

# **COMMUNITY SERVICES COMMITTEE**

## **BUSINESS PAPER**

**TUESDAY 10 NOVEMBER 2009**

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## COMMUNITY SERVICES COMMITTEE

Notice is hereby given that a Community Services Committee of the Council of the City of Randwick will be held in the Council Chamber, Town Hall, 90 Avoca Street, Randwick, on Tuesday, 10 November 2009 at 6:00pm.

Committee Members: The Mayor, J Procopiadis, Andrews, Belleli, Bowen, Hughes (Deputy Chairperson), Matson, Matthews, Nash, Notley-Smith, Seng, Smith, Stevenson, Tracey, White, Woodsmith (Chairperson)

Quorum: Eight (8) members

NOTE: At the Extraordinary Meeting held on 28 September 2004, the Council resolved that the Community Services Committee be constituted as a committee with full delegation to determine matters on the agenda.

### Apologies/Granting of Leave of Absences

### Confirmation of the Minutes

Community Services Committee - 13 October 2009

### Declarations of Pecuniary and Non-Pecuniary Interests

### Address of Committee by Members of the Public

### Urgent Business

### Community Services Reports

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### Library Reports

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### Closed Session

Nil

### Notices of Rescission Motions

Nil

.....  
Ray Brownlee  
**GENERAL MANAGER**



## Community Services Report No. C14/09



**Subject:** Council's Advisory Committee Minutes  
**Folder No:** F2006/00216  
**Author:** Shane Lowe, Coordinator Community Programs and Partnerships

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### Introduction

At the 10 March 2009 Community Services Committee it was resolved that the minutes of the Advisory Committees be presented to the Community Services Committee.

### Issues

As scheduled, the Advisory Committees (listed below) have met and the minutes of each meeting, which reflect discussions and outcomes, are attached.

The minutes will also be available on Council's website after each meeting.

This report includes minutes from:

- Access Advisory Committee – September
- Access Advisory Committee – October
- Multicultural Advisory Committee - October

### Relationship to City Plan

The relationship with the City Plan is as follows:

Outcome: An Informed and Engaged Community.

Direction: Effective communication methods and technology are used to share information and provide services.

### Financial impact statement

There is no direct financial impact for this matter.

### Conclusion

It is recommended that Council acknowledges and accepts the minutes of Council's Advisory Committees.

### Recommendation

That Council acknowledges and accepts the minutes of the following Advisory Committee meetings:

- Access Advisory Committee – 10 September 2009
- Access Advisory Committee – 8 October 2009
- Multicultural Advisory Committee – 6 October 2009.

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**Attachment/s:**

1. Access Advisory Committee Meeting held on 10 September 2009
2. Access Advisory Committee Meeting held on 8 October 2009
3. Multicultural Advisory Committee Meeting held on 6 October 2009.

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## MINUTES

### Randwick City Council Access Advisory Committee Meeting held on 10 September 2009, 11am at the Randwick Room.

#### Present

Cr. Margaret Woodsmith	Randwick City Council
Frida Kitas	Randwick City Council
Chris Donnellan	Randwick City Council
Melinda Ross	Sunnyfield
Mai Rose	Community Representative
Terry Fletcher	Community Representative
Jessica Blair	Community Representative
Andrew Blair	Community Representative
Anne Patterson	Community Representative
Phillip Sundstrum	Community Representative

#### Apologies

Vince Bates	Headeast
Tess Protey	Junction House
Dianne Thain	Community Representative

#### 1. Minutes

The Minutes of the meeting held on Thursday 13 August were confirmed.

#### 2. Business Arising from Previous Minutes

##### 2.1 Disability Sport and Physical Activity Information Expo

Frida tabled the Expression of Interest Forms for the Disability Sport Information Expo at the meeting. Holdsworth Community Centre and Services will be providing Community Transport for the Expo at designated points within Randwick and Woollahra. The Expo will be held on Saturday 14 November from 11.00am to 2.00pm at Randwick Community Centre and is an initiative of Randwick and Woollahra Council's and NSW Sport and Recreation. Frida will table flyers and posters at the October Advisory Committee meeting.

**Action:** Frida to table flyers for Expo at the October meeting.

##### 2.2 Volunteer Information Session

Frida tabled the flyers and posters for the Volunteer Information Session at the meeting. Committee members were invited to attend the Volunteer Information Session to be held on Wednesday 7 October, from 11.00am to 1.30pm, 3<sup>rd</sup> Floor Bowen Library and Community Centre, Maroubra. The Volunteer Information Session is a free community event and an opportunity for people of all ages to learn more about volunteering options and the benefits of volunteering in Randwick City and surrounding areas.

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An information factsheet will also be distributed on the day. A free morning tea will also be provided. No bookings are required.

**Action:** For Noting.

### **2.3 Wheelchair Access, Prince Henry site, Little Bay**

Chris advised the Committee that there are pathways and kerb ramps on both sides of Pine Avenue to the Prince Henry Community at Little Bay, and that the existing pram ramps are in reasonably good condition.

**Action:** For noting.

### **2.4 Access Issue, Maroubra Beach**

Chris informed the Committee that the hinge on the accessible toilet at Maroubra beach has been repaired.

**Action:** For Noting

## **3. New Business:**

### **Guest Speaker: Mr Tony Lehmann, Manager Integrated Transport**

- Tony provided Committee members with an update in regards to accessible parking spaces on Council owned premises within Randwick City.
- A total of three parking spaces have been converted to disability parking spaces at the car park located on Rainbow Street, Kingsford, to assist war widows to better access services and support at Kingsford Legacy.
- In addition, accessible parking spaces have been approved on each side of Byron & Carr Streets, Coogee to enhance access to facilities at the Coogee Diggers (formerly Coogee Randwick RSL).
- Community transport parking signage has been installed at The Avenue, Randwick to enable people with disabilities and residents from nursing homes and hostels to access Randwick Bowling Club.
- There are total of three angled disability parking spaces at the Ritz Cinema, Randwick, as opposed to two.
- Footpaths on both sides of High Street and around Belmore Road are currently being reconstructed to enhance access for people with disabilities to the POW Hospital.
- A pedestrian facility has recently been installed at the intersection of Darley, York and Avoca Roads at North Randwick to better enable people to cross safely.
- Terry requested at the meeting for an additional disability parking space to be installed at Vicker Street, Coogee to enhance access to the medical surgery for people with mobility issues. Tony advised that the Medical Centre place a request in writing to Council for additional parking. The request will be sent to the Traffic Committee for consideration
- Tony noted the RTA can align the operating hours of the permit with the operating hours of the medical surgery.

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- The Committee also requested for accessible parking spaces to be installed on Mount Street, Coogee and Coogee Bay Road at the shopping centre, near Douglas Pathology.
- Holdsworth Community Centre & Services have requested for Council to install parking signage on Belmore Road, Randwick to enable Community Transport buses access to AMF Bowling. .
- Tony also mentioned that Council has applied for funding from the RTA to implement a Pedestrian Mobility Plan within Randwick City. The implementation of the mobility plan will assist Council with future applications for funding.
- Cr.Woodsmith thanked Tony for attending the meeting as a guest speaker.

**Action:** Terry to liaise with Coogee Medical Centre, in regards to disability parking on Vickers Street. Frida to forward requests for additional disability parking spaces & parking signage for Community buses to Tony Lehmann for the Traffic Committee's consideration.

### 3.1 Therapeutic Gardening Workshop

To celebrate Mental Health Week, Council in conjunction with Cultivate NSW will be holding a Therapeutic Gardening Workshop on Saturday 24 October from 11am to 2pm at Council's Community Nursery. The workshop will have a practical component and cover the following topics: Composting, Planting and Pruning and General Gardening Techniques. Registrations are essential as places are limited. This free local community event aims to increase community participation enhance and wellbeing for older people, their carers and families members living in Randwick City and surrounding areas.

**Action:** Frida to circulate flyers and poster to Committee members.

### 3.2 Randwick Ecoliving Fair

The Committee was informed that the Randwick Ecoliving Fair will be held on Sunday 27 September from 10.30am to 3.30pm at Randwick Community Centre. The Ecoliving Fair will also incorporate the Eastern Suburbs Bike Festival. For further information please contact 1300 722 542 or visit [randwick.livelocal.org.au/ecoliving](http://randwick.livelocal.org.au/ecoliving). Frida tabled posters and flyers at the meeting.

**Action:** For Information.

### 3.3 RCC Accessible Parking Spaces

The Committee was informed that there has been a request to Council to install an additional disability parking space on Frances Street Randwick. There has also been a request for the existing disability parking space on Frances Street, to be aligned with the ramp near Council's Admin Building to improve access for mobility impaired residents, visitors and staff.

**Action:** Frida to forward request to Tony Lehman, Manager Integrated Transport.

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**3.3 Access Issues, Randwick City**

Terry mentioned the gradient of the internal access ramp in the TAB building, corner of Short and Avoca Streets, Randwick is very steep and would not facilitate access for a whole range of residents & visitors. Terry has requested that the ramp be removed or reconfigured to create an alternate access into the building. Terry also reported the seat on the disabled toilet adjoining Customer Service at Council's Admin building is not secure and is a potential safety risk for users. There

**Action:** Chris to investigate the DA Application for the proposed TAB at Avoca Street, Randwick and liaise with the Customer Services Manager in regards to the disability toilet facility, and provide an update at the November meeting.

**3.4 Access Issue, Maroubra, IVF Building, Maroubra**

Anne informed the Committee that the floor level to the entrance of the lift and stairs at Maroubra Dental is slanted, making access difficult for people using wheelchairs or with ambulatory disabilities. The dental surgery is located in the IVF building, opposite Trade Winds, on Maroubra Road. The cross fall on the floor level of the foyer is a potential OH&S issue and needs to be addressed to improve access for all members of the community.

**Action:** Chris to investigate the access issues at Maroubra Dental and provide an update at the November Committee meeting.

**3.5 Child Care Centre, Coogee**

Terry asked if the proposed Child Care Centre at 2 Byron Street, Coogee will provide accessible facilities for people with disabilities.

**Action:** Chris to provide an update at the October meeting.

**4. Information Share**

- Melinda mentioned that Sunnyfield are broadening their boundaries to include Southerland Shire – and will be providing in home respite and community access services.

**5 Correspondence**

- Eastern Sydney Disability Interagency August Minutes
- The Newsletter of IDEAS, September/October Edition
- Autism Spectrum Disorders Newsletter, Vol 17
- Parklands Foundation and Friends, Spring 2009
- Accord Spring 2009

**6 Date of Next Meeting:**

To be held on Thursday 8 October from 10am to 11.30am, Randwick Room.

## MINUTES

### Randwick City Council Access Advisory Committee Meeting held on 8 October 2009, 11am at the Randwick Room.

#### Present

Cr. Margaret Woodsmith	Randwick City Council
Frida Kitas	Randwick City Council
Chris Donnellan	Randwick City Council
Gillian Pick	Granville TAFE
Melinda Ross	Sunnyfield
Vince Bates	Headeast
Tess Protey	Junction House
Mai Rose	Community Representative
Anne Patterson	Community Representative
Phillip Sundstrum	Community Representative

#### Apologies

Terry Fletcher	Community Representative
Dianne Thain	Community Representative
Jessica Blair	Community Representative
Andrew Blair	Community Representative

#### 1. Minutes

The Minutes of the meeting held on Thursday 10 September to be confirmed. Frida introduced Gillian Pick to members of the Access Advisory Committee.

#### 2. Business Arising from Previous Minutes

##### 2.1 Disability Sport and Physical Activity Information Expo

Frida informed the Committee that activity providers for the Disability Information Expo will include Boccia NSW, Eastern Suburbs Football Association, Tennis NSW, Muscle Sprouts and Basketball NSW. Visitors will also be able to access a range of information from Randwick TAFE, Sydney Institute, Sydney Bowmen Archery Club, IDEAS Inc, Holdsworth Community Centre and Services and Cerebral Palsy Sporting and Recreation Association NSW and Sunnyfield, Maroubra. Registrations forms and posters are still pending approval from NSW Sport and Recreation.

**Action:** Frida to table flyers for Expo at the November meeting.

##### 2.2 Volunteer Information Session

Frida reported that the Volunteer Information Session held at Bowen Library was well attended by members of the general public and local community groups and organisations. Council has also created a factsheet outlining a vast array of volunteering options in Randwick City

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and surrounding areas to assist people interested in becoming a volunteer.

**Action:** Frida to circulate copies of the Volunteering Factsheet to Committee members.

### **2.3 Therapeutic Gardening Workshop**

Frida tabled flyers for the Therapeutic Gardening workshop at the meeting. The workshop will be held on Saturday 24 October from 11am to 2pm at Council's Community Nursery. The workshop will be run in conjunction with Cultivate NSW to celebrate Mental Health Week during the month of October. Bookings are essential as places are limited. Morning Tea will be provided.

**Action:** For Noting.

### **2.4 Access Issues, from previous meeting.**

Chris advised the Committee that there are conditions for access for sanitary facilities at the proposed child care centre at 2 Bryon St, Coogee and at the TAB on the corner of Avoca Road & Short St, Randwick. The accessible toilet adjoining Customer Service on the Ground Floor of Council's Admin building has also been fixed.

**Action:** For Noting.

### **2.4 IVF Building, Maroubra**

Chris provided an update on the sloping floor level of the foyer at Maroubra Dental, which is situated in the IVF building, Level 1, 225 Maroubra. As the building is over ten years old, it would not be financially viable for management to address the cross fall issue on Level 1 of the building. Chris will liaise with management at IVF Australia to request that appropriate signage is installed to alert people with mobility issues of variances in the floor level, when entering and exiting the building. Anne also requested that the height of the buzzer is lowered from 1.5 metres to 1 metre to better facilitate access to the building for wheelchair users.

**Action:** Chris to liaise with IVF Australia Central Office on the behalf of the Access Advisory Committee and provide an update at the following meeting.

### **2.5 Request for crossing & kerb ramps, Maroubra**

Frida advised that the proposed crossing location of the kerb ramps on Malabar Road, north-east of Trywhitt Street have been assessed as requested by Jessica in the previous meeting. Council's Engineer Coordinator has advised that the proposed location is considered dangerous as it is located on a bend in the road and sight lines are comprised due to the existing bus stop. However, an alternative kerb ramp crossing on Malabar Road is proposed. This work along with the kerb ramp and path installation works at the end of Russell Court, have been listed as part of Council's future Capital Works Program.

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**Action:** For Noting

### **3. New Business:**

#### **3.1 International Day of People with a Disability**

Frida advised the Committee that Junction House and Holdsworth Community Centre & Services will be holding a Masquerade Ball and Art Show to celebrate International Day of People with a Disability. The event will be held on Saturday 21<sup>st</sup> November from 6.30pm at the Prince Henry Community Centre, Little Bay. The ball will showcase the talents of people with disabilities in the community through dance, original music, performance and artwork. The Masquerade Ball is an initiative of the Eastern Sydney Disability Interagency and is supported by Randwick and Woollahra Councils. For further information contact Tess Protey at Junction House on 9389 2689.

**Action:** Frida to circulate flyers and poster to Committee members.

#### **3.2 World AIDS Day (December 1)**

The Committee was informed that Frida will be attending a World AIDS Day Reference Group meeting at Area Health Services, POW Hospital with the aim to increase awareness of HIV/AIDS in the community. Council will be supporting Area Health Services to raise funds and awareness of HIV/AIDS by providing information in a number of community languages during World AIDS & Week which will be held from November 24 – December 1.

**Action:** For Noting.

#### **3.3 RCC Website**

Council has received a request from Hotels Combined to list their Sydney Accessible hotels link on Council's website accessibility section. Hotels Combined is actively engaged in supporting initiatives to assist people with disabilities to more easily find accessible accommodation in Sydney. Hotels Combined have recently undergone major developments to identify accessible accommodation that meet the needs of people with disabilities. Committee members were in favour of having the link listed on Council's website.

**Action:** Frida to liaise with Council's Web Site Administrator to progress plans to list Hotels Combined Accessible Accommodation link on the Randwick City Council website.

#### **3.4 Traffic Island, Botany St, Randwick**

Mai reported that the traffic island situated on Botany Street, Randwick should be relocated to the left of Waratah Street to enable frail aged residents to cross safely. Vehicles travelling along Waratah Street and turning right into Botany Street are cutting across the traffic island instead of travelling around it. As a result, the Keep Left sign situated on the traffic island needs to be continually replaced, as it is regularly knocked down by oncoming traffic. Mai noted that many elderly residents living in

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the surrounding area do not feel safe or confident to use this crossing facility where it is currently located. Committee members agreed that this matter needs to be addressed for the safety of all community members.

**Action:** Frida to forward recommendation to Mr Tony Leman, Manger Integrated Traffic Services for consideration.

### **3.5 Signage, Westfield's Eastgardens**

Anne informed the Committee that the accessible parking spaces on Level 2 at Westfield's Eastgardens are now dedicated parking spaces for Mothers with Prams. The six accessible parking spaces have since been relocated to the Office Tower Block, near the Bunnerong Road side of the car park. Westfield's has not provided any signage to indicate that people with mobility issues can access the lift from the Office Tower Block to the Shopping Centre. Committee members agreed that Centre Management need to provide appropriate signage to better facilitate access to the Centre for all members of the community.

**Action:** Frida to write a letter to Westfield's Eastgardens, Centre Management and provide an update at the following meeting.

### **3.6 November Meeting.**

Committee members agreed to cancel the Access Advisory meeting scheduled for Thursday 12 November in the lead up to The Eastern Sydney Disability Sport & Physical Activity Information Expo, to be held on November 14 at Randwick Community Centre.

**Action:** Frida to send reminder email to Committee members.

## **4. Information Share**

### **5 Correspondence**

- IDEAS E-News, Issue 12
- SENC Newsletter, Issue 18, 2009
- The Wayside Newsletter, Issue 18, 2009

### **6 Date of Next Meeting:**

To be held on Thursday 10 December from 10am to 11.30am, Randwick Room.

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## MINUTES

### Randwick City Council Multicultural Advisory Committee Meeting held on Tuesday 6 October 2009 at 5.15 pm

#### Present

Cr Bradley Hughes (Chair)	Randwick City Council
Colin Rosenfeld	Randwick City Council
Peter Schick	Community Representative
George Varughese	Community Representative
Nadia Arrage	Community Representative
Janet Timberg	Community Representative
Vicki Boiles	Community Representative
Ellen Gore	Community Representative

#### Apologies

G Rosa Loria	Community Representative
Katherine Zhu	Randwick City Council
Patricia South	Community Representative

#### 1. Minutes

The Minutes of the meeting held on 4 August 2009 were confirmed.

#### 2. Business Arising from Previous Minutes

##### 2.1 Citizenship Ceremony

The next Citizenship Ceremony will be held on Thursday 8 October and Thursday 26 November 2009. VIP invitations will be available to committee members interested in attending the ceremony. George Varughese will be attending the meetings.

**Action:** Colin Rosenfeld to arrange invitations for interested committee members

##### 2.2 Principles of Multiculturalism for Local Government

There has been no further advice on this planning document from the Department of Local Government. It was noted that this voluntary self assessment tool and framework assists councils meet their statutory obligations in regard to multicultural programs and services. The kit will be incorporated into Council's reporting system to the Department of Local Government and have a nexus with the new integrated planning reporting system. It will also assist council in updating its City Plan.

**Action:** For noting

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### 2.3 Inner and Eastern Sydney Migrant Interagency (IESMI)

A copy of the Issue Paper developed by IESMI following the Multicultural Forum held on 10 June 2009 was given to all committee members for their information. The issues paper was based on the outcomes of the forum, specifically on how to include multicultural issues on the Federal Government's Social Inclusion Agenda. The paper has been sent to peak bodies and members of Parliament.

**Action:** For noting

### 2.4 East Timor

On the recommendation of Cr Hughes, Council has endorsed Yvonne Langley-Walsh to report back to David Kelly after her next trip on the priority needs of East Timor which can then be referred to SSROC via Cr Woodsmith in order to obtain the SSROC funding available for the East Timor Friendship Project. The Friendship Agreement between SSROC and East Timor was established around 2003. Yvonne has been invited to provide feedback at a future meeting and then a report be submitted to the General Manager by Yvonne through the committee, on how we can further support the East Timorese.

**Action:** Yvonne be invited to the next meeting to give a progress report

### 2.5 Sister City relationships

The committee had suggested that a recommendation be made to Council to promote all Councils' existing overseas sister city relationships. This would increase local community awareness of these relationships through council's newsletter, Mayoral column and encourage local schools to share cultural activities. Apart from the East Timor Friendship Agreement, Council has existing sister city relationships with Castellorizo in Greece, Albi in France and newly formed relationships are being forged with Randwick in England and Hangzhou in China. Council is looking at protocols and a framework to foster these relationships which are currently mainly symbolic. The Mayor Cr Procopiadis also attended the recent Australian Sister Cities AGM. Communicating with these cities is somewhat problematic because of language issues. It is suggested that schools with Greek speaking students be linked to Castellorizo and those with French speaking students with Albi, France.

**Action:** For further discussion at the next meeting

### 2.6 Tales of many cities, myths, legends and fairy tales from around the world

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The meeting was informed that the Bowen Library had received 30 entries. It is anticipated that a booklet will be published and distributed to schools in early 2010.

**Action:** Katherine Zhu (CALD librarian) will give a progress report at the next meeting

### 3. New Business:

#### 3.1 Guest speakers and future projects

It was suggested that council erect a sign in the reception area that reads "we speak your language" in the main community languages to assist people who may have difficulty with English and need assistance. It was noted that council now has an Indonesian speaking Language Aide. Ellen Gore invited members of the committee to attend one to the healthy living workshops being held for older CALD residents to be held at the Maroubra Seniors Centre, the next one to be on 14/10. Ellen also offered to give a brief presentation of the role of Eastern Sydney Multicultural Access Project (ESMAP) for the committee's information. Other suggestions were inviting guest speakers from Kingsford Legal Centre, Sydney Multicultural Community Services, Area Multicultural Health Service and representatives from neighbouring council Multicultural Advisory Committees.

**Action:** Ellen Gore to give a short presentation at next meeting. A welcome sign in the main reception area to be investigated.

#### 3.2 Multicultural celebration

The committee recommended that any council funded cultural event in 2010 incorporate all multicultural groups and not focus on just one, in view of the diversity of Randwick City and limited resources for such initiatives. It was also suggested that a multicultural event be considered in 2010, if practical to coincide with Harmony Day 21 March 2010, on a large scale at an indoor venue such as the UNSW. Such an event could involve some of the local schools who had successfully participated in the schools' eisteddfods. It was noted that council does not charge residents to attend its events and the budget is limited, although sponsors are often sought.

**Action:** Council consider a multicultural celebration in 2010 at a suitable indoor venue

### 4. Correspondence: Nil

Copies of upcoming council events were distributed to members for information

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**5. Date of Next Meeting:** To be held on Tuesday 1 December 2009, 5.15pm at Bowen Library

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## Library Report No. L1/09



**Subject:** Post Completion Usage - Randwick Branch Library

**Folder No:** F2004/08383

**Author:** Barbara Todes, Manager Library Services

### Introduction

The Randwick Branch Library, located on level 1 in the Royal Randwick Shopping Centre, closed on 6 April 2001 to undergo a total refurbishment, together with the Early Childhood Health Centre. The state of the art, beautifully designed and outfitted library reopened on 1 October 2009, to public acclaim. The Early Childhood Health Centre did not close during the refurbishment. It was relocated into a purpose designed facility with its own entrance, next to the library, and has been received with equal acclaim.

### Issues

#### Background

The Randwick Branch Library initially opened on 24 September 1990 and provided a basic library service to the public, as facilities were limited. The Early Childhood Health Centre opened in 2006, as a tenant within the footprint of the library. It shared an entrance with the library, which caused problems due to different hours of opening. The library did not have a presence in the shopping centre and many did not know of its existence. Despite the lack of facilities, the library attracted an average of 500 people a day and the need for a library in this area was clearly established. (The Central library at Maroubra, the Bowen Library, in comparison, attracts an average of 900 people a day).

After a preliminary scoping phase in 2006, Tenders were called in 2007 for the redesign and management of the construction of a new library and Early Childhood Health Centre. CK Design International Pty Ltd and Wilde and Woollard Pacific Pty Ltd won the Tender. CK Design developed a design that overcame the issues facing the old library and provided a contemporary library for the community. The Tender for the construction was won by Ichor Construction. Construction began in April 2009 and finished in September 2009.

#### Usage

On the first day of opening on 1 October 2009, 2154 people visited the library. In the first week, between 1,000 to 1,100 people visited the library each day. Visits per hour have increased 95.1% from 69.7 per hour in October 2008 to 136 per hour in October 2009.

Loans per hour have increased from 87.2 per hour in October 2008 to 125.6 per hour in October 2009, a 44.3% increase.

A total of 96 people joined the library in the first two weeks of opening.

	<b>Oct 2008 stats from the whole month</b>	<b>Oct 2009 stats from 1-13 October 2009</b>	<b>Variation</b>
Hours open	202.00	70.5	
Loans	17616	8854	
<b>Loans / hour</b>	<b>87.20</b>	<b>125.6</b>	<b>44.3%</b>

	<b>Oct 2008 stats from the whole month</b>	<b>Oct 2009 stats from 1-13 October 2009</b>	<b>Variation</b>
Visits	14070	9607	
<b>Visits / hour</b>	<b>69.7</b>	<b>136</b>	<b>95.1%</b>
New borrowers	207	96	

The busiest hour in terms of loans is between 10am to 11am on Thursdays and between 11am to 12 noon on Saturdays.

#### Radio Frequency Identification System (RFID)

A Radio Frequency Identification System (RFID) was installed as part of the refurbishment, which allows patrons to check out items themselves. It also reduces the amount of manual handling by staff, as a pile of books can be desensitized in one go, rather than having to wand each item. This system has been essential in enabling staff to cope with the increased usage. Public acceptance of the new system has been instantaneous, with nearly 80% using the system. If someone owes fines or has other issues, they have to consult with staff on the desk, which accounts for most of the 20% of people whose items were issued by staff.

<b>Circulation 1 – 13 October 2009</b>		
Staff facilitated loans At Information Desk	1,820	20.5%
<b>DIY self-checkers</b>	<b>7,034</b>	<b>79.5%</b>
Total issues	8,854	

The take-up rate of the use of self checkers matches our expectation (80% of loans) in the first 10 days of operation

Except for the first week of opening, Randwick Branch has been operating with the same staffing level as before the refurbishment. The Radio Frequency Identification System (RFID) has helped staff cope with the increased demand.

The old library did not have a meeting room that could hold large scale activities. Now that there is this facility, many more activities are planned for this library, which will lead to a further increase in usage.

#### Marketing

Both Council and the Royal Randwick Shopping Centre management have been involved in marketing the new library. Centre Management is offering library patrons 4 hours free parking, instead of 2, when they validate their library receipt. They have advertised the new library opening in the shopping centre and in the Southern Courier, as well as providing a number of children's holiday activities for the library. Other businesses in the Centre, such as the Coffee Club, have requested to put flyers in the library, offering a discount for library users. The best marketing, however, has been word of mouth, from those who have visited the new library.

#### Comments from the public

- Everything is perfect. Staff, library and all amenities. I love the library now. Gaye
- What a brilliant place! Love Orla, Toby and Dara
- Wow what a change, the new look is super but the friendly staff are the same. Thank you for help and smiles. Janine 2/10/09
- Brilliant – wonderful and very helpful staff! Ang and Harry
- It looks so full of space, but apparently there's more books than before – Well Done. Diane

- Fabulous concept well realized – love the colour, the natural light and the sophistication of the lamps on the front desks. Congratulations all. Marcia
- Wow! This is just great what you have done. Gail
- Fantastic! Sarah age 12
- Colourful. Becky age 9
- I like the horse Luci 4
- We are going to come a lott!!!! (sic)
- The flashes(sic) library I've ever seen!
- Cool.
- Nice designs. Bronte
- Better than Borders congratulations best library in Randwick City. Marie
- 110%
- We are loving the new library and enjoying the holiday program for kids. Well done everyone! Savina, Lucette et Vivienne
- I'm amazed at the transformation. Denise
- Looking forward to coming here! It looks fantastic! Great job! Michelle and Steph
- One of its kind, absolutely wonderful, Jackie!!
- Great concept, love the design and space. Claude
- What a beautiful and functional space. Congratulations Linda
- Spectacular. A wonderful space. Congratulations. Meredith
- Fantastic – colour, space, equipment. All the best. Julie
- This is a lovely space and a wonderful modern library. Sarah
- Magnificent light-filled illuminating library! A pleasure to wander into. Ursula

### **Relationship to City Plan**

The relationship with the City Plan is as follows:

Outcome 2: A vibrant and diverse community.  
Direction 2b: Enrich our range of community services that meet our community's needs - Our libraries will continue to be key centres of community life and interaction.

### **Financial impact statement**

The total cost of the refurbishment was \$2.5m comprising \$1.5m funded by Section 94 contributions and an allocation of \$1million in the 2008/9 budget.

### **Conclusion**

Randwick City Council has exceeded public expectation in providing a contemporary, state of the art library, beautifully designed and fitted out, with additional meeting rooms, a Toy Library, youth area, bathed in natural light from the skylight. Usage has increased dramatically and feedback from the public has been exceptionally positive. The Early Childhood Health Centre has been equally acclaimed and the community is united in its gratitude to Council for providing these exceptional facilities. Extending the hours of operation of the library would increase access and usage even further.

### **Recommendation**

That the report be received and noted and the Coffee Club, Royal Randwick Shopping Centre, be allowed to put flyers in the library offering discounts for library users.

### **Attachment/s:**

Nil

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