedule to the Heritage Overlay of the Boroondara Planning Scheme (refer **Figure 2**).
 - The stained-glass window (*Four Seasons*) installed to commemorate the 125th anniversary of the Kew Municipality in 1985 was not considered to be of heritage significance. This feature has been considered of particular artistic and historical significance. It is anticipated this feature (refer **Figure 3**) along with the World War 2 Memorial and sculpture would be preserved and incorporated into the building design for the redeveloped library.



Figure 2. The World War 2 Memorial



Figure 3. 'Four Seasons' stained-glass window

- **Transport, traffic and parking** - The Kew Library is well serviced by public transport, including:
 - Bus lines 200 and 207: seven-minute walk from closest stops
 - Tram line 109: two-minute walk from closest stop, and
 - Tram lines 16 and 48: five-minute walk from closest stops.

A 2022 Traffic Engineering Assessment (**Attachment 4** for summary) indicated that while Civic Drive is heavily utilised for parking around school drop off and pick up times during school terms, parking at other times is sufficient. In the anticipated event of an increase in patrons accessing Kew Library post its redevelopment, the potential to modify the parking restrictions on Cotham Road could provide additional parking suitable for library customers.

4.3 Draft Vision and Design Brief

The draft Vision and Design Brief (**Attachment 2**) is summarised in **Figure 4**, and:

- has been developed to deliver on the Boroondara Library Services Plan's Action 3.1 to "...Commence the redevelopment of Kew Library to create contemporary and integrated Library experiences" (page 38).
- describes a suite of uses within a redeveloped library required to meet existing and emerging community needs.
- will inform the design process for a modern purpose-built library that delivers on what's important to the community.
- has incorporated research and community feedback received during both the 2017 and 2023 community consultation processes (refer 'Consultation / Communication' section of this report).

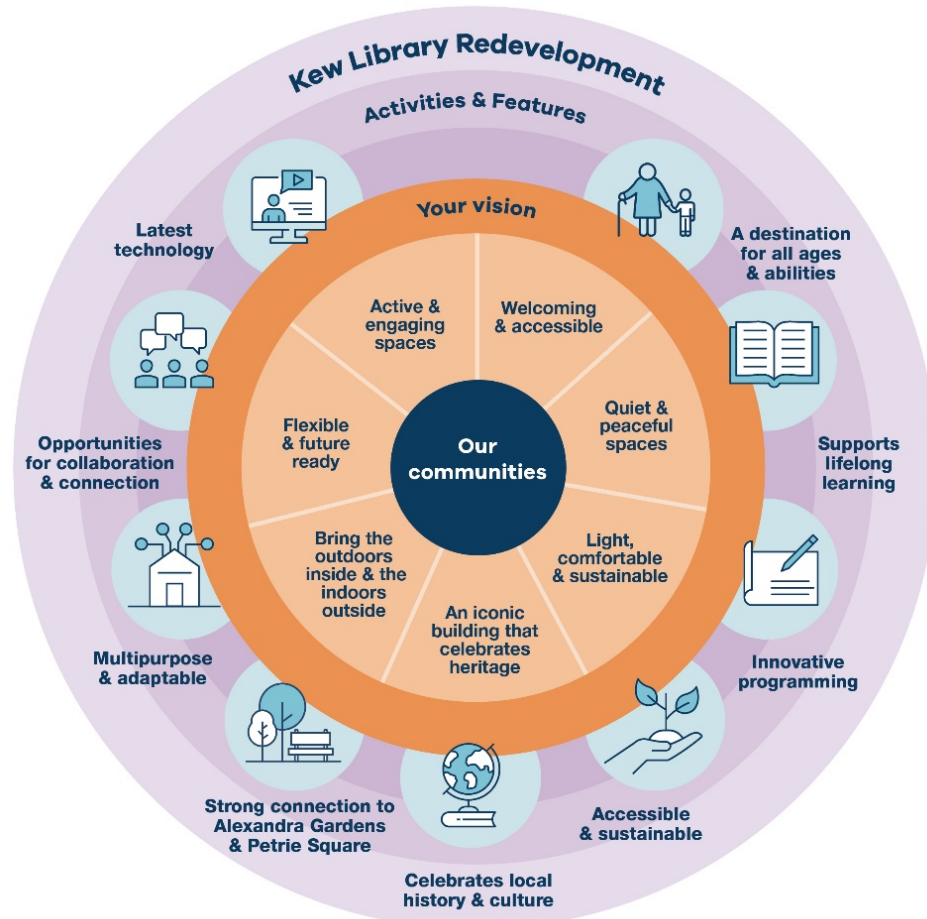


Figure 4. Kew Library redevelopment Vision summary

Key project benefits

The draft Vision and Design Brief identifies a number community benefits Council will be able to realise through the implementation of this project including:

- The **creation of a community hub and meeting place** that supports a hub of activity and social connection, whilst maintaining quiet spaces for reading and study.
- **Improved customer experiences** through better layout and flow of the library floorplan.
- **Improved service outcomes** through a public library service whose operations are enhanced by an efficient and flexible design. Flexible space will improve service outcomes for the delivery of community activities and programs which meet community needs as they evolve over time. This includes an enhanced ability to support community connection, health and wellbeing.
- **Improved public realm** of the precinct through creation of a more engaging environment inside and out, which capitalises on the library's unique location adjacent to the Alexandra Gardens and Petrie Square.
- **Greater building sustainability** in terms of building design and operation.

Project scope - key uses

The project scope described in the draft Vision and Design Brief identifies items which have been allocated an indicative, high-level costing as part of the budget allocation in Council's Long-Term Financial Strategy (LTFS) and are described in **Table 2** below.

Table 2: Vision and Design Brief - key spaces and inclusions

Type of Space	Description: Spaces that allow for ...
Collections	<ul style="list-style-type: none"> • Print collections - books, magazines, newspapers • Audio-visual collections - DVDs, talking books, music • Collection displays - new and interesting, themed.
Community spaces	<ul style="list-style-type: none"> • Community noticeboards • Artwork, display and exhibition spaces • Meeting places.
Customer service	<ul style="list-style-type: none"> • Self-serve kiosks for loans and renewals • Customer service desk for enquiries and assistance • Returns • Reservations - including after-hours reservation lockers.
Meeting rooms	<ul style="list-style-type: none"> • Meetings - small and larger (incl. after-hours access) • Can also accommodate talks or seminars as well as activities and programs.
Multipurpose program, events, and performance spaces	<ul style="list-style-type: none"> • Creative makerspaces - craft, technology or DIY spaces • Events - for all ages • Passive activities - chess, board games and puzzles • Flexible spaces (that can be collection display during the day and rolled back to be event space in the evening) • Spaces which facilitate indoor and outdoor programming.
Community kitchen	<ul style="list-style-type: none"> • Community kitchen facilities for warming and serving food/ refreshments.
Quiet areas	<ul style="list-style-type: none"> • Study - individual and group • Hybrid working • Quiet, relaxed and sensory friendly.
Staff	<ul style="list-style-type: none"> • Library service offices and desks • Storage • Home Library Service • Stock management.
Technology	<ul style="list-style-type: none"> • Computers • WIFI • New and emerging technologies.
Amenities	<ul style="list-style-type: none"> • Public toilets
Outdoor space/ decking	<ul style="list-style-type: none"> • Activities, programs and events • Connection with Alexandra Gardens and Petrie Square • Connection with natural environment.
Artworks and civic memorabilia	<ul style="list-style-type: none"> • 'The Four Seasons', Stained-glass window by artist John Summers (currently on eastern façade facing Civic Drive). • World War 2 memorial and wall-relief sculpture (currently on external Cotham Rd façade).

The draft Vision and Design Brief also lists a number of exclusions (out of scope) of the project which will require further investigation to determine whether they can be included (**Attachment 2**, Table 10, page 43). These include a mini café; consulting spaces (for community groups to book and use); two artworks – the ‘Grip of Time’ sculpture and the ‘City of Kew Coat of Arms’; community organisation space (dedicated space/s for community organisations to be based at the facility) and dedicated staff space (office/storage) for the Council’s Parks team.

Existing tenants

The current project scope does not include re-housing the three community tenants currently housed at the Kew Library. Further liaison and consultation with these community tenants is being undertaken. Current tenants include Kew Historical Society, Inner East Social Housing Group and Rotary Club of Kew (storage only). In addition, Council’s Parks team also occupies a space in the current building and will need to be re-housed as part of the project.

Kew Historical Society has been connected with the Kew Library since 1987 when the library moved to the converted City Hall. The Historical Society has informed Council of its preference to stay at the Kew Library. The Kew Historical Society could be accommodated in the redeveloped library if other previously considered components were reduced.

5. Consultation/communication

Councillor briefings

The project has been guided by the Kew Library Redevelopment Steering Committee, made up of Councillors and senior officers. The Steering Committee’s role is to act as a sounding board for the project team and provide feedback during the redevelopment (planning, design, implementation, and commissioning) of Kew Library.

An earlier version of the draft Vision and Design Brief was presented to the Kew Library Redevelopment Steering Committee for feedback prior to the 2023 community consultation process, and a Councillor Information Bulletin (CIB) was subsequently circulated to the Councillor group on 31 August 2023. Councillor briefings on the project were held in late 2023 and early 2024.

Community consultation - 2017

In October 2017, the community was consulted extensively to capture its views and aspirations for a redeveloped Kew library that would meet the growing needs and expectations of diverse library members and users (ages, visitor type, stakeholders and the broader community). The 2017 consultation used a range of methods to engage with stakeholders, including online and hardcopy surveys (with over 25% of respondents who participated, speaking a language other than English at home) and four workshops including one targeted at young people under 18 years of age. The workshops used open ended questions to gain insights and feedback about what was important to participants for a new library. Responses from this consultation were categorised into seven themes, or design principles that could be factored into the new design.

The 2017 consultation indicated the current building would be demolished, and a new facility erected, and provided an opportunity for community members to be active participants in Council's decision-making about the redevelopment. The seven key themes or aspirations for the library redevelopment included:

1. Welcoming and accessible
2. Active and engaging spaces
3. Quiet spaces
4. Flexibility and future ready
5. Bring the outdoors inside and the inside outdoors
6. An iconic building, sympathetic to its history
7. Light, comfortable, and sustainable.

Community consultation - 2023

The draft Vision and Design Brief developed in 2023, incorporated the seven themes from the 2017 consultation, as well as emerging trends (summarised in section 4.1 above). Community engagement (consultation) on the draft Vision and Design Brief was conducted from 31 August to 29 September 2023, and designed to check-in with the community to determine if its needs, expectations and aspirations for Kew library had shifted since the consultation in 2017 and to invite feedback on the draft Vision for this facility.

The consultation was hosted on the Engage Boroondara site and widely promoted through the onsite posters, emails to library members, the Boroondara Bulletin, social media, and letters to nearby households.

Feedback from 271 community members was collected via an online and hardcopy survey and across two face-to-face drop-in sessions. Of the participating community members, 69% were Kew Library members, 44% lived within walking distance of Kew Library and 33% were a member of another Boroondara library.

The Community Engagement Summary Report (**Attachment 1**) highlighted the community's aspirations for the library in 2023, is highly consistent with community aspirations expressed in 2017.

Each of the themes identified by the community in 2017 were validated, with most participants agreeing or strongly agreeing these elements are important as expressed in the Vision and Design Brief (and in **Figure 5** below).

It is worth noting the theme - *Flexible spaces to accommodate a range of events* - received a 58% agreement result. While this result is lower than the support results for the other themes, it still represents a majority and favourable score. Further, when this score is considered with all the other results, it supports an overall strong agreement for the themes.



Figure 5. Kew Library redevelopment draft Vision and 2023 community feedback summary (Note: outer circles represent 2023 feedback results)

Additional feedback received in 2023, confirmed that the community's 2017 aspirations for the library are still strongly supported. Further support for the redevelopment was shown via the following comments in the survey:

- A range of flexible spaces accommodating different community needs (97 respondents)
- Outstanding architecture and design (59 respondents)
- Accessible and inclusive (53 respondents)
- Spaces for children and young people (41 respondents)

12 respondents (some 4% of all responses) raised concerns with the cost of the project, noting the library "currently serves us pretty well" while others stated they wanted to "keep the costs down." Additionally, 18 comments (or nearly 7% of all responses) were received regarding the importance for an energy efficient design, "more than the look itself as a priority I would like to know that the look is the result of the building being as sustainable as possible."

Changes to the August 2023 draft Vision and Design Brief

The 2023 community consultation validated the themes which emerged from the 2017 consultation, and **Table 3** below, summarises the changes made to the draft Vision and Design Brief following the 2023 consultation.

Table 3: Draft Vision and Design Brief changes post the 2023 consultation

Change #	Section	Details of change
1	Footer	Added date 'March 2024'
2	Table of Contents	Changes to page numbers
3	Section 3.1 Page 13	Added updated 'Consultation - 2023' section detailing results of the 2023 consultation
4	Section 3.2 Pages 15-17	Added sections 'Fit-for-purpose', 'Building Condition' and 'Building Compliance'
5	Section 4.4 Table 5 Page 32	Added information regarding lone person households detailing the importance of Kew Library in relation to these households
6	Section 5.2 Page 39	Added title of Table: Table 7: Vision Description
7	Section 5.3 Page 41	Added section 'Design Brief inclusions' with introduction and Table 8: Design Brief Inclusions
8	Section 5.4 Page 43	Added section 'Example programs' with introduction and Table 9: Example Programs
9	Section 5.5 Page 43-44	Added section 'Design Brief exclusions requiring further investigation with introduction and Table 10: Design Brief Exclusions (subject to further investigation)
10	Section 5.5 Page 44	Table 10: added footnote about community organisation space (with additional reference to Kew Historical Society)
11	Section 5.6 Page 44	Change section number for Design Principles from 5.3 to 5.6
12	Section 7 Page 46	Changed title of section '7 Conclusion - Creation of a new library' (changed from '7 Conclusion - Building of a new library')

Key project dates and milestones

Table 4 below summarises indicative key milestones for future consultation and councillor updates and decisions.

Table 4. Indicative milestone dates and associated engagement timelines

Time frame	Description	Focus
March 2024	Council meeting	<ul style="list-style-type: none"> Present draft Kew Library Redevelopment Vision & Design Brief for endorsement

Time frame	Description	Focus
May – August 2024	Tender process for Lead design consultant commences	<ul style="list-style-type: none"> Invite shortlisted architectural firms to tender for design and lead consultancy services
September – October 2024	Council meeting (tender award)	<ul style="list-style-type: none"> Council award of Architect and Lead Consultant
Early 2025	Concept design development	<ul style="list-style-type: none"> Consultant undertakes existing condition investigations Operational design review of concept design Building surveyor assessment
2025	Project Update	<ul style="list-style-type: none"> Update Councillors and the community on key project progress
	Schematic design stages	<ul style="list-style-type: none"> Commence schematic design
2026	Detailed design phase	<ul style="list-style-type: none"> Consultant develops detailed design
	Contract documentation	<ul style="list-style-type: none"> Preparation of drawings and associated material for construction tender
	Tender process to appoint builder	<ul style="list-style-type: none"> Undertake tender process to seek prices for the construction works
	Council meeting	<ul style="list-style-type: none"> Award construction contract.

6. Financial and resource implications

Council has allocated \$20.647M in its Long-Term Financial Strategy (LTFS) towards the Kew Library Redevelopment. Costs will be staged across multiple financial years as outlined in **Table 5** below. As this project is only at the pre-design phase, the total project cost is an estimate based on the best available information and undertaken by a quantity surveyor.

A Maddocks lawyers' presentation to Councillors in August 2022 identified cost escalation trends in construction projects. This presentation identified the COVID-19 pandemic has had a significant impact on the building industry, with major escalations in costs for labour and materials experienced across the industry. Project delays can also result in further cost escalations.

In light of this, **Table 5** applies an escalation factor of 10% to account for increases in construction costs since the original LTFS allocation, and which allows for the multi-year lapse of time prior to construction tendering.

In addition, the table below also reflects changes to the project timelines by an additional 12 months for completion in the 2026-27 financial year. It does not include the actual expenditure of \$112,497 occurring in the 2022/23 financial year.

Table 5: 2023 - 2027 Adopted and foreshadowed budget allocation (escalated figures)

Description	2023-24	2024-25	2025-26	2026-27
Confirm brief and engage design team	\$423,370			
Design and documentation		\$1.7M		
Tender and commence construction works			\$9.743M	
Construction works				\$10M
Total = \$21.866M				

Officers are cognisant of the budget allocation and the need to align the project scope with this allocation. As the design becomes more refined, the quantity surveyor will be better able to prepare more accurate cost assessments. If moving forward there is misalignment between the allocated budget and cost estimate, a further report will be submitted to Council for consideration.

7. Governance issues

No officers involved in the preparation of this report have a general or material conflict of interest requiring disclosure under chapter 5 of the Governance Rules of Boroondara City Council.

The recommendations contained in this report are compatible with the Charter of Human Rights and Responsibilities 2006 as they do not raise any human rights issues.

8. Social and environmental issues

Public libraries have continually re-invented themselves as active, engaging and thriving community hubs that combine literature, technology, culture, the arts and social connection. This includes the notion of libraries as a 'third place' where people spend time between home ('first' place) and work ('second' place). Libraries are seen as locations where ideas are exchanged, people participate in activities, have an enjoyable time, and build relationships.

The draft Vision and Design Brief (**Attachment 2**, pages 35-36) identifies strong connections between health and wellbeing (physical and mind) and community connection. Key emerging trends include:

- a) Social isolation and loneliness: Boroondara is experiencing an increase in singles (+1,750 since the 2016 census) and couples (+1,390 since the 2016 census) (*City of Boroondara: Employment status*, City of Boroondara Community Profile website, 2022, accessed 8 November 2023) in dwellings and studies have shown levels of social isolation and loneliness is higher for this cohort of people. Further to this, levels of isolation and loneliness increased during the COVID-19 pandemic and remain high.

- b) Dementia: this disease is increasing in the community and was responsible for almost 230,000 years of healthy life lost among people aged 65 years and over in 2022, ([Dementia in Australia, Summary - Australian Institute of Health and Welfare \(aihw.gov.au\)](#) - 23 February 2023) a 61% increase since 2017. Kew (with higher numbers than that of Greater Melbourne) has an ageing population highlighting the need for greater accessibility and suitable programming.
- c) Mental health: this is only second to asthma as a long-term health condition in Kew, as identified in 2021 ABS census.
- d) Green spaces and mental health: major differences in disease prevalence are reported when comparing residents of very green and less green settings, even after controlling for socio-economic status.

This presents a significant opportunity for introducing outdoor programming within both Alexandra Gardens and Petrie Square which could be facilitated through the library's broader program and partnerships, and another potential benefit of the redevelopment.

A more identifiable and connected Kew library to the adjoining gardens also offers opportunities for greater community safety with CPTED (Crime Prevention Through Environmental Design) principles.

Environmental considerations will be taken into account through the preservation of Alexandra Gardens and construction that meets minimum Green Star 5-Star (or equivalent) standard as outlined in Council's Sustainable Council Buildings Policy.

Manager: Tina Bourekas, Manager Library Services

Report officer: Aileen Carter, Coordinator Library Operations & Customer Service

Kew Library Redevelopment Community Engagement Summary

October 2023

Library Services





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1 Executive Summary

This report summarises community feedback on a draft Vision and Design Brief for the redevelopment of the Kew Library. The draft Vision and Design Brief (draft Brief) was developed in 2023. It proposes key opportunities, uses and design principles for a future redeveloped Kew Library. The draft Brief also incorporated community feedback received during an extensive community consultation process for this project in 2017.

Community engagement (consultation) on the draft Brief was conducted from 31 August to 29 September 2023. The intent of the consultation was to check-in with the community to determine if its needs, expectations and aspirations for Kew Library have shifted since the initial consultation in 2017, and to invite feedback on the vision for this facility (summarised in **Figure 1**).

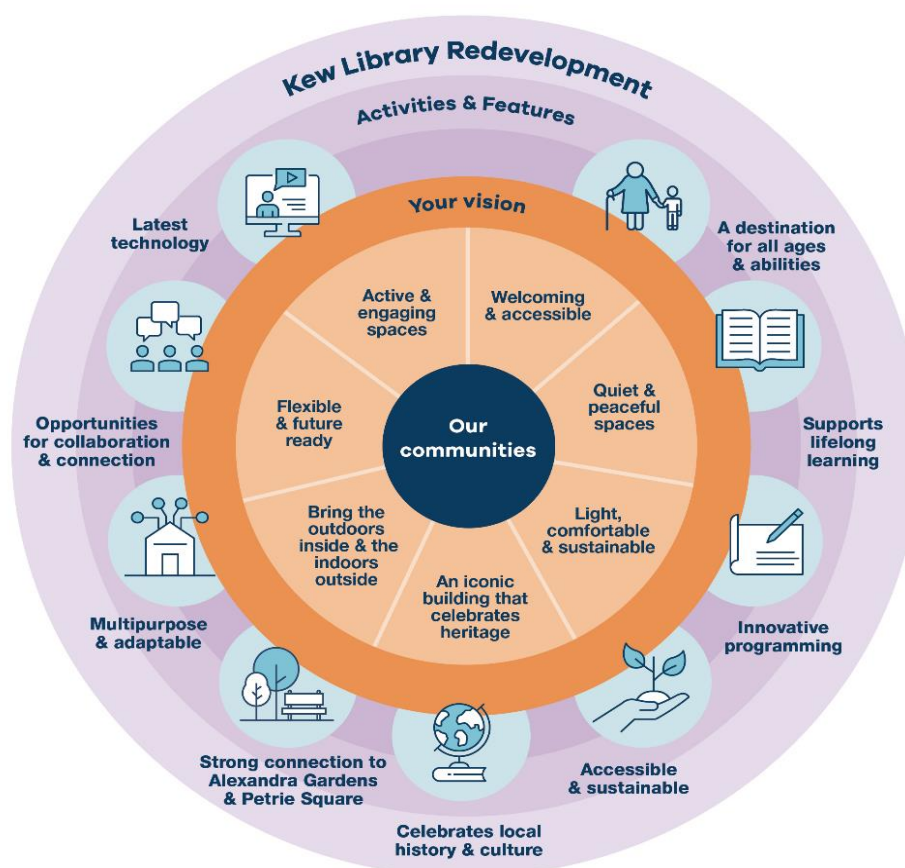


Figure 1. Kew Library redevelopment draft Vision summary



The consultation was hosted on the Engage Boroondara site and widely promoted through onsite posters, emails to library members, the Boroondara Bulletin, social media and letters to nearby households.

Feedback from 271 community members was collected via an online and hardcopy survey and across two face-to-face drop-in sessions.

Responses to the consultation survey demonstrate the community's aspirations for the library have changed little since 2017. Each of the feedback themes identified by the community in 2017 has been validated, with most participants agreeing or strongly agreeing these elements are important. These themes are listed in order of importance to respondents in 2023:

1. Quiet and peaceful spaces
2. Welcoming and accessible spaces
3. Good lighting and circulation
4. Sustainable and energy efficient
5. Active and social spaces
6. Outdoors inside and indoors outside
7. Interesting, contemporary and sympathetic design
8. Flexible spaces to accommodate a range of events.

A separate question invited people to consider a list of 10 features or to nominate other features / issues for consideration that they considered to be important for the project. The survey results show the feature most preferred by respondents is the provision of study and remote working spaces.

Additional feedback illustrates the community aspirations for the library in 2017 have been supported in 2023, with considerable emphasis given to:

- A range of flexible spaces able to accommodate different community needs (97 comments)
- The library showcasing outstanding architecture and design (59 comments)
- The library being accessible and inclusive (53 comments)
- Suitable spaces available for children and young people (41 comments).

Further consideration is required in relation to two existing artwork / civic memorabilia items attached to the existing building. The community expressed mixed views on retaining both the *Grip of time* artwork and the former *City of Kew's Coat of Arms*, with over 50% of respondents either not sure or uninterested in them being part of the redeveloped library.



2 Project Background

Kew Library is located near a vibrant and dynamic retail hub, a range of community services, educational facilities, as well as public transport and parking. Located between Alexandra Gardens and Petrie Square, the Kew Library is uniquely positioned to take advantage of these green spaces and to create a connection between indoor and outdoor areas.

In 2016, planning commenced for the redevelopment of Kew Library to create a contemporary library that acted as a community hub inspiring lifelong learning, wellbeing, collaboration and social connection. In 2017, the community was consulted extensively to capture its views and aspirations for a library that would meet the growing needs and expectations of library members of all ages, visitors, interested parties and the broader community. The 2017 consultation indicated the current building would be demolished, and a new facility erected, providing an opportunity for community members to be active participants in Council's development of the new Kew library.

A timeframe shared with the community in 2018 indicated redevelopment would commence in 2020, however, a subsequent decision was made to defer the redevelopment to 2022/2023.

A draft Vision and Design Brief (draft Brief) was developed in 2023 reflecting the 2017 community feedback themes, along with current and emerging trends across public libraries. The vision outlined in the draft Brief is for the Kew Library to build on its distinguished service history and be a **"... a community hub - inspiring lifelong learning, wellbeing, collaboration and social connection"** (page 36).

It is proposed that a redeveloped Kew Library will involve the demolition of the existing building and construction of a new building with a connection to the gardens. The draft Brief fulfils the following aims to:

1. Improve customer experiences – with better layout and flow of the library floorplan.
2. Create spaces that support a hub of activity and a meeting place while maintaining quiet spaces for reading and study.
3. Create an engaging environment inside and out, utilising the library's unique location adjacent to the Alexandra Gardens and Petrie Square.
4. Offer a range of community activities, services and programs which meet community needs as they evolve over time.
5. Make use of flexible shelving and furniture layouts to enable versatile use of space.



3 Engagement Methodology

Consultation on the draft Brief was conducted from 31 August to 29 September 2023 with information provided on how the Kew Library vision would be delivered, and the redevelopment timelines published on Council's community engagement site:

engage.boroondara.vic.gov.au/kew-library-redevelopment

The consultation was widely promoted through a letterbox drop to nearby residents, emails to Boroondara's library members, the Boroondara Bulletin, emails to people registered to receive notifications of new consultations on the Engage Boroondara site, posters on-site at the library and social media. As a result, the consultation page on Engage Boroondara was visited by 1,490 people on 1,940 occasions throughout the consultation period.

Community members were invited to share their feedback on the draft Brief via a survey available online or in paper format available at each Boroondara Library (refer to **Appendix 1** for Survey questions). Community members were also invited to speak with Council officers at two drop-in sessions on 14 and 23 September 2023 at Kew Library.

Council officers also met a number of stakeholders including local schools and community groups.



4 Who participated?

4.1 Participation by engagement method

The majority of survey responses received were completed online by respondents, while the responses on the hardcopy surveys were entered into Engage Boroondara by Council Officers (refer **Table 1**).

Table 1: Participation by engagement method

Engagement method	No. of participants
Consultation survey (completed online)	209 (includes the 6 attendees at the drop-in sessions who each completed a survey)
Consultation survey (completed on paper)	62
Total	271

4.2 Connection to Kew Library

Survey respondents were asked to indicate their relationship with Kew Library and could choose multiple responses if appropriate (refer **Table 2**).

Table 2: Connection to the Kew Library

Connection	No. of responses	%
I am a member of Kew Library	184	69%
I live within walking distance	117	44%
I am a member of another Boroondara library	88	33%
I am a parent of school-aged children	59	22%
I am a student	21	8%



Connection	No. of responses	%
I am an employer or employee in the Kew business community	20	7%
Other	41	15%

Note: Multi-response question, total is all responses not participants (people).

4.3 Demographics

Demographic information of respondents indicated:

- A higher representation of women (66%) compared to men (25%) (**Table 3**)
- The highest participation was people aged 35 - 49 years (32%) (**Table 4**)
- A high proportion of people live locally in Kew (47%) (**Table 5**).

Table 3: Gender of participants

Gender	No.	%
Woman	180	66%
Man	69	26%
Other	3	1%
Prefer not to answer	19	7%
Total	271	100%

Source: All surveys

**Table 4:** Age of participants

Age Group	No.	%
12-17 years	3	1%
18-24 years	12	4%
25-34 years	22	8%
35-49 years	87	32%
50-59 years	46	17%
60-69 years	40	15%
70-84 years	33	12%
85+ years	5	2%
Prefer not to answer	23	9%
Total	271	100%

Source: All surveys

Table 5: Suburb of residence

Suburb	No.	%
Ashburton	1	0.5%
Balwyn	7	3%
Balwyn North	17	6%
Camberwell	10	3%
Canterbury	4	1%



Suburb	No.	%
Deepdene	1	0.5%
Hawthorn	18	7%
Hawthorn East	6	2%
Kew	127	47%
Kew East	32	12%
Mont Albert	1	0.5%
Surrey Hills	2	1%
Prefer not to answer	32	12%
Other Suburbs	13	5%
Total	271	100%

Source: All surveys



5 Key Findings

The survey consisted of 5 parts:

- Check in on 2017 community consultation themes
- Important features for a redeveloped library
- Preference for retaining iconic artworks
- Additional suggestions and comments
- Demographics.

Key findings from the first 4 sections are reported below.

5.1 Check in on 2017 community consultation themes

Community members were asked to consider the set of aspirations for the Kew Library identified during the consultation undertaken in 2017. This was an opportunity for community members to reconsider these aspirations in a post-COVID environment. Each aspiration was the focus of a question asking people to indicate how strongly they agree or disagree with the importance of the aspiration.

Each question was optional to allow respondents to choose to give feedback on the aspirations of interest to them.

For example: Q.1 Before COVID-19, we asked what you would like to see in a new-look Kew Library. This survey builds on the themes that emerged from the community feedback. Please tell us how much you agree with each of the statements below.

1. It is important the library is welcoming and accessible.

Most participants agreed or strongly agreed that the aspirations identified in 2017 were still important. These aspirations were captured in the draft Brief and used to describe the Vision outlined in **Figure 1**. They are listed in order of importance to respondents in the 2023 consultation in **Table 6** below.

Table 6: Community aspirations

	Community aspirations, in order of perceived importance	% of respondents agreeing or strongly agreeing this is important in 2023
1	Quiet and peaceful spaces	97% (n=260 of 269 respondents)
2	Welcoming and accessible	95% (n=254 of 271 respondents)
3	Good lighting and circulation	94% (n=254 of 270 respondents)



4	Sustainable	90% (n=244 of 270 respondents)
5	Active and social spaces	88% (n=237 of 269 respondents)
6	Outdoors inside and indoors outside	80% (n=212 of 270 respondents)
7	Interesting, contemporary and sympathetic design	80% (n=212 of 270 respondents)
8	Flexible spaces to accommodate a range of events	58% (n=157 of 270 respondents)

5.2 Important features for a redeveloped library

In Question 9, respondents were provided with a list of 10 features and asked to indicate their preference for 5 of the 10 listed (see below for question and features). This question allowed participants to indicate what features they considered most important in a redeveloped library.

Q.9. The new-look Kew Library will offer a book collection and computers for community use. It can also offer other features. *Please circle **five (5)** features you would like to see:*

- Meeting rooms
- Programs and activity spaces
- Café
- Consulting rooms for community groups
- Kitchen facilities for warming up food, making a coffee
- Multipurpose spaces for large groups and/or individual study or work
- Programs in the gardens around the building
- Study and remote work spaces
- Art and exhibition spaces
- Places to learn, try something new and create
- Other (please specify)

The results from this question are ranked in **Table 7** below, with 'Study and remote workspaces' being the most popular feature, selected by 79% of respondents, followed by 'Programs and activity spaces', selected by 66% of respondents.

**Table 7:** Additional features ranked in order of preference.

Rank	Additional features	# respondents who selected this feature in their top 5	% respondents who selected this feature in their top 5
1	Study and remote workspaces	212	79%
2	Programs and activity spaces	177	66%
3	Places to learn, try something new and create	160	60%
4	Multi-purpose spaces for large groups or individual study or work	132	49%
5	Café	122	46%
6	Meeting rooms	117	44%
7	Programs in the gardens around the building	109	41%
8	Art and exhibition spaces	109	41%
9	Consulting rooms for community groups	98	37%
10	Kitchen facilities for warming up food, making a coffee	63	24%
11	Other: (please specify)	14	5%

Note: 268 people responded to this question

5.3 Preference for retaining iconic artwork and civic memorabilia

The Kew Library currently has four artworks and / or civic memorabilia items which are incorporated within the existing building fabric. Two of these items have been identified as having particular significance, with previous processes identifying them for incorporation into a future Kew Library redevelopment. These two items include the:



- Stained-glass window installed to commemorate the 125th anniversary of the Kew Municipality in 1985. The stained-glass window sits within the Library's eastern façade facing Civic Drive.
- World War 2 memorial and wall-relief sculpture located on the Cotham Roadside of the building. The memorial is of historical significance and is located on the north (Cotham Road) facing façade of the current Kew Library.

However, two other artworks and / or civic memorabilia items have not (at this stage), been included as part of a future Kew Library redevelopment. In light of this, the community was asked to provide feedback about the following two items:

- The *Grip of Time* sculpture (featuring a giant hand and walking stick) located on the north (Cotham Road) facing façade of the current Kew Library; and
- The *City of Kew Coat of Arms* sculptural relief located adjacent to the *Grip of Time* sculpture.

The survey asked whether it would like these two elements incorporated into the newly developed Library. Community members who chose to respond expressed mixed views on retaining the artworks as outlined in **Table 8** below.

Table 8: Artwork / civic memorabilia to be retained in the new look library

Artworks/ civic memorabilia to retain in the new-look library	Yes %	No %	Unsure %
Grip of Time Note: 269 people responded to this question	47	26	27
Former City of Kew's Coat of Arms Note: 271 people responded to this question	38	26	36

5.4 Additional suggestions or comments

Survey participants were invited to provide further ideas or suggestions in their own words for Council's consideration. The majority of suggestions and comments express further support for one or more of the Vision themes and are summarised in both **Table 9** below, with a more detailed breakdown documented in **Table 10**.

In particular, it was evident the community wanted the spaces in the redeveloped library to be flexible and versatile, with respondents articulating they want small rooms for study or activities, large rooms for meetings and activities, spaces for study and hybrid



working and spaces for classes and learning. These comments and suggestions were grouped together under the “*I want space for ...*” row in **Table 9** below.

Table 9: Additional suggestions or comments in order of frequency

Topics	Number of comments
A range of flexible spaces accommodating different community needs. (That is, <i>I want space for... small room hire, large room hire, hybrid working, language classes etc</i>)	97
Outstanding architecture and design	59
Accessible and inclusive	53
Spaces for children and young people	41
View / access to the gardens and surrounds	30
The books are essential	27
Quiet and peaceful spaces	26
Art and culture representation	21
Environmentally sustainable	18
Technology for now and the future	16
Cost concerns	12

Note: 212 people responded to the free text questions (Q12. and Q13.)

The suggestions and comments from the respondents were grouped into 11 topics summarised in the table above with further details provided in **Table 10** below. These comments and grouped topics offer an additional level of depth to the community aspirations from 2017.

Table 10: Detailed comments used to generate the 11 summary topics

Topic (# of respondents who suggested this)	Summary of suggestions and comments
A range of flexible spaces accommodating different	<ul style="list-style-type: none"> • A community hub of shared activity • More meeting rooms for the community • A café for social activity • Specific programming / activity requests



Topic (# of respondents who suggested this)	Summary of suggestions and comments
community needs (97)	<p><u>Examples:</u> “As community hub and resource for lenders + students, general public, thank you!”</p> <p>“Strongly support small meeting rooms and spaces that can be booked by the community.”</p> <p>“We would definitely make use of a cafe for coffee and sandwiches, items for kids like fruit cups and savory muffins would be ideal!”</p> <p>“Group times like chatty café”</p>
Outstanding Architecture and Design (59)	<ul style="list-style-type: none"> • A building full of natural light • Modern, contemporary design • Recommendations for skilled architects <p><u>Examples:</u> “Lots of natural light and an airy feel please.”</p> <p>“I'd love to see Kew Library redeveloped into a library that feels fresh, modern and the community can be proud of.”</p> <p>“Hope Kew will be able to work with a great architect who is known to deliver beautiful buildings.”</p>
Accessible and inclusive (53)	<ul style="list-style-type: none"> • Creating accessible spaces for all demographics • Parking considerations to support the whole community <p><u>Examples:</u> “Accessibility for people with mobility issues/disability.”</p> <p>“Making sure that there is parking especially 30 min parking and short term as well as longer parking for patrons who want to quickly return a book or spend more time in the library.”</p>
Spaces for Children and Young People (41)	<ul style="list-style-type: none"> • Engaging space and activities for young children • Ensuring the children's activities are separate from quiet spaces. <p><u>Examples:</u> “Regular reading/music/storytime for babies/toddlers/pre-schoolers.”</p>



Topic (# of respondents who suggested this)	Summary of suggestions and comments
	<p>“Personally, would love a children’s space with activities and resources that are a little separate so kids have opportunity to make noise, explore and not impact on other library visitors.”</p>
<p>Views or Access to the Gardens and Surrounds (30)</p>	<ul style="list-style-type: none"> • A design that incorporates the view of the gardens • A design that opens to the gardens <p><u>Examples:</u> “Utilise the garden as well indoor outdoor.” “I’m excited to see how the gardens can be incorporated into the space.” “Furthermore, we suggest optimizing the views of the gardens.”</p>
<p>The books are essential (27)</p>	<ul style="list-style-type: none"> • Offering books is still a key function of the library • Requests for specific book collections, like science, art or history. <p><u>Examples:</u> “Please always ensure the richness and diversity and depth of printed books...” “Please give consideration to retaining a sizeable print collection.”</p>
<p>Quiet and Peaceful Spaces (26)</p>	<ul style="list-style-type: none"> • Quiet and cozy reading spaces • Quiet spaces for study and work. <p><u>Examples:</u> “‘It would be nice to have secluded reading spaces or interesting places/furniture to read.” “‘The library should be inviting... a place to quietly study and read.” “‘A welcoming place for teens to sit quietly and study or read”</p>
<p>Art and Cultural Features (21)</p>	<ul style="list-style-type: none"> • Connection with the local Wurundjeri Woi- wurrung people • Suggestions of particular art. <p><u>Examples:</u> “‘Information about indigenous history and culture specific to the area.”</p>



Topic (# of respondents who suggested this)	Summary of suggestions and comments
	<p>"A memorial dedicated to women of significance from our local area. Alice Anderson comes to mind as the owner of the first all-female mechanic garage in Kew."</p>
<p>Environmentally Sustainable</p> <p>(18)</p>	<ul style="list-style-type: none"> • An energy efficient design • Appreciation for the current recycling facilities. <p>Examples:</p> <p>"More than the look itself as a priority I would like to know that the look is the result of the building being as sustainable as possible."</p> <p>"I like the current recycling facilities and would like something similar in new library."</p>
<p>Technology for now and the Future</p> <p>(16)</p>	<ul style="list-style-type: none"> • Requests for day-to-day technology • Requests for technology to support our future. <p>Examples</p> <p>"In each study area/spaces there should be easy access to USB and sockets for charging computers, etc."</p> <p>"Embrace a proactive approach and thoughtfully strategize the allocation of spaces for future technological growth."</p>
<p>Concerns about project cost</p> <p>(12)</p>	<ul style="list-style-type: none"> • Satisfaction in current library (not wish to change) • Advice to be efficient with costs. <p>"Is this just a waste of money in current environment - library currently serves us pretty well."</p> <p>"Keep the costs down."</p>

Alignment with draft Vision and Design Brief and key themes

These topics also supported and reflected the emerging trends and issues documented in the draft Vision and Design Brief, including:

- **The need for responsive community spaces** recognises the need for hybrid working and places to connect with others through events and activities.



- **Outstanding architecture and design, and environmentally sustainable** both highlight the need for sustainability and the importance of incorporating learnings from a post COVID-19 environment into building design.
- **Accessible and inclusive** highlights the importance of creating spaces where individuals are welcomed. A place where community connection supports health and wellbeing (physical and mind) and presents opportunities to address emerging social trends of loneliness and social isolation.
- **Spaces for children and young people, and quiet and peaceful spaces** reinforce the importance of providing appropriate spaces to support lifelong learning for all ages (including young people, families and older people) and encouraging agile and healthy minds through activity and reading.
- **View / access to the gardens and surrounds** reinforces the importance of offering access to the natural environment, important for maintaining mental health and wellbeing by offering a sense of tranquillity and connection to nature.
- **Keep the books, and technology for now and the future** recognises that while public libraries are people centred it will be important to find the balance between the print collection footprint, technology and spaces for collaboration, study, reading and programs.
- **Concerns about cost** are noted in the draft Brief under the Cost design principle (on page 40) and notes the importance of delivery within Council's long term financial plan as well as life-cycle costs.

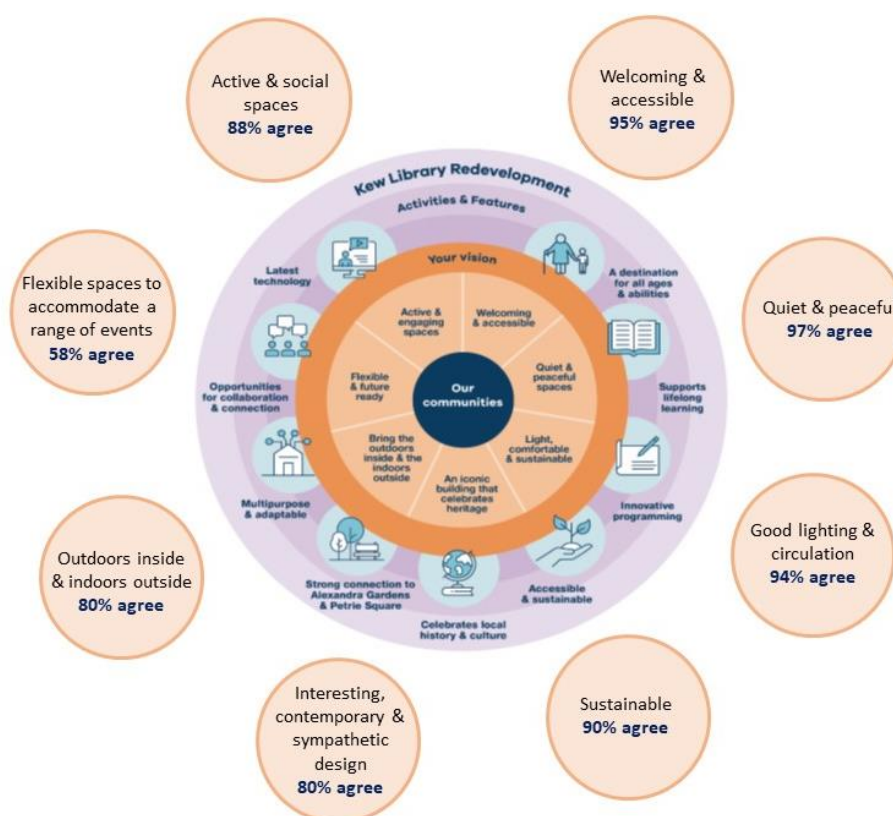
6 Summary and next steps

The 2023 community feedback on the Kew Library redevelopment project is highly consistent with community aspirations expressed in 2017.

These aspirations are reflected in the draft Vision and Design Brief, whose key themes have also received a high level of support in this recent consultation process. Community feedback and levels of support for each key draft Vision theme is summarised in **Figure 2** below.

As a result of this consultation, the draft Vision and Design Brief will be updated describing this community feedback received in 2023.

Figure 2. Kew Library redevelopment draft Vision and 2023 community feedback summary





7 Appendix

7.1 Survey Questions.

Have your say

Kew Library Redevelopment
consultation, 30 August to 29
September 2023



You can complete this survey online or below.

Share your feedback on what we should prioritise and anything else we should consider in the design concept before 5pm, Friday 29 September.

We ask for personal information, including your name, address, gender, and age. We collect this to ensure we hear from different groups in the community.

Before COVID-19, we asked what you would like to see in a new-look Kew Library. This survey builds on the themes that emerged from the community feedback. Please tell us how much you agree with each of the statements below.

1. It is important the library is welcoming and accessible.

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Not sure
- ☐ Agree
- ☐ Strongly agree

2. It is important the library offers some active and social spaces for activities and meeting.

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Not sure
- ☐ Agree
- ☐ Strongly agree

3. It is important the library offers some quiet and peaceful spaces for reading, plus some quiet spaces for work or study.

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Not sure
- ☐ Agree
- ☐ Strongly agree



4. It is important the library offers flexible spaces that can accommodate large-scale events, activities and meetings of varying sizes.

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Not sure
- ☐ Agree
- ☐ Strongly agree

5. It is important the building is well-lit and has good circulation space for moving around.

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Not sure
- ☐ Agree
- ☐ Strongly agree.

6. It is important the building is energy efficient and sustainable.

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Not sure
- ☐ Agree
- ☐ Strongly agree

7. It is important the library brings 'the outdoors inside and the indoors outside', with views and direct access to the adjacent Alexandra Gardens and Petrie Square.

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Not sure
- ☐ Agree
- ☐ Strongly agree

8. It is important the library's design is interesting and contemporary, and sympathetic to its surrounding environment and history.

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Not sure
- ☐ Agree
- ☐ Strongly agree

9. The new-look Kew Library will offer a book collection and computers for community use. It can also offer other features. Please circle *five (5)* features you would like to see.



Meeting rooms

Programs and activity spaces

Cafe

Consulting rooms for community groups

Kitchen facilities for warming up food,
making a coffee

Multipurpose spaces for large groups
and/or for individual study or work

Programs in the gardens around the
building

Study and remote workspaces

Places to learn, try something new and
create

Art and exhibition spaces

Other: please specify

The library's war memorial sculpture and the stained-glass window will both be included in the new-look library. Please share your thoughts on the Kew coat of arms and 'grip of time' artwork which are part of the library today.

10. Would you like to see the former Kew Council's coat of arms in the new-look library?

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Not sure
- ☐ Agree
- ☐ Strongly agree

11. Would you like to see the 'Grip of time' artwork as part of the new-look library?

- ☐ Strongly disagree
- ☐ Disagree
- ☐ Not sure
- ☐ Agree
- ☐ Strongly agree



12. Is there anything else to consider when designing the new-look library?

13. Feel free to share any other feedback on the vision for the Kew Library?

A little about you. We ask for this information to make sure we hear from different groups in the community.

14. What is your connection to the Kew Library? *Tick all that apply.*

- ☐ I am a member of Kew Library
- ☐ I am a member of another Boroondara Library
- ☐ I live within walking distance
- ☐ I am a parent of school aged children
- ☐ I am a student
- ☐ I am an employee/employer in the local Kew business community
- ☐ Other: _____

15. What is your age? *Required, please select one*

12-17	<input type="checkbox"/>	35-49	<input type="checkbox"/>	70-84	<input type="checkbox"/>
18-24	<input type="checkbox"/>	50-59	<input type="checkbox"/>	85 or above	<input type="checkbox"/>
25-34	<input type="checkbox"/>	60-69	<input type="checkbox"/>	Prefer not to answer	<input type="checkbox"/>



16. What is your gender? *Required, please select one*

Woman

☐

Man

☐

Prefer not to answer

☐

Prefer to self-describe _____

17. What is your name? *Required* _____

18. What is your street address? *Required (for example, 8 Inglesby Road)*

19. Are you happy for Council to email you updates about this consultation and the Kew Library redevelopment? *Not required*

☐ Yes and my email is: _____

*Please send your completed survey to **Library Services Team, City of Boroondara, Private Bag 1, Camberwell VIC 3124** to arrive before 29 September 2023. Thank you for your submission.*

- The information requested on this form is being collected by the City of Boroondara for the purpose of this community consultation. The information will be used solely by the City of Boroondara for that primary purpose or directly related purposes. No identifying information will be published. Respondents may apply to the City of Boroondara for access to and/or amendment of the information. Requests for access and/or correction should be made to the Privacy Officer, City of Boroondara, Private Bag 1, Camberwell, 3124. Tel: 9278 4444.



March 2024

Kew Library redevelopment

Vision and Design Brief





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1 Executive summary

Council is redeveloping the Kew Library to provide a modern facility that meets the needs of our community now and into the future.

Located between Alexandra Gardens and Petrie Square, the Kew Library is uniquely positioned to take advantage of these green spaces and to create a connection between indoor and outdoor areas. The Kew Library is also located near a vibrant and dynamic retail hub, a range of community services, educational facilities, as well as public transport and parking.

Kew's population is forecast to increase by over 6,000 people by 2041, with increases of 29.3% in the 10 to 29 age range and 18.4% for persons aged 65 plus. A high proportion of medium to high density housing with up to 2 bedrooms, combined with increasing levels of hybrid working arrangements, are likely to result in community members looking for spaces they can go to for online meetings and work. This combined with lone person households, an ageing population who may feel isolated and are looking for opportunities to connect with others, and a high demand for study spaces for students attending schools in close proximity, will be key factors in the redevelopment of the Kew Library.

To meet these needs, the redeveloped Kew Library will be a versatile, bright, and interesting place for the whole community. It should welcome people of all ages and backgrounds and be a community hub in Kew, demonstrating Council's commitment to a contemporary library service and life-long learning.

A redeveloped Kew Library will include the demolition of the existing building and construction of a new building with a connection to the gardens. Key community benefits of a new library include opportunities to:

- Improve customer experiences – with better layout and flow of the library floorplan.
- Create spaces that support a hub of activity and a meeting place while maintaining quiet spaces for reading and study.
- Create an engaging environment inside and out, utilising the library's unique location adjacent to the Alexandra Gardens and Petrie Square.
- Offer a range of community activities, services and programs which meet community needs as they evolve over time.
- Make use of flexible shelving and furniture layouts to enable diverse use of space.

The draft Kew Library Redevelopment Vision and Design Brief (Vision and Design Brief) has been developed to capture the opportunities outlined above and:

- Comprises a project description, emerging trends and needs analysis summary.

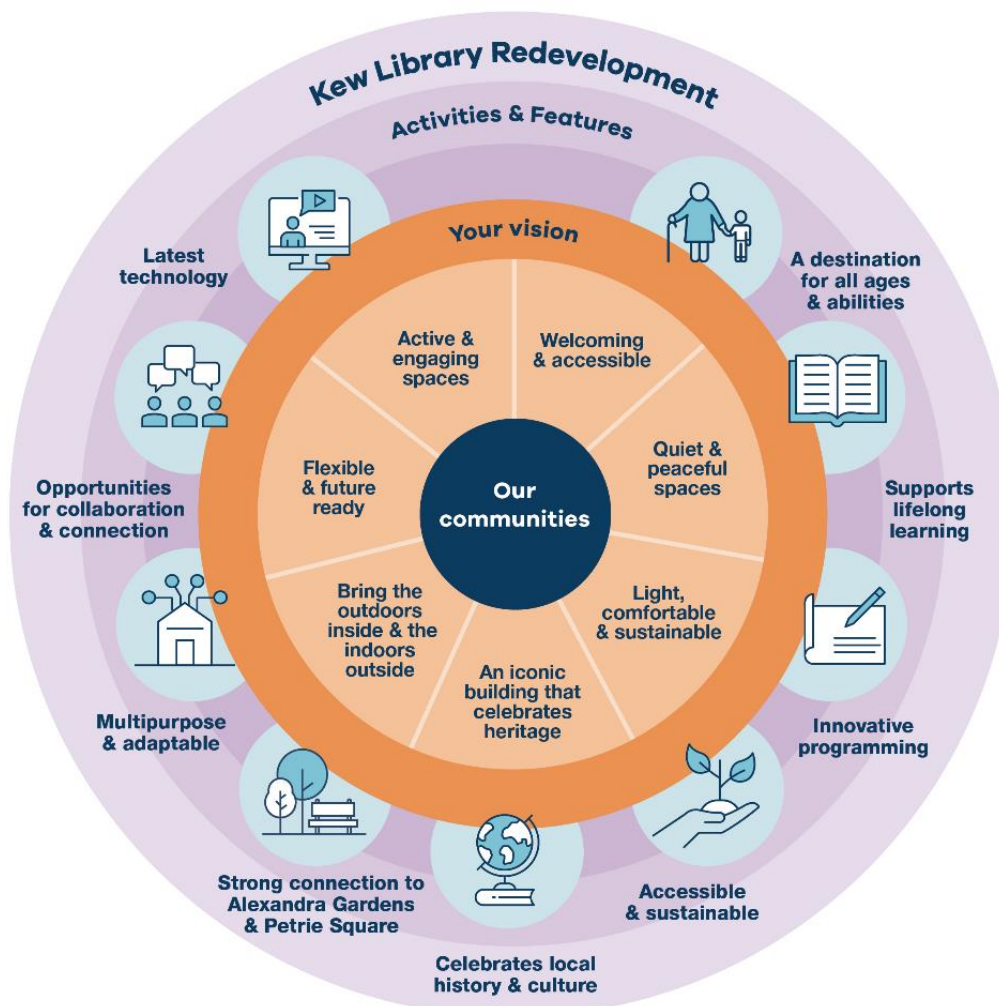
- Has been developed from community consultation and research.
- Will be used to inform the project as it evolves.

Council has allocated funds in its Long-Term Financial Strategy towards the Kew Library Redevelopment across multiple financial years. As this project is only at the pre-design phase, the total project cost is an estimate based on the best available information.

The Vision and Design Brief will inform how we design a modern purpose-built library that delivers on what's important to the community.

1.1 Vision summary

The draft vision for a redeveloped Kew Library for community feedback has been developed in line with community consultation themes from 2017 and 2023.



2 Introduction

2.1 Purpose

The purpose of this document is to provide a draft Vision and Design Brief for the Kew Library Redevelopment - a major project of the City of Boroondara.

The preparation of a vision and design brief for major projects (such as the Kew Library Redevelopment) assists Council to:

- Capture key work to date (emerging trends and issues, needs analysis, demand etc).
- Articulate our needs/requirements for a modern facility that meets the needs of our community now and into the future.
- Be a succinct vehicle for engaging and communicating with the community.
- Inform future design and construction processes.

A summary of how the draft Vision and Design Brief will evolve and be used to guide the project's overall development is outlined in Figure 1 below.

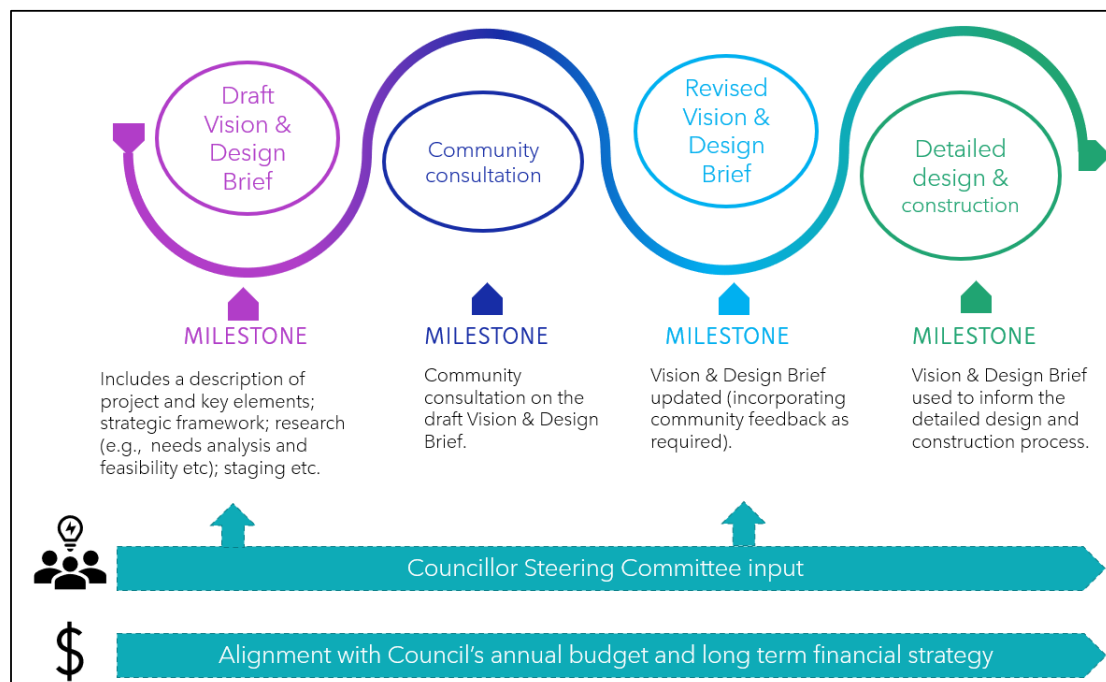


Figure 1: Draft Vision and Design Brief roadmap

2.2 Kew Library location and history



Figure 2: Photograph, C Stuart Tompkins, Junior Section, Kew Public Library, 15 May 1945 (Boroondara Library collection)

History

Library services commenced in the Kew area in 1860 with the Kew Literary and Scientific Society and have operated continuously across the following 163 years. Kew Library moved to the converted City Hall on 23 October 1987, and the site has remained relatively unchanged since this time. Kew Library initially operated as a stand-alone library for the former City of Kew until 1994, then after local government amalgamations, as one of the City of Boroondara libraries.

Kew Library is situated in the original 1960 Kew City Hall which had east, and west wings added to the building at a later stage. The ceilings within the original City Hall are higher than the adjoining wings and the eastern wall of the City Hall features *Four Seasons*, a stained-glass window installed to commemorate the 125th anniversary of the Kew Municipality in 1985. Windows to the west provide views of Alexandra Gardens, however structural columns along both the east and west wings, inhibit the view of and access to the gardens. A World War 2 memorial and sculpture located on the north of



the building (adjacent to Cotham Road) have been assessed as being of cultural significance. Additionally, located on the north of the building on Cotham Road, the *Grip of time* public artwork, is considered of public interest, as is the *City of Kew Coat of Arms* recognising the former City of Kew.

This space was not designed as a public library, and although Kew Library has operated successfully since moving to this location in 1987, its operations are constrained by inefficient layout and inability to connect with its external features.

Adjacent to Kew Library is Trinity Grammar (Centre for Arts) which is located in the former Kew Civic Centre. Prior to the 1994 council amalgamations, the Kew Civic Centre and City Hall (later Kew Library) functioned as the municipal offices for the City of Kew, linked by a shared walkway connecting both buildings at level one. This walkway still exists, with the maintenance and ownership resting with the City of Boroondara. While the walkway is not currently being used, removal of the walkway would be the responsibility of Council and would require rectification works to the former Municipal Offices (now Trinity Grammar).

Kew Library location

Kew Library is situated on the corner of Cotham Road and Civic Drive in Kew and is positioned between two significant green spaces (Figure 3). The building has little street presence, the entrance is not clearly defined, and the views of Alexandra Gardens and Petrie Square have not been maximised in its current design. This Library is within walking distance of Kew Junction and Kew Court House (now a community performing arts centre) and is well serviced by public transport (refer *Transport, traffic, and parking* section).

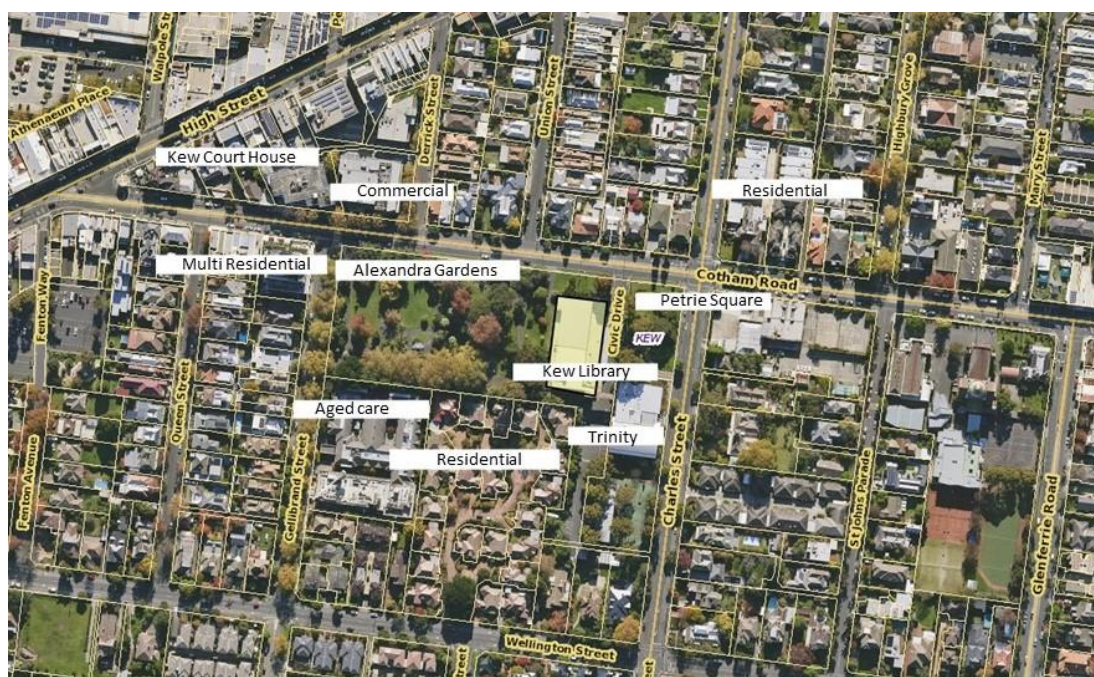


Figure 3: Kew Library (immediate) precinct

Kew Library surrounding area

Boroondara is recognised as an educational hub with nine schools located within two kilometres of Kew Library, including Kew Primary School, Sacred Heart Kew Primary School, Trinity Grammar, Ruyton Girl's School, Methodist Ladies College (MLC) and Genazzano FCJ College. Also within Kew is the Kew Neighbourhood Learning Centre, 11 aged care/assisted living facilities, 25 childcare centres and 11 kindergartens; as well as other community support organisations such as the Boroondara Community Outreach (refer Figures 4 and 5).



Figure 4: Kew Library (broader) precinct

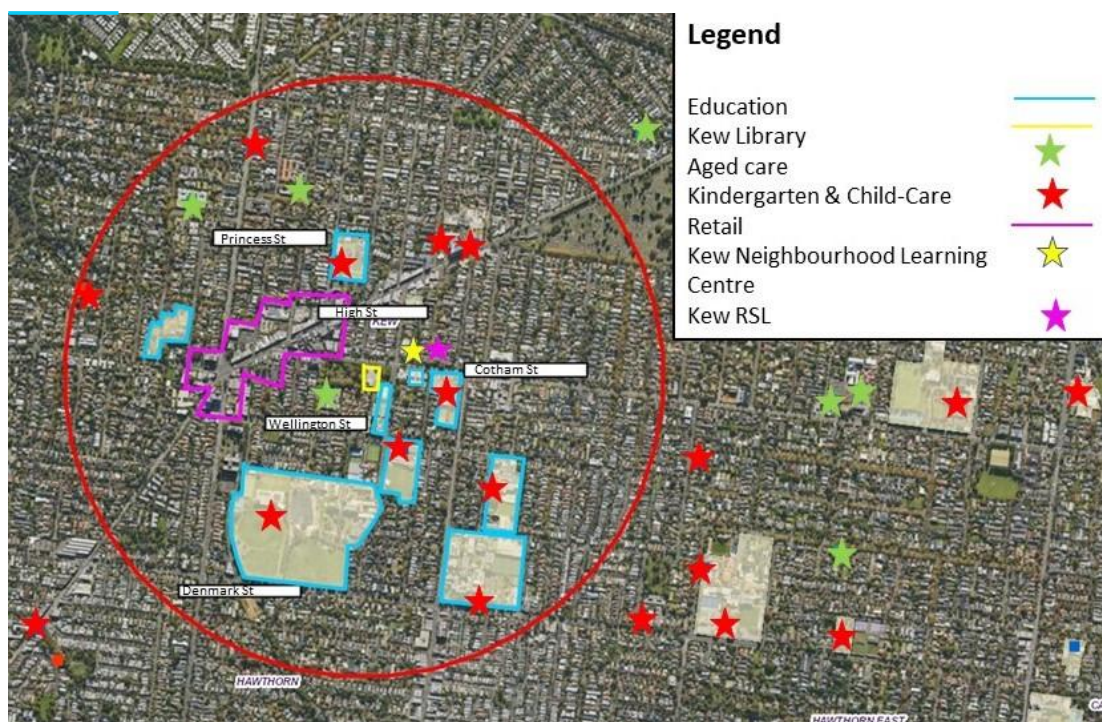


Figure 5: Key community & educational services within 2km of Kew Library



2.3 Alexandra Gardens and Petrie Square

The Edwardian-style gardens and Petrie square are immediately adjacent to the Kew Library and within walking distance of Kew Junction shopping centre.

The Alexandra Gardens, to the west of the Library, are a fine example of a Federation landscape and feature expansive lawn areas surrounded by avenues of mature trees. Named after Queen Alexandra, the gardens opened in 1908 and are designed in the formal style typical of the early 1900s. Facilities at the gardens include a barbecue, rotunda, fishpond, play equipment, seating and tables. These gardens fall within the Heritage Overlay HO523, which aims to conserve the gardens, preventing any development that negatively impacts the heritage value.

Petrie Square, to the east of the Library, was named after Councillor Gerard Petrie, a former Mayor of the City of Kew during the 1970s. Petrie Square is separated from the Kew Library by Civic Drive and a row of parking bays along its west side.

The gardens and square are both popular destinations and are available for hire for wedding ceremonies and other functions.

2.4 Current library users and tenants

In addition to library patrons, the Kew Library currently houses the following groups:

- Kew Historical Society
- Inner East Housing
- Boroondara Family Network
- Rotary Club of Kew (storage)
- Boroondara Parks Maintenance
- Regular meeting room hirers.

3 Project context

3.1 Community consultation

Council has conducted two consultation processes for the Kew Library redevelopment - in both 2017 and 2023.

2017 Consultation

A program of community and key stakeholder consultation occurred between October and November 2017 to identify the community aspirations and expectations for a redeveloped library. The 2017 consultation used a range of methods to engage with stakeholders, including online and hardcopy surveys, with over 25% of respondents speaking a language other than English at home and four workshops, including one targeted at young people under 18 years of age. These workshops used open-ended questions to gain insights and feedback about what was important to them for a new library. Responses from this consultation were categorised into seven themes, or design principles that could be factored into the new design (see **Figure 6**), originally scheduled for 2018. However, in March 2018, the decision was made to defer the project to 2022/23.

This *Vision and Design* brief has incorporated the 2017 community consultation feedback. A summary of the key community themes and feedback is outlined in **Figure 6**.

2017 Community consultation summary and key themes

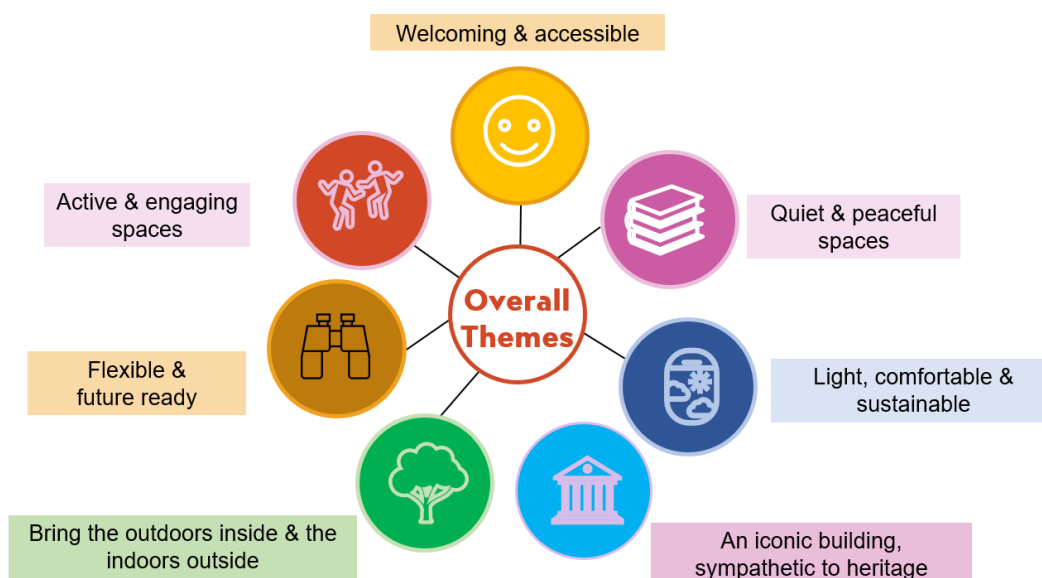


Figure 6: 2017 community feedback themes



Community feedback expressed aspirations for a redeveloped Kew Library that was both calm, quiet, and peaceful as well as bright, alive, active, exciting, and stimulating. In addition, opportunities to integrate the library with its surrounding Alexandra Gardens and Petrie Square were also highlighted. This means a redeveloped library will need to create spaces which can accommodate these diverse experiences. The seven key themes are summarised in Figure 6 and Table 1.

Table 1: 2017 Community consultation themes

Community theme	Descriptions within theme
Welcoming and accessible	<ul style="list-style-type: none"> • Provide spaces that are welcoming and accessible for all community members and allow for people to be alone but with others, as needed • Safe.
Active and engaging spaces	<ul style="list-style-type: none"> • Allow for spaces that are vibrant, alive, active, exciting and stimulating. • Opportunity to connect with new ideas • Fun • Opportunities to connect with other people • A space to catch up with friends • Associated programming: creative activities, talks, seminars, conferences, hands on learning, children's programs.
Quiet spaces	<ul style="list-style-type: none"> • Quiet • Peaceful and relaxing • Allow for quiet spaces that bring peace, calm, comfort (furniture) and reflection • Associated programming: information, creative activities.
Flexibility and future ready	<ul style="list-style-type: none"> • Allow flexible spaces for all that provide for a wide range of activities including accessing information, lifelong learning, latest technology, engaging and contributing to the community, meeting and socialising with others, accessing new ideas and experiences. • Separate quiet and noisy activities, by allowing for quiet reading areas, individual or group study and community meeting spaces.



Community theme	Descriptions within theme
	<ul style="list-style-type: none"> • Separate children and adult activities • Provide for future needs including books and digital resources in other languages • Provide WIFI, computers, power points • Associated programming including: information, creative activities, talks, seminars, conferences, hands-on learning, children's programs, café.
Bring the outdoors inside and the indoors outside	<ul style="list-style-type: none"> • Nature • Connection to outdoors • Work with nature and the environment, by bringing the outdoors inside and the indoors outside. • Maximise the beautiful views of the Alexandra Gardens and incorporate Petrie Square.
An iconic building, sympathetic to its history	<ul style="list-style-type: none"> • Provide an inspiring building that is iconic for Kew and yet sympathetic to its history. • Young respondents specifically mentioned the use of bright colours.
Light, comfortable and sustainable	<ul style="list-style-type: none"> • Build a sustainable, beautiful building that is light but not too bright with the direct sun, warm in winter and cool in summer. • Interior (access, fittings, comfort) • Lighting • Spacious/organised.

2023 Consultation

The 2023 community engagement (consultation) on the draft Vision and Design Brief was conducted to determine if the needs, expectations, and aspirations captured in seven design principles in 2017, were still relevant to the community five years on, and to invite feedback on the vision for this facility.

The consultation was hosted on Council's 'Engage Boroondara' site and widely promoted through onsite posters, emails to library members, the Boroondara Bulletin, social media and letters to nearby households.



Feedback from 271 community members was collected via an online and hardcopy survey and across two face-to-face drop-in sessions.

Responses to the consultation survey demonstrate the community's aspirations for the library have changed little since 2017. Each of the feedback themes identified by the community in 2017 has been validated, with most participants agreeing or strongly agreeing these elements are important. These themes are listed in order of importance to respondents in 2023:

1. Quiet and peaceful spaces
2. Welcoming and accessible spaces
3. Good lighting and circulation
4. Sustainable and energy efficient
5. Active and social spaces
6. Outdoors inside and indoors outside
7. Interesting, contemporary and sympathetic design
8. Flexible spaces to accommodate a range of events.

A separate question invited people to consider a list of 10 features or to nominate other features / issues for consideration that they considered to be important for the project. The survey results show the feature most preferred by respondents is the provision of study and remote working spaces.

Additional feedback illustrates the community aspirations for the library in 2017 have been supported in 2023, with considerable emphasis given to:

- A range of flexible spaces able to accommodate different community needs (97 comments)
- The library showcasing outstanding architecture and design (59 comments)
- The library being accessible and inclusive (53 comments)
- Suitable spaces available for children and young people (41 comments).

Further consideration however is required in relation to two existing artwork / civic memorabilia items attached to the existing building. The community expressed mixed views on retaining both the Grip of time artwork and the former City of Kew's Coat of Arms, with over 50% of respondents either not sure or uninterested in them being part of the redeveloped library. Inclusion of these artworks in the redeveloped Kew Library, will need to be considered by the relevant committees and Council, together with the associated budget implications for their relocation and / or inclusion.

In summary, the 2023 community feedback on the Kew Library redevelopment project is highly consistent with community aspirations expressed in 2017. **Figure 7** below, summarises the key themes from 2017 and the degree of community agreement / support for them in 2023.

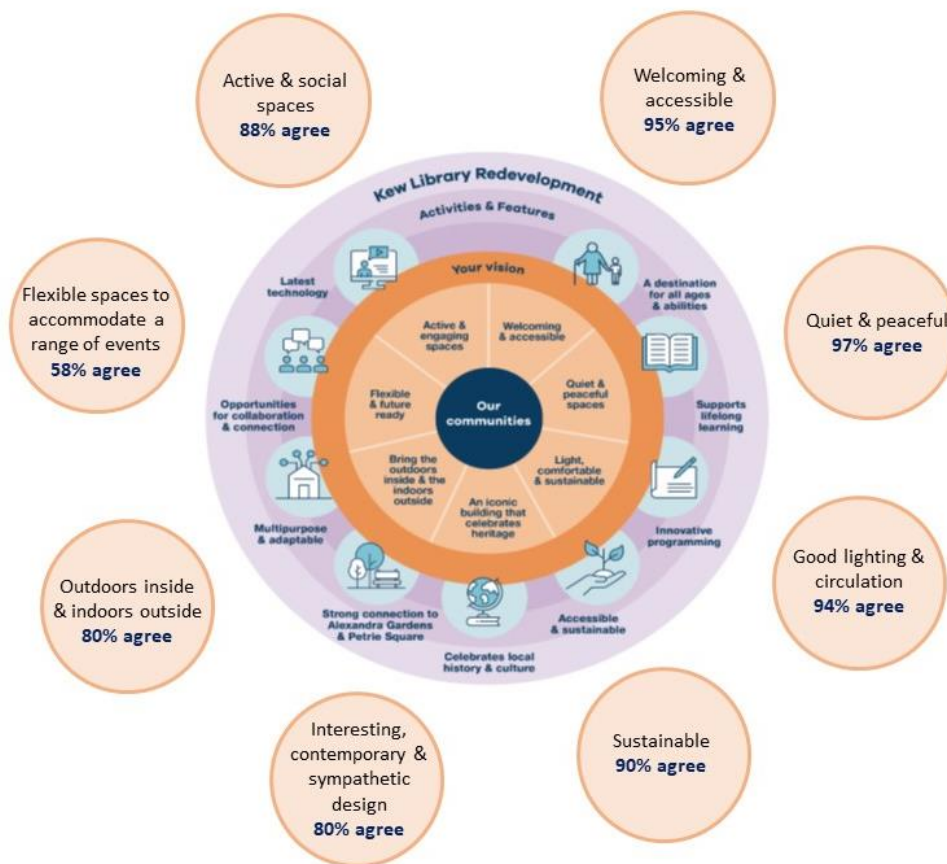


Figure 7. Kew Library redevelopment draft Vision and 2023 community feedback summary

3.2 Scope for change (redevelopment catalysts)

Fit-for-purpose

Since converting to a library in 1987, outside of minor building works to include a Council Customer Service area in 1994 and to allow for the installation of an automated returns system in 2019, no other significant building works have occurred in the last 36 years. The space was not designed as a public library, and although Kew Library has operated successfully since moving to this location, its operations are constrained by an inefficient layout and inability to connect with its external features. In addition, the building has little street presence, and the views of Alexandra Gardens and Petrie Square are not maximised in the current design.



Features that were deemed innovative when the library moved into the current location, such as lighting coming up through the shelves, have proven to be restrictive, as the shelving layout cannot easily be adjusted without significant modification to the lighting plan. The look and feel of the library is dated, and spaces do not offer the flexibility required in a modern library.

Externally, the building is not readily identifiable as a public library. There are no windows into the library at street level (on any side) that provide a hint of what is housed in the building and the Cotham Road frontage consists of a high wall with a World War 2 memorial, sculpture, the City of Kew Coat of Arms and public art - the *Grip of Time* (large hand holding a walking stick). External signage is not prominent and can be easily missed. The fortress-like façade of the library reduces its potential for passive surveillance into the surrounding parkland and limits its Crime Prevention Through Environmental Design (CPTED) potential.

The building itself was originally designed as a town hall with a very high ceiling, which was then expanded with two wings added on, to the east and west sides of the building. The addition of the wings created more space, however a significant number of structural brick columns remained from the original town hall, acting as an obstruction to the view out to Alexandra Gardens and impeding traffic flows around the library customer service desk. The unique aspect of the site, being located between Alexandra Gardens and Petrie Square is limited in the current building design and layout.

Building Condition

Nearly 100% of the building is affected by the need to upgrade end-of-life and/or non-compliant elements. Analysis has identified refurbishment of the existing building is comparable in cost (or even slightly higher), than a demolition and rebuild of the current facility. In addition, refurbishment would involve like-for-like and does not offer Council the opportunity to create a purpose-built facility which meets community need (now and in the future).

Following an extensive analysis of compliance, service, and renewal upgrade needs, along with exploration and costing of multiple alternatives, it is recommended that the best value for money and functional improvements to support community needs is to demolish and rebuild Kew Library. The building has a large portion of assets that are considered near end of life, are at end of life, or are requiring extensive maintenance. These include:

- Sewer
- Roof drainage
- Plumbing fixtures
- Essential Safety Equipment
- Air conditioning plant and equipment
- Switchboards
- Hot water units
- Floor coverings



- Painting.

Furthermore, the cost to refurbish in its current form would be more expensive than building a new facility. Whilst it is possible to address the inefficient services and ageing infrastructure in a refurbishment, each of these items is considered more difficult and costly to undertake within an existing building, compared to a new build.

Energy saving initiatives can also be incorporated into an existing building as part of a refurbishment, however the efficiency will be less than in a new build, due to working with existing constraints such as building insulation throughout and the use of passive solar energy.

Building Compliance

A 2022 Accessibility Assessment of the building identified the building currently does not meet the National Construction Code - Section J Energy Efficiency requirements and building codes for Disability Discrimination Act (DDA) compliance. It is preferable that any major refurbishment of this building realises a level of compliance commensurate to its' importance as a key community facility of Council. The access audit undertaken in 2022 identified non-compliances with building codes for Disability Discrimination Act (DDA) throughout the building including:

- Undersized/non-compliant amenities
- Circulation spaces, including the shelved area in the library
- Shelf height
- Door clearances
- Visual constricts
- Parking
- Access ramps
- Stairs
- Service lifts

3.3 Transport, traffic, and parking

Public transport

The Kew Library is well serviced by public transport, including:

- Bus lines 200 and 207 - seven-minute walk from closest stops
- Tram line 109 two-minute walk from closest stop
- Tram lines 16 and 48 five-minute walk from closest stops.

Traffic and parking

Along with street parking, car parking is available with 52 spaces for the public and 28 Trinity Grammar staff and Council permit spaces at the rear of the library.



Council commissioned the Traffix Group to undertake a Traffic Engineering Assessment in November 2022 for the Kew Library Precinct, which identified there are various car parking restrictions that currently apply for the 80 spaces along Civic Drive as summarised in the **Table 2** below ¹.

Table 2: Parking

Type of Parking	Length of time	Number of Spaces
Short term	10 - 30 mins	9
Time limited	2 - 3 hours	38
Disabled	Unlimited	5
Permit Zone - Council	Unlimited	12
Permit Zone - Trinity Grammar	School days/times only	16

Car parking surveys indicated:

- There were ten (10) vacant spaces for the public along Civic Drive during the busiest time (3pm) on a weekday, including five (5) 10-30 minutes short term parking spaces, three (3) 2-3 hour parking spaces and two (2) disabled parking spaces.
- There were forty seven (47) vacant spaces along Civic Drive during the busiest time (2pm) on a Saturday, generally spread evenly across all parking restrictions. On the weekends and after 4:00pm on weekdays however, Trinity Grammar permit spaces are also available to the public, increasing the available public spaces by 16.
- There is limited spare capacity along Civic Drive during weekdays to accommodate additional growth, however there is potential to adjust the parking restrictions on Cotham Road if growth in people visiting the library results from the redevelopment.
- There is a higher car parking demand on a weekday afternoon due to school pick-up associated with Trinity Grammar.

¹ Traffix Group, Traffic Engineering Assessment: Kew Library Precinct. November 2022



3.4 Boroondara Planning Scheme

The Kew Library is:

- Listed as a place of assembly in the Boroondara Planning Scheme (Clause 73.04), and
- Zoned Public Use Zone Schedule 6, where the purpose of the public land use is for local government.

Pursuant to Clause 36.01 of the Boroondara Planning Scheme, a planning permit is not required to use land, or to construct a building or carry out works associated with a local government use. The library use is consistent with this purpose and therefore a planning permit would not be required to demolish the existing building or construct the new building pursuant to the zone. The final design will inform whether a planning permit is required. Examples of where a planning permit may be required include:

- The number of patrons anticipated for the new library and associated car parking spaces provided on site (a place of assembly has a rate of 0.3 car spaces per patron)
- Changes to the library's entrance directly from Cotham Road
- Any requirement to remove native vegetation (local to Victoria) that has not been specifically planted in situ.



4 Planning context

4.1 Broader policy considerations

Value of libraries

In 2018, State Library Victoria and Public Libraries Victoria Network commissioned a study regarding the proposition that public libraries are a high return on investment, with the release of the report *Libraries Work!: the socio-economic value of public libraries to Victorians*².

The report identified Victorian public libraries offer vital services to their local communities. They are safe, non-judgmental places that provide free access to services, programs and information technology, as well as opportunities for social interaction and inclusion. The benefits of library services include:

- Improved language and digital literacy, community health and career development outcomes
- Complimentary services offered to local education institutions
- Enhanced local area amenity and environmental sustainability.

The report also highlighted those who do not use libraries still placed a value on public library services, knowing they can use these services in the future and that public libraries are available for other members of the community.

The study used cost benefit analysis (CBA) to assess the net benefit of public libraries. CBA is the preferred tool of Australian Governments for assessing whether service provision is worthwhile, taking into account economic, social and environmental considerations. The economic benefits numbers have been generated using conventions and disciplines that align with the requirements of the Commonwealth and Victorian Treasury guidelines for conducting cost benefit assessments and economic impact assessments.

This assessment determined that public libraries generate \$328 million in economic activity per year across Victoria, and every dollar invested in public libraries generates \$4.30 of benefits for the local community.

² *Libraries Work!: the socio-economic value of public libraries to Victorians*. Accessed on 23 March 2023 at [Libraries work: The socio-economic value of public libraries to Victorians \(slv.vic.gov.au\)](https://www.slv.vic.gov.au/libraries-work-the-socio-economic-value-of-public-libraries-to-victorians)



4.2 Policy

The following policy documents were considered in scoping for the Kew Library redevelopment.

Boroondara Community Plan 2021-2031

The Boroondara Community Plan 2021-2031 (the BCP) sets out the 10-year vision for the City of Boroondara based on the aspirations of the community and their priorities. The BCP balances the needs of the community, while recognising the challenges, opportunities, and changes to come over the next decade. The redevelopment of Kew Library will support the delivery of the BCP through:

Theme 1: Community, services and facilities

Strategy 1.1: Neighbourhoods and community spaces facilitate social connections and belonging by providing, maintaining and activating places for people to meet, organise activities and celebrate events.

Strategy 1.2: Health and wellbeing is improved through delivering, facilitating and advocating for services and programs that are accessible and affordable.

Strategy 1.5: Life-long learning is supported by delivering and working with our community and partners to meet the broad range of interests within the community.

Theme 2: Parks and Green Spaces

Strategy 2.3: Parks and green spaces are accessible and appealing through maintaining, improving and increasing amenities.

Theme 4: Neighbourhood Character and Heritage

Strategy 4.4 New development positively contributes to amenity and liveability through design excellence.

Within the Boroondara Community Plan are also 6 health priorities. The redevelopment of the Kew Library will support the delivery of the health priorities through:

Health Priorities 1: Improving mental wellbeing and social connection.

Boroondara Library Services Plan 2020–2025

The Boroondara Library Services Plan 2020–2025, sets the Library Services Vision, to be *“An inspirational Library Service where the community is central, and everyone feels welcome.”*



The Boroondara Library Services Plan 2020–2025 recognises the need to continuously develop library spaces and services through the delivery of Strategic Objective 3: Buildings, facilities and spaces:

- Action 3.1: Commence the redevelopment of Kew Library to create contemporary and integrated library experiences.
- Action 3.4: Review and improve library spaces and services with a focus on ensuring learning, inspiration and creative opportunities for all library users and various stages and abilities in life.

Kew Junction Structure Plan (2011)

The Kew Junction Structure Plan (updated 2011) highlights the vision for the area as follows:

“The Kew Library will expand its role as the ‘learning and information’ focus of the centre. This will include a broad range of community, cultural and social facilities within an upgraded or redeveloped building. The library will have strong connections to the adjoining open spaces of the Alexandra Gardens and Petrie Square, which will remain as highly valued green spaces. The buildings of this precinct will be refurbished or redeveloped to introduce exemplary architecture to house the expanded community role.”

Boroondara Open Space Strategy (2013)

The Boroondara Open Space Strategy (BOSS) 2013 provides the strategic direction for the future planning, provision, design, and management of open space in Boroondara through to 2026. The Strategy identifies how quality open space contributes to the mental and physical health and wellbeing of the community along with the ecological health of our urban environment. The Alexandra Gardens being in close proximity to the Kew Library, presents opportunities for programming which enhances community mental and physical health and wellbeing. Alexandra Gardens falls within Heritage Overlay HO523.

4.3 Kew Library Profile and catchment

Kew Library Profile

Boroondara Library Service

Boroondara Library Service provides virtual and physical services and in 2022/23 welcomed over 794,454 visitors through its five Libraries and the Library Lounge at Greythorn. Boroondara’s active Library membership (members who have used a service in the library in the last 12 months) in 2021/22 was nearly 33,000 members, 19.4% of Boroondara’s population.



The Boroondara Library Service continues to be well utilised by members, with a very high level of loans of both physical books and e-books, especially in comparison to neighbouring library services (**Figure 7** and **Table 3**). The Library Service also provides activities and programs in line with its reading, discovery and lifelong learning focus and commitment to community connection and wellbeing.

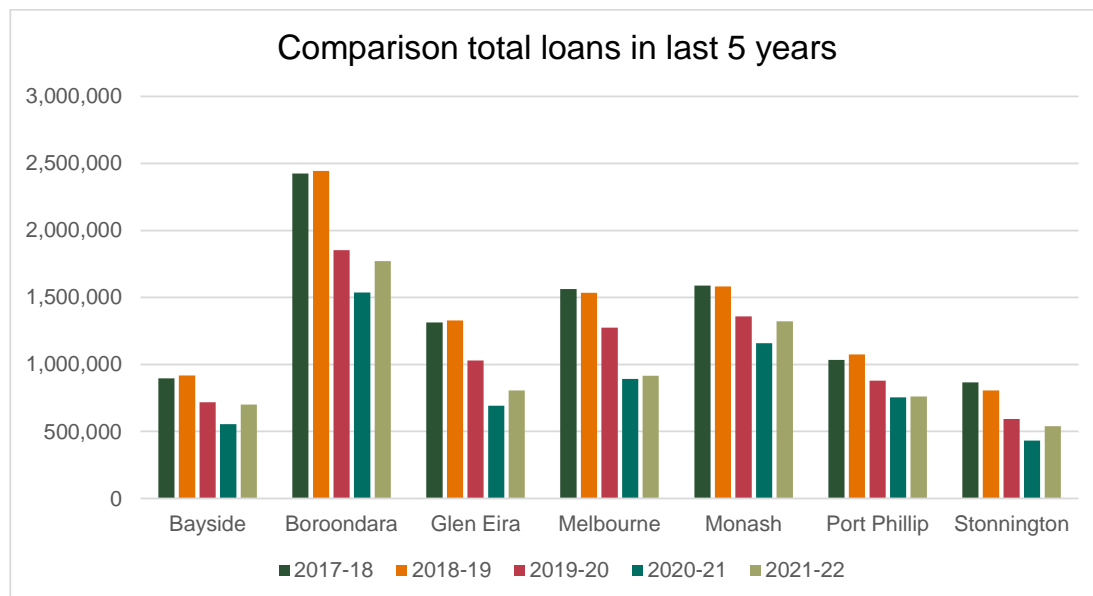


Figure 7 (above) and Table 3 (below): Comparison of total loans with neighbouring library services

Council	2017–18	2018–19	2019–20	2020–21	2021–22
Bayside	895,658	918,566	717,827	555,515	700,328
Boroondara	2,424,882	2,444,241	1,852,287	1,536,417	1,771,896
Glen Eira	1,313,394	1,328,604	1,028,850	692,750	805,332
Melbourne	1,561,907	1,535,291	1,273,790	892,578	916,600
Monash	1,587,628	1,582,503	1,358,023	1,158,948	1,321,633
Port Phillip	1,033,130	1,075,854	879,239	755,589	762,012
Stonnington	866,497	806,136	593,253	432,026	539,496



Figure 8 and Table 4: Comparison of membership with neighbouring library services

Similarly, while the population growth may be modest in Boroondara, the Library Service has grown its membership base over the last five years³ and is still significantly higher than surrounding municipal areas (**Figure 8** and **Table 4**).

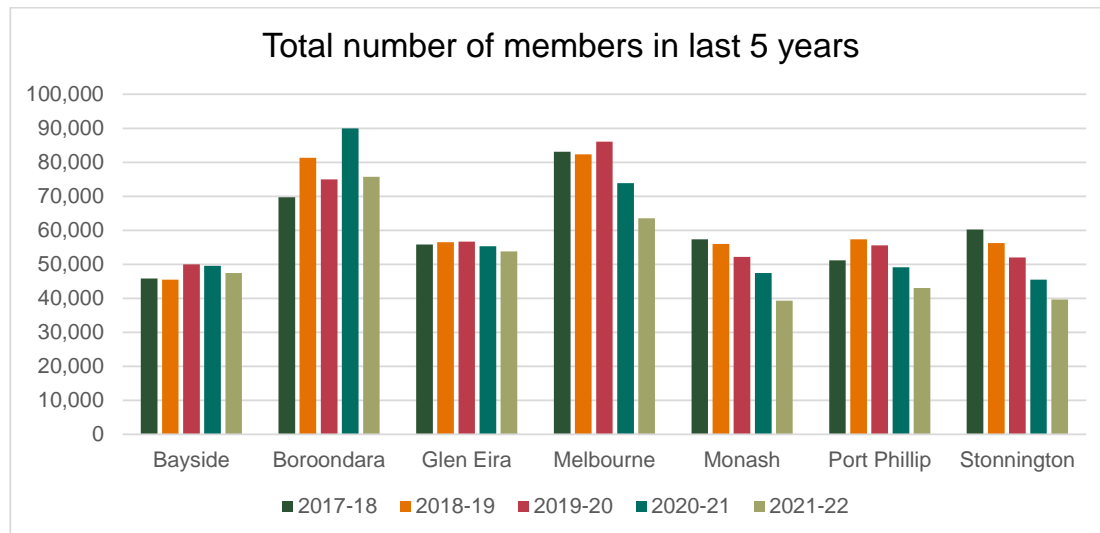


Figure 8 (above) and Table 4 (below): Comparison of membership with neighbouring library services

Council	2017-18	2018-19	2019-20	2020-21	2021-22
Bayside	45,812	45,472	49,974	49,581	47,466
Boroondara	69,730	81,350	74,983	89,974	75,737
Glen Eira	55,815	56,488	56,638	55,323	53,822
Melbourne	83,089	82,302	86,058	73,892	63,527
Monash	57,363	56,029	52,194	47,456	39,300
Port Phillip	51,147	57,344	55,536	49,095	43,031
Stonnington	60,257	56,270	52,001	45,525	39,652

³ [Resources - Public Libraries Victoria \(plv.org.au\)](https://plv.org.au)



Kew Library – Current services

During 2022/23, Kew Library welcomed 119,345 in-person visitors (15% of all visits to libraries across Boroondara), loaned 196,278 items (17% of all loans across Boroondara) and answered 12,996 enquiries (19% of all enquiries across Boroondara Libraries). Kew Library is open a total of 57 hours per week across seven days, with extended hours on Tuesdays and Thursdays (closing at 9pm).

The current library includes:

- Library collections: print, audio-visual and reservations
- Outreach Home Library Service
- Customer service desk and library returns space
- Self-service kiosks
- A children's area, including storytelling and activity space
- Reading/seating and study areas
- Public access catalogues, Personal Computers and Wifi
- One large community meeting room
- Two small meeting rooms (available during library opening hours)
- Display areas
- Printers, copiers and digital equipment
- Public toilets and parents' room
- Staff workstations, two offices and amenities
- Flexible program spaces which accommodate a range of different library programs
- Public parking and bicycle racks.

The proximity of a large private school located beside Kew Library (Trinity Grammar), and a high proportion of schools located in Kew and nearby Hawthorn (58 schools in Boroondara), mean that spaces for individual and group study are highly sought after, especially after school and during exam periods, as are spaces for collaboration. Kew Library can be readily accessed by public transport and there is parking available behind the library and along Civic Drive and Cotham Road, allowing for easy access by students and visitors.

A large area for children's books, programs and activities is clearly identifiable upon entering the library and is well utilised by young children and parents. Reading/seating areas where people can connect and meet up, are popular and often fully used.



The junior materials and fiction collection items are the most heavily borrowed at Kew Library of all the collections available. In 2022/23, public access Personal Computers were used for 5,038 hours across 5,312 bookings, and the library Wi-Fi was used by 5,049 visitors. The library meeting room was also heavily utilized, highlighting the need for bookable community spaces in Kew. During the same period, the Home Library Service at Kew Library was well used, with library staff and volunteers delivering approximately 3,714 items to six aged care/assisted living facilities and 50 residents who had difficulty visiting the library due to poor health and physical limitations. This service supports older members of the community, ensuring they continue to have the same access to resources as anyone who visits the library in person, and it is anticipated with an ageing community that its popularity will continue to increase. Passive activities (i.e., chess and colouring in sheets) are also well utilised.

Across 2022/23, Boroondara Library Service delivered 993 programs with over 28,000 participants across all six libraries with 3,751 attending programs at Kew Library. Key programs offered included:

- Storytimes - Sing baby sing (aimed at 0-12 months) and preschool (3-5 years) where parents and (increasingly) grandparents attend with children
- School holiday programs - aimed at primary school children
- Book clubs - primarily for adults
- English Conversation Club - aimed at individuals who have English as a second language where they can practice conversational English
- Technology sessions - how to create a digital photo album, Cyber safety, shopping online, etc.

Kew Library catchment and membership

Across the library service the biggest cohort of members are those aged 65 and over. At Kew Library 32.6% of all members (2,352) are aged 65 years and over, which is higher than the total overall across Boroondara (27.7%). With the Australian Bureau of Statistics (ABS) population forecasts indicating Kew's population is ageing, it is highly likely that this total will continue to grow into the future (Census 2021).

In 2022/23, 7,223 members borrowed an item at Kew Library, with the oldest member being 107 years of age. The number of physical items borrowed was 196,278 which equated to 17% of all loans across Boroondara's libraries.

Of these members, 82% (5,887) were residents of the City of Boroondara with the vast majority living near Kew Library. Library members can borrow materials from any of Boroondara's six libraries, and there is evidence to suggest that members will travel some distance to Kew Library, although in the case of residents in Ashburton, they are



less likely to travel to Kew Library, when Camberwell, Hawthorn and Balwyn Libraries are closer.

While 18% of members who borrowed an item at Kew Library in 2022/23 were non-residents from surrounding areas, there were two residential pockets in Richmond and Surrey Hills whose usage was significantly higher. This can potentially be attributed to the distance of the closest libraries in surrounding suburbs (Church Street, Richmond and Whitehorse Road, Box Hill), access to parking, more suitable opening hours, or a preference for the Kew Library collection. (Refer to **Figure 9** to see catchment area for Kew Library)

With a non-resident workforce of 13,994 and a high number of private schools in Kew, it is not surprising that a proportion of those travelling to (or through) Boroondara would find it more convenient to borrow from Kew Library. Ease of travel to Kew Library also seems to be a significant factor with a number of members living near main or arterial roads.

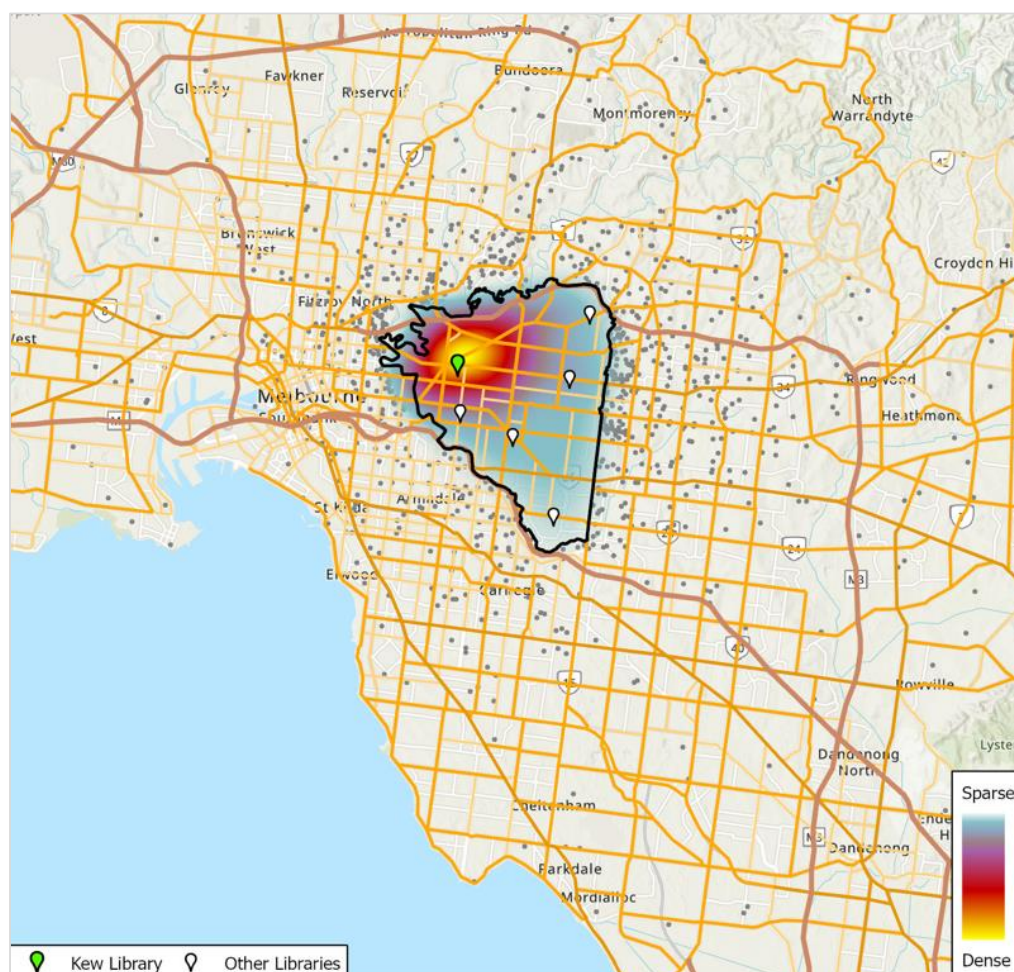


Figure 9: Heat map of library members who borrowed at Kew Library in 2022

Usage

Many parents choose to have only one library card for the family, especially when children are young. While there is no requirement for a child under 18 years of age to have their own membership card, at Kew Library the number of members under 15 years (who have their own membership card) is almost 4%. Further, loans of picture books, junior and teen fiction makes up 46.4% of all the loans at Kew Library.

In addition to library loans, in 2022/23 Kew Library also accounted for:

- 50,359 reservations (16.5% of all reservations placed across all Boroondara libraries)
- 5,049 members accessed the public Wi-Fi (being 13% of all Wi-Fi users).



While the number of library members is a key measure, it only tracks transactions where an individual is required to be a member. Individuals who walk into the library to read the newspaper, flip through a magazine, attend a program or just sit in the warm/cool environment, are not required to be a member. This usage (in 2022/23) was tracked through the following:

- 119,345 visits were recorded (15% of visitors across all libraries)
- 12,996 enquiries were answered (18.6% of enquiries asked across all libraries)
- 3,751 people attended adult and children's programs (13% of all people participating in programs).

4.4 Emerging needs, trends and opportunities

The needs analysis summary identifies current and future needs to inform a design that enables the library to readily adapt and ensure it remains relevant, well used and becomes a community space for all. Needs analysis for a new library address:

- **Community aspirations** for the project
- The needs of existing and future populations. **Demographics** indicate that by 2041 Kew's population will increase by 6,367 people (20.5%)
- **Community demand** for spaces for a diverse range of services programs. In 2022/23, Kew Library received 119,345 visits (2,295 per week), engaged with 3,751 participants in programs, answered 12,996 enquiries and had 196,278 loans.

Since the Boroondara Library Services Plan 2020 - 2025 was developed, the level of change experienced by the community has been significant with the COVID-19 pandemic, an increased level of social isolation, loneliness, increasing prevalence of mental illness and a rapid push onto digital platforms for core library services. The expectations of the community have also changed, and this requires public libraries to be responsive and ready to change to stay relevant for their community.

Identified emerging trends and opportunities include:

- Libraries as community hubs and places to connect
- Lifelong learning
- Enhancing the customer experience (including through the digital environment)
- Collaborating with others
- Kew Library's unique location
- Health and wellbeing



- Sustainability
- Changing nature of library collections
- Learnings from a post COVID-19 environment
- Cost of living.

Summary of existing and emerging needs

Existing and emerging needs to be addressed by a redeveloped Kew Library are summarised in Table 5.

Table 5: Existing and emerging needs

Need	Description
Population growth	Forecast demographics indicate the population in Kew is due to increase by 6,367 people by 2041, with increases of 29.3% in the 10 to 29 age range (+2,289) and 18.4% for persons aged 65 plus (+1,040). A high proportion of medium to high density housing with up to 2 bedrooms, combined with increasing levels of hybrid working arrangements, are likely to result in community members looking for spaces they can go to for online meetings and work. This combined with an ageing population who may feel isolated and are looking for opportunities to connect with others, and a high demand for study spaces by students attending schools in close proximity, will be important factors in the redevelopment of the library.
Young people and students	Boroondara has one of the highest concentrations of primary and secondary schools in the state, with a high proportion located in Kew and nearby Hawthorn. The Library is also well serviced by public transport. This means young people and students are likely to continue to access the Library as a study space and for learning resources. Teenagers use the public library as an individual and group study space, occasionally attend events and often read recreationally for entertainment during school holidays.
An ageing population	Kew has an ageing population, higher than Greater Melbourne, with an increasing median age and % of residents aged 65 years and over across the last 20 years. These include: <ul style="list-style-type: none"> • The 65 to 84 years age group: as individuals transition towards or enter retirement, the public library becomes a valuable resource for reading materials, a place to go and



Need	Description
	<p>read the newspapers, to access the internet or to attend an event.</p> <ul style="list-style-type: none"> The 85 years+ age group: as people age and experience limited to no mobility, the role of the Home Library Service and online programs are vital to reduce social isolation and give a sense of connection to the wider community. Digital technologies may also play an increasing role in connecting cohorts with limited mobility into library services.
Increasing diversity	Mandarin or Cantonese speaking households in Kew are almost double the rate for Greater Melbourne (11.4% vs. 5.9%).
Engaged families	<p>In comparison with Greater Melbourne, Kew has a lower proportion of children under 10 and adults aged 25 to 44 years. However, local families are active users of the Kew Library, and although the number of members under 15 years is just under 4% of all members, loans of picture books, junior and teen fiction makes up 46.4% of all Kew Library loans. In addition, there are several informal mothers' groups who meet in the children's areas at Kew Library. The Kew library is heavily used by children who attend storytimes and holiday programs and read prolifically through junior collections for entertainment and education. Plus, many individuals return to public libraries when they become parents, to provide their children with access to storytime programs and to commence reader development and literacy.</p>
Individuals aged 18 to 34 years	Individuals aged 18 to 34 years, sporadically use the public library through this period of their life as they are often focused on tertiary studies / full time work.
Redeveloped facilities and increased visitation	<p>Over the past 10 years three (3) of Boroondara's libraries have been redeveloped and it has been noticeable that visitation and/or usage increased after the redevelopment and has been sustained. Feedback received from customers after redevelopments is overwhelmingly positive with appreciation for the bright modern look at each location, along with increased space for activities, meetings and study.</p> <p>This trend was most evident with the redevelopment at Camberwell Library where within three months of moving into its current location, loans increased by 59% and visits jumped</p>



Need	Description
	by 178%. After the redevelopment at Balwyn Library there was an increase in loans by 12% and visits by 11% within three months, while at Ashburton Library the increase in visitation was more gradual and is now 11% higher. It is probable that the redevelopment of Kew Library will follow a similar pattern.
Lone person households	Over one in five households in Kew Library's catchment is comprised of one person which is also predicted to grow over the coming 20-year period. The importance of the redeveloped Kew library providing a sense of community and connection for lone individuals was discussed by the community with increased space requirements needed to meet this increasing demand for the community's lounge room.

Summary of emerging trends and opportunities

Changing community trends and opportunities that libraries need to be aware of and plan for, are summarised in Table 6.

Table 6: Emerging trends and opportunities

Emerging trend/ opportunity	Description
Libraries as community hubs and places to connect	<p>In the past few decades, public libraries have continued to re-invent themselves as active, engaging and thriving community hubs that combine literature, technology, culture, the arts and social connection. This includes the notion of libraries as a 'third place' where people spend time between home ('first' place) and work ('second' place). These spaces were seen as locations where ideas are exchanged, people have an enjoyable time, and build relationships.</p> <p>Post COVID-19, remote or hybrid workers are increasingly using libraries, with more people spending (at least part of) their workday at the library. Many libraries have adapted to accommodate this trend in their community spaces, meeting rooms and other reservable spaces. In a post pandemic environment, libraries are being referred to as a 'third working space' between home and work. Some Victorian libraries now run co-working spaces in partnership with other organisations.</p>



Emerging trend/ opportunity	Description
Public libraries as a destination	<p>Libraries are still hugely popular destinations. According to data published by The Sydney Morning Herald, about 7.6 million people visited Australian libraries in the 12 months to July 2019. The City of Boroondara Library Service has grown its active membership base over the last five years and is still significantly higher than surrounding municipal areas.</p> <p>Council anticipates the Kew Library Redevelopment will generate increased usage of the facility, with an improved layout and flow, increased natural light, and more spaces for study, reading and activities, leading to better customer experiences. For example, after the redevelopments at Camberwell (2012), Ashburton (2013) and Balwyn (2018) libraries, there was a noticeable increase in utilisation of each site, which has been sustained. Visitors to these redeveloped libraries have appreciated the fresh look and feel, along with the creation/enhancement of spaces, and increased community meeting and study spaces.</p>
Lifelong learning	<p>Public libraries are gathering places where local people and ideas come together. Libraries have become a central hub for lifelong learning and creativity, with large, open and flexible spaces in an environment of colour, sound, ideas and creativity. Recognising that there is a need for spaces for study, hybrid work and collaboration, is equally important.</p> <p>Anticipated lifelong learning programs include STEAM (Science, Technology, Engineering, Arts, Mathematics) and literacy programs will continue to be evolved to build up skills of children, young people and adults at all stages.</p> <p>The inclusion of multifunctional spaces will allow for formal and informal programs, to spark creativity, collaboration and innovation in community members who gain access to resources and expertise that might not otherwise be accessible. These spaces can be:</p> <ul style="list-style-type: none"> • Technology based recording/podcast studios, 3D printing, laser cutting, (such as Makers Studios) etc. • DIY bicycle repairs, gardening, picture framing, etc. These type of maker spaces can have a sustainability focus. (Refer 'Sustainability' section below)



Emerging trend/ opportunity	Description
	<ul style="list-style-type: none"> • Craft based sewing, knitting, building model airplanes, painting, origami, etc.
Customer experience - including the Digital environment	<p>Today's customers expect more personalised and immediate service. According to research⁴:</p> <ul style="list-style-type: none"> • 80% of customers now consider the experience a company provides to be as important as its products and services • 66% of customers expect the companies they interact with to understand their unique needs, and • 88% expect companies to step up their digital initiatives as a result of the pandemic. <p>In addition, access to emerging technologies to help build a digitally literate community are vital, especially for ageing populations and low-income households. Libraries are now actively reinventing themselves to be the library of the future, that not only continues to provide access to literature, but also has the leading-edge technology to ensure access is offered to all members of the community.</p>
Collaborating with others	<p>Programming in libraries is constantly evolving to remain relevant and meet the changing needs of the community. To meet a diverse range of community needs and interests, libraries are working collaboratively with a range of partners to increase opportunities for program delivery - with a focus on intergenerational programming.</p> <ul style="list-style-type: none"> • Collaborations with other Council departments at the library working to deliver a range of programs across Council, such as active seniors, arts and culture, leisure and recreation, sustainability activities (e.g., worm farms, gardening and sustainable living etc). • Partnerships with external organisations including some service delivery and information provision these could be in the library space, gardens or outreach, and could include Neighbourhood houses, educational institutions, allied health groups etc.

⁴ [What Are Customer Expectations, and How Have They Changed? - Salesforce.com](#) - sighted 1 May 2023



Emerging trend/ opportunity	Description
	<ul style="list-style-type: none"> Partnerships with community groups to deliver programs and raise awareness of what they offer these include allied health support programs and information, sustainable ideas and support for the home, bicycle repair workshops with bike groups, crafting with Country Women's Association, gardening tips with garden clubs, etc.
Lending services	<p>Public libraries have diversified into lending more than just physical and digital books and audio-visual items, moving towards being a 'Library of Things' that the community can borrow to try, use or keep. This can include:</p> <ul style="list-style-type: none"> Seed libraries - seeds are collected and shared (eg. Monash Public Library) Kitchen library - crockery, cutlery and electrical appliances (eg. Yarra Libraries) Tool libraries - range of tools, including gardening tools (popular in US) Musical instruments - small instruments (popular in US) Games libraries - board games and jigsaw puzzles.
Intergenerational programs	<p>Regular programs (eg. intergenerational storytimes with aged care facilities, sing-a-longs) and family events celebrating significant days, social and cultural events (eg. Science week, Harmony Day) are an emerging opportunity.</p> <p>A community kitchen within the facility could also bring people together from different backgrounds and ages and has been used successfully overseas.</p>
Kew Library's unique location	<p>Kew Library is the only one of Boroondara's libraries to be adjacent to formal gardens and open space on either side, offering a unique opportunity to make the connection between the indoor and outdoor spaces that cannot be readily replicated at other libraries. This redevelopment could be a destination point for the community for the next 50 plus years, with well-designed spaces that will encourage partnerships and innovative thinking to maximise the potential for programming to take advantage of Alexandra Gardens and Petrie Square.</p> <p>There is a growing trend for redesigned public libraries to incorporate green spaces through design principles that connect</p>



Emerging trend/ opportunity	Description
	<p>buildings to the natural environment. This can be through a connection to an existing green space, a design that creates a new green space or integrates the space into the building. An example includes New York Public Library's adjacent Bryant Park which is used by the library and wider community for programs and events.</p> <p>A more identifiable and connected Kew library to the adjoining gardens also offers opportunities for greater community safety incorporating CPTED principles.</p>
Sustainability	<p>Boroondara's climate action plan is a priority for both Council and the community. Redeveloping Kew Library to meet Boroondara Council's environmentally sustainable design objectives is a priority. In addition, the COVID-19 pandemic has seen an increased focus on air quality within public buildings including opportunities for 'pandemic proofing' of buildings through mixed-mode and natural ventilation. There is also increasing research and examples around the world of libraries as a source of information about sustainable living, including the establishment of sustainability hubs as an emerging programming opportunity⁵.</p>
Learnings from a post COVID-19 environment	<p>Research⁶ exploring emerging trends for the design of public libraries in post-COVID-19 environment identified the following:</p> <ul style="list-style-type: none"> • The need for equality around digital technology • Reduced physical touchpoints • A focus more on community and social services • A desire for more localised services • The importance of communicating change to customers, staff and partners • Creation of flexible spaces to meet the need for community meeting and working spaces.

⁵ Embree, J.K., & Gilman, N.V., (2020). The Library as a Campus Sustainability Hub: A Case Study in Increasing Community Engagement & Collaboration in Sustainability through Academic Libraries.

⁶ Marshall, A., (July 28, 2020). Design Ideas for the Post-Pandemic Public Library [Design Ideas for the Post-Pandemic Public Library \(gensler.com\)](https://www.gensler.com/design-ideas-for-the-post-pandemic-public-library)



Emerging trend/ opportunity	Description
Health and wellbeing	<p>The Brief identifies strong connections between health and wellbeing (physical and mind) and community connection. Key emerging trends include:</p> <ul style="list-style-type: none"> • Social isolation and loneliness: Boroondara is experiencing an increase in singles and couples in dwellings and studies have shown levels of social isolation and loneliness increased during the pandemic and remain high. • Dementia: this disease is increasing and was responsible for almost 230,000 years of healthy life lost among people aged 65 and over in 2022, a 61% increase since 2011⁷. Kew (in line with Greater Melbourne) has an ageing population. • Mental health: this is only second to asthma as a long-term health condition in Kew, as identified in 2021 ABS census. • Greenspaces and mental health: major differences in disease prevalence are reported when comparing residents of very green and less green settings, even after controlling for socioeconomic status⁸. Physical activity in greenspaces has been defined as 'green exercise' and research has identified that: <ul style="list-style-type: none"> – People who use the natural environment for physical activity at least once per week have about half the risk of poor mental health compared with those who do not do so – Each extra weekly use of the natural environment for physical activity reduces the risk of poor mental health by a further 6% – This presents a significant opportunity for outdoor programming within the Alexandra Gardens and Petrie Square which is facilitated through the Library's broader program and partnerships.

⁷ [Dementia in Australia, Summary - Australian Institute of Health and Welfare \(aihw.gov.au\)](https://aihw.gov.au) - 23 February 2023

⁸ Maas, J., Verheij, R. A., De Vries, S., et al. (2009) Morbidity is related to a green living environment. Journal of Epidemiology and Community Health, 63, 967–973.



Emerging trend/ opportunity	Description
Changing nature of library collections	<p>Public libraries are now evolving to be 'people-centred, not collections centred'⁹.</p> <p>Public libraries had already begun to shift collections of physical items to digital formats prior to the pandemic. The emergence of COVID-19 accelerated this trend, enabling libraries to continue providing services 24/7 with minimal interruption during lockdowns. Three years on from the beginning of the pandemic, many individuals find accessing content and services digitally is more convenient and nearly all information searches now begin online with an expectation that many resources will be readily available online. This is not a trend that will reverse itself.</p> <p>The challenge for contemporary library services is to find the balance between print and digital, along with the balance between the collection footprint and spaces for collaboration, study, reading and programs.</p>
Cost of living	<p>The emergence of significant financial pressures affecting the community after three years of the pandemic and continuous natural disasters, is a significant challenge for many individuals. Public libraries are a key community resource during periods of hardship. Anyone can visit a library and stay for an extended period, taking advantage of library services and amenities.</p>

⁹ To survive in the digital age and stay relevant, public libraries need to be brave and innovative - Council (councilmagazine.com.au) - 14 January 2022

5 Vision

5.1 Vision summary



5.2 How we will achieve the vision

The redeveloped Kew Library should reflect this vision and community consultation themes through the following elements.

Table 7: Vision description

Vision	Inspires a building that...
Identity	<ul style="list-style-type: none"> • Is welcoming for all ages • Encourages people to participate in programs they can readily access and generates an excitement for learning • Becomes a community focal point, a destination point • Generates a sense of pride and ownership • Strong connection to the existing outdoor spaces • Is known for innovative programming indoors and outdoors.
Ambience	<ul style="list-style-type: none"> • Compliments and enhances the surrounding area and adjacent Alexandra Gardens and Petrie Square - they bring the outdoors inside and the indoors outside • Has a look and feel of enduring quality



Vision	Inspires a building that...
	<ul style="list-style-type: none"> • Feels comfortable for long or short-term visitation • Promotes and embodies sustainability • Reflects a sense of the history of Kew • Is vibrant and interesting • Offers a diversity of settings (flexible spaces) for all members. • Feels spacious, with strong visual links to the outside and clear wayfinding • Feels relaxed, inviting and engaging.
Flexibility & customer experience	<ul style="list-style-type: none"> • Accommodates a range of customer needs and activities throughout the day through library spaces that are open, flexible and spacious • Facilitates opportunities for collaboration and partnerships (enabling a diverse and responsive suite of programs and services) • Is safe and secure • Meets child safe standards • Is accessible to all and goes beyond mere compliance with standards • Provides a variety of well thought-out and designed spaces, including acoustics for quiet conversations, group study and activities, casual reading and intensive study • Provides technologically friendly spaces, including ready access to power/charging points • Is flexible, versatile, and multifunctional • Is functionally efficient and economic • Uses environmentally sustainable design principles in building design and operation • Facilitates access to collections in all formats • Creates positive experiences for customers interacting with the space.
Opportunities	<ul style="list-style-type: none"> • Enhances the library service's vision to help people to re-skill, re-learn, stay well and re-connect in flexible learning and social spaces



Vision	Inspires a building that...
	<ul style="list-style-type: none"> • Demonstrates Council's commitment to quality community infrastructure • Makes an eloquent statement on the community's value of culture • Integrates the library with Alexandra gardens and Petrie square.

5.3 Design Brief inclusions

Opportunities to incorporate the following mix of spaces and activities within the redeveloped library will continue to be explored as part of the detailed design process.

The following items have been allocated an indicative, high-level costing as part of the budget allocation in Council's Long-Term Financial Strategy (LTFS) - refer section 6 below.

Table 8: Design Brief inclusions

Type of Space	Description: Spaces that allow for ...
Collections	<ul style="list-style-type: none"> • Print collections - books, magazines, newspapers • Audio-visual collections - DVDs, talking books, music • Collection displays - new and interesting, themed.
Community spaces	<ul style="list-style-type: none"> • Community noticeboards • Artwork, display and exhibition spaces • Meeting places.
Customer service	<ul style="list-style-type: none"> • Self-serve kiosks for loans and renewals • Customer service desk for enquiries and assistance • Returns • Reservations - including after-hours reservation lockers.
Meeting rooms	<ul style="list-style-type: none"> • Meetings - small and larger (incl. after-hours access) • Can also accommodate talks or seminars as well as activities and programs.
Multipurpose program, events, and	<ul style="list-style-type: none"> • Creative makerspaces - craft, technology or DIY spaces • Events - for all ages



Type of Space	Description: Spaces that allow for ...
performance spaces	<ul style="list-style-type: none"> • Passive activities - chess, board games and puzzles • Flexible spaces (that can be collection display during the day and rolled back to be event space in the evening) • Space which facilitate indoor and outdoor programming (refer example list below).
Community kitchen	<ul style="list-style-type: none"> • Community kitchen facilities for warming and serving food/ refreshments.
Quiet areas	<ul style="list-style-type: none"> • Study - individual and group • Hybrid working • Reading - for all ages • Quiet, relaxed and sensory friendly.
Staff	<ul style="list-style-type: none"> • Library service offices and desks • Storage • Home Library Service • Stock management.
Technology	<ul style="list-style-type: none"> • Computers • WIFI • New and emerging technologies.
Amenities	<ul style="list-style-type: none"> • Public toilets
Outdoor space/ decking	<ul style="list-style-type: none"> • Activities, programs and events • Connection with Alexandra Gardens and Petrie Square • Connection with natural environment.
Artworks and civic memorabilia	<ul style="list-style-type: none"> • 'The Four Seasons', Stained-glass window by artist John Summers (currently on eastern façade facing Civic Drive). • World War 2 memorial and wall-relief sculpture (currently on external Cotham Rd façade).

5.4 Example programs

The spaces above propose to facilitate a range of activities and programs. An example list is provided in the table below.

**Table 9: Example programs**

Potential / example programs	Description
Indoor	<ul style="list-style-type: none"> • Storytimes, playgroups and school holiday programs • STEAM programs • Intergenerational educational and informational workshops to raise awareness of council programs (eg. Reusable nappies) • New and emerging technologies • Author talks and book groups • Informative pop-ups of community initiatives (eg. Local employment opportunities, sustainability) • Introductory workshops with Neighbourhood & Community Houses (eg. Watercolour painting) • Creative writing workshops • Local history programs • Health and wellbeing programs (men's groups, healthy eating programs, yoga, tai chi).
Outdoor	<ul style="list-style-type: none"> • Intergenerational or topic-based activities (eg. Bees) • Outdoor storytimes and school holiday programs. • Partnerships with local recreation centres for activity based programs • Christmas markets • Photograph, outdoor painting workshops • Introductory workshops with Neighbourhood/Community Houses (eg. Pilates, Yoga) • Collaborations with Sustainability, Arts and Parks Teams for outdoor events (eg. Worm farms, performances in the park) • Connection to land, star gazing, awareness.

5.5 Design Brief exclusions requiring further investigation

The following items are not included in the budget allocation in the Long-Term Financial Strategy (LTFS) and emerged as opportunities in 2017 and 2023 community consultation processes. The detailed design process will involve innovative approaches to explore how the elements below might be incorporated into the building design within the LTFS budget allocation. If moving forward, there is misalignment between the



allocated budget and cost estimate, a further report will be submitted to Council for consideration.

Table 10: Design Brief exclusions (subject to further investigation)

Type of Space (tbc)	Description: Spaces that allow for ...
Mini cafe	<ul style="list-style-type: none"> Hot/cold beverages (e.g., Coffee etc) Limited food offering - toasted sandwiches, muffins.
Community organisation space	<ul style="list-style-type: none"> Dedicated exclusive space for community organisations to be based at the facility. *
Consulting spaces	<ul style="list-style-type: none"> Community organisations can book a space to meet clients Council services can access a space to meet residents/ clients.
Staff	<ul style="list-style-type: none"> Dedicated space (office/ storage) for Council's Parks team
Artworks and civic memorabilia	<ul style="list-style-type: none"> The "Grip of Time" sculpture by artist Peter Schipperheyn (currently on external Cotham Rd façade); and The "City of Kew Coat of Arms" sculptural relief (located adjacent to the "Grip of Time" sculpture).

* Kew Historical Society has been connected with the Kew Library since 1987 when the library moved to the converted City Hall. The Historical Society has informed Council of its preference is to stay at the Kew Library.

The current brief does not include a dedicated exclusive space for community organisations. However, the Kew Historical Society could be accommodated in the redeveloped library if other previously considered library components were reduced.

5.6 Design principles

The design principles developed for the Kew Library Redevelopment are:

- **Community aspirations** - the design incorporates the themes identified from community consultation
- **Safety** - the design applies Crime Prevention Through Environmental Design (CPTED) principles to maximise a sense of safety of people using the precinct



- **Design excellence** - the facility design encourages an innovative, creative, and sensitive design approach - including consideration of local heritage
- **Flexibility** - the design maximises the facility's ability to be flexible, adaptable, multi-purpose, functional and able to change over time
- **Sustainability** - the design reflects Council's sustainability commitments and minimises the building's carbon footprint throughout its life cycle
- **Accessibility** - the design reflects Council's disability commitments and goes beyond mere compliance with accessibility standards
- **Cost** - can be delivered within Council's long term financial plan and considers both design/construction as well as life-cycle costs.

6 Project detail

6.1 Project staging

It is anticipated the Kew Library redevelopment will be delivered over a multi-year period starting 2023/24. Key stages include:

- Pre-design: Vision and community consultation
- Design development
- Construction and fit-out.

6.2 Financial implications

Council has allocated \$20.647 million in its Long-Term Financial Strategy (LTFS) towards the Kew Library Redevelopment across multiple financial years. As this project is only at the pre-design phase, the total project cost is an estimate based on the best available information known at this time and undertaken by a quantity surveyor. As the project design progresses, more confidence can be had in the project cost estimate.



7 Conclusion - Creation of a new library

Building a new library involves the demolition of the existing building and construction of a new building with a connection to the gardens.

The rebuild would provide a purpose-built library and offers the following opportunities:

- Reinvent the library with exemplar design, flow and connection with surrounding precinct, parkland and streetscape so it becomes a destination point.
- Develop versatile multifunctional spaces that can adapt to the changing needs of the community and remain relevant into the future.
- Take advantage of the proximity of Alexandra Gardens and Petrie Square using design principles that connect buildings to the natural environment and create a strong connection between indoors and outdoors.
- A more identifiable and connected Kew library to the adjoining gardens also offers opportunities for greater community safety with CPTED (Crime Prevention Through Environmental Design) principles.
- Will meet minimum Green Star 5-Star (or equivalent) standard as outlined in Council's Sustainable Council Buildings Policy.
- Build life of 50 to 60 years.

Located within the Kew Junction Structure Plan precinct, the Kew Library project has the potential to create a unique asset for the whole municipality, through an iconic purpose-built library design which allows indoor and outdoor programming in adjacent Petrie Square and Alexander Gardens. An inspiring example of a library which successfully programs indoor and outdoor activities is the New York Public Library and adjacent Bryant Park, which are programmed to complement each other's activities. The broad suite of community indoor and outdoor programs and events have created a highly successful public space.



Figure 10: New York Public Library and adjacent Bryant Park.



KEW LIBRARY ASSESSMENT

COTHAM ROAD
KEW VIC 3101

Prepared for	Jarrod Filosa	
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Executive Summary

This executive summary provides an overview of the climate risk assessment conducted for Kew Library, outlining the key findings and implications on the library's climate resilience and sustainability.

The assessment explored three distinct options for the library's future: Business as Usual, Major Refurbishment, and Demolition and Rebuild. Each option was evaluated based on its potential to address climate-related challenges and contribute to the library's long-term viability.

Enhancing climate resilience is a pressing imperative for Victoria. Option 3 - Demolition and Rebuild, the library can embark on a transformative journey toward a climate-resilient future. This option ensures that the facility remains a pillar of community support, a hub for knowledge dissemination and an exemplar of sustainability for generations to come.

The decision lies at the intersection of strategic planning, financial prudence, and community aspirations. We urge Council to seize this opportunity to lead by example, making a lasting positive impact on both the local community and the broader movement toward a resilient and sustainable future.

Key Findings

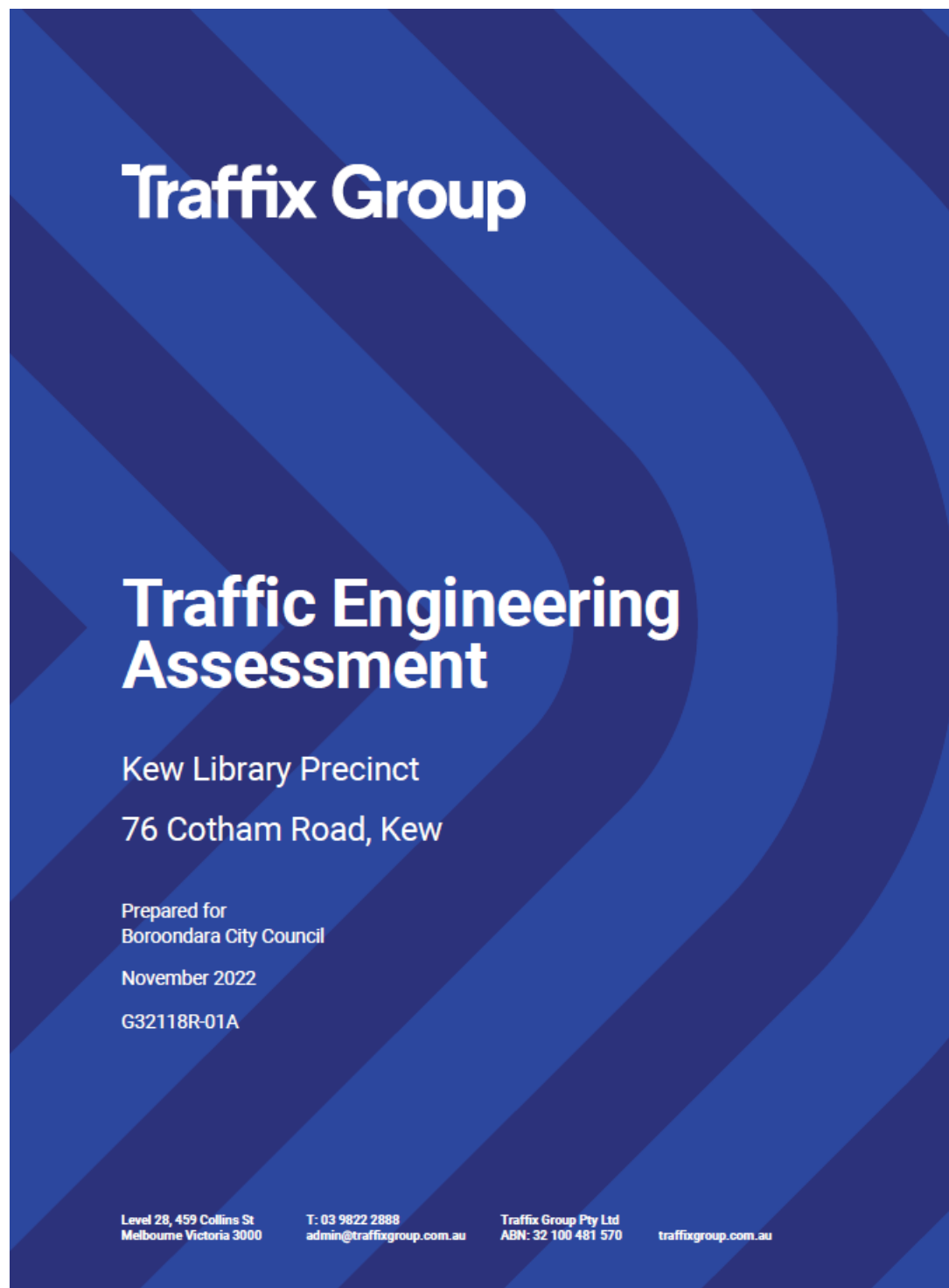
1. **Business as Usual (BaU) Option:** The BaU approach involves reusing the existing facility without significant upgrades. This option received low scores in multiple categories, indicating poor-fair energy efficiency, limited climate resiliency, and challenges with electrification and renewable energy integration. It also falls short of meeting certain sustainability policy objectives and guidelines. Choosing the Business as Usual approach would result in poor energy efficiency, limited climate resiliency, and reduced alignment with sustainability policies and targets. The Council would miss an opportunity to showcase its commitment to sustainability and face challenges in meeting emissions reduction goals.
2. **Major Refurbishment Option:** The Major Refurbishment option aims to retain the existing facility's slab, substructure and primary columns while replacing other building elements due to code compliance upgrades. This option received higher scores than the BaU approach, offering improved energy efficiency, climate resiliency, and sustainability policy alignment. However, the reuse of some existing elements may limit the optimization of spatial efficiency and sustainability targets. Implementing a Major Refurbishment would still lead to significant improvements, but the Council may need to carefully manage the limitations posed by existing structural elements to achieve optimal sustainability outcome.
3. **Demolition and Rebuild Option:** The Demolition and Rebuild option involves completely demolishing the existing facility and rebuilding it to best practices and sustainability standards. This option received the highest scores in most categories, offering the best energy efficiency, spatial optimization, climate resiliency and alignment with sustainability policies. However, it may result in

increased embodied emissions and construction waste. Based on the assessment, the demolition and rebuild option aligns with best practices and provides the highest level of energy efficiency, climate resiliency, and sustainability policy alignment. This option would allow Council to demonstrate leadership in sustainability and contribute to broader environmental goals.

Financial Implications

1. **Business as Usual (BaU) Option:** The BaU approach involves minimal upfront investment (maintenance and operational costs), as it relies on reusing the existing facility without significant upgrades. However, this option will lead to higher long-term operational costs (on an exponential basis) due to poor energy efficiency and ongoing / increasing maintenance challenges. The limited opportunity for renewable energy integration may result in higher utility expenditures. While the initial cost may be lower, the BaU option could become financially burdensome in the long run.
2. **Major Refurbishment Option:** The Major Refurbishment option requires a substantial upfront investment to replace major building elements and services infrastructure assets. Although it provides improved energy efficiency and climate resiliency, there may be additional costs associated with accommodating existing structural elements, which could impact spatial optimization and sustainability targets. This option would require the entire building to be brought to current code compliance due to the volume of refurbishment, which would come as significant cost and project complexities. The building footprint would likely remain and present as a design constraint.
3. **Demolition and Rebuild Option:** The Demolition and Rebuild option requires a substantial upfront investment to completely demolish and rebuild the facility. While it may result in increased construction costs, this option offers the highest level of energy efficiency, spatial optimization, and climate resiliency. The long-term financial benefits include lower utility expenditures, reduced maintenance costs and alignment with sustainability policies, making it a financially viable option in the long run.

Excerpt from Traffic Engineering Assessment, Kew Library Precinct. Prepared by Traffic Group,
November 2022



Traffic Engineering Assessment

76 Cotham Road, Kew

3. Traffic Engineering Review

A summary of the strengths and weaknesses of the existing transport network is presented at Table 4.

Table 4: Existing Conditions Summary

Opportunities	Constraints
Car Parking	
<ul style="list-style-type: none"> There currently appears to be sufficient on-street car parking to accommodate the existing (and potential future additional³) demands generated during peak periods. The variety in short-term and long-term parking restrictions caters to the different user groups of the library and broader precinct. 	<ul style="list-style-type: none"> Civic Drive car parking receives significant usage by Trinity Grammar School staff and parents. Whilst on-street car parking is a public resource, there is clearly a reliance by Trinity Grammar on Civic Drive to accommodate both long-term and short-term parking demands. Notwithstanding the use of the Civic Drive spaces does not appear to be to the detriment of the library.
Road Network and Traffic	
<ul style="list-style-type: none"> Outside of school peak periods, the existing road network and intersections appear to operate satisfactorily and provide for convenient access to/from the site. 	<ul style="list-style-type: none"> Congestion during morning drop-off and afternoon pick-up periods on Charles Street associated with school traffic. The southern portion of Civic Drive provides a narrow carriageway which is intended to be shared between motorists and pedestrians and creates a conflict zone. Some motorists disobey the right-turn ban from Civic Drive onto Cotham Road.
Pedestrians and Cyclists	
<ul style="list-style-type: none"> Formal pedestrian crossings are provided at nearby signalised intersections to provide safe crossing points. The formal pedestrian path network towards the north side of Civic Drive and throughout nearby public parks provides an excellent connection to nearby residential areas. 	<ul style="list-style-type: none"> Lack of formal pedestrian provisions within the southern portion of Civic Drive, despite being a popular pedestrian route (for parents/students). Limited visibility between pedestrians and motorists exiting Civic Drive onto Charles Street. No secure bicycle parking is available. Limited formal on-road bicycle infrastructure is provided in the surrounding area.

³ Subject to the scale of any future development/expansion.

Traffic Engineering
Assessment

76 Cotham Road, Kew

<p>Public Transport</p> <ul style="list-style-type: none">Nearby bus and tram services operate frequently, with stops located adjacent to the site.	<ul style="list-style-type: none">There is a limited variety of services that operate nearby to the site.Bus and tram stops do not provide shelters.
<p>Miscellaneous</p> <ul style="list-style-type: none">Existing loading provisions appear to be more than sufficient to accommodate delivery vehicles.	