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State Library of Victoria and Public Libraries Victoria

**Libraries by Design Conference 2021
Day 1**

Wednesday, 2 June 2021

Captioned by: Bernadette McGoldrick

VALLI MORPHETT: Good morning, everyone. And welcome to the 2021 Libraries by Design Conference hosted by State Library Victoria and Public Libraries Victoria. It's wonderful to have you here joining us. I'm Valli Morphett from Design Jam, Melbourne placemaking and engagement specialist and previous keynote speaker of this wonderful conference. It's delightful to be back, wonderful to be back, but in a digital format today. I am your MC today. I will be here all day, looking forward to taking you through some fabulous sessions. And I am absolutely thrilled to see so many placemaking and engagement friends on the bill today.

Now, I'm joining you today from Naarm, also known as Melbourne. I'd like to acknowledge the traditional owners on the land, the Wurundjeri, Woi Wurrung and Boon Wurrung peoples of the Kulin Nation, and pay my respects to their elders past, present and emerging. And I would also like to do a special shout-out to those of you who are joining us from Victoria, like myself, who are living in lockdown right now. It's tough to be in number four, so a special shout-out to all of you.

So, the theme of the conference today is Planning a Successful Library Development. Now, what needs to be considered when designing a new library? Well, we're gonna hear from a number of international experts who are waiting in the wings to share their insights into placemaking, urban renewal, creating partnerships and engaging with the community. Over the next three weeks, we will deliver a mix of keynote speakers, panel discussions, and discussion sessions. But we'd like you to please familiarise yourself for a moment with the program, which can be found in the tabs to the left-hand side of your virtual lobby. We understand that you might have some commitments which take you away from the screen today a little, but don't stress - all of these sessions are being recorded and they will be made available after the broadcast today, so you can rewatch them and catch up at a later stage.

Now, before we start formalities, it's important to always do housekeeping, exactly as we would do if we were in a face-to-face conference venue right now, which would have been the State Library of Victoria. But we'll be back again, don't you worry! To ensure that you have the best experience today, we suggest reading through the helpdesk, which is located in the tab on the left-hand side of your screen in the virtual lobby. Now, if you need to contact the wonderful JT Production Management, events team, or tech support, please navigate to your inbox at the top of your screen and search "event support" for instant chat. This is a really great conference platform. I'm a bit disappointed we're not on Zoom, though, because I was looking forward to having my halo and my virtual moustache on! (LAUGHS) Oh, dear! Only joking! If you do get lost, though, head back to the virtual lobby. That is the place to go for all your needs. You can see what session is live. You can also see what session is coming up. And, finally, if you are posting about the conference on social media - and we do encourage you to, we love it when conversation happens on multiple platforms here in the digital conference but also in the social media world - our official hashtag for this conference is #LibrariesByDesign2021. Say that again? #LibrariesByDesign2021.

So, it's now my absolute privilege to welcome our distinguished guest, the Honourable Shaun Leane, Minister for Government, Minister for Suburban Development, and Minister for Veterans, to say a few words. So, Shaun was elected to the Victorian Parliament as the member for Eastern Metropolitan Melbourne in November 2006 and was re-elected in 2010 and 2014. An electrician by trade - I love hearing that - Shaun has worked for a variety of organisations in this capacity, and later with the Electrical Trades Union. As well as his electrical qualification, Shaun holds a Diploma in Community Services, which is wonderful to hear, and has a

keen interest in the education and retention of apprentices - the next generation of our workforce. Born in Oakleigh, Shaun was only young when his father, a bricklayer who fought in New Guinea in World War II, passed away, leaving his mother, a nurse, to work night shift to raise their family of eight children. From 2014 to 2018, Shaun served in the Andrews Labor Government as Parliamentary Secretary to the Special Minister of State and Parliamentary Secretary for Infrastructure. Shaun was elected as president of the Legislative Council on the first sitting of the 59th Parliament on 19 December 2018, a position he occupied until he was promoted to the Andrews Government ministry. Shaun is now Minister for Local Government, Minister for Suburban Development, and Minister for Veterans - three really critical areas. And he's married with two adult daughters. Welcome, Minister.

SHAUN LEANE: Thanks so much for that introduction, Valli. It makes me feel old when you go back through all that time. But it's great - you know, I'm actually loving the position I'm in today. And what a privilege it is to be the Minister for Local Government and part of the biggest privilege of that is interacting with our public library network, which is just fantastic. And I'll go into that more in a moment. But can I also, along with Valli, acknowledge the traditional owners of all the lands that we're all meeting from today, and pay my respects to their elders past, present and emerging. And can I really thank the organisers of this event for inviting me today? You know, the conference Libraries by Design, I note the theme is "think big, think bold, and initiative". And I want to say the initiative that's been shown by public libraries has been - the last 12 months in supporting their local communities - has been absolutely magnificent. So, can I thank all the libraries and the staff for the work you've done in the last 12 months and beyond that? To support the

community of people who have been vulnerable or isolated, and noting the initiatives that public libraries have implemented, and getting back to what an honour and a privilege it is to me to actually have the opportunity to see firsthand what libraries have done to support their communities during times when the doors haven't even been open, it's just spectacular. And I've spoken to a number of librarians firsthand that have implemented some of the ideas, schemes, programs to continue supporting the community. And, you know, speaking to some of the staff that personally made phone calls to particularly elderly members of the community that would be regular clients, just to check up on 'em, give them some company - which is really important. It's just fantastic. So, once again, you know, it's a privilege for me to hear these stories firsthand. And the work that the public library system has done is just magnificent.

I think Libraries by Design does make me think around some of the libraries I have been lucky enough to visit at - you know, through some assistance through the Government through the Living Libraries Fund, getting their libraries renovated, or have renovated their libraries, or about to renovate their libraries, and it's been a privilege. I've managed to get to Ballarat Library firsthand, and that is an amazing library. And I think the precinct itself, the way it's been married into the precinct itself, it's just fantastic. And the aspirations and plans of Ballarat Library, they shared with me. And it's just gonna be even bigger and better, which, you know... I was there, actually, in the middle of the day and so many people were utilising it in the middle of the day. And the staff told me, you know, after school is even busier, and certain times. So, the community have really embraced Ballarat Library, and once again magnificent job from the staff there. Bentleigh Library, which was under construction when I got to visit it, is gonna be fantastic. And it's probably

a long-overdue renovation. But I saw the plans, spoke to the staff, spoke to the council staff, who are really excited and passionate about their new up-and-coming, better library in Bentleigh. And it's great when I get a chance to speak to the staff and the librarians. And one example is just the excitement and enthusiasm at the Mansfield Library, when I was lucky enough to drop in there a few weeks ago. It's so infectious. It's just... And, you know, there's - in the scheme of things, as far as dollars, a small amount of work going into Mansfield Library, but the difference that they're gonna make there is absolutely enormous. And, you know, libraries being such important community hubs, really come to the fore when I was there. And I had a conversation - there was a group using one of the community rooms on the day, and about a dozen people that may have stayed at home if they weren't at the library in this group. And this particular group came out and had a chat with me in their break, and they were the Jigsaw Club. And so they were, you know, working on jigsaws and enjoying each other's company. And I said, "What a great idea." And the actual leader of that group told me, "Yeah, they get along very well during Jigsaw Club," but if I come back next Thursday when they have Scrabble Club, it might be a completely different scene! So, I just thought, you know, like, it's a small example, but it just drills home what important community and what important social hubs public libraries are, and have been. And that you know better than me, over the years, how important they've become for so many people. And part of it is a really good work in wellness and people being well. I mean, that community group is one example. It's a great example. I mentioned school students after school utilising the wi-fi and utilising the premises and the books. Some people, it's a safe - sometimes it's just a safe, warm place, or it's a safe, cool place, depending on what time of year it is.

And the work that libraries do in assisting people and directing

people to other services that may particularly - and sometimes desperately - need other services, is really, really important. And it's led me to have a conversation with James Merlino, not in his role at Acting Premier but his role at Minister for Mental Health, where conversations we've had with the rollout of the recommendations from the Royal Commission into Mental Health, where there's places that are doing some fantastic work. There's hubs that are doing some fantastic work, particularly in the area of wellness for people's mental health. And they're called public libraries. So, my conversation with James has been, "Well, let's work around acknowledging that in the rollout of these recommendations, and if there's more we can do to support that work, we should." Because you know better than me - this sort of work has been getting done in public libraries for years and years and years. So, maybe back when I was an electrician, it started, a hundred years ago. And it's just a fantastic... As I said, it's a privilege for me to actually witness the work that's being done. There's a recent Budget, State Budget, and at this point can I acknowledge Chris Buckingham, the president of Public Library Victoria, and also Dr Angela Savage, the CEO of Public Libraries Victoria. No-one should be in any doubt what fantastic advocates public libraries have in Public Libraries Victoria, particularly through Chris and Angela and others that have spoken to me and advocated to me a number of times. And I've gotta say it's an absolute pleasure to always interact with Public Libraries Victoria, but to be reassured the advocacy, they go hard. And recently in the recent Budget announcement, there was a position that Public Libraries took to me and the rest of the State Government about the level of funding they would like to see in this Budget. And I'm really happy to say that I've been working with the Treasurer on contingency money in my portfolio that I don't believe would be utilised in a funds scheme, I could move it around a bit. So, as of last

night, there's actually - we've increased the amount of funding for the public libraries program for \$1.1 million. So, it's gone up to \$47.4 million compared to what was announced in the Budget Papers. Yeah, by over a million dollars. And that's an increase of 3.5%. And I had a chat to Chris on the phone before. I know he's gonna come after me for a 3.5% increase next Budget - I'll worry about that next Budget, because we set a high standard! But I'm just delighted because I know the great work that you do.

We were lucky enough to establish two years of funding in the previous Budget, the previous Budget to this one, of over \$11 million for the Living Libraries Infrastructure Program. And as I've said, look, I've been managing to see some of that work firsthand and the difference it makes. And sometimes it might not be a huge amount of money, sometimes it might be more, like, a large amount of money, but it all makes a huge difference.

So, I'm gonna finish by thanking Chris Buckingham and Public Libraries Victoria staff for the work that they do. And also thanks to Public Libraries Victoria, the State Library, of course, of Victoria, for organising this event. And I'm sure it will be a great event. It's a shame - I think it was always gonna be online, so it would be great one day if one of these conferences will be at the State Library, as mentioned. And I'd love to - I'm not mooching in to be a speaker again, but I would love to sit in one where we're all in person. So, thanks again for inviting me. Have a great conference and keep doing fabulous work. As I said, it's an absolute privilege for me to be able to witness it. Thank you.

VALLI MORPHETT: Thank you so much, Minister Leane. Those really open and quite heart-felt words from yourself was a fantastic way to open this conference. And also it's great that you've - wonderful to hear of this

increase in funding, because public libraries play a critical role, as you mentioned, as social and culture anchors for our citizens, especially during times of disruption. It's really wonderful to hear. And I'm also a bit excited to hear that some local libraries actually have jigsaw groups, which I would like to personally join! (LAUGHS) Love a jigsaw! OK, now I would like to introduce Chris Buckingham, President of Public Libraries Victoria, and Kate Torney, CEO of State Library Victoria, who are going to open the conference. So, Chris Buckingham is president of Public Libraries Victoria and the CEO of Casey Cadina Libraries. His extensive experience working in leadership roles across business, community, and government. Chris is a graduate of the Australian Institute of Company Directors, was finalist for the 2012 Melbourne Awards for Individual Contribution to Melbourne's Profile, and has served the visitor industry in a voluntary capacity as adjunct professor, College of Business, at the Victoria University. He's a member of the Australian Library and Information Association and represents Victoria on the Australian Public Libraries Association. Chris believes that public libraries play a vital role in sharing information, inspiring creativity, and building community resilience. Chris also believes in paying it forward and looking after the neighbours.

Now, Kate Torney has been CEO of State Library Victoria since 2015. Prior to this, she spent six years as the director of news at the ABC, capping off a 20-year career there. A testament to her passion for creativity and knowledge, Kate service on the boards of Circus Oz, The Conversation, and Judith Neilson Institute of Journalism and Ideas. In 2020 she was awarded an Order of Australia for her services to broadcast media and to the culture sector. A very warm welcome to Chris and Kate.

CHRIS BUCKINGHAM: Hello, everyone. It's great to see you. Well, great to be here. And can I just start by acknowledging Minister Leane? I've not

known a greater advocate within the State Government for public libraries than Minister Leane. And, you know, we just reflect on those words and the way that you delivered them, Minister. You clearly get public libraries, and we really appreciate that. So, thank you so much. And thanks for the money too, by the way! And, yes, we'll be at you next year, for sure! OK. I'm very happily dialling in from Gippsland. I'd like to welcome all of our international guests and audience members, our interstate library and urban planning colleagues, and those of you from state and local governments, and from Victorian libraries across this beautiful state of ours. I acknowledge the traditional owners of the lands on which we are all present and pay respects to their elders, past, present and emerging. I'm really excited to be here today with Kate Torney to open the Libraries by Design Conference. It continues to be a great collaboration between State Library and Public Libraries Victoria. For over 20 years, we have been jointly delivering seminars and conferences focused on exploring the big issues in the sector and showcasing Victorian, national and international best practice. These events have been a cornerstone in a large program of strategic state-wide initiatives that we've undertaken together to support development of Victoria's public libraries. This conference is the culmination of months of hard work by State Library Victoria and Public Libraries Victoria. All tribute to Deborah Rosenfeld and Jacky Horn and the team. Amazing effort this year and we're grateful for your hard work. It started as a small spark of an idea in February. And I have to reveal to you that the working title was Build, Renovate or Detonate. Thankfully, the concept was expanded, and became a 3-day conference. Best of all, we've been in a position to invite speakers from all over the world, representing the very best practice in library design. We've got a fantastic program today, next week and the week after.

With this conference, we also wanted to acknowledge not only

Minister Leane's support of Victorian public libraries. You heard in his presentation, but it's been unwavering since he took up his position. The November 2020 boost to the State Government's Living Libraries Infrastructure Program of \$13.3 million over two years, and this latest very welcome announcement of additional operational funding of \$1.1 million would not have been possible without the minister's strong support in response to our advocacy. It's a terrific partnership. Thank you, Minister. We also wanted to demonstrate to key stakeholders and state and local government that an investment in public libraries, it makes sense. We already know that for every dollar invested in public libraries in Victoria, \$4.30 of benefits is generated for the local community. Funding provided to Victorian public libraries is never wasted. Most importantly, this conference is about provoking bold and inspired thinking about library infrastructure, by learning from the best in the world, in Australia and locally. Today, the focus is on the big picture of placemaking and urban planning, and the engagement processes that ensure great outcomes for our communities. Next Wednesday we'll be looking closely at some of the world's greatest examples of modern public libraries, and we'll be hearing from a range of experts on design issues. The conference wraps up with library managers and architects showcasing some of the latest developments here, of which many should be very proud, and previewing libraries about to commence construction. The packed, rich program, and I hope you enjoy every moment.

VALLI MORPHETT: Thank you so much, Chris. And I have to say, Build, Detonate or Renovate is actually, like, oh! That sounds very exciting and it's a great concept to grow and refine into the program we have here today.

So, I would now like to invite Kate Torney, CEO of State Library

Victoria, to launch a special program.

KATE TORNEY: (MUTED)

VALLI MORPHETT: Sorry about that, everyone. Small human moment, or technical difficulties. Give us a second and then Kate will be back in just a moment. We appreciate the fact that her microphone wasn't working there for a second. But we will have her back in just a moment. We're just testing her microphones. For those of you who are on chat, feel free to open it up, say hello and introduce yourselves. We encourage as much interaction between participants as we can today, and we also encourage you to get online, take a snapshot of the screen, and share. So, our official conference hashtag is #LibrariesByDesign2021. I feel a bit like RuPaul, who's always going, "#RuPaul!" Just a small update from the team. Are we almost ready? And here we go, back again.

KATE TORNEY: Thanks, Valli and Chris. Hopefully, you've got me now. And a big thankyou to the minister as well. Wonderful words and a fantastic message of support - and some money as well, so what a brilliant way to start this morning! I join you from Wurundjeri land. And I would also like to acknowledge the traditional owners of the lands on which we're all meeting today. And I'd also like to just acknowledge an extraordinary culture of storytelling and memory and community of our First Nations people - so important for libraries. And when we talk about library design, we're not just talking about bricks and mortar and furniture or fittings, we're talking about community needs and aspirations, because that's what makes great libraries. In recent years, we've seen such a big shift in community expectations about public libraries, and an evolution in all our services. We've broadened our focus from transaction

to transformation, and while the borrowing and returning of books and magazines seems steady, we've seen huge increases in numbers of people who are using libraries for so many other reasons. So, across all age groups, people come to use the wi-fi and digital services, to attend programs and classes, to learn, to meet friends and to dive into our collections, and, importantly, to be in a welcoming and safe place. Which the minister referred to. A place that helps them feel a little less isolated in what are really challenging times. And pre-COVID, Victorians made more than 30 million visits to their local libraries every year, which is extraordinary. That's five visits for every Victorian. And over the last three years, State Library Victoria and Public Libraries Victoria have been running a program called Libraries Change Lives, which many of you are aware of. A significant part of the program has been the ongoing engagement with our library-loving communities. And we've reached out to library users and asked them to tell us why libraries mean so much to them, and they've responded in a myriad of ways. Many of their stories have been shared through social media and they've been powerful advocates for the sector.

In 2020, from the thousands of stories that were gathered from across the state, we selected five gems to create five beautiful videos, illustrating our libraries have changed or transformed the lives of Victorians. The stories were captured we Story Connection, and the library services involved from the City of Greater Dandenong Libraries, Goulburn Valley Regional Libraries, City of Melbourne, and Monash Public Libraries. Our thanks to all of the people involved. State Library Victoria and Public Libraries Victoria are proud to be officially launching the Libraries Change Lives videos at the Libraries by Design Conference. We couldn't think of a more fitting occasion. The videos tell us about community needs and aspirations, which is what underpins great library

design. You will have the opportunity to view the videos through the conference, and we hope you enjoy them as much as we have, and as much as you enjoy the conference itself. Thanks so much.

VALLI MORPHETT: How beautiful are those stories? Thank you so much, Kate, for launching and sharing them, and capturing such gorgeous little portraits of our community and the role that libraries have in their ongoing wellbeing.

So, these beautiful videos will be available to view today in the break sessions. OK, before I introduce our keynote speaker again, don't forget if you're posting about the conference, use our hashtag, #LibrariesByDesign2021.

It is now my absolute pleasure to introduce our first keynote speaker, fantastic placemaking colleague Ethan Kent, executive director of PlacemakingX New York. Ethan works to support public space and placemaking leadership around the world, and to grow the placemaking movement that he helped found. In 2019, he co-founded PlacemakingX to accelerate placemaking for global impact, supporting the creation of 15-plus regional networks around the globe. He has been integral to the development of placemaking as a transformative approach to economic development, to environmentalism, transportation planning, governance, resilience, social equity, design, digital space inclusion and innovation. And his proudest achievement is growing the placemaking movement to support the public space response during and coming out of pandemic, which we're all amidst right now. Ethan is presenting live from La Cruz - I can't even pronounce it properly, apologies there - in Mexico, where he's visiting PlacemakingX partners, Placemaking Mexico. Welcome, Ethan.

ETHAN KENT: Cheers, everyone. And thank you, Valli, so much for that

introduction. So great to see you. You've been a great champion, partner in shaping the placemaking movement over many years. A real linchpin of the movement right now. And, of course, Melbourne and Victoria have been what I've always considered sort of the heart of the learning community for placemaking and, of course, your libraries are - and can further be - the hearts of your learning communities for many fields. So, I have been very lucky to go to Melbourne many times - almost every year for almost 14 years or so, including one of the early trips I was invited to speak at a libraries conference. So, I have been really impressed and inspired by the library community and the deep, sophisticated conversations that are happening, as is evidenced by this conversation and the extraordinary speakers that are after me. I'm really lucky to be a part of all of this and look forward to learning from them.

But I'm gonna talk about how the placemaking movement can help inform and support your library efforts, and also I think how your work around libraries can support communities, innovation, health, inclusion, equity through a focus on place. So, we see libraries and librarians as sort of the most public of spaces, and librarians as sort of the most inherent placemakers. You're building communities, you're curating space - and those skills are often actually what are most missing in downtowns and in the public realm and are naturally compatible and needed for all kinds of placemaking. So, you'll hear - I'm in Mexico here, and you'll hear some - there's a lot of wildlife around me and sometimes there's a politician that comes by. There's an election tomorrow, so please excuse all that! But this is my first trip since the pandemic. We have been lucky to be able to do that here. So, go ahead to the next slide, please.

So, we're seeing many different causes, many different disciplines, sectors, departments, and cities coming to place in placemaking as a means to break down silos but be more resourceful, more creative, and

fundamentally shift the outcomes that we can achieve. So, whether it's transportation or food or health or equity, we're finding that a focus on place can enable broader creativity, broader collaboration, and a more community-based process. We'll talk about what that means when it comes to libraries. But libraries can be the place to gather many of these causes and interests and disciplines. Go ahead. Please.

So, we think when you lead with people and places as a focus point, as a goal in your development of libraries, that you actually get more loved people and places. Not just livable places, but places that people are attached to, that they want to contribute to, that they feel like they're co-creators of. And this picture is actually an image of a temporary library we worked on in Mexico City with PlacemakingX Mexico, who I'm here with. And this served as a major point of gathering and transformation for this park. But when we found the limiting factor in Mexico City wasn't the infrastructure but the governance, the participation, the process for shaping them. And then this space actually became a place for gathering and building the community back from the earthquake that occurred there a few years back, because of the relationships built through this space. We heard how people in Melbourne are connecting and supporting each other because of the relationships built on the libraries. Placemaking is as much, or more, about building relationships through the process of placemaking and through these places than it is about building these places.

So, I'm not gonna talk about the architecture of good libraries. Usually we do. Usually I'm very critical of the way libraries are designed in most parts of the world, usually we're critical that it's too much about the object, the function, the form. But in Australia, I'm actually really impressed and energised by the quality of the architecture and urban design there. I think that's not your limiting factor. But I am gonna talk

about how you can use this sort of unique moment, where we're all rethinking our connection to community and each other and to public space, to lead the planning and implementation of libraries through turning libraries inside out, through starting with small places experimenting, seeing what's needed, building the community first, and then having that inform the design and development of the library, having that build momentum in a constituency for your library development.

So, we did a lot of projects around the US in many cities through a program actually with South-West Airlines. This is in Providence, Rhode Island, putting in small libraries, play areas, gathering places that were very managed, curated spaces, to make them friendly and engaging for everybody. Often gathering, dealing with homeless people, dealing with elderly people, many different ages, and making these spaces welcoming to all. We also did a program with another corporation to do small grants to libraries all over the country, to create small places with often \$5,000 grants that can have a huge impact, creating spaces in their parking lots. This is another example in Poland, actually, of how these temporary libraries it contest and start to build community and inform longer-term design.

So, I want to talk about another phenomenon that's happening right now, and I know it's been happening with great placemaking projects in Australia and in Melbourne, and in and around Victoria, you know, with the wonderful grants I have been hearing about from there. My home community in New York, in Brooklyn, there's now open streets, and there's over 10,000 streeteries, or restaurant dining decks. And so people are competing to contribute to reconnect to the street, to give back to the street. And the neighbourhoods that are doing that are the ones that are thriving coming out of the pandemic and are building back better. Frankly, the neighbourhoods that are not, are not showing those, are

really suffering. If they're not organising to engage the street to be part of the community again, they're gonna have a much harder time coming back. So, people are spending more time on their sidewalks, talking to each other, they're appreciating the connection, the human connection more. But they're also eager to give back, to participate, to the informality of public life is being reinvented and repurposed. And this is in Dumbo, the business districts as well that are doing this are really finding more life than they had before the pandemic. Where some parts, like the Midtown Manhattan are actually gonna have a really hard time coming back.

But this is also, you know, the informal parts of the world, the informal cultures, that Melbourne is lucky to have many of - you know how to do this better in more cultures. How do we harness that, invite populations to use public space, to help program, to take ownership or responsibility for the success of our libraries and the public spaces in and around them?

So, the city that we worked the most in was actually Detroit, over many - a couple of decades. And what emerged there was the, sort of, we call "lighter, quicker, cheaper" trend, where everyone was competing to contribute to the shared value of the city. If you'd lived there forever, or new people that were moving in felt invited to help create the space. And we did this beach right in the centre of the city for people that couldn't afford to go to the beach, perhaps, but also to create this more informal public space at the centre of the city. And from this, it sort of had ripple effects on people feeling welcome downtown and moving and investing downtown again. We shape our public spaces after though shape us. Our libraries shape us. But we have to create this virtuous cycle to allow people to help shape them to really leverage and realise their potential. It's not just - even if you're coming up with the exact same space, if

people feel like they're shaping it, they're gonna appreciate it more, contribute to it more, they're gonna be part of it. And be attached to it, stay there longer, invest in ways that contribute to that community. So, this, of course, is Sydney. And this is Auckland, where people are reinventing streets. It's a really great time in Australia to sort of reconnect to the street and see again this sort of lovability. We're seeing cities around Australia - I've gotten to work in many of them - that are moving from just being so livable but to being loveable. And if you try to achieve loveable cities that enable human connection like this on the street, that you actually achieve liveability more affordably, more creatively, and more quickly. So, it's lower-cost infrastructure often that can inform and lead to - you know, we hope people keep investing as much or more in libraries, but it can help build the case for that type of investment.

So, what is placemaking? Placemaking is the process of shaping communities, it's collaborative, ideally, it's maximising the shared value of the public realm. You know, often it supports private investment as well, but we think there's infinite potential. Place is adding purpose and meaning to space, and that can be layered in many different ways. And many different people can experience the same space with different purpose and meaning. But as I said before, it's also strengthening a connection between people and the places they share. So, one of the biggest crises and an underlying crisis of many others is disconnection, as we've heard already, especially during a time like this. It's through place that is we enable connection. It's also through places and placemaking that we make these connections deeper, more sustained, more participatory, more co-creative.

So, you can hear one of the Mexican politicians passing through here that are hopefully engaging people in participating in their public

realm here! But a little quick history of the placemaking movement. It was really rooted in the work of Jane Jacobs and William Whyte, two people that I knew a little bit. My father worked with both of them to found an organisation called Project for Public Spaces in the '70s. Actually, after he organised the first Earth Day in 1970, he thought that the environmental movement wasn't looking enough at people and cities, and we needed to make cities work to be able to address our larger environmental challenges and to reconnect people to place, to each other, at the heart of where our relationship is perhaps most problematic. And libraries, again, can be the core or the anchor to this transformation, to reinventing cities from the public spaces back up. Reinventing our relationships of people to space from that, scaled back up.

So, we started talking about placemaking in the '90s and started seeing it really as a global movement, a global discussion, in the early 2000s, and launched this as sort of a global network, you know, and really empowered and energised by the placemaking leaders in Australia. We launched it in Detroit, and for several years building up to the World Urban Forum to make public space and placemaking a global cause, and getting the language about this included in the agenda and the sustainable development goals. So, a couple of years ago, as Valli said, we launched PlacemakingX to really connect and accelerate the leaders that are shaping the placemaking movement, that are connecting it and growing it, and Valli is one of those key leaders. But it's really starting to self-organise, and the idea is that it's a learning community. And every part of the world is leading the conversation in some ways and holding back in others.

And it's rooted in this sort of basic idea that everyone has the right to live in a great place, but more importantly everyone has the right to contribute to making the place where they already live great. And we

think we're only gonna be able to address our bigger challenges of equity and health if we harness the creativity, the passion, the skills of everybody - not just the experts, not just government. And so these are some of the conferences we've helped lead around the world. And they're all helping to shape and define the placemaking movement, but they're all being led by different sectors with different strengths and weaknesses. Our goal is to make no sector dominant. Always celebrating who is leading and innovating but also bringing in other sectors. Placemaking is defined slightly differently. But the fuzziness allows people to have a healthy debate about who does it, how it's done, and again make sure no one group dominates it. These are the regional networks we've helped launch over the years. They all have social media presences. Valli runs an amazing Facebook group called Place Jam that really is the Australian hub for the placemaking conversation. I encourage you to join that.

But PlacemakingX is a network of these leaders, and people can sign up as advocates to facilitate this and connect into these learning communities. And there's a really strong Victoria placemaking learning community that has, again, been sort of an anchor, you know, a real energising force for the global placemaking movement. So, the vision of PlacemakingX is to make the spaces we live into the places we love to create a thriving, equitable and sustainable world through the convergence of values, passion, and action around our public spaces.

And the way this is applied is often through the power of 10. This is sort of a tool, an engagement tool, but it's also a tool for evaluating the success of cities. So, we think a great city or region can best be transformed around its public destinations. And I'll get to how libraries should be at least one of these major public destinations. One of our first projects my father led was for Bryant Park right behind the New York Public Library, a park that was formerly a major limiting factor for the city

and really led its transformation. And again defined more around its management and programming, and they have temporary libraries, as you can see in the upper-middle picture, that have helped activate and engage people. So, we did this power of 10 - so, the idea is that a great destination has at least 10 places in it, and a great place has 10 reasons to be in it. And you can apply that to master planning a library as well. But we did this power of 10 exercise, one of the first times I did it was actually in Melbourne in about 2017, or so. No, it was 2007, rather, with people from many different departments across the council. And a lot of them didn't know each other, but they all had amazing skills and resources for placemaking that needed to be harnessed. They did this exercise, putting green dots on their favourite places, and red dots on places they felt less safe and they avoided, and yellow dots on the places that you if added a few more reasons to be in them, they could be transformed into great places. And what it quickly revealed - let me quickly talk about that one - is because we actually did these exercise for the public library in Melbourne, and it quickly revealed the small opportunities that were emerging and so forth. So, go ahead. I think we'll skip the section on innovation. Processes key - the best libraries are done through a placemaking process. Governance is key. We've actually learned the most from in Australia - government is doing a great job of delivering good places, the challenge is often how do you facilitate other sectors and departments to make great places? How do you re-anchor the placemaking conversations in communities and engender creativity and responsibility from others?

So, yeah, so move from place-based to place-led, where you actually give power to perhaps librarians, perhaps to a place manager to a district that a library anchors. Go ahead. And so the last section, I'm gonna - we can just buzz through here quickly, but we have been working

with the Brookings Institute to equip economy-shaping and placemaking. We were both sort of disconnected, and we realised that hubs, innovation hubs, which really are libraries in most cases and should be libraries, can anchor - especially coming out of the pandemic and the remote working trends - can anchor the types of interaction, collaboration, that is needed for the future of work, for the future of many different industries. And for the future of what's most needed to attach people to place. Because right now, people can invest and live where they like more than ever. How they find places that they can contribute to, learn from, be part of tight learning communities, is gonna increasingly be the deciding factor for where they choose to live and how they choose to live in those places. So, we want to increase the informal activities, the informal - the bump rates within communities, the collisionable activities, and how libraries can facilitate that in and around their buildings.

It's increasingly key. We want to create social density. We don't just need density. And social density can occur in very small communities. It can occur on any corner. If you give people an excuse to slow down and spend time in that space.

So, the nexus is these innovation hubs, which is a way actually to democratise the economy, innovation, making new cultures and young people feel welcome to participate in the economy in the public space in that community. And, really, libraries should be these hubs for shaping economy, culture, and community. But it's the layering of these public uses with the employment uses. That creates the magic, creates the serendipity. We say placemaking accelerates serendipity. Librarians can. It's making these environments social, fun and formal that ultimately anchors them. You can apply the power of 10 to any place to the front of your library desk, to the front of the library, to master-planning your new library development, but also be a catalyst to the public spaces around it.

And you can be a convening place to having a placemaking conversation to building placemaking capacity for your city, your council, for Victoria, for your country, and we want to highlight, you know, continue to highlight Victoria as the leading place to curate the placemaking library conversation.

So, placemaking in libraries, and really placemaking in libraries in Victoria, we can have a global impact. And so you guys are the heart of this discussion. We want to highlight, learn from you all, support you, connect you guys to whatever you need globally for this learning, and the last few minutes I'd love to take any quick questions. Thank you so much. Feel free to connect with me on LinkedIn, on social media. I'm glad to answer your questions also after this short time we have. Thank you. So, a couple of questions. From Teresa Brook, "How do libraries have a greater voice in placemaking?" And that's a good question. You know, as I said before, each department in many governments is sort of isolated, unfortunately. And they all have amazing placemaking skills and resources. But we think the way librarians perhaps can play that role is actually they're great curators, facilitators, they're great "people people" to take on this responsibility as gathering people from the community, invite people from the council to have these conversations, to debate the community's public spaces, their identity, to do the power of 10 informally. We have the place game, where people can envision ways to activate a space. Something Valli can do. She has many tools. Many placemaking experts, the best in the world, are all in Victoria, in many regards. But taking that leadership, that convening role, and then librarians, I think, also can evolve to being place managers of not just the library but the spaces in and around it, or at least being partners in that proactive place management. So, a couple of other questions we see. "How can libraries authentically be more purposeful, including

environmental sustainability, planning and infrastructure in their programs and education?" A great question. I really do come from a strong environmental background. My father organised the first Earth Day and I grew up around a lot of the founders of the environmental movement. And we really have been pushing placemaking as a way to connect people to each other, to be able to build their capacity to address our larger environmental crises today. But I do want to say that just green buildings is not enough. Sometimes saving an historic building is actually more environmental. But if we're not creating a place that people love, that's well-used, if we're just creating a building that impacts less, we're not addressing the broader opportunities and responsibilities that buildings should have. So, we do think leading with place is the best way to inform and build demand for a sustainable building. So, Bronwyn Gregory asked, "What processes can you recommend for checking which community voices aren't currently in the room for place usage discussions?" Very important question. So, first of all, we do - you know, whoever is it in the room, we celebrate them. We want to go with some energy that's there, but we also want to challenge them to have that shared responsibility to reflect and engage other people. So, there's lots of tools, obviously, to survey people, to go out to them, to stop them in public spaces. Increasingly, a way the placemaking community engages people is actually doing a pop-up and engaging people in what works, doesn't work about that place. If it's not perfect, if it's an imperfect space, that often leads to some good discussions, some good tensions. Sometimes I think, you know, perhaps all over the world but especially in the Australian Government, where there's such high-quality and excellence, there's a fear of making a mistake or making something that's not perfect. We encourage people to have sort of more of a risk-taking culture, allowing people to try things and learn and have that open

learning discussion.

So, "Any advice in engaging the community while planning new libraries?" I mean, some of those things I just said. But, yeah, obviously digital placemaking is a big tool that has a long ways to go still. But the power of 10 and the place game are tools that can be put online, so you can ask people to put their favourite places, their least favourite places, places they feel unsafe - you can get a lot of healthy data about how people are using spaces. There's a lot of place analytics organisations in Australia, a place intelligence, Neighbourlytics, that can get data and inform that question. There's many questions coming in. Will the presentation be available? Yes, people can have that. "What links can you see at a placemaking community health and wellbeing?" I think a fundamental cause of many health issues is disconnection, you know, depression and lack of walkability, and placemaking, making libraries part of social, walkable communities is key to addressing a lot of those health issues. Connecting to resources and education. But just having a destination to go to is really key for especially older people, older men especially need a place to walk to.

And then Elizabeth asks, "What advice would you have to encourage people to return to places post-lockdown? We're finding even prior to this lockdown, many patrons were cautious about mixing with people again." So, yeah, we're all learning to reconnect, to be around each other, and it's a little awkward. But it's actually really beautiful. My favourite time of year often in public spaces is just spring, when people are sort of learning to be out, and that sort of vulnerability is exciting. But it also - it's an opportunity for new patterns. So, these kinds of conversations are really key to setting intentions about what are our values, what are our goals, and let's come out of the lockdowns and the pandemic with intention to really more deeply address our bigger

challenges in our communities, and to be outgoing and to help people reconnect in a more inclusive way, in a more sociable and loving way. And placemaking can be that means to participate in creating new patterns and spaces that enable, you know, more, you know, more permanent impact on those patterns.

So, Teresa Brook again asks, "Melbourne has many high-rise apartment buildings. Any tips on connecting with residents?" Yes. And I know there's controversy there, and certainly there's studies now that are saying that those are like gated communities, in some senses, if you live above the fifth floor you're much less likely to have friends on the street or to connect with people as much. So, you know, certainly - and the problems with a lot of absentee investment people as well. So, we think, first of all, we have to lead new development with places. We can't just have this kind of development that is extracting from the community, the value of the street. It's not just about place-sensitive design and development, which Australia is leading the world in, but how do we lead the development of places with public spaces? And I think libraries and smaller satellite libraries and book carts are a way to actually - should be distributed throughout Victoria as the most public anchors in spaces. And development should be challenged to support and activate these public areas. So, libraries and librarians can facilitate this new reality, this new land use pattern, and, you know, this new public, open, friendly culture that you excel at. So, you know, I'm really grateful to be part of this conversation. You know, there's many great placemaking experts and leaders in Australia. One of them is actually my - the board chair of PlacemakingX is Peter Smith, who's the CEO of Port Phillip, and he's really been the leader on place governance from his work in Adelaide, where I first met Valli, actually. And so he's a great resource on these topics. But you can look on our website and on Valli's Place Jam Facebook page to

connect with, and ask questions of, the placemaking community in Australia. So, I look forward to catching up with you all further. Really grateful to be part of this conversation. Look forward to following as it continues. Thank you so much.

VALLI MORPHETT: Oh, wasn't that wonderful?! How about all of you there at your homes or at your desk, join me in giving Ethan a round of applause - a virtual round of applause. Thank you so much for your words of wisdom there, Ethan. As a placemaking practitioner myself, that all resonated with me so strongly. I can see so many questions have come through, which we weren't able to answer. I encourage those of you who are on Facebook to jump on Facebook and actually, you know - on Facebook, search "Place Jam". Join that placemaking community, that placemaking network, and post those questions there in that forum. There are 950 members in that group now from across the Southern Hemisphere, not just Australia. There's a huge network of people to answer many of these questions.

OK! This concludes our Plenary Session for this morning. Thank you again for all who have joined us. Thank you to all of our speakers. Our next session will begin at 10:45, so in not very many minutes, just over five minutes. Don't forget if you're posting about the conference, use the hashtag, #LibrariesByDesign2021. Now it's time to head back to the virtual lobby, pop into the break room, and there you will see more of the wonderful digital stories. Thank you for joining us, everyone. See you in the next session soon.

KEYNOTE SESSION 1

VALLI MORPHETT: Hello, everyone. Welcome. Valli Morphett here, your

conference MC. Thank you very much for joining us for Day 1 of the 2021 Libraries by Design Conference. So, how many of you caught the first Plenary Session with Ethan Kent? Wasn't it just magic? I really enjoyed it, as a placemaker myself. But now we have another very special guest speaker from the placemaking world. I would like to introduce our second keynote speaker, Ludo Campbell-Reid, who is the director of City Design and Liveability at Wyndham City Council. Now, Ludo is an internationally renowned city planner, urban designer, and keynote speaker with over 28 years of public/private sector experience. During this time he has advised committees, developers, mayors, cities, local authorities, and governments around the world on how to improve their economic competitiveness and liveability of their city's streets and open spaces. Now, Ludo is a director within Wyndham City Council in Melbourne. Those of you who know Wyndham will understand it's currently the fastest-growing municipality in Australia. It's growing like wildfire. And he's also an honorary member of Designers Institute New Zealand. So, after leaving Auckland, where he spent 13 great years, he arrived here in Australia with his family during the great fires of January 2020 - talk about trial by fire there! And shortly afterwards he went into multiple lockdowns. What a welcome! So, staying positive and sane is one of his proudest achievements in the last year. So, Ludo is coming live to us from lockdown in G-Troit, otherwise known as Geelong! A very warm welcome, Ludo.

LUDO CAMPBELL-REID: What an introduction! I am still sane. I haven't kept my hair, but I'm doing OK. And I've got my library behind me to look even more intelligent. So, look, it's great to be here. Thank you for the wonderful introduction, and it's a real honour to be presenting to you. So, am I able to get cracking on the presentation? Yes, by the sounds of

things. Good morning, everybody, and what a thrill to be here today. And thanks for tuning in - really appreciate it. So, today we're talking libraries, we're talking palaces for the people, as Carnegie talked about. But really, for me, libraries have changed so much. But they're places where we gain knowledge and where we gain information. But they're obviously so much more than that, and libraries have come a long way since when I was a kid. And in many ways, like many things around us, they've had to adapt, they've had to change, they've had to metamorphosise in many respects, in attack from things like the internet, and a bit like, sort of, high streets having to change and adapt to that process of change and threat.

And so what we really need to have a conversation about today is not necessarily for me about libraries but more about cities. And as Yan Gael talked about the theatre of public life. Knowledge share - my request from the organisers today was to share knowledge about cities, not necessarily libraries in particular. So, that's what I'm gonna be doing today, just talking a little bit about urbanism, how cities move, how they function, so that those that commission, design, that build, that work within libraries can be more informed.

So, in terms of my first slide, I wanted to make a request, I suppose, that every library in this country should have a section on urbanism, based on the importance of cities and the importance of getting cities right. Here's a few books that I've read over the years - I'm very lucky to know some of the authors. But how about these for every single library in the country?

So, my first slide, really, is really the importance of cities. And this is population growth per hour around the world today - extraordinary numbers, changing every single day, growing, growing, growing. But the importance of cities is this - and if we get them right, that's the key issue here. 75% of global energy consumption and 80% greenhouse gas

emissions. The further will be the way we plan, design and construct and also the way we govern our cities. The cities are complex. This is a wonderful quote from Shakespeare - what is a city but the people? Absolutely, people are at the centre of our cities, but for many, many years we haven't designed cities for people. And whilst we're developing technology to colonise Mars, people like Elon Musk, who frustrate me at so many levels, we've got cities around the world where you simply cannot cross the street. The top photo is Shanghai. That is a space designed for automobiles, it's not designed for people. How do people move? How do they cross the road to shop? How do they cross the road to meet friends? The bottom right is a picture of a woman crossing a road in Florida. The road is paved beautifully, it's smooth, it's flat, but she has to sort of move past the salt course, which is the kerb and channel, before she can even cross the street. So, we've really put people at the back of cities. And human beings - this is a great slide that Yan Gael often shares - for me personally, I feel that most of us who work in cities should be psychologists before we are designers or planners or architects or engineers, because at the epicentre of the key of cities is understanding humans, understanding how they behave. But you can read them, they behave in very similar ways, dependent on how you design cities. So, obesity, inactivity, depression, loss of community - all these things haven't just happened. We've actually legislated, we've planned for it, and we've subsidised it. So, we've actually created the cities that we have, and we can therefore un-create the cities that we want.

Cities were created initially, of course, through, you know, through maximising the needs to derive commerce and interaction, but also minimising the need to travel. And so our cities' shape and form took on a certain sort of tenor, and we spend our lives outside of lockdown visiting

cities and falling in love and getting engaged and doing whatever we do in these wonderful cities. Yet we don't design cities like this anymore. And there's the problem.

America's first development was actually one of the great cities of the world - Boston. Four to five-storey, medium-density housing, overlooking parks. Wonderful high-density. What it does is it actually sustains local life. You know, if I sort of rolled out five to six storeys in Wyndham, everybody would have kittens, wondering about over-density. But it's really about that missing middle that we're talking about here, and that's sustaining local life. The bars, delis, hardware stores, human beings. That's what we're talking about, we're talking about density.

But unfortunately over the years, as we've adapted and changed our living patterns what we've adapted the concepts of cheap oil and easy movement of traffic, we've created suburbs and communities where you can't buy a loaf of bread or milk without getting in your car. And these places are more lonely, people are more overweight, people don't know each other, and they really start to be rather monotonous. Before we get too clever in Australia, this is exactly what the rest of growth areas or greenfield areas of the cities of Australia look exactly like - monotonous, repetitious, climate-hungry houses. Where are the gardens for the children to play? Where are the trees that need to be planted? So, something has gone seriously wrong, and it goes to many, many deeper levels of human behaviour. If we haven't got footpaths, of course people will walk the dog by driving the car.

So, what we're looking for is that missing middle. Not talking about high-density towers, we're talking about the pieces in the middle. We call them gentle density. And at the end of the day, the way we design our cities has a cost. It has a cost on society, a cost on all of us. And the way that we design urban cities, vis a vis the way we design suburban, the

cost per household is three times more in terms of suburban. There's a different concept in terms of housing and affordable living. They are very different aspects. I get the government's agenda in Australia, and Victoria in particular, around affordability. But affordable housing is very different to affordable living. And at the end of the day the way we design cities, the way we have delivered traffic engineering solutions to cities, we've delivered crazy places. This is Houston, a 27-lane-wide Casey Freeway. It already has congestion. They're thinking of widening it. But ultimately this delivers thousands and thousands of cars in downtown Houston, which delivers the need to build more and more car parks. You can see the cycle of decline is critical. So, whilst engineering is smart in itself, and all these new tools, it doesn't really understand and solve the core problem of cities, which is actually space and geometry - how to move people has got to be the mantra for every transport organisation. Yet most DOT - transports - around the world, do not have an idea of how many people walk in their cities, they do not understand human behaviour. They don't count it. And you only value what you count. So, it's really important that we start to understand this.

Many of you will have seen this great slide in Seattle, the distribution of space per different movement type. Not saying that one is better than the other but giving people choices around how they want to move rather than one single approach. And this is an even better slide. For those of you that think autonomous vehicles are gonna solve city congestion, have another think coming. 56 petrol cars take up the space at 56 self-driving. We could create more congestion than we ever realised by driving this mantra forward.

Here is a slide of London, my old home town. An old man just simply trying to cross the street with his grandson. He is simply trying to get from one side of the road to the other and has been forced through

the engineering of this street to actually go underground into the subway system underneath. I'm having problems with the actual playing of this video, which is a shame, because it seems to be just stuck on that. So, I'll have to move forward, unfortunately.

In terms of safety as well - and we have this concept of safety - and particularly with the bicycle networks within places like in Australasia and New Zealand - this is a slice of typical life in Copenhagen. This woman is nine months' pregnant, cycling with flowers, a bag over her shoulder with a pair of thongs. She's not concerned about her health, her wellbeing. She's just simply living life. Statistically, the most dangerous thing you could do today is get in your car and drive. And that's despite seatbelts, the construction of the vehicles and disc brakes, yet I don't see anybody - there's no campaign for mandatory helmets for those who drive cars. So, there's safety in numbers, not in plastic helmets. These are all attitudes that have to change. It requires thinking about cities, understanding they're multi-complex and how we understand them is absolutely fundamental to how we commission, how we design buildings. Understanding there are many players, many actresses and actors who make cities. And understanding that is really the key. So, for me, it's about urban design. It's about all these different professions. A bit like the medical profession. It actually trains people in generalisms, and then they specialise as they get older and more experienced. In the built environment, we train in specialisms and then we generalise as we get older. It really needs that generalism right at the onset.

So, in terms of many, many cities around the world who have adapted through this change, Barcelona is a wonderful story of change over the years using the events of the Olympics to make change. Bilbao is a city that has resurrected itself, not simply through the designing of a new art gallery, but through rapid transport, public spaces, cleaning up

the bridges, rivers, new walkability. In London, in my old town, transformed with the threat, I suppose, of the growth in Germany, in terms of Munich and Berlin as new financial - Frankfurt, as new superpowers in terms of finance - and having to really think its cities and what it offers. Old car parks, like at the bottom right, that converted from old bureaucratic car parks and skate parks in the summer, this is what we need.

When we talk about libraries, two libraries that I've had some involvement in, one was the Peckham Library on the left. I wasn't involved in the project e, per se, but got to know the architect very, very well. The library was well-designed. The library in Peckham was taller than the buildings in the area. Young children who got to the top of that building were able to see the City of London. They didn't actually know anything outside of their area of Peckham. The library needed to do so much more than just provide that sense of readership and sense of education. It had to provide the opportunity for imagining a different future, a different life.

On the right-hand side, this was the idea stores that we designed in Tower Hamlets when I was there. This is David Ajay, the great architect, who was asked to come up with a new type of library. This was on Whitechapel, High Street. In many respects, this is the Apple store of the future, trying to make a library look like a retail store to encourage readership, to attract young people to come into these buildings, rather than being the austere buildings of the past. In Auckland, we transformed our streets from sewers. We widened pavements, introduced flora and fauna, introduced lighting. It's not rocket science that the community came back, the businesses came back through a different approach to city design, despite huge sort of, I suppose, cynicism from local businesses, removing car parking, widening pavements, allowing vehicles to pass

through, but not allowing them to park - increased the retail hospitality by 440%. These are dramatic changes, you know, enabled through good design, integrative thinking. New cycleways, repurposing old redundant motorway signage and motorway infrastructure for cycling and walking for people. You know, it's an interesting time, as cities really develop and change and adapt and try to re-retro fit what they have, rather than building anew. And our waterfronts down in Auckland were transformed from industrial shedlands to places for people, places for children, places for trees, widened, opened spaces, places that can be more competitive. With a doubling in walkability across the city and increased numbers of pedestrians across the city centre. And here now in Wyndham, as Valli mentioned, the fast-growing city, we're also building more cycleways. We've increased our cycling budget by 400% this year. We're building new outdoor dining venues, we're closing streets. You know, our city is also very dependent, where we're doing everything we can to work with businesses and the communities to transform our city through new artworks, new street art and outdoor activations. So, just to finish off before I go, I thought of a few tactics that have really kind of, in my mind, are critical for the future.

It's around leadership - the role of leaders, of mayors, and mayoresses, to work with their elected officials, to work together in partnership to drive that change in cities. It's such a critical role for all of us. Also in terms of buildings, outstanding buildings don't simply require incredible architects, they actually require inspired clients. And this was the Building of the Year in Auckland. This is our Auckland Art Gallery, which we commissioned and was built in 2013. You know, it's really important that we work in that partnership with the public, the private, across the disciplines to build these great places.

And at the epicentre of this is understanding, as people

commissioning, planning buildings - new libraries in particular in this conversation - is understanding the brief but understanding budgets. Because if you don't understand your budget, you can really get caught short in terms of expectations, both within your field but also in the community. So, really understanding how to be good clients and managing our budgets, managing those plans to deliver the projects that we're talking about. And last slide - everybody says, "We can't do that. We are not Amsterdam. We are unique. Our city is different. Our culture is different." Show them this photo and say, "Neither was Amsterdam." Thank you very much. Before I go, don't forget the idea that I had was just every single library in the city to have an urbanism bookshelf or a resource that young people, that anybody, can start to draw on. Thank you very much.

VALLI MORPHETT: Hi, Ludo. We're ready for question time. So, if you look at the chat, we have a number of great questions lined up for you.

LUDO CAMPBELL-REID: I can't see those, Valli, unfortunately.

VALLI MORPHETT: OK, no problem. I am going to read them to you. So, Brendan Fitzgerald asks, "I live in Fisherman's Bend, an urban renewal area, and I'm curious about how you design for communities that don't live in the place yet. So, how do you design for future communities?"

LUDO CAMPBELL-REID: What a great question, Brendan. Yeah. It's a really interesting dilemma. I would suggest that, actually, Fisherman's Bend is a lot further down the - has a lot more of the ingredients that it needs to be designed for future residents. If you think about the challenge that I have in the outer-lying paddocks of Victoria, there is

nothing there. There aren't any trees, there aren't any rivers. If you think about cities, Brendan, and the way that they were initially conceived, often cities began at the confluences of rivers, at critical junctures of transport routes, maybe at a fjord where you could cross the river. That was where the city started, and that's where the city square, the churches... We don't design cities like that. Even churches get put in industrial areas. What I'm saying is that ultimately the Fisherman's Bend has so many attributes, so many historic elements. I would start with the historic elements. I would start with the real sense of place, those artefacts, those places that have that sense of history and deep connections and build from there. I think one of the most important things is the concept of the early adopter, which is really thinking about what type of initiative, activity, or project you could introduce into an area to really sort of bring that area alive, whether it be a cinema, a theatre, a music event - that is often a technique that people have used across cities. In Cape Town when I worked on the Victorian Alfred waterfront, the actual key project that was the catalyst for the change down there was actually the Pump House Theatre, which was a retro, rock'n'roll, live music venue. So, it's really trying to find what is that unique sense of difference, that place potential, and really start from there, Brendan.

VALLI MORPHETT: Great. Thank you. So, Teresa Brook asks, "How do libraries have a louder voice in urban design?"

LUDO CAMPBELL-REID: Wow. Well, that's an interesting question. How do libraries have a louder voice? I guess it goes back to the importance of libraries. You know, we either put them in the wrong places or we put them in the right place, and the critical conversation around property, it's about location, location, location. I mean, it's a bit like the conversation

we have around green-star buildings, 6-star green-rated buildings in the middle of nowhere with 600 car park spaces. It's slightly paradoxical in what we're trying to achieve. Teresa, I would say libraries have a real opportunity. In Auckland, where I worked for 13, 14 years, the library actually became the centre of a lot of the public debate in Auckland about urbanism and cities. We held a lot of our debates, our public talks, at the library. It was a place of education, of sharing information, of sharing leadership. And it became the place where we came together, we congregated. And so I think libraries, as I said, by diversifying their offer, need to play a more stronger role within society, place themselves on the main streets, in the centre of cities, not towards the edges of cities, to have a training program, an outreach program where you introduce a speaker series - I mean, these are all just ideas. That's how it could have a louder voice in urban design. But as I said, it would be great to have a whole bunch of shelves with books about urban... I've given examples of what they could be.

VALLI MORPHETT: Excellent. We have a question from Susan, "You spoke about, you know, there's the brief and then there's the client and the relationship there is really critical regarding the outcomes." So, the question is around that topic, "In designing new libraries, how do architects actually ask library staff what works, what the community needs, how community and staff actually work with and in the space? I'm not sure this always happens."

LUDO CAMPBELL-REID: So, thank you. Good question. There's good and bad dentists, aren't there? You've gotta employ the right architect. The commissioning of buildings is really complex. And it goes right back to the procurement process. It goes right back to the competition that you run,

how you do it. I mean, it really is quite an art and a science to get it right. And so if you get a group of architects or designers or consultants that don't listen to the customer, that don't listen to the people that work within that building, they are never gonna design a building which is satisfactory. And at the end of the day, I suppose, it would be disappointing to hear stories where architects and the commissioners of these buildings didn't talk to the people that sat within them every day. It just seems to be a scandal that that happens. But it does happen, and you get so many places designed by an architect, by a designer, but without thinking about the end user. But not just the end user, being the customer - as in the person that visits the library - but actually the staff that work there, that have worked there for 20 years, who have a lot of history, a lot of skill sets. So, I would say that some sort of initial workshop with the staff would be the most important thing. It's not about what the CEO or the director wants, it's about what the human beings that actually work there every day - they are the key, they are the ones, that's where the magic would happen. But if it doesn't happen, that would be disappointing.

VALLI MORPHETT: True. As a placemaker who works in multidisciplinary teams, there are some fabulous architects out there who do engage deeply in co-design processes and do it really well. It's not to say that they're all great, but what's critical is that it's in the brief, right? Sometimes the brief is really critical as to what the architect is allowed to do. We actually have a session later today with Becky Hirst, which is all about community engagement in library design. So, tune in to that for more information. Alright, we've got some more questions...

LUDO CAMPBELL-REID: I was just thinking, Valli, you made a good point

there - it's about budget as well. You know? Sometimes the budget doesn't allow, sometimes the community consultation processes are cut down. Sometimes the council rules don't allow you to do what you need to do to build great cities. You know, the minimum car park conversations that we have, setbacks, heights of buildings - all these things can conspire to build majestic, great-proportions, well-integrated buildings, or do something which is quite the opposite. So, it's really the multidisciplinary conversation. And I think there are many architects that I've worked with in my life - people like David Ajay and Will Allsop - great collaborators of inspired men and women, but ultimately people who work as teams and not as individuals.

VALLI MORPHETT: Yeah. So, we have some more questions here. We're getting through as many as we can. Ruth says, "Fantastic, inspiring!" Great to hear! "What structural systematic changes have you implemented in your own organisation design approach to ensure that place-based approaches are embedded through your organisation?" Great question.

LUDO CAMPBELL-REID: Oh, my gosh! Ruth, that's a huge question. I'd love to answer that, and maybe I could - if you wanted to set up a conversation after this. We are doing that at Wyndham at the moment. I did that in Auckland over 13 years, set up teams that had responsibilities for different places and parts of the city. A couple of questions or a couple of conversations, perhaps - my observations around Melbourne, in particular, and Victoria, is we tend to design places around a whole bunch of projects. Projects rather than places. We don't identify the actual place as being the project or the customer of the design process. And so in Wyndham we are adapting teams to be allocated and attributed to certain

parts of the city so that there's a collected, collaborative, and focused prioritisation of change in a particular place. And so we're gonna be doing that over the next year or so as I sort of get to know my new city, my new customers, and really sort of get into it. But I would love to talk to you about that, because ultimately I just see often just lists of capital projects which have no real correlation with the place that they're intended to improve. It's just a bunch of nice ideas which don't seem to have really any plan. And so in New York they have the Plan NYC, which really defines at the highest level the structural elements that the city requires. And then it works its way down through the hierarchy. We did the London Plan, which again identified priorities. In Auckland, we wrote the Auckland Plan. And in Wyndham we are writing something called the Wyndham Plan as we speak. And I will be announcing that bit more shortly in the next few months when we have written it up in a little bit more detail. But please give me a call, Ruth. Happy to chat.

VALLI MORPHETT: Can't wait to hear more about this. Look, we're at the end of our time here. But can I just say, I'm a placemaker, a professional placemaker. I have been working in this space for 20-plus years. And the work that Wyndham are doing under the leadership of Ludo is actually, without a doubt, one of the leading placemaking councils in not just Victoria but the country. So, you're hiding your light under a bushel a little bit there, Ludo! But wonderful question to finish on. My dream is that councils will embrace place-based planning as a future approach instead of corporate planning, which is umbrella and top-down. Imagine place-based planning, where individual lives and places are actually informing the broader corporate approach of the whole organisation. Love to see councils embrace that more. But, Ludo, so many beautiful, golden moments there. What did I write down? I wrote down the words

"monotonous". Extraordinary, when describing the state of the urban development world here in Australia. And too true. But some wonderful gems that you shared. It was an absolute pleasure having you here with us. And I would love to invite the rest of the audience to do a bit of a round of applause, virtually, like so, because it was a really great presentation.

LUDO CAMPBELL-REID: Thank you, Valli. Thank you very much.

VALLI MORPHETT: Our next session will continue in another room. You can all head back to the virtual lobby and then select the next session, which is called Library Project Sessions. I look forward to seeing you there shortly. Thank you.

LIBRARY PROJECT SESSION

VALLI MORPHETT: Hello. Welcome. Thank you so much for joining us for this special session. And for those of you who have been here through this morning, great to have you still with us. We've had some fantastic speakers today, really inspiring words from Ethan Kent, from Ludo Campbell-Reid just recently. And it's great to be back again for this panel session. My name is Valli Morphett, and I will be the panel lead today, as well as your MC. So, during this session, we'll hear about several library projects and continue the conversation after the presentation with a panel discussion. I love panel discussions, really teasing out information from our guest speakers. So, as you hear from each presenter, if you have questions, ask them immediately in the Q&A feature on the side of your screen. So, don't wait, ask them immediately, and that helps us cue them up. So, I'm going to introduce our first presenter now. So, we're very

lucky to have Sarah Meilleur, who is interim CEO of the Calgary Public Library joining us. Sarah led Calgary's new award-winning Central Library project, which has seen over 2 million visitors since opening day. She's led the early design thinking efforts to develop an innovative service plan for the new central library, and the resulting cultural change and implementation. Now, she's also worked as a consultant for the Charlotte Mecklenburg Library system to jump start design thinking efforts and to guide architecture and design decisions for their new Main Library. Sarah recently led the reopening efforts of the Calgary Public Library in spring 2020 with a focus on the visitor experience and materials handling in a post-pandemic context. So, very pertinent information for us who are currently in lockdown again here in Victoria. So, Sarah's joining us live all the way from Calgary in Canada. A very warm welcome to Sarah!

SARAH MEILLEUR: Thanks so much for having me here. It's lovely to be here with all of you. Happy Wednesday! Even though for me it's still Tuesday night. I like having travelled to the future! So, I want to begin with a land acknowledgement and acknowledge the land where I sit. A space where the Elbow and Bow rivers meet. We recognise the ancestral territories, cultures and oral practices of the Blackfoot people, the Nakoda Nation, and other nations, including that of Alberta Region 3. Calgary Library works to serve the people on this traditional land, and we honour all people who share and steward the territory of Southern Alberta. So, I am here today because in 2018 Calgary opened in amazing new Central Library and it quickly became an international sensation. And with a vested interest, I can say that this library really is something special. But what is it that makes it special? It's the design but it's also much more than that. Our biggest fear was that this building would be beautiful, but that people would come to see it once and then never come again - and

that's absolutely not the case. We've seen over 2 million people through the doors since opening day, and pre-pandemic that was between 4,000 and 6,000 people a day. So, next slide, please.

And this story really began with one overarching question and proposition to the community: Can a downtown library really transform a city? We really wanted the community to feel that their lives and their library experiences were so much better because of the Central Library.

So, we're a city of 21 libraries, and foundational tour approach was to pilot-test and experiment in all of these community libraries, along with physically renovating all of them, in advance of the new building opening. That's a story in itself, and today I'm just going to focus on the goals of the new library and a few lessons learned along the way.

We were fortunate to have exceptional architects for this building, with Snohetta and local Calgary firm DIALOG. We had a team approach with the municipal land corporation and Colliers heading up the project management, intuitive structural engineers. We had countless other talented organisations and team members who really made this project successful.

So, some quick facts about the building. A \$245 million project that does include the light rail transit encapsulation. And, yes, we are built over a rising, curving right rail transit or subway line. That was also a project in itself.

So, we had three main goals for the new library. Library is space. We wanted there to be something for everyone, from fun and noisy spaces to quite and reflective spaces, including lots of opportunities for collaboration along the way. Library as partner: Collaboration really is one of our values as a library system. The building is successful because it's based on collaboration, and we're better when we work together. And then library as community: It was important that we served the

community in new ways, including a focus on specific community groups, along with re-envisioning our service points and visitor experience.

So, we purposefully programmed the visitor experience as fun to serious. It's noisy and active on the main levels and in the performance hall, and it gets quieter and more reflective as you rise through the building.

Here are a few of the key features: The archway, a Western Red cedar arch in the form of a chinook arch. The prow, the tunnel that encases the subway line. The Oculus, a sky light that celebrates the famously sunny skies and brings in natural light into all parts of the building. And the curtain wall: These unique glass panels have become a part of the identity and inspired our new brand and logo. And more importantly, they make for an iconic facade.

Here are a few of the destination areas within the building. And in designing the visitor experience in these areas, we really took that design thinking approach. Our service design team spent time thinking about the personas of the people and the patrons that would visit, and every step of their experience along the way. This in-depth attention to each area meant that there was purpose and vision behind each space, and that work really helped guide decisions that were made in the furniture selection, the programs offered, and the service model.

We were also very heavily influenced by retail principles. Library Express is a grab-and-go area of the library that provides a taste right at the entrance. Displays, curated collections highlighting fiction great reads, and a bookstore-like experience are all a part of this area of the library. The performance hall has also been a really significant draw. It was fully booked for the first six months before we even opened our doors. And even during the pandemic we've hosted a fair number of virtual performances here that we've live streamed out to the community.

And at the top of the building, in the quieter, more reflective areas, is the Simmons Harvie Community Living Room, another place where people love to sit and read. The TD Great Reading room. And also the elders' guidance circle, where they meet one-on-one with sometimes school groups to share in history and traditional ways of knowing.

And surrounding these great spaces, the lighted shelving really makes all the difference because it makes the collections sing. So, those are just a few of the great spaces of our Central Library, and one of the main ways we activate our spaces is through partnerships. One of the most successful things we've done is activate and create residencies, often in partnership with other community organisations. These residencies include authors, artists, historians, songwriters, and storytellers. And here's our Create Space. It's an area in Library Express specifically designed to foster engagement. On the top photo, it's an engagement with the United Way about the importance of mental health. Below it is a pop-up newsroom that was a collaboration with a local journalist. And this is off where our partnerships start, with an organisation coming to us, suggesting an installation, and then the partnership builds from there.

And partnerships sometimes surprise you. Calgary Police Service is a library partner for a couple of different programs. And when the Police Service was appointing a new chief, their first thought was to hold the swearing-in ceremony at the library. This is really the first time that this public office has ever transferred hands in a public event in a public building. There were schoolkids, there were our regular disadvantaged and unhoused patrons - everyone was a part of this event. And the horses and bagpipes helped too. So, partnerships aren't always endeavours, but they're almost always worth the effort. We also set out with a goal to surprise and delight and welcome the community in new ways. It was

important that the space made everyone feel welcome, including our Indigenous communities. Reconciliation is an important part of our work, and we want Indigenous communities to feel welcome at the library and to help non-Indigenous people begin their own path towards reconciliation.

Community engagement was a significant piece of the work leading up to the opening of this building. We went to community, we heard and we learned and we listened, and we now have art featured throughout the building that reflects Indigenous cultures, traditions, and ways of knowing. And we've since expanded it out to many of our other community libraries, the programming and the placemaking. This month - today, actually - is the start of National Indigenous History Month in Canada, with programming, celebration, learning and conversation.

We also recognised, with the high number of young children in the community, the importance of a fantastic children's library. This is the noisy and active area of the library, and a destination for families.

And our service model changed dramatically with increased floor space we needed something flexible, and our service-on-the-floor model was born. Staff roam throughout the building with mobile technology, connect with patrons at connection points that are modular and round, and staff are easily identifiable because they wear blue vests and can be spotted from miles away by patrons.

Staff are the guide on the side, and you can see Jen here helping a patron, and the question mark that identifies the desk as a place for help. But if a patron can't see a staff member when they arrive at a connection point, they push the "get assistance" button, which will notify a staff member to come and help the patron where they are.

With any project, there's many successes and challenges along the way. Three things we learned: One, take staff on construction tours. They

see things you don't, they feel a part of the process, and it helps make all the changes happen. Two, trial and test as much as you can, at other libraries, out in the community, and in the building itself. You learn quickly and you can adapt. And, three, never underestimate the destructibility of small children. Design for the durability of a public space.

So, as we continue to think about the library of the future, these are the goals that we started with, and do they still resonate? What did you see that you wondered about and wanted to know more? And what are the questions that you have as you consider future projects? I'm interested in answering your questions, learning from your expertise. And if you're coming to Canada, reach out and we'll arrange a tour. Over to you next, Suzie. Thank you.

VALLI MORPHETT: Oh, wasn't that wonderful? I took down a whole bunch of notes there. What really struck me, from delivering a service from fun to serious, silence as a service, and guide beside, as being a way to deliver. But obviously the human-centred design approach which was embraced was absolutely wonderful. Thank you so much. We look forward to asking questions and having you participate in Q&A, which is coming up soon.

But now I'd like to introduce our next presenter, Suzie Gately, who is the manager of Libraries and Learning at the City of Newcastle. Now, Suzie has over 25 years' experience in public libraries as a strategic leader and in building and generating innovative facilities and services. A former career in education has shaped the philosophy of placing libraries at the heart of lifelong learning, and lifelong learning at the heart of community resilience and wellbeing. As an alumnus of the Williamson Community Leadership Program in 2014, Suzie has learned to embed community, diversity and inclusion within library design. After 25 years

working in government, Suzie has developed a savvy skill set in being shovel-ready and ever open to the next partnership community, which will afford new and innovative ways of delivering services. Remember to ask your questions in the Q&A feature when they dawn on you. And I'd like to say a very warm welcome, lovely to have you here, Suzie. Thank you.

SUZIE GATELY: Thank you, Valli. And greetings, everybody in Victoria - I am thinking of you as we sit here in Newcastle. I'm here today to share part of our journey at the City of Newcastle and to share our insights into designing, the concept of libraries as "people places". Firstly, I would like to acknowledge that I am coming to you and meeting on the lands of the Worimi and Awabakal peoples, and I pay my respects to elders past and present and emerging. Next slide, please.

I'm going to need to skip through some of this important information - there is so much to share in only 10 minutes. But I am happy to have some discussions with people, so please ask your questions in the chat. So, as I said, we have been in a bit of a journey, and the first bit of the journey that I learned when I first came to Newcastle in 2014 as alignment. We need to align our service provisions and our outcomes to our city's objectives. So, our community strategic plan, our Smart City Strategy have been our guiding light until our Library Strategy was adopted in 2019. So, our 2040 Community Strategic Plan is currently under development. And with over 5,000 participants already giving their feedback to the council, the library team are preparing to realign our services to meet those new community expectations.

So, the other important piece of the council development at this point in time is our Social Infrastructure Strategy. This will be a 20-year integrated planning document which will provide, I suppose, the

placemaking and guiding principles, which the library plays a really important part in. We have our own chapter in there and we are considered a really important part of that social infrastructure and the outcomes the council would like to achieve. A quick summary of the Newcastle context: We are about 170,000 people. However, we service a large population of around half a million as a major government and health provider. Over 20 years Newcastle has been transforming since the departure of BHP. We new Newcastle, as an example, was one of our successful grassroots revitalisation movements, and it continues to be an exciting time of growth and transformation, despite our pandemic.

In addition, the council is layering their planning with the new Local Principles and working with village well. This tacks beautifully into the values and philosophies of our public libraries, and we have developed a contemporary Library Infrastructure Plan to go along with the Social Infrastructure Plan, which was designed by 641DI. This has stalled, but it really has informed the revitalisation of our service points.

So, our current status would indicate that our service points definitely need revitalising. We only have two - we have over 11 service points in our municipality, only two of which would meet our own criteria. Most were built in the 1950s, most are under 300 square metres, with diminishing patronage. We do have a really significant local history election which has over 440,000 items. And these are some of the key areas that we need to focus on to revitalise.

In addition to the alignment to the strategies and policies, we've also really embedded ourselves with our council's customer experience strategy, and we've looked at our developing persona, which I'll talk a little bit about soon, around understanding community expectations.

But our guiding document is our Library Strategy. It's a 10-year document, developed on the ALIA Quality Outcome Framework and the

SDGs. The sustainable development goals were adopted by the council in 2016. Our aim was to make sure that our library services every point of contact, we made a difference, that it mattered, and that we left no-one behind. So, under these four strategic priorities, all of our services, all of our activities, all of our programs, every business case aligns to meet the aims of these goals, and consequently the aims of the Community Strategic Plan.

So, in developing that alignment with the customer experience strategy, we have developed our own library persona, and we've used the same company, the same principles, and I love this quote from Matt Anderson from Think Start-Up. "Because we do need to encourage customers to continually come back for the lifetime." If there are any questions about the development of the customer persona, please pop them into the chat, because I'll keep moving. There's a lot to get through.

Last year, we undertook our third general satisfaction survey in six years. This is a really important part of these design principles that we have prepared, or that we adhere to. Our 2017 survey really informed the Library Strategy, but this time we opened up questions to the community to consider what was it they looked to in the library facilities of the future. The survey is rich in information and feeds directly into the Social Infrastructure Strategy.

There were over 1,100 participants, and with this little snapshot from the survey, there are no surprises there where people were choosing that they thought the libraries could co-locate with. But interestingly the shopping centre was championed by either end of the age demographic, with the under-24s and the over-65s both thinking that shopping centres were the place to be. So, these sorts of surveys and input is really critical in shaping what is maybe the next part of our journey.

So, these are our design principles that we are building with the

council and the community. And it's around that alignment, it's around creating better value, optimising to be more efficient and easier to access, really working with the community as part of that placemaking ethos, consulting with, working with, not delivering to or for, and having that clarity of purpose of why we are here and what we do.

And in our strategy, we developed a really simple criteria for our physical and online infrastructure, and our service provision. It's to be versatile, multi-modal, flexible. But I will move on. And I've got some practical tips in the next slide, please, around being hands-on, being outcome-driven, being flexible partners. And really importantly - building the internal capabilities. We're having some really robust conversation with our teams at the moment around what it will mean if we are going to meet the expectations of our future customers.

So, on our journey, we've had a couple of good examples where we've used our placemaking and our community development principles to work with the community and our partners. Our first example is the Newcastle City Library refurbishment in 2017. With a small bit of seed grant funding from the State Library of NSW, we took a very dank and cluttered library and transformed it into a beautiful community space and a \$1.3 million council investment. It really does align with those priorities of the council, and we see the community as partners - a bit like Sarah was talking about - and it's fantastic. It's such a joy to see the library space on that ground floor with all of its mobile shelving pushed away, taken over by the rainbow story time or the young writers', emerging writers' festival for the whole weekend, and used as a genuine community space.

Our next project is our DigiLab. We took two old storerooms on the second floor, and we've turned it into a high-tech digitisation lab. Because one of our key priorities is the telling of Newcastle stories, of developing

identity and a sense of belonging. So, digitising and making our large heritage collection more accessible and more identifiable is one of our - this DigiLab will help achieve that.

My favourite project, and the hardest one, the most challenging, is our Lambton Library, Storybook Cottage. Doesn't it look beautiful? It sits in the corner of a park, 1890s, and it's former council chambers, but it's a bit sad and it needed some genuine love. But working with the community, we are very happy to be a pilot project for Bibliotheca and its library. We'll take this from a 2-day-a-week library, very few visitors, to a 7-day-a-week community space. And with our research partners at the University of Newcastle, we'll work to research and support the development of early childhood literacy.

But our biggest investment in the library, and our first library in the City of Newcastle since 2006, has been the Digital Library at Stewart Avenue. When the council moved its administration from King Street over to Stewart Avenue in 2019, they took the council chamber with it. But they didn't want the council chamber to sit idle for 90% of the time. So, we were approached to deliver a genuine community space with some very cool technology. So, we activate the space with some very high digital experiences. And at the core of it is connecting the community through digital literacy and the sharing of knowledge and information.

Some of that technology, our hero piece is the Digital Story Wall. Here it is sitting in presentation mode, where the children have drawn their pictures, and we've scanned them and popped them up on the Story Wall. But it also has a collaboration mode. It also has an engagement mode. It's very versatile. It meets that principle of being a community space being versatile and flexible.

Here it is in the Suburban Stories mode. This has been especially designed for us by one of our local artists. Suburban Stories uses our

photographic collection to develop that sense of identity and place in all of the suburbs. So, it's a bit hard to see there, but each of the - on the map is a suburb, and it's interactive and you can touch it. But it also used for online exhibitions and panel conferences, et cetera. There is a podcast room in there which is used by the council. And we also have Pepper. Pepper has survived its first hackathon recently and busted some new dance moves. But, really, Pepper is around bringing robotics in a simple way to the community to get their understanding and awareness.

We've also hosted the Newcastle Podcast Festival. We hold interesting events like the gin tasting, which was partnered with the slow food movement and in response to one of the books from our rare book room. And the council chamber, of course, as the seat of government in our local council, is part of our council's commitment to open and transparent government. But I'll leave you with one of my favourite quotes in my next slide, around great libraries. So, regardless of our mode and our clarity of purpose in improving the outcomes for our community and how we nurture a healthy society, I want to thank you for sharing our journey. We are on the way to being that third place, but we know that we're not there yet. Thank you.

VALLI MORPHETT: Thank you very much, Suzie, for that detailed presentation. Lots of project examples - food for thought for our audience. So, our final presenter is Professor Rob Adams, city architect from the City of Melbourne. So, since joining the City of Melbourne in 1985, Rob Adams has led the rejuvenation of Central Melbourne, and, boy, has it been transformed. In 2007, Rob was awarded the Order of Australia for his contribution to architecture and urban design, and in 2008 was awarded the Prime Minister's Environmentalist Award of the Year. In 2018, Rob was the recipient of the Australian Institute National

President's Award, and has led a team that are recipients of 150 international, state and local awards for design in the urban environment. Please remember, ask your questions via the Q&A tab as they occur to you. A very warm welcome to Rob.

ROB ADAMS: Good morning, and it's great to be with you. Those were two excellent presentations from Sarah and Suzie. And possibly just as well, because I'm covering this more from the design of the building, and they've covered off the programs and what modern libraries do. And I'm sure one of our librarians would have been much better giving that side of it. I want to talk a little bit about the library, but before I do I'd like to also acknowledge that we're meeting today on the lands of the traditional custodians of the Boon Wurrung and the Wurundjeri Woi Wurrung people of Eastern Kulin Nations and pay my respect to their elders past, present and emerging.

The site of this library is significant, and maybe you could go to the next slide. It sits where there didn't used to be a harbour, there used to be a swamp. And this would have been one of the important feeding grounds for the Eastern Kulin Nations. As you can see, the star there indicates where the library is, and it's a very modest building, given the city that's growing up behind it. And when we came back into Docklands, which was run by the state government for 10 years, our discovery was that there were very few community buildings that had been provided. So, we started to, you know, lobby very seriously to get good community buildings down there, and managed to get child care and a lot of other facilities. And the library was one of those. There were three partners in this - the state government, through Places Victoria, Lendlease, who were the developer, and ourselves, and we all put in \$4.5 million for the base build, which was \$13.5 million. We then went on and provided a further

\$9.5 million for the fit-out.

One of the things, if you sit amongst all those high buildings - and we were gonna be a modest building of three storeys - is how do you give prominence to this particular building? And the setting of the building was fortuitous in that it was in the elbow of a wharf that turned out, as you can see in a direction to the right of the image there, and what we did is it was pretty sacrosanct at that stage that you couldn't build within the 30m range of the harbour wall. And we got permission to push beyond that. And in doing this, we could make a very small 3-storey building very visible to the surrounding community. And that's what we did, and it had to hold its own amongst those large buildings.

You can see from the nature of the building coming forward, it's very close to the water. The large veranda is almost a place where you can sit on the edge and fish from. And this allowed... I'm not sure - am I breaking up? Can you hear me? Maybe you could just tell me in the chat. Could I have the next slide? All good. OK. Could you give me the next slide? Yeah. There, you can see the open space with the library to the front of it. You can see the solar voltaic panels on the roof. You can see how it pushes into the promenade and therefore gives it a presence. So, on one side it faces the water, on the other side it faces this new Bullock Park that was designed and delivered with the project.

The building really had to - because the city has actually provided for libraries since 2006, and all of them have been of very high environmental standard. The East Melbourne Library credentials were very high environmentally, then Docklands, and then also the Boyd Library in South Melbourne, and the Kathleen Syme Library in Carlton. And the credentials for this one was that we were gonna build it out of cross-laminated timber. Therefore, the whole thing was documented in such a way that you could send those documents off to the fabricators

who were gonna cut the panels for its erection. The reason we did that was not only environmental but it was the speed of construction and et cetera.

You can see here, it actually came in a series of containers. It was designed to be a 6-star green star. In fact, it was Australia's first 6-star green-star public building. And the cross-laminate timber came as flat packs. And one crane and a small workforce with cordless drills could put this library together. Next.

This made it also a library that went up very quickly. It went up in 12 months. It was also constructed on the existing wharf, so we had to do some pre-work, reinforce the wharf so that we could, in fact, take the building. The cross-section of the building really shows that it was designed not only to give a spatial feeling, that when you're in the library you could almost see all three levels, but that it had a natural ventilation system which allowed this library to operate on very low running costs. And so the central staircase became almost the chimney that ventilated this building.

And you can see it here. You can see the gap between the pine staircase and the floor above. And that's allowed it to ventilate itself naturally. I won't read through all the elements here because you can read them yourself. But this building, you know, not only saved the water and solar voltaics, had low VOCs, cross-laminated timber is very fire-resistant as well. It's a good material to build out of. It was pretty much a first for a bespoke library like this. Cross-laminated timber is quite often used in office and residential construction. And here you can see a slab with the core going up. And it literally came together very quickly.

This is the staircase being dropped into place. So, you know, obviously assembled on site, but then lifted up and dropped into place.

And you start to get some idea of the space of the floors. So, the library is very flexible. You could rearrange this library very easily. They're large, column-free spaces. Spectacular views across Victoria Harbour. And it is a library that would change over its life and is already changing.

This slide, similarly, from the other side. We used recycled timber, so you can see the darker timber here, was recycled from the wharf wharves and was a hardwood that had been around for over a hundred years and was therefore ideal for construction. This gives some idea of the spatial nature of the building. You know, standing on the staircase here on the left-hand side, you can see up into the three levels. And the three levels operate in a different functional way, which I'll talk to in a moment.

So, the first ground floor was where you come in, and this is where you connect. There was a cafe down here, there was obviously someone to meet you, there were rooms that could be used for different functions, et cetera. And the children's library was here with its interactive. The floor above was where you learn, and so that was a quieter space, and it had a lot of the book stacking, and there was a computer lab. And then the top floor is where you create. There's an audio recording room, you know, there's gallery space, there's an auditorium where you can have flat floored or sloping floored. And this was an area that also has an open deck, which I will show you a slide of in the next.

So, here is the auditorium. Those seats slide away so you can have a flat-floored facility if you need it. But it is a good facility for obviously many of those functions.

This is showing the roof slides away and it can be an open-air-space. And obviously the large louvres can be opened. And you've got things like table tennis up here. So, the space was incredibly popular with the community. Although, when it was first built, it was right on the edge of

Docklands, it was full of young people, studying, playing, you know, families with their children. It is a true community space and has many of the features that both Sarah and Suzie spoke so eloquently about.

That's a cross-section, and I suppose, just to end up - I mean, as I've said, this was designed to be flexible. It's a building that is loved by the community and is visited very frequently by many in the community. And I think that's the last one. And this gives you an image of the park that sits to the south of the library, and the library itself. The facade of the library was recycled timber as well. So, I'm sorry - that's been more of a design and technical presentation. But obviously possibly complements the more operational ones that were given by Sarah and Suzie.

VALLI MORPHETT: Oh, Rob! No need to apologise! What a wonderful story there. Many of the Victorian conference attendees will have likely been in this really fantastic community hub in Docklands. When we ran placemaking training, this is our venue of choice. We always book in here first. Great venue, great design, great location. And, yes, those views are completely amazing over the waterway of Docklands, just magic.

So, we've had some great questions which are coming in. Please keep them coming through, people. But we're gonna kick things off with a few questions of our own. So, I'd like to invite Sarah, Suzie, and Rob back to discuss a few questions. So, my first question, I'm gonna direct at Sarah. So, the question is: It's really a question around catalyst. When do you know an area or a library needs renewal? What are the catalyst triggers for you?

SARAH MEILLEUR: Well, that's a really good question. You know, many central library stories, sort of, at the end flow through the moment when

it was identified as a need, and then the point at which it actually comes to fruition. So, in Calgary, we knew that we needed a new central library in the '80s, so it was a very long, long process to get to our new Central Library. And that was really defined by the population of the city and recognising that the population was increasing to a point where we needed a bigger Central Library. More libraries and a bigger Central Library. I will also say that often, you know, a master plan by a city identifies a neighbourhood that there really needs to be rethought and reconsidered. And so our Central Library was a really big part of the, sort of, regeneration of an area that was, when I was growing up, not a very safe place to go. And so the library is an anchor tenant. There is a real regeneration story in the East Village in Calgary. It is directly east of our City Hall. By the end of the build, there will be 11,000 residents in that neighbourhood. And in every single advertisement, there is the library front and centre, because we are one of the critical sort of social infrastructure elements to that regeneration of a community. And we're not alone in that. It is a common story. Because libraries serve such an entire community base in so many different ways.

VALLI MORPHETT: Thank you. Suzie, did you have anything to add?

SUZIE GATELY: Yeah. Look, really around that Social Infrastructure Strategy that our council is undertaking, that really good planning and comprehensive documentation will identify these requirements well before, if they are done, you know, well, I suppose. And this one that the council has done, which is the first one that they've undertaken, I think, in the 20 years since we started our transformation, I think sets the path for our library services to really become part of a lot of new community hubs. So, we may not be successful in getting our big signature building

like Calgary did, but, you know, we are looking forward to being that anchor tenant as well, and working with our community, I suppose, for that collective impact. And it's fantastic to be recognised within our council in that Infrastructure Strategy.

VALLI MORPHETT: So, building on this question, Rob, in addition to what is a catalyst piece for you, what elements do you believe are essential to a successful urban renewal project? Whether it be urban or regionally focused?

ROB ADAMS: Look, I think, you know, the success factor is really the number of people who use - you know, whether it's a facility or an open space or a footpath. So, the measurement of a successful city is really, you know, are the people coming? Are they staying? Are they lingering? Are they enjoying it? And a library is no different. They increasingly - and I think Sarah and Suzie both spoke about this really well - they are no longer places where you store books. They are far more than that. In fact, we're putting together a proposal for the City Library in Melbourne, and the lease is expiring, and we're looking at a new lease. And there's no end to the partners that we would like to get in. And I love the police in Calgary as a partner. But we're looking at - even a cooking offer, where it could be well located close to the Queen Victoria Market and you could actually tie it in with a market experience. So, count the people. If they're coming and if they're staying, you've got a success story.

VALLI MORPHETT: Yeah, great. And do you see any difference between this kind of, like, renewal projects within a regional and urban environments, or are they the same?

ROB ADAMS: Look, I think they're the same. I think one of the things that I've noticed, though, and I do know Calgary - I have been there on a couple of occasions - and Newcastle as well, and they're fantastic cities. But I think - sometimes I think we concentrate too much on the big projects. And what you need to get right is a lot of the little stuff. A lot of the little stuff that you do every day. And if you do that well, you will build a momentum that suddenly builds pride in a community. And libraries are part of that. You know, as I say, we have been lucky enough to have been involved in the design of four of them. And they are the most favourite projects in the office. People just love to be on the library because it is about building that momentum, and they're quite modest buildings sometimes. But those are the things that, you know, excite people about coming to a city and staying in the city.

VALLI MORPHETT: Modest buildings but high impact.

ROB ADAMS: And modest projects. I mean, one of the things we've done in Melbourne is widen footpaths and plant trees. And my grand daughter, I love dearly, says, "Granddad, all you do is widen footpaths and plant trees." That, to me, is the biggest compliment I can be paid.

VALLI MORPHETT: Sure is. My next question is for Suzie, "How do you take the community along with you?" I would love you to expand on personas.

SUZIE GATELY: So, the personas really are observations. They're both from the team as well as from the, I suppose, selected community members, about looking at who our customers are, and we build a profile. So, we built 12 profiles, and those profiles cover all demographics and

they look at the now as well as "what are we moving into the future?". So, we've looked at consumer trends, we've looked at social trends, and we've mapped this pathway of our customers, I suppose, our members. And so we use those to look at all the different perspectives that a same-sex couple in their 70s as distinct from a young family couple in their 20s, or a student in their teens. And how are we meeting their needs, how are we surprising and delighting them? And so that their customer experience is, you know, similar, consistent, high-quality, and it's meaningful to them. And, of course, our survey both informs our stakeholders - meaning our executive, our councillors - but it also gets them to think about what it is they want from our library service, alongside with the community expectations. And that alignment can be quite powerful to, I suppose, solidify, and consolidate the value that libraries - the perceived library values grows, as Rob says, if there's a momentum that starts building. So, I'm happy to share some more detail about that customer persona because it was quite a few workshops that we did deliver those on.

VALLI MORPHETT: Yeah. Perhaps that's something that could be shared after the session. I'm sure participants would love to learn more about this process. But, Sarah, did you have anything to add, in your experience with Calgary Libraries? How did you take the community with you?

SARAH MEILLEUR: It's a great question. We did a whole bunch of community engagement at the beginning, really trying to not just seek the people that were using the library. I mean, those superusers, those power-users matter and are important, but also really analysing who wasn't using the library, and how we might serve them now and in the future. And so our community engagement involved going out to where

people were, going to shopping centres, going to festivals, going to schools. And I don't think that part's particularly unique. The part that is - and was - for us was related to our work around and connecting with Indigenous communities and recognising that we weren't seeing - those were groups and populations that we weren't necessarily seeing in the library but that we knew were in the space and that we wanted to serve. And so really purposefully directing our engagement out to those communities, and finding ways to represent their, sort of, culture, their traditions, their histories in the broader library for everyone to participate in, but also creating unique and special spaces for them, where they could celebrate their culture and their language and their traditions so that there was that mix of both things. And I would say that that's been enormously successful. And it has been something we've been able to replicate out to other libraries as well. And then also other populations, right? It's back to those human-centred design thinking principles. And we did a lot of that persona work as well. It's the sort of perspective of designing for individuals, but that also creates a better environment for everyone around you.

VALLI MORPHETT: Thank you so much. You've actually answered a couple of the questions from our conference participants in your answer there. But really lovely to hear. Thank you. So, I've got a really practical question from Beth Lapino for Rob. So, she asks about your central stairs, and running through the centre of the library. "Does noise travel up through the levels or is it managed successfully and effectively?"

ROB ADAMS: Because it's a central stair, there are certain fire conditions on it. So, while it might not have been apparent from that photograph, there are glass walls on all sides. So, in fact, you know, the first and the

second floor are noise-isolated from the lower floor. So, no, there's not a lot of noise that travels up. And people in libraries are generally quite quiet anyway. The kids sometimes are an exception, and the table tennis! But, yep, it's fire-isolated, and that gave us the acoustic isolation as well.

VALLI MORPHETT: Yeah, I've run sessions there. I've never had a problem with it. It works quite effectively. OK, I've got a question for Suzie from Lucy Mayers. She would love to hear more about the Storybook Cottage regarding early childhood literacy and resourcing.

SUZIE GATELY: That project came about because in our strategy we identified lifelong learning as one of our key outcomes. And early literacy and early learning is one of the key determinants of, I suppose, through the CEFA scores, and we really wanted to improve our outcomes in particular suburbs in Newcastle. The Lambton Library, as I said, was very under-utilised, and we had thought that we could redevelop that as a community space and work with some key research partners with the university to position the researchers there and have the communities come to them. So, the whole thing has gone a bit bigger because we've included the community and the local craft groups and the book clubs also want to use it. So, that really is how it's come about. It's not open yet. It hasn't started yet. We're hoping by October that we will be fully finished and open to get that started. But happy to have discussions outside of it to let people know of our progress.

VALLI MORPHETT: Yeah, great. Thank you. So, I have a question here from Hailey Martin. The question is for Sarah: "A code of conduct can be an important link to realise the intention and expectations of a space and who feels welcome. What processes did you undergo to arrive at yours?"

SARAH MEILLEUR: That's a really great question, particularly for a Central Library in the downtown core of a major urban centre. I will say that, you know, we have a really strong partnership and relationship with the security team who connects with us, and who are contractors but really feel very much like staff members. They participate in all of our customer service training, in all of our equity, diversity and inclusion training - they are key partners of creating that welcoming and safe space at the library. And they do a wonderful job. We have had, you know, some teams identify one of their favourite things about the library is the security guard who knows them by name but also calls them on things when they're not behaving well. And that's an important part and takes skill to do that in a way that they still feel welcome to come back the next day.

I will also say that sometimes the design of a space really sets the tone for what activity is going to take place there. And an example I'll give is the TD Reading Room. I described it as a place where silence is a service. And there's no signs telling you that. The design of the space itself, the architecture, the feeling you get when you're in the space, sort of the warm wood but surrounded by these "story of the book" vignettes that honour the tradition and history of libraries, the setting itself and the way the space is designed help drive anyone that comes in to understand that that is a space that's different than any other place in the library. So, you know, sort of foundationally, we take an approach that is really behaviour-based. And so it's not about what you look like or where you come from or any of those things. Our approach really very much is whether your behaviour is interfering with other people's enjoyment of the space or is illegal. And those are the things that we take exception to, and we will address immediately to ensure that it's a safe space for others.

I will also say, though, that, you know, there is so much activity, and libraries are a place where people get to come together and build empathy and understanding for people that are different than them. And so ensuring that you create circumstances in a library that mean that everyone is welcome is really important as well.

VALLI MORPHETT: Thank you so much. I did like the way you talked about every space you consider the purpose and vision of each individual space, which is really critical. But then you've got how you manage that space as well. So, nice to hear both sides of that. I've got a question for Rob now. And then I might throw it to the other two as well, because this is an important one. It comes from Damien, "How do you balance the need for renewal with a significant building that is heritage-listed?" Well, just a heritage building. So, it's about the balance between heritage and community need. Rob, what commentary do you have on this?

ROB ADAMS: It's as though you're talking about my life story! I've gotten to the age where I've started to reflect on what we've done. And I realise that most of the work I've done through my career is adapting. You know, whether they're old buildings to be reused in a different function, or cities that have gone through renewal, including squatter settlements in Zimbabwe, and adapting tobacco barns to be primary schools. So, I come to this with a very open mind, and that is that if you hang on to heritage in a slavish way - and I do think we should hang on to our heritage, I think it's very important - but if you hang on to it in a slavish way that means nobody can use it and it becomes unoccupied, then you're your own worst enemy. You need to find the ongoing function of different buildings. One of the most challenging ones we've got at the moment, and a lot of criticism, is Queen Victoria Market. You know, markets around

the world are dying. And here we are, saying, "We need to renew the market," and people are taking that as we want to change the market. No, we don't. We want to run a market function, but we've gotta give people facility that is are in the 21st century, not, you know, back in the 19th century. And that's a difficult balance. We could have the whole program on that alone.

VALLI MORPHETT: Yes!

ROB ADAMS: My general outcome has been that I've kept as much of the heritage as we can, and then tried to, you know, intersperse with that the facilities that people need in this day and age. And I like that combination of what I see as continuity and change. I think that's a really interesting balance. So, I hope that's a useful answer. It's not an easy question and it's quite an emotive one.

VALLI MORPHETT: It's not an easy one. And funny you mention you could do a whole session on that. Because in next week's session, our next iteration of this digital conference, we'll actually be asking that question of one of our keynote guest speakers. Margaret Sullivan will be talking on this very theme. So, that will be delved into much deeper, which is great to hear. So, just finally, Sarah and Suzie, did you have anything that you wanted to add to that kind of heritage-old-and-new question?

SARAH MEILLEUR: I was just on the jury for the American Institute of Architects and American Library Association Library Design Awards, and one of the projects that won an award is this amazing heritage building renovation in Sunset Park in Brooklyn. And what's beautiful about it is it's not even the - it's an old bank and it's not even the permanent library.

So, they did this fantastic community engagement, they renovated the library to be used for a library, but also envisioning it for the future future, when they move into their new library, and it becomes like a community centre for the residents. And so if you're interested in ways that this is being done so well that, you know, it was held up against brand-new libraries and buildings because they just did such a glorious job of doing exactly what Rob said - keeping as much of the heritage to create a sense of place, and a sense of community, but also making it functional and useable for now and in the long-term future. So, that's, I think, what you're always aiming for in heritage buildings.

VALLI MORPHETT: Yeah, great. Any final words, Suzie? We need to wrap up in a minute, so any final short words?

SUZIE GATELY: Very short. Just to say that I don't think that if you're refurbishing an older building, a heritage building, you're breathing new life into it. You're actually ensuring its longevity by giving it that sense of community again that people thought might be in jeopardy. So, I don't think it's mutually exclusive and I think there are very clever ways to do that.

VALLI MORPHETT: Absolutely agreed. Thank you so much for this wonderful panel of speakers. We've had some wonderful insights from all three of you. Thank you. I'd love it if the audience could do a bit of a virtual clap. Thank you Sarah Meilleur from Calgary, Suzie Gately and Rob Adams. We're gonna take a short break and will be back at 12:30. Thank you very much. Don't forget to share using our conference hashtag, #LibrariesByDesign2021.

KEYNOTE SESSION 2

VALLI MORPHETT: Welcome back. It has been a fabulous morning with a host of different, wonderful guest speakers sharing some fabulous knowledge. For those of you who have just joined us, welcome to Day 1 of the 2021 Libraries by Design Conference. My name is Valli and I will be your MC today. So, it is my absolute pleasure to introduce our third keynote speaker for today. Becky Hirst, who is an author, mentor, trainer, consultant at Becky Hirst Consulting, and a personal friend from South Australia, which is my original - where all my roots are, and my home. So, Becky is the author of *For The Love Of Community Engagement*, a reflective memoir that calls for a rethink about how government connects with communities to inform their decision-making. Through her work over the last 22 years, Becky has worked with hundreds of government clients, helping them to engage with the people that they, in fact, serve. She estimates that during this time she has engaged with over 50,000 people in conversations about things that matter. Look, I'd say that it's probably more like 100,000 people, let's be honest! So, Becky is joining us today from the absolutely beautiful McLaren Vale region of South Australia, a premier wine-producing region. And her proudest achievements include being alcohol-free for 280 days despite the temptation of her location, but also recently publishing her first book, *For The Love Of Community Engagement*, which hopefully will be available in our libraries soon. A very warm welcome to Becky.

BECKY HIRST: Thank you so much, Valli. Wow! What an amazing introduction. And, yes, old friends. I think we've known each other 12, 13, 14 years, possibly. Thank you for having me along today. Thank you for the heads-up - you said there's been a lot of talk about

human-centred design and engagement this morning, and that she senses that the audience are keen to hear even more. I'm looking forward to presenting to you this morning on community involvement in library design. Now, what we're gonna cover today is a few things. I'm gonna tell you a bit of a story to set the scene and get you used to my style, I guess. I'm gonna talk to you about why we should involve the community, and a bit about why and how we define community. I'll talk to you a little bit about the risks of not anything with people, although it sounds like I'm preaching to the converted there, and I don't need to convince you. But I want to talk to you a little bit about risks. However, often at this point in the day you have been thinking about community engagement, you've been thinking about human-centred design, and often what people are looking for is some of the how. Even though I've only got 20 minutes, I'm going to give you my top-10 tools and techniques, that as I was preparing for today I just brainstormed what I would be doing to involve people in library design. And I'm gonna share them with you. Then if I have time at the end, I will tell you a story about a library building that's featured in my book that I'm particularly proud of.

Now I am borderline generation Y. I love to be tagged on things in social media, so please do tag me throughout. As a keynote, it's particularly interesting for us to know what parts of what we say resonate with you, particularly in this environment where I'm presenting to a completely blank audience. So, I assume people are looking and listening and hearing what I'm saying, but I would love to know your reactions to things. So, please do. I've shared there - I'm on LinkedIn and Facebook and Twitter and Instagram. Share your thoughts about what I'm saying, whether you agree or disagree or have a different perspective.

I'm going to start off with a story. It's a personal story. I want you to think about me rather than being a community engagement expert,

think about me first and foremost as a person, a real-life person who lives in a community. I'm a mum, I'm a friend, I'm a local community member in this beautiful part of South Australia that I've chosen to call my home. Now, we have in this area of the McLaren Vale wine region, as Valli said - where I have quit drinking - there are a few little townships. There's the McLaren Vale township, and a beautiful town called Willunga. Willunga is where my library is. So, think of me as this local person, yeah, that's busy about, doing my life - I'm a mum, I'm a business owner, working full-time, and I'm very passionate about where I live. It's an area of outstanding natural beauty, a tourist hot spot, and we have, like me, passionate locals. Let me tell you about Willunga. This is where my library is, within the city of Onkaparinga, that's my local area. We have eight libraries across the city. Willunga, however, is my favourite, because it's a cool little township and the library is pretty tiny. It's central and it's always suited by needs. I like to use the little app that they've got, particularly with my 9-year-old who's always reading and wanting more books. We use the app to order and pick up as we need to, as they arrive at the library. I often pop into that library to pick up newsletters. Now, this library is slap bang in the middle of the town called Willunga. Anybody that's been to South Australia on a weekend on some kind of food or wine tour and has been to Willunga will know that Willunga is incredibly famous for its farmers' market. It's like one of those farmers' markets that if you did a top 10 farmers' market in Australia, it would be in the top 10. Top five, probably, maybe even top three, probably the best. It is a place that on a Saturday morning the town is abuzz with local people, with tourists - under normal circumstances. The place is bustling. It's busy. I go there not to go to the market, but I go to sit and drink coffee and eat breakfast with my friends, and we people-watch and we watch the world go by.

And so on a Saturday morning, the local library, slap bang in the centre of Willunga, this absolutely buzzing place, is closed. (LAUGHS) So, this is the library. This is pretty much what it looks like on a Saturday morning, which in this town is buzzing, is a place where everybody is out. Now, I have always wondered why this library doesn't open on a Saturday morning. Why can I not connect with the library in a way that I use this particular community? Willunga is a fairly sleepy place. The locals might tell me otherwise - during the rest of the week. And this library is, in all honesty, a fairly sleepy place. So, I can only assume that they're not opening on a Saturday because they don't want people to go there. And other things I've often wished for, for Willunga Library, or my local library, Willunga was one of the first places to get the NBN in Australia. It's always been known to have a really good internet connection. I've often wondered why they don't encourage co-working, people like myself that work in the area from home, you know, we go there, and we could meet and there could be kind of coffee and all of these different things. I wonder why they don't do this. I wonder why you can't spend the day there and that you could do that, knowledge and learning and sharing, and all of these things. I find it a bit strange. As I took this photo the other day, I thought, "I've gotta include a photo of Willunga Library closed." I just confirmed here with the opening hours: Saturday is closed. The busiest day in this township, I can confirm the library is closed.

Now, the points that I'm getting to here is, as library experts, perhaps, I'm assuming some of you are library experts that are watching this, you're probably now thinking, "Well, Becky, we know there's no point in opening on a Saturday, because opening on a Saturday doesn't achieve our mission of..." whatever it is. "Or the staff costs will just be way too high." It could be that we don't have the extra volunteers that we need, or maybe legally for some reason we're not allowed to open. Or it might

be that, "Becky, we just want the library to stay as the library. We want the resources on that library to be spent on supporting those people most in need." You know, not your market-goers on a Saturday that are la-di-da-ing around. Maybe they're not the target audience. But the point I want to make here is I feel this disconnect with my local library as an active and passionate community member. Nobody has ever explained to me why they don't open on a Saturday. Now, it might be that they have said why they don't open on a Saturday, but I've never personally been in earshot. There has never been an opportunity to have a conversation about the library, about its use, about its opening hours, about its purpose, about its positioning in the town. We've never had that conversation. It might be that you're currently sitting, thinking, "Gosh, Becky, that is such a good idea. If I was the manager of that library, I would be taking on board your ideas, and I'd be having a coffee cart out the front on a Saturday morning, or a little book club meet, or I'd have a themed event outside the library talking about food or cooking so that it ties in the library as the local reading institution with the market that's the local foodie institution." "The opportunities are endless," you'd be saying. "Let's come up with more ideas. Or as the experts, you might say, "Don't feel frustrated, it's just that as the experts, we know this." I would happily listen to the experts. There needs to be an ongoing opportunity for me as a community member to gain an understanding of how that particular town library works and why it doesn't work, why it doesn't open, and why it doesn't serve coffee, and why it doesn't have a co-working space. Why we aren't just celebrating from the rooftops that this wonderful facility is in our community. And the second point I have is that perhaps I've got something to offer.

So, the two images on the screen at the moment, I want you to think, there's the expert, the traditional expert - whoever's watching this,

you might be an expert, you might be a design expert, you might be a library expert, you might be a planning expert, you've trained long and hard to be that expert, and you absolutely have your point to bring to the table. However, I'm not an expert in library design, I know absolutely nothing about library design. However, me, with my little daughter, my youngest daughter there, I've had an 18-month-old have a meltdown during story time in that library. Worse still, I've had a live nappy explosion in the middle of the Little Green Frog song! I've found comfort in my library, where I go, where I wander up and down the aisles to look at the topics of all the books, and browsing. I've visited the town every Saturday without fail, and I've felt frustrated that I can't pick up my library books.

So, I want you to think about the two types of experts. You've got the experts who are the trained, knowledgeable experts who are very up on the know-how of what's important for library design. But I equally want you to think about the community and your users, you're customers, and the people who walk past that library also as experts, but more from a lived experience.

OK, so why involve the community? I'm not going to spend too long on this because I know you want to get on to some of the hot topics of how to actually engage. But, look, there's three things here. We engage the community or involve the community to get ideas, to get opinions, to get suggestions from people such as myself with a lived experience of your service, or maybe of similar services if it's a brand-new one. You do this to build relationships and build understanding. So, a bit like that conversation where I'm saying, "Becky, this is why we don't open on a Saturday. This is why it's designed in this particular way." I get that understanding and we have that strong relationship between the service that's being provided and the people that live in the local area. It brings

people along on that journey of change. We also do it to reduce risk and to make the right decisions. Now, because I'm a community engagement specialist, the kind of thing I do at the weekend is actually - I'm just going to go forward a couple of slides here - is actually collect newspaper articles. So, as I see things about outrage - now, this is for the people that say they don't worry about the risk, "Oh, no, it will all be fine." I always say the biggest risk of not involving people, you can say your architects or your builders, even, are not likely to derail your entire project. If you don't involve the right people, however, it will be the people that take to the streets, it will be the people that go to the media, it will be the people that write to the minister, it will be the people that come to you as a team and say, "We are not happy with what you're doing. You're making the wrong decisions. You're wasting money." Whatever that might be.

So, whilst I pitch this about risks of not involving the right people, it's actually such a good thing to involve people. There are so many positive reasons why we do so. So, you might look at these examples that I've got here on the screen, and you might say, "Oh, yeah, but I can see none of them are to do with libraries. People don't get passionate about libraries like this." But, oh, no, no, no, I actually had a look up and I found, no, people do get very passionate about libraries. This is from a quick google. All sorts of outrage to do with libraries, so it does exist. I just want to go back to defining community before I move on to the how-tos. Let's stop saying, "We need to engage or involve the community." I want you to really think about breaking down the community into smaller groups, because doing this helps you not only make your process richer, but it helps you target the right people and choose the right tools to engage with those people in your process. So, rather than saying "community" or "we want to involve the public", let's,

say, break that down into people who use the library, people who live near the library, the taxpayers paying for the library - which might be a bigger, broader audience. The local media. People who might use the library in the future but that don't currently use it. Your online community is always everywhere these days, you've got an online community of people, probably a Facebook group for a local neighbourhood that have an active interest in that place that you can tap in to. Your staff - goes without saying. I think one of our other key notes has talked about - or somebody mentioned on Twitter, showing staff around. Your staff have so many insights as to how people use libraries. And also your local elected members, whether that's local to the area or more your state MPs. This is critically important that you do this.

So, the risks, as I mentioned, the risks - for me, the biggest risk, if you don't involve the right people, limited exploration of ideas. You're going to go into a project, if you're not involving other people, with very closed thinking to your way of doing things. So, the less people at the table equals less innovation. You also then have limited opportunity to build relationships. So, people aren't brought along on the journey. We also note that important information on all perspectives are missed. So, you might say, "Gosh, by inviting Becky into that conversation, we hadn't even thought about how toddlers can have big explosive accidents during story time, and we need to make sure that there's a really decent change table within reach of that area." All of these kind of practical things that different thinking brings to the table.

And as I said, you've also got this higher likelihood of making the wrong decisions. You will end up with delays in your timelines and it actually end up costing you more than it did originally, if you forget to do your engagement and you're involving people, because you'll need to go back and fix all of your problems. OK, let me give you my tips. So, these

are just off-the-top-of-my-head thinking. I don't know your particular scenarios, places, target groups. There is so much to think about, but I do know people love to have ideas and inspiration as to how they might engage. So, first up, let's hold a speakout. I've got Wendy's book right here - I have been on a call with her this morning. This is called a speakout, a method developed by my mentor, Wendy Sarkisian. These speakouts are an opportunity where you set up a big space and you set up various stations. I would often say probably five or six stations. You might have a station about opening hours, you might have a station about furnishings, you might have a station about services, you might have one about books, you might have one about technology, access, so on. Now, the critical thing about a speakout is you have these stations set up a place, people can come in, wander through, spend as little time or as long a time as you want. The crucial thing is that they are staffed. Each station has a member of the team on it and you engage in a conversation. Now, the joy of a speakout is that people write on things, they stick things, they vote things, you have different concepts up that they can signed of say, "I like that one, I like that one." The really magical thing for me, though, in my experience of holding speakouts, is those conversations that occur as a result of all of those activities. Those are the magical things. OK.

So, I'm going to show you the next one now, and that is "do a Candy Chang". It's an artist, a planner, I believe, in the USA. She does installations on buildings. She's very famous for the Before I Die installation, which is basically a big chalkboard with blank lines and people say - they write on it a little message of what they want to do before they die. Now, I'm not proposing you do a Before You Die, but you could do a "library is..." or "this library should be...". I see fabulous things, I don't know if it's a Candy Chang, but it's on old disused shop on a high street,

where you have stick, and you stick "This shop should be..." and people submit their ideas and suggestions. If neither of those float your boat, how about you hold a world cafe? So, a world cafe is one of my favourite tools to engage people. You know those worlds where you're face-to-face with people, you're in a room with, like, 30 other people?! Imagine those days where you get people physically together in a room, you have them in small groups, and you give them a really beautifully big, broad, overarching question. Something like, "What should the new library be like?" And you say to them, "There are no restrictions here, you can go as you want, discuss it as you want. Take the conversation wherever you like." This is a brilliant tool and you mix people up as they go through the, say, hour. And people get to meet each other and they get to share. And the joy about this technique is it's conversation with each other, and ideas evolve. And at the end of a world cafe, I always ask people to jot me down their top three, and we see the main priorities for people for their new local library.

OK, chat with your users. I have just been told I've got two minutes until Q&A, which I'm gonna do, I'm gonna get there! Chat with your users. Simple, but, you know, people come into a library, they're there. So, if you're sitting in a current library and you're saying, "Gosh, how on earth are we gonna engage with people?" I challenge you - zero budget, it will take maximum 10 minutes of your time, step into the library and chat with people. "We're designing a new library, what would you like to see in it? What must we get right?" Have a conversation.

How about hosting an online discussion? Now, this is popular at this time in proceedings of life! Lots of stuff happening online as opposed to face-to-face. But it does reach a bigger audience. There are various providers available to host online discussions. I suggest you don't do it on social media for a number of reasons. There are dedicated online

discussion forums. We'd love to hear your ideas for the future library - share and discuss them here.

You could set up an after-school children's advisory committee. And, again, I've just kind of thrown these in here for you to think about. This is me working with a group of young people over in Melbourne. You could say, "Be part of the change. There's a unique volunteering opportunity in your local community. Help shape your future library." And you could put it on as an after-school activity. So, maybe rather than just having a "come for a craft session", we could actually come for a "let's make some decision about the future library" session. At the other end of the spectrum, you could set up an older people's advisory panel. You could say, "Share your wisdom and love of libraries to help shape the future of the new library. Come along and meet new people. It's gonna be held every Wednesday morning for the next six weeks and refreshments are provided." Can you imagine - rather than your bog-standard chat about the weather, you're actually chatting and meeting new friends. How about we set up a multi-generational advisory group, so we could say, "We all use the library for different things, so let's listen to each other's stories and let's work together to create a library for everybody." This is my little daughter, the little one in the princess dress. They were working with a local aged care facility, the child care and the aged care. Such magical combination of people and ideas.

You could - this is one I've just done very recently with a client - if you're wanting to do some kind of survey. Surveys don't get me excited, but if you want to get a quick snapshot as people come into a space or walk past a space, you could have a QR code poll. Most people these days are knowing about QR codes because we're all having to use them for various things these days, including QR check-in here in South Australia. You could set them up, have five different QR codes. You could have a

poll, "How important are workstations and hot desks in your local library? Scan the QR code, one to five, and tell us why." It links to a survey. It's just a different way of getting people engaged in a conversation. You can undertake a household mail-out. So, send everybody in the local area, the city, the state - whatever the parameters of your engagement - send them something physical in the mail. It's very easily done. And this is something I did with a council - "Tell us the top three things you'd like to see in your new library. And don't be scared, you'll be able to sort stuff out as it comes in." I can see I've got questions coming in. Also, ideas to engage - consider ongoing engagements. I've shared a lot of one-off things there. I'm passionate about ongoing engagement with genuine listening and opportunity to give input into decision-making. I'm gonna skip this story, but you can buy my book to get the story. It's For The Love Of Community Engagement. I can see I've got a couple of questions. I'm gonna have a quick look now. No pressure as I read them.

Comment for response - Becky, you could have talked with the library staff about this and had her friends lobbying as well to actually find out why this decision was made and suggest a... Yes. That is a comment. Yes. I could. I could have chatted with the library staff. But do you know something? I go into my library and nobody speaks. So, it's silent and I go in and I have my card and I've got my items on hold. And I take them off the shelf and I turn around and I go and I beep and it says, "Put them on the thing." And I put them on the thing and I go out. So, I totally agree that I could have a one-on-one conversation. But to be honest, I'm not feeling that intention for conversation in my local library at the moment. So, yeah, really good point.

"Becky, do you have any advice on how to get people along to forums such as a world cafe? We have had focus groups poorly attended." I hope you didn't call them focus groups because I wouldn't go

to one. I would go to something that says, "Come along and let's have a conversation about the future of the library." A lot of it is how we pitch it to people. I definitely wouldn't go to a focus group. I might have - occasionally when I was a student, I might have gone to those ones about shampoo and they'll pay you \$50. But other than that, I won't go to a focus group. Think about how you pitch it to the community. "I'm interested in building engagement without building expectations at the same time." Yes, now, this is hard. However, it's totally possible. What we need to be really clear on with people is what we're engaging on. So, we're not going to go out and say, "OK, let's discuss anything," if you know that you've only got a budget of X. So, you can set parameters with people and say, "Right, what parameters we're working in is this, this and this." Give them the parameters. Don't raise expectations by saying, "If you could do anything for this library, what would you do?" Because you might find people say, "Well, I want to whatever..." and you can't afford to do that. So, yeah, be really clear around your parameters. People accept them.

Let me just get another question. "What are the best ways to engage the people who don't use the library?" I think some clever tactics would be needed here. I mean, where are you going to find...? The joy of engaging people who are using the library is that they're already there. How do you find - where are the people going? So, let me think. I'm gonna think on my feet here. In Willunga, the town I've talked about where the library is, if I was going to find the people who aren't using the library, I would probably wander along the road, which I do from time to time, and I would go in the local hotel, the pub, the front bar of the pub, and I would find 30 people in there who I could potentially say, "Hey, we're thinking about some upgrades to the library. Do you use the library? And if not, why not?" So, again, in my book, I talk about go

where the people are, and I think it's about finding alternative places that the people are, to go to them and to actually ask them. I'm just trying to keep up with all these questions. These are brilliant. I've done that one. "What is the next frontier for community engagement practice innovation?" Oh! The next frontier! Bottom-up, communities making decisions. People... So, let me apply this to a library scenario. It won't be that the local council makes the decision that there's going to be a library and that they will, you know, work everything out and then engage the community. My hope, my dream, is that it will be a community comes together and has strong connections within a community, and that they're supported by government to have those strong connections, and the community identifies - wouldn't it be great to have a library or great to have a library that does this? It's very much community-driven, would be my dream for the next frontier of community engagement.

"What would be a suggestion for conducting community consultation after a decision has been made?" Don't do it! There is no such thing as consultation after a decision has been made. I don't know how else to answer that one. You can't. Nope. Nope. No deal. Absolutely not.

"How well is community engagement generally represented in project briefs?" Growingly more and more frustrating, for me. As a community engagement consultant, I get brought on sometimes into teams, planning teams, and if I'm totally honest, I'm not gonna be able to do it for much longer, for my sanity! And also the slice of the pie of that project is so tiny for community engagement, and it's often an afterthought and it's often done at the tail end of a process. And if timelines get messed up, community engagement is squished. So, it's generally not very well-represented. I would like to see more briefs where, from the outset, community engagement is the first and foremost

thing, obviously, 'cause that's what I'm passionate about.

"Commentary on Victorian legislation around the engagement on council community plans." I don't know enough about the legislation change there. Perhaps, Valli, when you come back on, you can be a bit more specific for me on that. I know that we're wanting more deliberation. So, we've just done the launch of my book this morning and we were talking exactly about - OK, it's a mandatory requirement. OK. Well, this is good, isn't it? This is good. So, you now have to have deliberation. So, we have been talking about the expression "have your say" this morning, and I hate the expression "have your say", because I find it's top-down, it's patronising, it's like, "We are the absolute experts, and you can have your say but it doesn't mean we're listening." And we were talking about joining the conversation, people using the word "join the conversation" instead, but then clicking to a link that's about a survey. Now, that's not a conversation. So, I'm thrilled if it's now mandatory to encourage dialogue. I think it's a shame that we've had to come to a point in this world where we've had to make conversation and dialogue mandatory. But maybe that's not a bad thing. So, I'm pleased to see that. I'm being told it's wrap-up time. I hope you've got something out of that. That was a real whistle-stop tour. Valli has reappeared. Hello!

VALLI MORPHETT: Hello! Thank you so much for your speedy run-through of some really critically important stuff around community engagement and the growing essential nature of it in how we work, how we live, and the ongoing conversations and the value that can be had from it. Look, so many takeaways. Yes, a recent legislation change in Victoria now has deliberative engagement is mandatory on community plans, so strategic corporate plans for councils, they now have to run deliberate engagement, which is very forward-thinking of Victorian legislature. And

let's see whether South Australia and other states can keep up with the Joneses there, because it's definitely moving in the right direction, in my eyes.

BECKY HIRST: That's really exciting. I'm curious to the tools being used for deliberation, being mandatory. Deliberation can be between two people, a hundred people. So, yeah, fantastic.

VALLI MORPHETT: Look, thank you so much for joining us today. It's been an absolute pleasure to see you again. And this, in fact, concludes our speaker session for today. I would love it if everyone can give Becky a virtual round of applause. But I would like to thank Becky but also all of our speakers for their time and insights today into library development, and the vital role that libraries play in our community. So, in our next session, you'll be able to meet and discuss your thoughts on today's session. So, we've got some discussion sessions. Go back to your virtual lobby to actually connect with these. A few tips to get the most out of these sessions. You might like to talk about an idea you've heard during the sessions - and there have been many - you might like to chat about what's been discussed and what you yourself are working on. Or perhaps you want to hear - you want to talk about some of the ideas raised in sessions you didn't catch. So, you'll be over now - we're gonna ask you to move to the other room. But I need to mention, if you're seeking live captioning, please join Discussion Room 1, because it features live captioning. So, it's now time to head back to the lobby and select the next session called Discussion Session. Thank you from me. It's been an absolute pleasure. Enjoy the rest of your day.

DISCUSSION GROUP 1

RUTH ROBLES-McCOLL: Hi, I'm good.

JACQUI HORWOOD: I've got two, but they're teenagers. They're not too bad.

RUTH ROBLES-McCOLL: I thought it would be at least good before the next couple of sessions to try and get in, to at least see what this format is like. So, I thought I would hang in there. Sorry, she's 4.5!

JACQUI HORWOOD: That's alright. "Come on, Mum, get it right!"

RUTH ROBLES-McCOLL: What did you think of this morning?

JACQUI HORWOOD: It was great. I'm part of the team running it, so we were doing a lot of WhatsApping and checking on technical issues as well as listening. Ethan and Ludo, we've got a working group, State Library and Public Libraries Victoria, that work on all of the professional development things that we do together. And when we pitched this idea on the seminar of library design there was a great deal of excitement. And Rhonda and Damian from Port Phillip both said, "Ethan Kent and Ludo." They were both great.

RUTH ROBLES-McCOLL: I missed a fair bit of Ethan just because I had a work crisis, as you do.

JACQUI HORWOOD: Yeah, I missed it too, because I had another meeting I needed to go to. But it's been recorded and we'll be able to access it.

RUTH ROBLES-McCOLL: Great. Fantastic. Because I'm actually in the middle of a very significant library project for Banyule Council. It's the first of its kind in Victoria. We're partnering with Woolworths to deliver a library in Rosanna.

JACQUI HORWOOD: I've heard that, yeah.

RUTH ROBLES-McCOLL: It's very interesting in terms of balancing some of the stuff that we have been talking about, it's just been so fascinating and such an interesting learning from my experience, given that I've got a live project.

JACQUI HORWOOD: That's great. Are you in planning? What are you doing?

RUTH ROBLES-McCOLL: No. Well, they've created a dedicated senior project manager role that specifically reports into the directors. Because they recognise the significance of a major project like this. And one of the things that - and the question that I asked of Ludo around how do we do a place-based approach to organisational design? And I've worked at National Gallery of Victoria, and I've worked at local government level, Department of Defence so, all these government organisations were so siloed because of the structure and hierarchy. And it just creates a real challenge when we're trying to do these place-based projects. So, yeah, it's a bit of a - one of the things I'm trying to look at and learn from these sessions is how do we structure an organisation to be more fluid so that we can have a better place-based approach.

JACQUI HORWOOD: Yeah. And it's really trying to get people to think

differently and do things differently. Like, I think we're victims - we do the same things over and over again in the same format, and we don't ever open our minds to trying a different approach. Hi, Angela. Sorry, Ruth and I are having a good old chat here. Hi, Jane. How are you?

>> Hi!

JACQUI HORWOOD: Ruth is part of the project to build the new Rosanna Library where Woolworths is.

>> I saw in the chat stream. Interesting.

>> Nice.

RUTH ROBLES-McCOLL: Yeah. It's a really exciting project from a partnerships perspective. It's just really challenging...

JACQUI HORWOOD: Poor Ruth has got three kids at home!

RUTH ROBLES-McCOLL: Sorry! This is my, you know, my lockdown life! But, yeah...

>> We're all used to it.

RUTH ROBLES-McCOLL: There's a bit of a challenge with the community seeing it as a selling-out. But this is a really amazing opportunity. Woolworths own the land next door. They already have a permanent to build there. And they approached us to do this project and they've done it in NSW. So, it's just something that I think it would be remiss of us not to

explore it as an option.

>> Yeah. I mean, I can imagine there will be challenges. I would imagine, particularly in terms of the design of the entrance, Ruth, and how you create a sort of sense of space and place that's not connected to the supermarket, in a way, but at the same time it was very interesting hearing that stuff come out where, you know, quite a substantial number of older persons and younger persons thought co-location with a supermarket was a really good idea.

RUTH ROBLES-McCOLL: And it works. Apparently, the two projects that have been done in NSW are libraries with Woolworths, and the foot-fall that you get... So, you know, obviously at the State Library you've got all this wonderful foot-fall and it's a destination, so it's fantastic that you've got people incidentally and also, you know, destination-wise going there. For people of Rosanna, this is a tiny little spot, so it's really exciting that they're gonna get more users.

>> Mmm. Really interesting. I could see there could be potentially quite interesting partnerships with the supermarket as well, just in terms of things like redistribution of food that is, you know, left over at the end of the day that would otherwise be thrown out. I know Yarra Libraries are very active in that redistribution of food space. So, you know, there's scope for that which would potentially bring in a whole new cohort of people to the library as well.

RUTH ROBLES-McCOLL: One of the challenges we have with the project is that because of the way the partnership is structured, Woolworths will have control of the design. And so I'm really - I was listening keenly to

Rob Adams. Look, I'm a project manager and designing community infrastructure is what I do. So, I understand a lot of the concepts and what needs to happen, but the control of which architect you choose has been taken out of our hands, and we're working closely with Woolworths and getting them to actually understand and getting their architects to understand the difference between a library and its design and in the space. Because they're two separate buildings, so they're gonna be entirely separate but built and designed in the same precinct. So, that's something that I'm really feeling challenged about at the moment, is not having a level of control over the architects that have been engaged.

JACQUI HORWOOD: Jane, in the car park where Brimbank Shopping Centre is, were you around when that got built?

JANE: No, it got built 20 years ago. But one of the things we're doing at Brimbank, we've gone through a process of consultation 2.5 years ago. So, we have to replace both our libraries. One of the things about community consultation when you're looking at the design of buildings is that there is a huge gap of time between when they do consultation and then when drawings get done, and all of the bits and pieces that happened. And I get really concerned about that because I think it ends up being a real miss, because the community changes, technology changes, service priorities change, and there is an architectural kind of phrasing which is about making space manipulatable once it's built, so that it can adjust as you need to. And I think that with a lot of libraries you don't get that in there, because they're structuring it to accommodate particularly technology or lift shafts, or whatever it is... It's - I think it's a really delicate bypass. That if you can get an architect or someone that can be flexible to do consultation after they've got the

main thing is really important. But there's - you know, there's, what, a 7-year lag, on average, between consultation and build?

>> Yeah.

RUTH ROBLES-McCOLL: Depending on the size of your project, it's really interesting, Jane. The point you just made about the design. So, we've just, at Banyule - and I had nothing to do with it - just opened Ivanhoe Library and Cultural Hub. And it is being lauded as an amazing design. It's stunning. It's impressive. You walk in there. But going back to your point, Jane, about the design for that was done quite some time ago, and there has been quite a significant shift in the delivery of library services, even from when that was... Now that it's built. And I'm working with Yarra Regional Library on the Rosanna Project, and they're telling me... I said, "What can we learn from Ivanhoe, what can we incorporate?" And they said, "No, let's not do anything like that. Our learning is - don't do that!"

>> Wow.

>> That becomes really depressing. And I think that's why I always love the term "flexibility". You have got to have builders, architects, project designers, project managers that go, "We can flip on a coin. We can change this. We've got that capacity. We've got X amount of funding. Whatever we need to do to make this happen is really important."

>> Dare I say we need building space that is can pivot?!

(LAUGHTER)

RUTH ROBLES-McCOLL: I found Rob talking about that adaptive reuse on some of those heritage buildings as well, I think, like, what's really interesting is we can do it when there's, for example, if you build a childcare centre, you have very strict regulations. You have to have down to the number of square metres per child, et cetera, et cetera. We don't have that restriction with libraries. So, I know that there's guidelines, but I just don't know why we're so wedded to boxing ourselves in, in some of these other designs. That flexibility is so important.

>> Yes. I couldn't agree more.

>> The intel and the experience brought to bear on the design.

RUTH ROBLES-McCOLL: And, I guess, one of the strengths that I bring to the project is that I'm a really good infiltrator. So, no matter what they try and do, I will be infiltrating, and I've already established some really good rapport with their architecture expectations. Whilst I don't have nonetheless in choosing who we get, being very, very clear, doing those walk-throughs, making sure they understand the needs, we're doing community engagement right now and people are confused about why we're talking about the new library when we're not gonna build it until 2023-24. And really we're trying to build the essence of what they love about their library now, what they love about the existing library. And the point about what about the people who don't use the library, we're trying to catch the voices of all of the community that might use the library. So, one of the questions we asked was, "What would make you come to the library if we did this?" And we're not using the word "library". "What would make you come here?" People have very interesting views. Some people have traditional views of the library and what a library actually is.

And we're trying to talk about it in a community hub type of way instead.
That happens to have books and access to collections!

>> And a whole lot of other stuff in between, yeah. It's difficult.

>> OK.

RUTH ROBLES-McCOLL: Exactly. It was a great session. Thank you.

>> Yeah. Terrific.

RUTH ROBLES-McCOLL: Great timing. Invaluable. So much learning.
Yeah. And I love the spacing out of the days as well.

JACQUI HORWOOD: It's so good to see people other than librarians there,
Ruth.

RUTH ROBLES-McCOLL: Yep. Oh, actually, my colleague...

>> And community development people there as well. They've all got a
mix of ideas.

RUTH ROBLES-McCOLL: ..he's an active advocacy of...

>> Alright. Is everyone ready for lunch? I am.

>> Yeah, sure are!

>> Nice to meet you, Ruth and Jane.

>> Nice to meet you.

>> Take care. Thanks, everyone.

>> Good to see you, Jane.

>> See you everybody.

>> See you next week. Bye.

>> OK, see you then. Bye-bye.

(End of transcript)