



Sunshine Coast Libraries
Network Plan
2019 - 2041

Edition March 2020

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Acknowledgements

Council wishes to thank all contributors and stakeholders involved in the development of this document.

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Acknowledgement of Country

Sunshine Coast Council acknowledges the traditional Country of the Kabi Kabi Peoples and the Jinibara Peoples of the coastal plains and hinterlands of the Sunshine Coast and recognise that these have always been and continue to be places of cultural, spiritual, social and economic significance. We wish to pay respect to their Elders – past, present and emerging – and acknowledge the important role Aboriginal and Torres Strait Islander people continue to play within the Sunshine Coast community.

Cover image: Beerwah Library





Sunshine Coast Libraries aspire to be engaging, contemporary, innovative and flexible; pioneers that blur the traditional boundaries between place and connection.

Image: Blow by Fuzzele. aka: Claire Matthews. Work in progress at Venue 114, Bohnanna





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Introduction

Like libraries all over the world, Sunshine Coast Libraries are trusted places where everyone is welcome. And in a time of rapid population growth, they provide much needed spaces and services to allow the Sunshine Coast community to connect, learn, create and access both technology and information.

Despite this important role, there have been no new libraries built on the Sunshine Coast since 2000. In those 19 years the Sunshine Coast has experienced significant population growth.

Today, the Sunshine Coast Library network is comprised of eight branch libraries and two mobile libraries, which are visited over 1.4 million times per year by a membership base of over 110,000 people – more than one third of the region's population. Additionally, many more non-members use the library as a study space, for online research, to browse collection materials and attend workshops. Sunshine Coast Libraries are visited by over 4,000 people per day, and host more than 2,200 programs attended by 53,000 people per year.

This makes Sunshine Coast Libraries one of council's most visible, highly utilised and valued services to the community. They provide access to a diverse range of collections, programs and activities that support the intellectual, educational and creative development of the region.

The Sunshine Coast Libraries Network Plan 2019-2041 provides detailed guidance on the planning and ongoing delivery of infrastructure to support the network of library services and to ensure they meet the changing needs of the community into the future.

The Plan supplements the Environment and Liveability Strategy 2017, which provides the higher order strategic policy directions for the Sunshine Coast. It provides a strategic approach that supports council's pivotal role in developing and supporting an environment in which libraries remain an integral community connector.

It also provides a vision for the future library network and a blue print for investment by outlining a network of well-located, spacious, modern and adaptable libraries. It also describes and supports the role that libraries play in contemporary society. It introduces a new model for service delivery and facility design and recognises libraries as both cultural and social destinations that complement our Sunshine Coast lifestyle and educational facilities by advancing individual learning and life experiences.

The Plan has been developed following an extensive community and staff engagement process. Its success relies on the continued collaboration between Council, the arts and cultural sector and the community.

It supports the international philosophy and evidence which shows that an investment in libraries is an investment in the future of strong, resilient and cohesive communities that are healthy, smart and creative.





Plan Development

In 2014 the *Sunshine Coast Libraries Plan 2014-2024* was endorsed by council and, over the past five years has been progressively implemented.

However, the scope of the 2014 Libraries Plan was limited to existing facilities and now, in 2019, it is clear that a broader approach to the future development of the library network across the Sunshine Coast region is required to meet the needs of significant population growth in a region that is developing exponentially.

At its most basic level, the Plan has been developed to ensure the operational and capital requirements for the library network are incorporated into council's long-term planning for community facilities and services.

Population growth on the Sunshine Coast region is increasing at a rapid rate and the existing network of library facilities is inadequate for the Sunshine Coast community.

The “newest” library in the network was built almost 20 years ago. Since then, the region's population has grown by 128,000. The majority of library facilities in the region are now undersized for their respective populations and the increasing usage being experienced. While

many are struggling to provide adequate space for the range of services expected in a local library, including meeting rooms, collections, dedicated areas for the use of technology, events and programming, and traditional quiet areas for study and reading, whole new communities receive limited or no services particularly if resident of new developments which are growing at a rate unanticipated.

To address existing shortfalls and meet the needs of forecast population growth of close to 200,000 people by 2041, significant investment into existing and new libraries is required.

Considerable research into local and international emerging trends and best practice in public library management was undertaken to inform the best possible future for Sunshine Coast Libraries.

The *Libraries Network Plan* engagement process targeted library users, the wider community and over 200 Council staff. More than 1,600 Sunshine Coast residents participated in the consultation process in September 2018 providing invaluable feedback, insights and ideas for the future of the service.

The Plan also considers the requirements specified in the *Queensland Public Library Building Standards 2009* in its recommendations.

Vision and Principles

The Sunshine Coast Libraries' vision and guiding principles provide library staff and council with an aspiration to work towards the delivery of everything from operations and programming to the look, feel and design of its library network.

Vision

The Sunshine Coast Library service nurtures an environment where people may discover, connect, belong and grow – striving to ‘stretch minds and unlock opportunities’.

Sunshine Coast Libraries aspire to be engaging, contemporary, innovative and flexible; pioneers that blur the traditional boundaries between place and connection. Our libraries extend physically, virtually and collaboratively into the communities they service, moving beyond four static walls and widening their reach into the places and spaces that the community occupy.

Our library buildings display quality in design, and position themselves at the heart of their communities. They are individual, unique and flexible environments, designed to complement the locality and community they represent. Each branch caters to its distinct community; providing spaces, tools, resources, collections and activities that respond to local need.

More than just a place to find information, our libraries provide a setting that encourages learning, development, exploration, creation and connection. Renowned for their innovation, our libraries actively engage with and provide access to the latest technologies. They act as incubators for supporting and promoting the community's entrepreneurial endeavours.



Guiding Principles

Pillars of Community

- Library values its diverse communities and concentrates on equity, inclusiveness and access for all.
- Programs, collections, events and services have been developed with the user in mind, through extensive consultation and ongoing monitoring and evaluation.
- Inclusively and accessibly designed to cater for and welcome everyone. Building design has been through a lengthy creation process where focus through all stages has been on community engagement and user inclusion.
- Opening hours match the community need, and often incorporate unstaffed after-hours access.

Catalysts of Place

- Libraries are vibrant and welcoming community spaces where people choose to be.
- They are 'destinations' for local communities and visitors – that are flagship, architect-designed, highly visible and user-friendly community icons.
- Well located – in places of community activity and are also the creators of community activity.
- Shared spaces, combined with or co-located with other services (commercial and community) such as cafes, Council customer service centres, retail outlets and active recreation centres.
- Buildings are environmentally sustainable – incorporating systems that endeavour to be carbon neutral and environmentally responsible.

Pioneers of Innovation

- The library is a physical and virtual playground, the playground for exploration, for trying and learning new things, and supporting entrepreneurial activity.
- Provide their users with spaces for creativity, socialisation, relaxation, learning and connection.

Champions of Reading

- The library fosters the love and value of reading.
- Contain both digital and analogue spaces – physical collections, eLibrary, exhibitions, and technology.

Supporters of literacy

- Library enhances literacy and the foundation skills of reading and writing through all stages of life.

Incubators of Learning

- Well-resourced learning places – for both self-education and guided learning
- Libraries stimulate curiosity and lifelong learning

Nurturers of Expert Staff

- The library attracts and develops a diverse and multi-skilled workforce.

Delivering the Network Plan 2019-2041

The Network Plan identifies the model for progressing the library network over the next 20 years from now until 2041.

Development and implementation of the model is supported by a series of more detailed operational strategies yet to be developed.

The Plan aligns to the council's Environment and Liveability Strategy 2017, specifically as it relates to community and cultural infrastructure (Part C: Network Plan).

It also responds to the Sunshine Coast Libraries Plan 2014-2024 (p28-30) which includes the recommendation:

Undertake needs assessments to investigate the development of new libraries including timing and need.

It will be used to inform Council's strategic capital works programs.

In response to the rapid growth and development in the region, the Sunshine Coast Libraries Network Plan will be reviewed every five years.





Benchmarking

There are 1666 public library service points across Australia, over 114 million customer visits each year and more than 9.3 million registered library members - more than a third of the population.

While loans decreased from 165.3 million items in 2015-2016 to 161.4 millions loans in 2016-2017, customer visits have risen from 9.4 million per month in 2015-2016 to 9.5 million per month in 2016-2017. In the same period the number of public access internet terminals has increased from 12,806 to 13,531. Attendance at library programs totalled over 6.5 million, an annual increase of 6.7%.

The statistics support what is happening in public libraries. That is, while there is a solid core of book borrowers, the demand for and provision of programs and services is on the increase. The demand is from families with young children; seniors trying to keep pace with new technologies; job seekers without internet access at home; students seeking quiet study space; community members of all ages looking for non-threatening spaces to meet, engage, socialise; non-English speaking resident looking for safe places with trusted staff who can help them understand the Australian way of life.¹

¹ ALIA Australian Public Library Alliance national strategy and action plan 2015-2018

International exemplars

Analysis of world class public library services was undertaken as part of this project.

Libraries such as Dokk1 in Denmark, Calgary, Seattle and Singapore Public Libraries, Idea Stores in London and the Geelong Library and Heritage Centre in Victoria, Australia, are currently being referenced internationally for their forward thinking, innovation and their role in society.

These international libraries are at the highest level of what state of the art contemporary libraries can, and do offer around the world. They provide models of service from which the Sunshine Coast network can learn. Specifically the value placed on, and the attraction of, architecturally designed buildings that reflect the unique landscape in which they are situated and take advantage of high profile locations. They are well resourced, environmentally sound and responsive to the expectations and culture of the region they service. They are exemplars in terms of the services and spaces provided.

How Sunshine Coast Libraries compare

Geelong, Victoria

Sunshine Coast region is often compared to the Geelong region in Victoria. They have similar size populations that are rapidly growing; their economies are undergoing change; they are both considered second cities to the nearby capital cities. Geelong is the fastest growing region in Australia with an expected population growth of 50% by 2031.

The Geelong Library Corporation plans to open 5 new libraries in the next five years. The population serviced currently is 290,000 with 41% of the population members of the service.

Sunshine Coast membership is currently at 38%.

Overall the Geelong library service performs significantly better in terms of number of visits, loans per capita and visits per capita. In 2015 Geelong opened the Geelong Library and Heritage Centre which acted as massive stimulus to library participation (visitation and program engagement).

The Building Strategy objectives were to:

- Improve the library network capacity to service the City of Greater Geelong by tailoring future library developments to meet current and future community needs
- Plan for new optimally designed libraries that can meet a range of purposes for the long term
- Address the City's growth areas and create welcoming and purpose designed libraries for lifelong learning, reading, cultural and leisure activities
- Maximise efficiency and effectiveness of existing facilities
- Establish review timeframes for planning purposes for both existing and proposed library facilities.

Table 1 shows the tiered approach taken by Geelong and Sunshine Coast Councils. The Geelong model includes the Branch Library tier which services local communities 10,000 – 25,000.

Currently the Corporation is planning for the delivery of four new community libraries and one branch library within the next five years providing a total 22 facilities. This does not include the main library or mobile services. It anticipates to build one sub regional library within five years.

Table 1: Comparison of Tiered Approach by Geelong and Sunshine Coast Councils

Geelong	Catchment	Sunshine Coast	Catchment
Central Library	200,000 plus	Lead Library	400,000 +
		Major District Library	50,000-100,000
Sub Regional Libraries	25,000 plus	Minor District Library	30,000 – 50,000
Branch Libraries	10,000 – 25,000		
Community Libraries and Alternate Models of Delivery	Up to 10,000	Express & Mobile Services.	
E Library Services	All populations		All Populations

Queensland Library services

Sunshine Coast Libraries were also benchmarked against Gold Coast, Logan, Brisbane and Moreton Bay Library networks, and against Queensland averages.

These library networks were chosen because, with the exception of Brisbane, they service similar populations in terms of number and geographic spread. These local government areas are located in South East Queensland, experiencing population growth, and are home to communities that are geographically dispersed within a mix of both urban and rural environments.

When Sunshine Coast library service is compared to these SEQ services, the Sunshine Coast continues (on average) to underperform in a range of key performance indicators.

For example:

- Sunshine Coast Library expenditure per capita on library resources is \$5.57 less per person when compared to the Queensland average (\$53.77)
- The number of loans per person is relatively high and indicates that the collection is well utilised and valued by the library community. (Sunshine Coast loans per capita is 9.27 compared to the Queensland average of 7.28)
- The percentage of members (as opposed to visitors) for the size of the population is lower than the Queensland average and may indicate that the network is not accessible to the growing population.

- The number of events and activities programmed is lower than the Queensland average and may reflect resourcing and space constraints.
- Attendance at programs, while always fully booked, is low compared to the average – again pointing to the limited availability of spaces and the inadequate size of meeting rooms and venues hold these activities ie. Bigger, more spaces would allow more people to attend.
- The Sunshine Coast has significantly more volunteers than other library services which indicates a high level of ownership/engagement by the community but also may indicate an over reliance on voluntary support to provided services.

In summary, Sunshine Coast Libraries performance against these key indicators suggests that the library facilities need to be located within growth corridors, need bigger spaces to cater for the program demand and better resourcing broadly to provide collections and services to match demand.

None of this is surprising considering no new library facilities have been built since 2000.



Consultation key findings

An extensive community and stakeholder engagement program and analysis of the vast collections of data that are collected and held by the library, was undertaken to inform the Library Network Plan.

The library's main strengths

Internal stakeholders recognise the value of the library service to its community, its collections and programming and are committed to continuing to provide a high level of customer service.

The community greatly value the library, for many it is a vital social connector. They use the library for many reasons – borrowing items, attending programs, children's activities, a quiet place to read or study, somewhere to meet friends and somewhere to learn something new.

The library's main challenges

The main challenges identified by internal stakeholders was the need to meet changing customer expectations within constrained resources including budget and infrastructure. Managing change, challenging customers, technology advances, ageing infrastructure and 'information overload' were also cited as areas of concern.

For many users, the main challenge of our current library network is finding a quiet space – how to share the library space for those wanting a quiet study and reading space, away from noisy activities is a challenge. In relation to the size – many survey respondents commented on lack of space. Access to technology and how to use it are also seen as challenges by library users. Lack of parking (and few public transport options) is a major issue for many library users.

What the library does well

Most staff comments related to the effectiveness of customer service in responding to the community's needs, the range and quality of programs on offer and the strong sense of community engagement.

Community survey respondents were united in their praise of library staff and the consistently high level of customer service. Many comments also related to the welcoming environment within the library branches and the range and quality of collections and programs.

What the library could do better

Staff identified the need to keep pace with technology, improve the marketing of the library, develop beneficial partnerships, attract more users and target programs to individual communities. The biggest need identified was for improved branch infrastructure and an increase in the number of library branches to better service growing populations.

Community stakeholders identified more (or different) collection items and programs, bigger libraries with dedicated spaces for quiet reading and noisier activities, better use of outdoor spaces, faster Wi-Fi, and cafes.

Opportunities for the library to consider, investigate or take advantage of

Internal stakeholders identified a wide range of opportunities, from identifying partnerships, technology, programming and marketing, to opportunities to change or streamline internal processes. There were also several comments about future library infrastructure.

Community survey respondents also made a variety of suggestions, including the provision of specialist staff such as trainers, childcare, researchers and social workers. Respondents also suggested more Council and community information services, partnerships with schools, museums and galleries, community gardens, maker spaces and spaces to show movies and present webinars.

Population Growth and Planning Districts

The Sunshine Coast has for decades been, and is anticipated to continue to be, one of Australia’s fastest growing local government areas.

With no new libraries delivered over the past 20 years, the existing network is already struggling to keep up with user demands and significant additional infrastructure is required to cater for current shortfalls and future population growth.

At the time of the last Census in 2016, the population of the Sunshine Coast was approximately 300,000 people (Estimated Resident Population). The current population as at 30 June 2019 is estimated to be approximately 328,000 people (Sunshine Coast Population Forecast).

As, illustrated in **Table 2**, the population is expected to reach close to 440,000 by 2032 and exceed 500,000 people by 2041, equating to a growth of approximately 110,000 people between 2016 and 2032 and over 200,000 people between 2016 and 2041.

Approximately 75% of the forecast population growth will be accommodated in the coastal areas east of Bruce Highway and south of the Maroochy River. The population of these coastal areas is forecast to increase from approximately 170,000 in 2016 to approximately 320,000 by 2041 - comprising approximately 80,000 people through infill development of existing areas and approximately 70,000 people through the major greenfield developments of Caloundra South (approximately 50,000 people) and Palmview

(approximately 15,000 people).

The Sunshine Coast is a key tourism destination, and the number of overnight visitors is anticipated to significantly increase with the completion of the Sunshine Coast Airport expansion. In 2017/2018 there were 11 million visitors to the Sunshine Coast region who contributed \$3.3 billion in visitor expenditure to the local economy. Maroochydore, Caloundra and Coolum are major hotspots for visitors, placing significant pressure on the libraries in these locations.

Social infrastructure planning on the Sunshine Coast is based on six Planning Districts centred on the principal activity centre of Maroochydore and each of the existing major activity centres of Caloundra, Kawana, Beerwah and Nambour. A smaller planning catchment is centred on the district activity centre of Coolum. With further population growth, the emerging major activity centres of Sippy Downs (includes Palmview major development area) and Caloundra South (major development area) are intended to become additional Planning Districts.

The Environment and Liveability Strategy target is for each of these Planning Districts to provide a full suite of district level social infrastructure by 2041, including libraries, community venues and arts/ cultural functions. The emerging communities of Caloundra South and Sippy Downs/ Palmview will place an increasing demand on the library services in Caloundra, Maroochydore and Kawana until new library services are established to cater for these areas.

Each Planning District cater for catchments of between 35,000 and 100,000 people, with Maroochydore, Caloundra and Nambour catering for the largest populations. While the coastal Planning Districts cater for highly urban areas and accessibility to facilities and services is high, the hinterland Planning Districts of Beerwah and Nambour cater for more dispersed populations including a number of smaller towns and extensive rural areas. For an illustration of the District Planning catchments, refer to **Appendix 1: Sunshine Coast District planning catchments**.

Table 2: Forecast population growth, Sunshine Coast 2019-2041

2019	2026	2031	2036	2041
328,000	387,000	427,000	471,000	514,000



Existing Library Network

The existing library network comprises six District level libraries, being Maroochydore, Caloundra, Kawana, Coolum, Nambour and Beerwah, and two Local level libraries in Maleny and Kenilworth addressing network gaps in the Beerwah District catchment.

Council also operates two mobile library vehicles (Mobi 1 and Mobi 2), enhancing library access both in coastal suburbs and hinterland towns. Refer to **Appendix 2: Existing library network** for a visual representation of the existing network.

The total number of individual library memberships is more than 110,000. These memberships represent approximately 96,000 residents within the Sunshine Coast council area (88%), close to 6,600 residents from neighbouring council areas (6%) and close to 7,700 visitors/ tourists from further afield (7%). This excludes online membership.

Not surprisingly, the distribution of library memberships reflect the settlement pattern on the Sunshine Coast, with approximately 71,000 members heavily concentrated in coastal urban areas and approximately 26,000 members distributed across hinterland towns and rural areas. For a visual representation of library members, refer to **Appendix 3: Library memberships**.

Over the past year (2018/2019), the total physical visitations (door counts) to our libraries exceeded 1.4 million and the total amount of loans exceeded 2.2 million items. These statistics do not capture the high use of online resources. As illustrated in **Table 3**, the Caloundra and Maroochydore libraries had the highest visitations and the highest number of loans, with 300,000 and 260,000 door counts and 550,000 and 440,000 loans respectively. Nambour, Kawana, Coolum, Beerwah and Maleny all had door counts of between 130,000 and 180,000 each, with the number of loans ranging from 135,000 (Maleny) to 315,000 (Nambour).

Maroochydore and Kawana libraries have a high proportion of members from outside their immediate catchments. While many of these members live in proximity to these libraries, this may also demonstrate the role of the Maroochydore and Kawana libraries in catering for workers, shoppers and other users of these areas. In general, residents tend to be members of the libraries closest to where they live, and in general they also tend to use their 'home' libraries' the most. The exception is the members of Kawana Library, with more than a third of these members (37%) utilising other libraries for their last loans.

Being tourist hot-spots, Maroochydore, Caloundra and Coolum have high numbers of members representing visitors/ tourists. Reflecting its proximity to the Noosa council area, 27% of all members of the Coolum Library represent residents of Noosa.

Table 3: Summary of library statistics, existing network (2019)

Library	GFA	Visitations 2018/2019	Loans	Total members	Members within District	Members out of District	Members adjacent LGAs	Members visitors/ tourists	Home library users
Maroochydore	1,400	262,611	551,106	25,886	60%	28%	2%	10%	78%
Caloundra	1,120	301,263	443,001	21,759	79%	13%	1%	7%	85%
Nambour	980	156,239	316,806	13,589	80%	12%	5%	3%	79%
Kawana	720	155,731	246,973	10,529	60%	36%	1%	4%	63%
Coolum	700	178,500	268,758	12,613	52%	12%	27%	8%	87%
Beerwah	510	128,236	150,155	7,101	86%	7%	4%	3%	87%
Maleny	400	156,370	135,299	5,233	84%	9%	3%	4%	85%
Kenilworth	115	18,272	9,481	585	51%	23%	15%	12%	76%
Mobi 1	NA	35,410	66,886	2280	97% LGA	-	10%	2%	-
Mobi 2	NA	14,219	30,660	1724	88% LGA	-	1%	2%	-
Total		1,406,851	2,236,624	101,299	-	-	5,595	6,596	-

Future Library Service Delivery Model

The needs and expectations for library services will change significantly over the next 20 years as the Sunshine Coast grows into a major City of more than 500,000 residents, development density increases, a more mature and diversified economy is established and technological advances continue.

To cater for the future needs of the Sunshine Coast community to 2041, the library network will gradually transform into a tiered hierarchy of service delivery – a model comprising a network of high quality facilities designed to meet the needs and expectations of the future community and facilitate council's vision of a healthy, smart and creative community.

This Plan provides a network blueprint of the library network requirements to support a region of 500,000 people by 2041, and the prioritisation of infrastructure delivery.

Drivers of library development

There are three key drivers behind the delivery of library services on the Sunshine Coast.

Population growth

The primary role of libraries is to cater for the needs of the resident population and provide environments to discover, connect, belong and grow. In progressively busy and more densely urbanised environments, the role of the library as an inclusive 'home away from home' will become increasingly important.

Economic and social activation

There are a number of major developments on the Sunshine Coast that will require the character and identity of new areas to be defined, and the character and identity of existing areas to be redefined. Libraries will play an important role in the economic and social invigoration and activation of Caloundra and Nambour as part of the council workforce vacate these centres, facilitate the establishment of the Maroochydore City Centre as the new heart of the Sunshine Coast, and the activation of the emerging Kawana, Sippy Downs and Caloundra South Town Centres.

Cultural tourism

The Sunshine Coast is a key tourism destination, and significant infrastructure is going in to support enhancement of the tourist sector. Libraries in tourism hot-spots such as Caloundra, Maroochydore and Coolum are heavily used by tourists. The establishment of a Council-wide lead library provides the opportunity to provide a facility which reflects the Sunshine Coast in both its design and unique collections or service, and which can form part of a cultural tourism trail on the Sunshine Coast.

Overview of the future (tiered) service delivery model

The future library service delivery model has five 'tiers' that reflect the role and function of library services within the hierarchy. The tiers guide the development and operation of libraries based on the size and distribution of the populations they service.

The tiered service delivery model is designed to provide the highest level of service in the largest population centres, scaling down the level of service in smaller population centres.

At the lower end of the hierarchy, flexible express and mobile library services will fill network gaps, ensure access to basic services for remote communities or rapidly developing communities, and provide enhanced access in key community nodes.

Network Hierarchy

A tiered scale of 1 to 5 will represent the network of permanent and non-permanent or express library facilities and services that will make up the Sunshine Coast Library Service.

Permanent library network

Tier 1 refers to a Council-wide level library, which is intended as an iconic or unique (in build, location or offerings) state of the art lead library which centralises all specialised functions and is the administrative hub for the network. A Council-wide library is anticipated to house and store large-scale collections, offer state of the art equipment and specialist staff assistance. It also has the capacity to host large scale programming and events. A Council-wide library is envisaged to be a key destination for residents from throughout the region, and visitors to the region and will integrate or be co-located with a range of complementary civic, arts, learning, community support and business incubation functions. The establishment of a Council-wide lead library is a long term aspiration. It will be recognised as a cultural destination alongside other destination facilities within the region's cultural network.

Tier 2 refers to Major District level libraries catering for resident populations of 50,000-100,000 people. Major District libraries will contain purpose designed areas and an extensive range and depth of collections, support, programming and technology. Each Major District library is anticipated to provide service seven days a week and after hours access and integrate or provide or take advantage of co-location opportunities with complementary civic, arts, learning, community support and business incubation functions. Until the delivery of a Council-wide lead library, the specialised functions and administrative support of the library network will be distributed across the Major District level libraries.

Tier 3 refers to Minor District level libraries catering for resident populations of 30,000-50,000 people. They will contain the same functions as Major District libraries, albeit at a smaller scale.

Local level libraries refers to libraries catering for resident populations of less than 30,000 people. The future service delivery model will not provide any further Local level libraries but will address network gaps through Express and Mobile library services.

Express and Mobile library services

Tier 4 and 5 refers to highly flexible and mobile library services responding to operational needs and demands.

Express library services may provide basic services to emerging communities, communities poorly serviced by the permanent library network, or they may enhance access to basic library services in key community nodes. Depending on population, demand and profile of the area to be serviced and access to other library services, Express library services may range from staffed shopfront facilities with limited popular or boutique collections, WiFi and limited programming to self-service options such as vending machines or WiFi beacons facilitating resource downloading.

Express library services are intended to replace the longer term role of the Mobile library services in coastal areas as these are becoming increasingly urbanised. Express library services may also service hinterland communities where the service is identified as more cost-efficient than Mobile library services in meeting community needs.

Mobile library services will continue to provide basic library services to smaller townships and remote hinterland communities, including collections and basic outreach programming.

To facilitate vibrant community hubs and sharing of spaces and resources, it is highly desirable for all libraries to incorporate or be co-located with compatible auxiliary functions, including coffee shops/ cafes, community venues, arts and cultural spaces, hubs or precincts (as identified in the *Sunshine Coast Regional Arts Infrastructure Framework 2019*), community support services and business incubation.

Desired Standards of Service

Desired Standards of Service (DSS) are intended specifications to guide the planning, delivery and operations of libraries to ensure an integrated network that provides community access to high quality library services for existing and emerging communities.

The Desired Standards of Service prepared for this Plan are in accordance with council's overarching strategy for social infrastructure network planning, the *Environment and Liveability Strategy 2017* and the *Queensland Public Library Building Standards 2009* and are designed to provide more refined guidance specific to the Sunshine Coast libraries network. General guidelines on planning, design and land suitability for social infrastructure are contained within the *Environment and Liveability Strategy*.

Table 4: Library Desired Standards of Service, summary

Tier	Population catchment	Geographical catchment	Site area	Minimum GFA
Permanent Library network				
Lead Library (Tier 1)	Sunshine Coast	Sunshine Coast	10,000-15,000m ²	6,000m ²
Major District Library (Tier 2)	50,000-100,000	5-10km	10,000m ²	2,000-4,000m ²
Minor District Library (Tier 3)	30,000-50,000	5-10km	10,000m ²	1,500-2,000m ²
Express and Mobile library services				
Express Library Service (Tier 4)	Subject to demand assessment and operational considerations			
Mobile Library Service (Tier 5)	Subject to demand assessment and operational considerations			

Table 4 summarises the Desired Standards of Service for the libraries network. The Gross Floor Area (GFA) requirements are considered the minimum requirement to allow the libraries to fulfil the vision for the Sunshine Coast library network and provide destinations that encourages learning, development, exploration, creation and connection, not merely places to find information.

The Minimum Gross Floor Area reflect flexible spaces required to deliver library core functions, which for each permanent library include:

- Physical collection areas
- Public lounge informal seating areas
- Quiet reading/study spaces
- Foyer/service area
- Flexible meeting/ training/programming spaces
- Computer/technology space
- High speed WiFi
- Distinct areas for different user groups, including children, young people and adults
- Flexible makerspace/ wet area for a range of programs and workshops
- Flexible meeting spaces and events/programming space with access to kitchen, storage, technology (out of hours access)
- Coffee shop, café, social enterprise space
- Access to outdoor activity and social spaces
- Storage spaces for equipment and materials
- Public amenities
- Staff areas, including kitchen and amenities
- Appropriate loading area

Additional core areas are required for the Council-wide lead library. Additional space is further required to cater for complementary auxiliary spaces. A more detailed description of the intended specifications for each tier and key operational considerations is provided in **Appendix 4: Detailed Desired Standards of Service.**

Future Library Network

Library network blueprint 2041

All libraries in the current Sunshine Coast library network are significantly undersized, impacting on their role to deliver the vision for the library network or respond to the social, cultural and economic drivers expected of contemporary libraries, especially in increasingly sophisticated high growth areas.

Table 5 and **Appendix 5: Library network blueprint 2041** identifies the indicative library infrastructure requirements to cater for the Sunshine Coast library network by 2041 based on an assessment of Desired Standards of Service requirements and forecast population growth.

The detailed planning process for each library need to refine these requirements based on an assessment of operational considerations, including visitor populations, working populations and demonstrated community demand. Further details are provided in **Appendix 6: Detailed Library considerations**.

Table 5: Libraries network blueprint 2041

Tier	Library	GFA requirement 2041	Current GFA
Council-wide (Tier 1)	Kawana	6,000m ² (Tier 1 function)	720m ²
		2,200m ² (Tier 2 function)	
Major District (Tier 2)	Maroochydore	4,000m ²	1,400m ²
	Caloundra	3,200m ²	1,120m ²
	Nambour	3,000m ²	980m ²
Minor District (Tier 3)	Beerwah	2,000m ²	510m ²
	Coolum	1,800m ²	700m ²
	Sippy Downs	1,800m ²	-
	Caloundra South	2,000m ²	-
Local (network gap) ²	Maleny	400m ² or as determined upon review	400m ²
	No further local library services are required		
Express Library service (Tier 4)	Kenilworth Additional express library services are subject to operational considerations	Operational considerations	115m ²
Mobile Library service (Tier 5)	Operational considerations	Operational considerations	-

² Maleny Library is considered a Local level library, which will continue to fill a significant gap in the network of higher order libraries due to the spatial or geographic distribution of the population in the hinterland.

Library infrastructure priorities

Table 6 and **Appendix 5: Library Network Blueprint 2041 Map** identify the priorities for infrastructure development to transition the existing library network to the network required by 2041.

To meet community needs while transitioning the existing library network to the tiered library service model, the replacement of the Caloundra Library and the establishment of a library to cater for the emerging communities at Sippy Downs and Palmview are considered the highest priorities driven by population growth in the next five years.

The replacement of the Caloundra Library through the repurposing of council assets is further a key part of the Caloundra activation project. Similarly, the part vacation of council's administrative building in Nambour over the next five years provides a unique opportunity to repurpose the building and assist in the revitalisation of Nambour.

It is considered that allowing the Maroochydore City Centre and Kawana Town Centre to mature will provide a clearer understanding of the opportunities and constraints associated with the potential relocation of the existing Maroochydore Library (at Cotton Tree) into the Maroochydore City Centre and the delivery of a Council-wide lead library within the Kawana Town Centre. It is therefore recommended that these significant infrastructure investments be further assessed in the 11-15 year timeframe.

To enhance access and contribute to the activation and establishment of the Maroochydore City Centre as the civic heart of the Sunshine Coast, the delivery of an interim Express Library service within the City Centre is recommended as a short term priority. Such a library presence could potentially be in the form of a targeted boutique library delivered in combination with other community uses.

The delivery of a library at Sippy Downs in the short term will take significant pressure off the existing Maroochydore and Kawana libraries, allowing these to cater for increased demands anticipated over the next 10 years as a result of population growth and increasing number of workers, shoppers, tourists and other users to the Maroochydore and Kawana areas.

To meet demands arising from population growth, the delivery of a library within the emerging major development of Caloundra South is recommended in the 11-15 year timeframe. By this time, the population within Caloundra South is projected to exceed 30,000 people and the establishment of an interim Express library service is considered a short term priority to ensure access and create a sense of community within Caloundra South, as well as reducing pressure on the Caloundra Library.

Maleny, Coolum and Beerwah libraries are operating well and as there is limited population forecast for these areas, infrastructure upgrades of these libraries are not considered a priority in the next 10 years. It is recommended that the needs of the Maleny Library be revisited in the 10-15 year timeframe and the needs of the Coolum and Beerwah libraries be revisited in the long term (beyond 2036).

To address infrastructure constraints and the low visitation numbers of Kenilworth Library, it is recommended that the Kenilworth Library evolve into an Express Library service under a delivery model that better suits the community demand. This will be investigated in the 5-10 year timeframe as the Express Library service model is new to the Sunshine Coast.

This investigation into various service models will also review the potential for an Express Library model to replace mobile library stops or provide a "gap" service in areas of rapid population growth for a period to be determined by demand.

For further directions for each library service, refer to **Appendix 6: Detailed Library considerations**.

Table 6: Library recommendations 2019-2041

Library	Recommendations	Timeframe 1-5 yrs	Timeframe 6-10 yrs	Timeframe 11-15 yrs	Timeframe 16+ yrs
Permanent Library network					
Caloundra	Replace Caloundra Library	2022			
Sippy Downs	Establish Library in the Sippy Downs Town Centre	2023			
Nambour	Replace or upgrade Nambour Library	2025			
Caloundra South	Establish Library in the Caloundra South Town Centre			2032	
Maroochydore	Upgrade existing Maroochydore Library or relocate into the Maroochydore City Centre			2033	
Kawana	Relocate Kawana Library/ establish Lead Library in the Kawana Town Centre			2033	
Maleny	Review upgrade of Maleny Library			2032	
Coolum	Investigate upgrade of Coolum Library				2036+
Beerwah	Investigate upgrade of Beerwah Library				2036+
Key express Library service points					
Caloundra South	Establish an interim Express Library in the Caloundra South Town Centre	2023			
Maroochydore	Establish an interim Express Library in the Maroochydore City Centre	2024			
Kenilworth	Investigate replacing Kenilworth Library with an Express service		2026		

Land and Funding Opportunities

Land

Land for new library infrastructure development has been secured in Sippy Downs Town Centre, Kawana Town Centre, Maroochydore City Centre and Caloundra South Town Centre through Infrastructure Agreements.

The part vacation of council staff from Caloundra and Nambour to the City Hall in Maroochydore provides opportunities to repurpose current council assets in these areas.

Capital funding

Infrastructure Agreements

Limited funding has been secured for the development of a library and land to be contributed within the Kawana Town Centre.

State Government Funding

Libraries may seek funding from external sources to assist with the costs of new buildings or extending existing infrastructure. The Department of Local Government, Racing and Multicultural Affairs offers grant programs that can be accessed by Council for prioritised infrastructure. Approved projects can apply for a subsidy of up to 60 percent of the total eligible project cost. The program is run over two financial years and projects are expected to be ready for delivery.

Federal Government Funding

Regional local governments can access the Building Better Regions Fund Infrastructure Projects Stream. The fund is to support projects that create jobs, drive economic growth, and build stronger regional communities into the future. The minimum grant amount is \$20,000 and the maximum grant amount is \$10 million. The grant amount will usually be 50 percent of eligible project costs. In some circumstances the grant may be up to 100 percent.

To be eligible the project must:

- be for new infrastructure or the upgrade or extension of existing infrastructure
- include eligible activities and eligible expenditure
- not have started construction
- be investment-ready

Philanthropic contributions

Certain projects may attract philanthropic contributions. In particular, such funding opportunities may be present for the development of cultural facilities and outdoor stadiums.

Partnerships

New infrastructure development present opportunities for a range of innovative delivery options to reduce Council's capital and operational costs while optimising community benefit, including partnerships that can attract significant capital and operational cost contributions. Each project provides unique opportunities due to the nature of the proposed social infrastructure and the size, tenure and zoning of the land.


Potential partnership opportunities include partnerships to deliver income generating auxiliary uses and lease of commercial spaces, or leveraging off land through mixed use development.

Actions

- 1** Implement via approved Council processes, the Library recommendations of this Plan, as per **Table 6** and as detailed in **Appendix 6**.
- 2** Investigate Express library service models and the potential for them to replace mobile library stops or provide a “gap” service in areas of rapid population growth for a period to be determined by demand.
- 3** Investigate the future role and function of mobile library services, including vehicle requirements.
- 4** Establish criteria for Express and Mobile Library services.
- 5** Review the priorities of this Plan every 5 years





A photograph of a modern building with a curved, metallic facade. The building is situated on a hillside overlooking a body of water. A balcony with a metal railing is visible on the right side of the building. The scene is captured in bright daylight, with shadows cast across the building's surface. The text is overlaid on the left side of the image, framed by two horizontal lines.

In progressively busy and more densely urbanised environments, the role of the library as an inclusive 'home away from home' will become increasingly important.

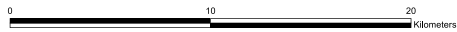
Appendix 1: District Planning Catchments

Legend

- Principal Activity Centre
- Major Activity Centre
- District Centre
- Local Centre
- ◆ Specialist Activity Centre
- Urban A
- Urban B
- Urban C
- Urban D
- Rural 1
- Rural 2
- Localities of Interest (All)
- Priority Development Area (Caloundra South)
- Declared Master Planned Area (Palmview)
- Local Government Boundaries
- Major Roads
- Water Body



Scale: 1:225,000



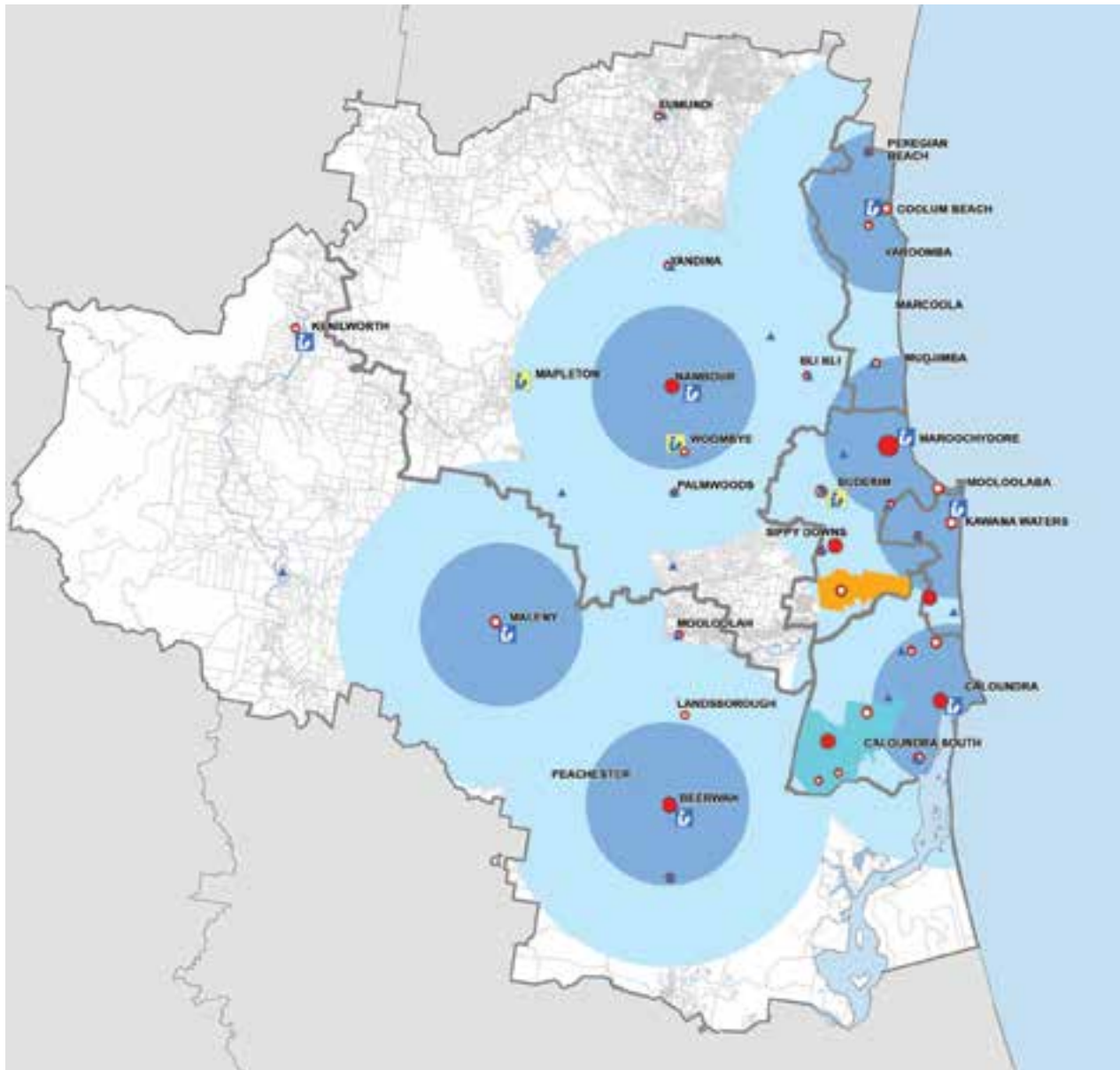
Appendix 2: Existing Libraries Network

Legend

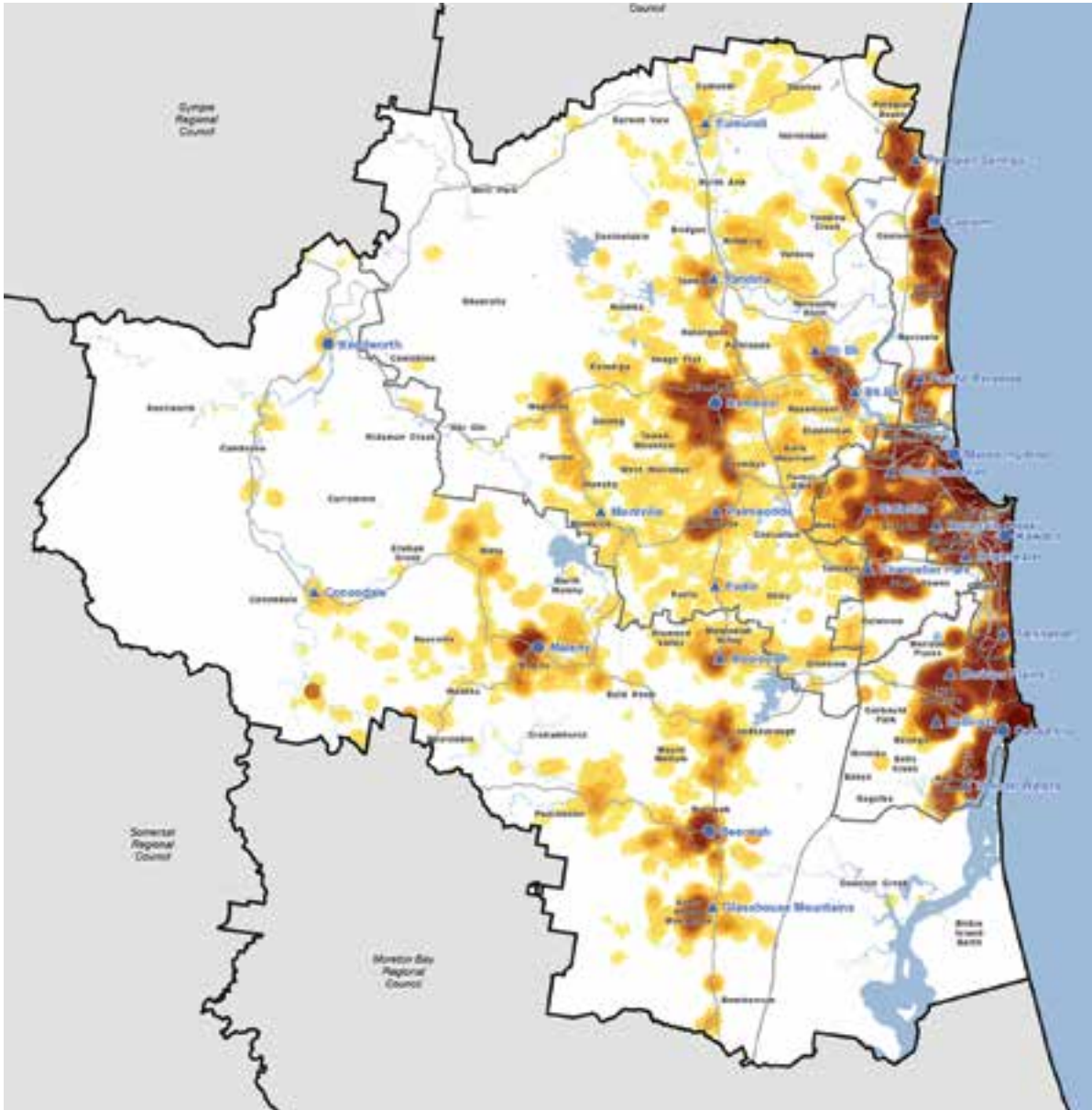
- Principal Activity Centre
- Major Activity Centre
- District Centre
- Local Centre
- 📖 Existing Library
- 📖 Existing Community Library
- ▲ Mobile Library
- 5km Catchment
- 10km Catchment
- District Catchment Boundaries
- Priority Development Area (Caloundra South)
- Declared Master Planned Area (Palmview)
- Land Details



Scale: 1:240,000

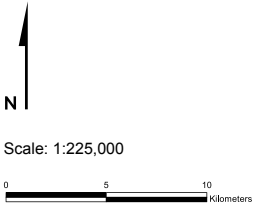


Appendix 3: Library Membership distribution



Legend

- ▲ Mobile Library
 - Public Library
 - Major Roads
 - District Catchment Boundaries
 - Local Government Boundaries
- Library Member Density
As Members per sq km:**
- | | | | |
|--|----------|--|-------------|
| | 21 - 50 | | 151 - 200 |
| | 51 - 60 | | 201 - 400 |
| | 61 - 100 | | 401 - 800 |
| | 11 - 20 | | 801 - 2,115 |
| | 0 - 10 | | |



Appendix 4: Detailed Desired Standards of Service

Council-wide Library (Tier 1)

Role and function:

A Council-wide level library is intended as an iconic, state of the art lead library which centralises all specialised functions and is the administrative hub for the network. A Council-wide library is anticipated to house and store large-scale collections, offer state of the art equipment and specialist staff assistance. It also has the capacity to host large scale programming and events. A Council-wide library is envisaged to be a key destination for residents and visitors and integrate or be co-located with a range of complementary civic, arts, community support, learning and business incubation functions.

Population catchment:

Sunshine Coast

Geographical catchment:

Sunshine Coast

Primary location:

Principal or Major Activity Centre

Site area:

10,000-15,000m²

Gross Floor Area (core functions only):

Indicatively 6,000m²

Core functions:

A Council-wide library is to incorporate flexible spaces for all the same core functions of Major District and Minor District libraries, i.e.:

- Physical collection areas
- Public lounge informal seating areas
- Quiet reading/study spaces
- Foyer/service area
- Flexible meeting/ training/programming spaces
- Computer/technology space
- High speed WiFi
- Distinct areas for different user groups, including children, young people and adults
- Flexible makerspace/ wet area for a range of programs and workshops
- Flexible meeting spaces and events/programming space with access to kitchen, storage, technology (out of hours access)
- Coffee shop, café, social enterprise space
- Access to outdoor activity and social spaces
- Storage spaces for equipment and materials
- Public amenities
- Staff areas, including kitchen and amenities
- Appropriate loading area

In addition, a Council-wide library is anticipated to provide spaces for all the specialised functions within the Sunshine Coast library network, including:

- Specialist collections
- Heritage library
- Service wide family history
- Secure storage for preservation of local studies collections
- Service support - administration/ management/ programs/ marketing/collections and library digital services
- Literacy support
- Adequate storage space for service support, specialist collections/archives
- A range of flexible large and small meeting rooms and major events/ program space with access to kitchen, storage, technology

Potential auxiliary functions (additional Gross Floor Area requirement):

It is desirable that the Council-wide library integrate or be co-located with a range of spaces for related and complementary civic, arts and business incubation functions. Potential auxiliary functions may include:

- Cultural and art development spaces (refer to the *Regional Arts Infrastructure Framework 2019*)
- Council customer service or information centre
- Business incubator, shared or co-working spaces
- First Nations Welcome Space

Key operational considerations:

Staffing: Provide leadership to the library network, deliver specialist service and expertise, administration support

Collection: Extensive, with breadth and depth, specialist collections

Technology: Access to PCs, Ipads, printers and emerging technologies

Programs: Comprehensive range of workshops, events, activities that support learning and skill development

Opening hours: 7 days/ after-hours access

Refurbishment schedule: Every 5 years



Major District Library (Tier 2)

Role and function:

District level libraries cater for populations of 50,000-100,000 people. They will contain purpose designed areas and an extensive range and depth of collections, reference materials, support, programming and technology. Each Major District library is anticipated to provide 7 day and after hour access and integrate or be co-located with a range of complementary civic, arts, learning and business incubation functions.

Until the delivery of a Council-wide lead library, the specialised functions and administrative support of the library network will be distributed across the Major District level libraries.

Population catchment:
50,000-100,000 people

Geographical catchment:
5-10km

Primary location:
Principal and Major Activity Centres

Site area:
10,000m²

Gross Floor Area (core functions only):
2,000-4,000m²

Core functions:

Each Major District level library is to incorporate flexible spaces for the following functions:

- Physical collection areas
- Public lounge informal seating areas
- Quiet reading/study spaces
- Foyer/service area
- Flexible meeting/ training/programming spaces
- Computer/technology space
- High speed WiFi
- Distinct areas for different user groups, including children, young people and adults
- Flexible makerspace/ wet area for a range of programs and workshops
- Flexible meeting spaces and events/ programming space with access to kitchen, storage, technology (out of hours access)
- Coffee shop, café, social enterprise space
- Access to outdoor activity and social spaces
- Storage spaces for equipment and materials
- Public amenities
- Staff areas, including kitchen and amenities
- Appropriate loading area

Potential auxiliary functions (additional Gross Floor Area requirement):

Major District libraries may integrate a range of spaces for related and complementary civic, arts and business incubation functions, including:

- Cultural and art development spaces (refer to the *Regional Arts Infrastructure Framework 2019*)
- Council customer service or information centre
- Business incubator, shared or co-working spaces
- First Nations Welcome Space

Key operational considerations:

Staffing: Multi-skilled in customer service, resource knowledge and program delivery

Collection: Extensive, with breadth and depth

Technology: Access to PCs, Ipads, printers and emerging technologies

Programs: Comprehensive range of workshops, events, activities that support learning and skill development

Opening hours: 7 days/after-hours access

Refurbishment schedule: Every 5 years

Minor District Library (Tier 3)

Role and function:

Minor District level libraries cater for populations of 30,000-50,000 people. They will contain the same functions as Major District libraries, albeit at a smaller scale.

Minor District libraries will contain purpose designed areas and an extensive range and depth of collections, reference materials, support, programming and technology. Each Minor District library is anticipated to provide 7 day and after hour access and integrate or be co-located with a range of complementary civic, arts, learning and business incubation functions.

Population catchment:
30,000-50,000 people

Geographical catchment:
5-10km

Primary location:
Major Activity Centres

Site area:
10,000m²

Gross Floor Area (core functions only):
1500-2000m²

Core functions:

Each Minor District level library is to incorporate flexible spaces for the following functions:

- Physical collection areas
- Public lounge informal seating areas
- Quiet reading/study spaces
- Foyer/service area
- Flexible meeting/ training/programming spaces
- Computer/technology space
- High speed WiFi
- Distinct areas for different user groups, including children, young people and adults
- Flexible makerspace/ wet area for a range of programs and workshops
- Flexible meeting spaces and events/ programming space with access to kitchen, storage, technology (out of hours access)
- Coffee shop, café, social enterprise space
- Access to outdoor activity and social spaces
- Storage spaces for equipment and materials
- Public amenities
- Staff areas, including kitchen and amenities
- Appropriate loading area

Potential auxiliary functions (additional Gross Floor Area requirement):

Minor District libraries may integrate a range of spaces for related and complementary civic, arts and business incubation functions, including:

- Cultural and art development spaces (refer to the *Regional Arts Infrastructure Framework 2019*)
- Council customer service or information centre
- Business incubator, shared or co-working spaces
- First Nations Welcome Space

Key operational considerations:

Staffing: Multi-skilled in customer service, resource knowledge and program delivery

Collections: Comprehensive

Technology: Access to PCs, Ipads, printers and emerging technologies Programs: Comprehensive range of workshops, events, activities that support learning and skill development

Opening hours: 7 days/ after-hours access

Refurbishment schedule: Every 5 years

Express Library Service (Tier 4)

Role and function:

Express library services may provide basic services to emerging communities, communities poorly serviced by the network of permanent libraries, or they may enhance access to basic library services in key community nodes. Express libraries may provide interim services in high growth areas. Pending on populations serviced and access to other library services, Express library services may range from staffed shopfront facilities with limited boutique collections, WiFi and limited programming to self-service options such as vending machines.

Express libraries are intended to replace the role of the Mobile library services in coastal areas as these are becoming increasingly urbanised. Express library services may also replace mobile library stops in the hinterland upon assessment of feasibility.

Population catchment:
Subject to demand assessment

Geographical catchment:
Subject to demand assessment

Primary location:
Key community activity nodes

Site area:
No separate land requirement

Gross Floor Area (core functions only):
Subject to operational considerations.

Core functions:

- Access to popular or targeted collections
- Access to WiFi

Potential auxiliary functions (additional Gross Floor Area requirement):

- Limited pop-up programming

Key operational considerations:

Staffing: Multi-skilled in customer service, resource knowledge and program delivery

Collections: Small popular collections or targeted collections

Technology: Access to high speed Wi-Fi

Programs: Potential pop-up activities

Opening hours: Operational considerations

Mobile Library Service (Tier 5)

Role and function:

Mobile library services will continue to provide basic library services to smaller townships and remote hinterland communities, including collections and basic outreach pop-up programming.

Population catchment:
Subject to demand assessment

Geographical catchment:
Subject to demand assessment.

Primary location:
Subject to demand assessment. Requirement for centralised support.

Site area:
No separate land requirement – depot required for vehicle storage

Gross Floor Area (core functions only):
Subject to operational considerations

Core functions:

- Access to popular or targeted collections
- Access to WiFi

Potential auxiliary functions (additional Gross Floor Area requirement):

- Limited pop-up programming

Key operational considerations:

Staffing: Multi-skilled in customer service, resource knowledge and program delivery

Collections: Small popular collections or targeted collections

Technology: Access to high speed Wi-Fi

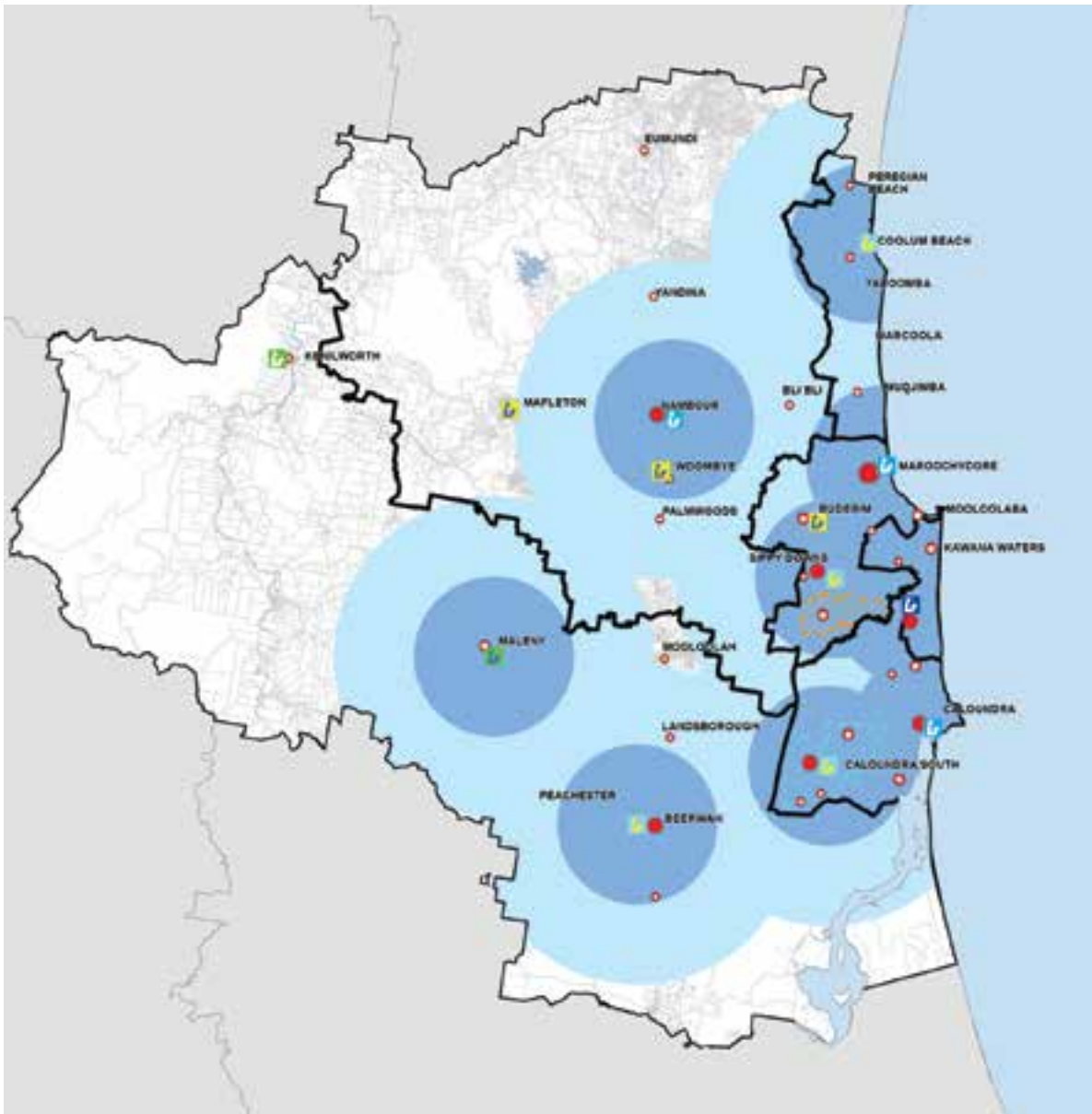
Programs: Potential pop-up activities

Opening hours: Operational considerations

Appendix 5: Library Network Blueprint 2041 Map

Legend

- Principal Activity Centre
- Major Activity Centre
- District Centre
- Local Centre
- L Council-wide (Tier 1)
- L Major District (Tier 2)
- L Minor District (Tier 3)
- L Express Library Service
- L Local (Network Gap)
- L Community Library
- 5km Catchment
- 10km Catchment
- District Catchment Boundaries
- Priority Development Area (Caloundra South)
- Declared Master Planned Area (Palmview)
- Land Details



Scale: 1:240,000



Appendix 6: Detailed Library Considerations

Caloundra Library

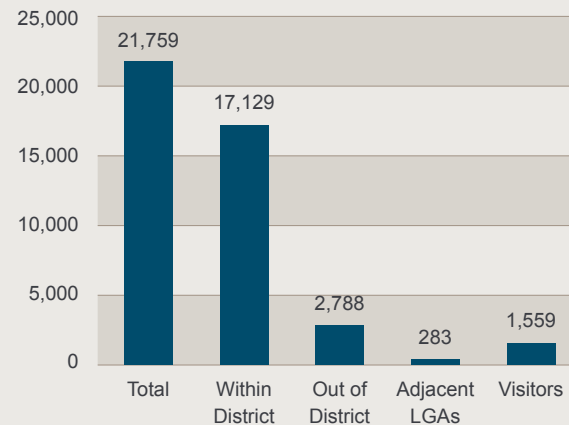
Infrastructure overview

Establishment:	1986
Planning District Population 2021:	70,000
GFA 2019:	1,120m ²
GFA requirement 2021:	2,500m ²
GFA requirement 2032:	2,900m ²
GFA requirement 2041:	3,500m ²

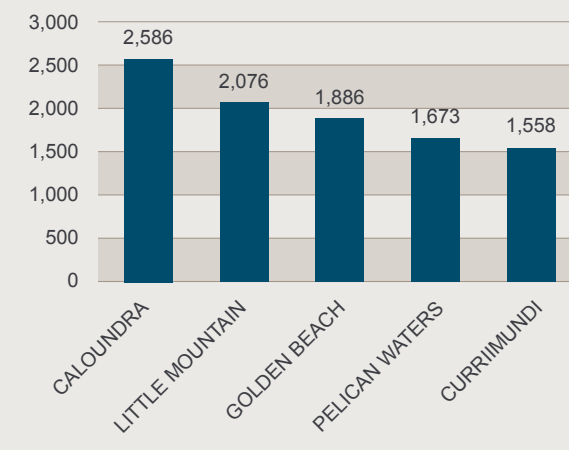
Key user statistics 2018/2019

Total members:	21,759
Number of visitations:	301,263
Number of loans:	443,001
Members in District catchment:	79%
Members out of District catchment:	13%
Members in adjacent LGAs:	1%
Visitor memberships:	7% (1,559)

Caloundra - summary of memberships



Caloundra - Top 5 membership suburbs



Caloundra Library is 1,120m² and is well positioned in the Caloundra Town Centre with complementary surrounding uses. However, the entrance to the Caloundra Library fronts onto Felicity Park, resulting in a lack of active street frontage. The library infrastructure includes the public library and a separate library administration building. The library has been expanded over the years, with parts of the accommodation being provided by a demountable building at the rear.

Caloundra Library had the second highest number of memberships and the second highest number of visitor memberships (tourists) in 2018/2019 after Maroochydore Library. It had the highest number of door counts and the second highest loans.

The majority of users (79%) come from within the Caloundra District catchment. The library is well used by our visitor (tourist) population, with 7% of all members representing visitors.

The Library is significantly undersized to cater for its current population catchment and the high number of users, and is considered at capacity from an operational perspective.

Significant additional demand on the Caloundra Library service is anticipated in the short to medium term by the emerging populations in Caloundra South until a new library is delivered to cater for this community.

The *Environment and Liveability Strategy 2017* recommended upgrading Caloundra Library to deliver higher capacity. The Caloundra City Centre Master Plan implementation and relocation of some council staff to the City Hall development has opened up the opportunity to repurpose the existing council administrative building to host a new library and other civic functions.

The replacement of the Caloundra Library with a Major District level library is considered a priority in the short term. Until a library is established in Caloundra South, the Caloundra Library service will need to support this community through the maximisation and tailoring of space, hours of operation, collections, information and programming.

It is important that spaces taken up by specialised functions are designed as flexible spaces that can be repurposed in the long term.

Infrastructure priorities:

- Replace Caloundra Library - 2022

Specific planning considerations:

- Caloundra City Centre Master Plan

Sippy Downs

Sippy Downs is an emerging Major Regional Activity Centre. In accordance with the Environment and Liveability Strategy 2017, it is intended that Sippy Downs will become a self-contained Planning District with a full suite of district level social infrastructure as the area matures. The Strategy recommends the delivery of a library in conjunction with a local community venue.

The primary catchment for the Sippy Downs Planning District includes Sippy Downs and the emerging Palmview major development area, with a total resident population projected to increase from approximately 11,000 people in 2016 to approximately 20,000 people by 2026 and close to 40,000 people by 2041. A library in Sippy Downs will also cater for the needs of the Buderim community and the increasing user population of the area as associated with the Sippy Downs Town Centre, the establishment of major business, the expansion of the University of Sunshine Coast, and numerous schools.

A site of approximately 1,500m² land within the Sippy Downs Town Centre has been transferred to Council control in accordance with the Infrastructure Agreement for Sippy Downs. The site is located in Central Drive within a Major Centre Zone and the building height for the site is 25m, i.e. 6 storeys. This provides significant potential to deliver a community facility in combination with other community uses to maximise community benefit.

The delivery of a Minor District library and community venue in Sippy Downs is considered a short term priority to facilitate community access, establish an anchor for community development and activity within the emerging Town Centre and foster a strong sense of place and belonging within the growing community.

The delivery of a library in Sippy Downs will take significant pressure off the Maroochydore and Kawana libraries in the next 10 years.

Infrastructure priorities:

- Establish Library in the Sippy Downs Town Centre - 2023

Nambour Library

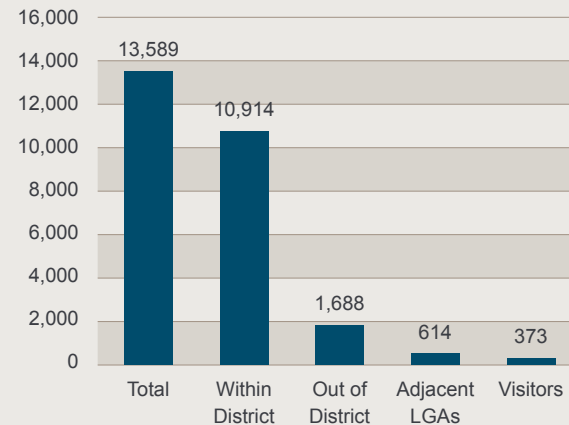
Infrastructure overview

Establishment:	1986
Planning District Population 2021:	65,000 ³
GFA 2019:	980m ²
GFA requirement 2021:	2,400m ²
GFA requirement 2031:	2,800m ²
GFA requirement 2041:	3,000m ²

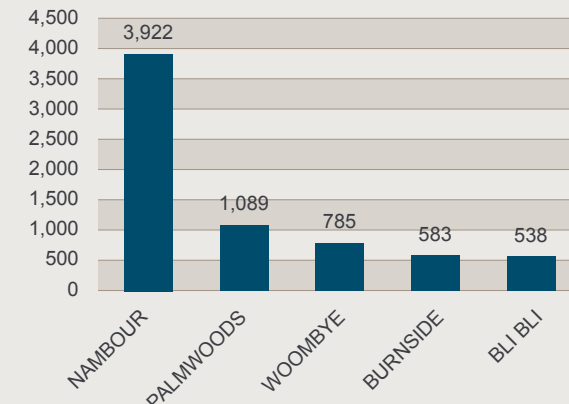
Key user statistics 2018/2019

Total members:	13,589
Number of visitations:	156,239
Number of loans:	316,806
Members in District catchment:	80%
Members out of District catchment:	12%
Members in adjacent LGAs:	5%
Visitor memberships:	3%

Nambour - summary of memberships



Nambour - Top 5 membership suburbs



Nambour Library caters for the needs of the northern hinterland, including Nambour major activity centre, a number of smaller townships and extensive rural areas.

The library has the 3rd largest membership base and the 3rd largest number of loans after Maroochydore and Caloundra in 2018/2019.

The majority of users (80%) come from within the Nambour District catchment, including 29% from the township of Nambour. 12% of users come from other District catchments and 5% of users come from other LGAs (Noosa and Gympie).

Nambour Library is significantly undersized to cater for its current population catchment. There are further significant access issues, with no lift access to the second floor making the second floor unsuitable for core library functions. The current service further suffers from a lack of adequate parking and poor visibility. The Heritage Library currently located on the second floor in the Nambour Library is hidden from public view and is difficult to access.

Additional demand will be placed on the library as the population within Nambour and the wider District catchment increases.

The *Environment and Liveability Strategy 2017* recommended upgrading the library to deliver higher capacity. The relocation of some council staff to the City Hall development has opened up the opportunity to repurpose the existing council administrative building to host a new library and other civic functions.

³ Note: The District catchment population is adjusted to reflect the library memberships of the Bli Bli population.

The upgrade of the Nambour Library to address the current accessibility issues is a priority, with the potential repurposing of the council administrative building providing an opportunity to replace the Nambour Library to a Major District level library.

It is important that spaces taken up by specialised functions are designed as flexible spaces that can be repurposed in the long term.

Infrastructure priorities:

- Upgrade or replace the existing library - 2025.
- Nambour library is due for refurbishment in 2020, 2025, 2030, 2035 and 2040.

Specific planning considerations:

- Nambour Activation Plan

Caloundra South

Caloundra South (Aura) is an emerging major development area, and includes a Major Regional Activity Centre. In accordance with the planning instruments for the development and the *Environment and Liveability Strategy 2017*, Caloundra South is intended as a self-contained Planning District with a full suite of district level social infrastructure as the area matures. The primary catchment of a library and other social infrastructure in Caloundra South will be the forecast population of approximately 50,000 people in Caloundra South.

15,000m² land in the Caloundra South Town Centre (co-located with a Major Recreation Park and a potential tertiary facility) will be transferred to Council for the purpose of a Major Civic Centre in accordance with the Caloundra South Local Government Infrastructure Agreement. In accordance with the Infrastructure Agreement and the *Caloundra South Community Facilities Plan 2018*, this facility is intended to include library, performance, cultural and civic functions as well as potentially a youth space and other specialised functions to cater for the needs of the future Caloundra South population. The indicative trigger to commence preliminary investigations is a population of 20,000 in Caloundra South and the indicative trigger for delivery is a population of 30,000 in Caloundra South.

In the interim, the emerging population of Caloundra South will be serviced by libraries in other areas, predominately Caloundra. To enhance community access to library services and assist fostering a sense

of community and belonging, the establishment of an interim Express Library service is recommended in the short term.

Infrastructure priorities:

- Establish Library in the Caloundra South (Aura) Town Centre - 2032
- Establish an interim Express Library in the Caloundra South Town Centre - 2023

Specific planning considerations:

- *Caloundra South Community Facilities Plan 2018*

Maroochydore Library

Infrastructure overview

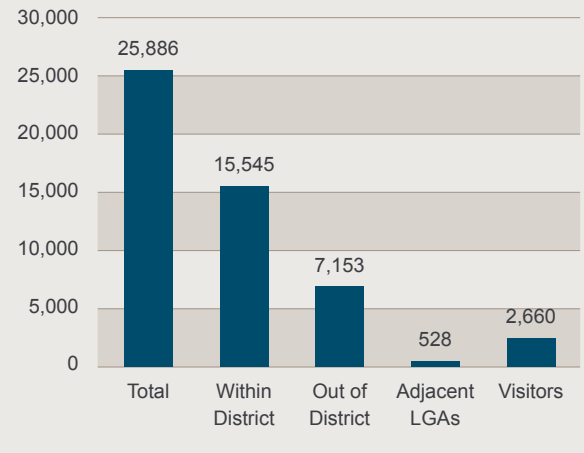
Establishment:	1980
Planning District Population 2021:	95,000 ⁴
GFA 2019:	1,400
GFA requirement 2021:	3,400m ²
GFA requirement 2031:	3,500m ²
GFA requirement 2041:	4,000m ²

Key statistics 2018/2019

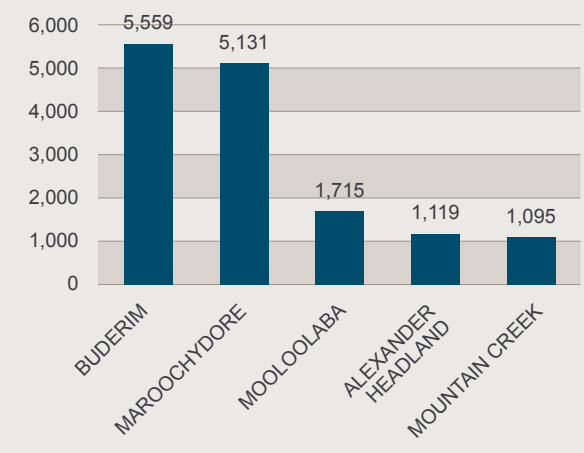
Total members:	25,886
Number of visitations:	262,611
Number of loans:	551,106
Members in District catchment:	60%
Members out of District catchment:	28%
Members in adjacent LGAs:	2%
Visitor memberships:	10%

⁴ Note: The District catchment population is adjusted to reflect the library memberships of the Bli Bli population.

Maroochydore - summary of memberships



Maroochydore - Top 5 membership suburbs



The Maroochydore Library is 1,400m² and is surrounded by well-established, dense accommodation, consisting of both holiday accommodation and permanent residents. The Maroochy Beach Bowls Club is adjacent to the library, and allows the library to be visible from the Cotton Tree business precinct. Visitors to the library use the street network for car parking. Opportunities exist to provide short-term car parking, for quick drop off / pick up of loan materials.

The library extends over two storeys. The ground floor primarily accommodates the library's collection, exhibition space, informal seating areas, customer service desks and back of house staff areas. The upper storey accommodates the technology centre, as well as quiet study areas, and a sound-proof space able to be used for events. A Library Administration Building is also located on the same site as the library, which provides public access to two meeting rooms.

Maroochydore had the highest number of memberships and the highest number of loans in 2018/2019 compared to other Sunshine Coast libraries, and the second highest visitation numbers (after Caloundra Library).

60% of users come from within the Maroochydore District catchment. 28% of users come from other District catchments. While many live in proximity to the catchments, this may also demonstrate the role of Maroochydore Library in catering for workers, shoppers and other users of Maroochydore. The library is further well used by the visitor (tourist) population, with 10% of all members representing visitors.

The Library is significantly undersized to cater for its current population catchment and the high number of users.

Additional demand on the Maroochydore Library service is anticipated in the medium-long term as a result of enhanced resident population, working population, user population of the Maroochydore City Centre and increased tourism. Significant additional demand is anticipated in the short to medium term by the emerging populations in Sippy Downs and Palmview until a new library is delivered to cater for these communities.

The *Environment and Liveability Strategy 2017* recommended establishing a Council-wide library in the Maroochydore City Centre. 2,500m² of land has been secured through an infrastructure agreement for library and community facility purposes.

Assessments undertaken for this Plan has identified that land secured within the Kawana Town Centre may be a more suitable location for a Council-wide lead library. It is considered that allowing both the Maroochydore City Centre and the Kawana Town Centre to mature will provide a clearer understanding of the opportunities and constraints associated with the potential relocation of the existing Maroochydore Library into the City Centre and the establishment of a Council-wide lead library at Kawana. It is recommended that as an interim priority, an

Express Library service, potentially a targeted boutique library, delivered and integrated in the Maroochydore City Centre to enhance community access, activate the City Centre and assisting in embedding it as the civic heart of the Sunshine Coast. Such a library presence could potentially be integrated with other community uses as indicated as being required in Maroochydore, including community venue and arts and cultural spaces.

A Minor District library is recommended delivered in Sippy Downs as a short term priority to service the Sippy Downs and Palmview communities and provide enhanced access to the Buderim community. This library will take significant pressure off the Maroochydore Library.

Infrastructure priorities:

- Establish an interim Express Library in the Maroochydore City Centre - 2024
- Upgrade existing Maroochydore Library or relocate into the Maroochydore City Centre - 2033
- The Maroochydore Library is due for refurbishment in 2024, 2029 and 2034 and 2039

Specific planning considerations:

- Maroochydore Principal Activity Centre Structure Plan



Kawana Library

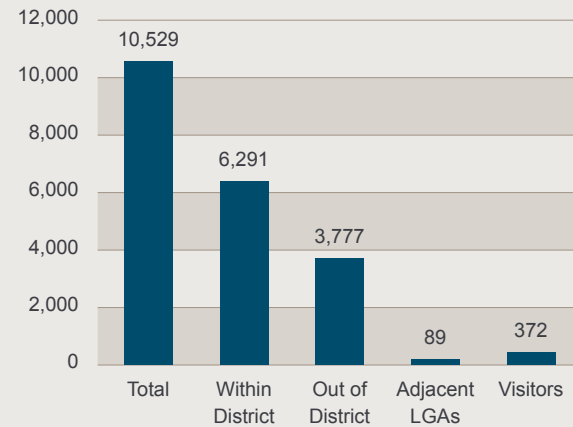
Infrastructure requirements

Establishment:	1998
Planning District Population 2021:	42,000
GFA 2019:	720
GFA requirement 2021:	1,800m ²
GFA requirement 2031:	1,900m ²
GFA requirement 2041:	2,200m ²

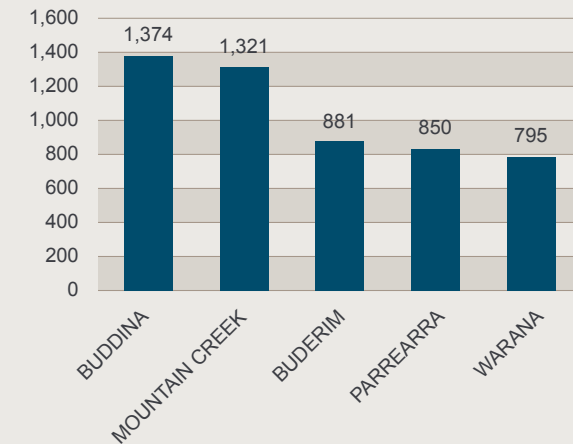
Key user statistics 2018/2019

Total members:	10,529
Number of visitations:	155,731
Number of loans:	246,973
Members in District catchment:	60%
Members out of District catchment:	36%
Members in adjacent LGAs:	1%
Visitor memberships:	4%

Kawana - summary of memberships



Kawana - Top 5 membership suburbs



Kawana Library has the 5th largest membership base, the 6th highest door count and the 5th largest number of loans in 2018/2019.

60% of users come from within the Kawana District catchment. A notable proportion of users (36%) come from other District catchments. While many live in proximity to the catchment, this may also demonstrate the role of Kawana Library in catering for workers, shoppers and other users of Kawana. Members of the Kawana Library also show great mobility, with 37% of all members accessing other libraries at their last visit - this is significantly higher than any other library.

The library has low visitations from visitors from outside the Sunshine Coast LGA.

Kawana Library is significantly undersized to cater for its current population catchment. The library is further hidden and poorly located with low community visibility and poorly signed. It sits surrounded by areas of high population growth with no integration to other services. The Library is however operating reasonably well.

The *Environment and Liveability Strategy 2017* recommended relocating the Kawana Library into the emerging Kawana Town Centre. 7,000m² and limited capital funding (tied to this land) has been secured through the Kawana Waters Infrastructure Agreement for library and cultural facility purposes.

A number of considerations favour the establishment of a Council-wide lead library within the Kawana Town Centre rather than Maroochydore City Centre, including location central to major population centres and on planned major public transport routes (light rail), and land and part funding secured. It is considered that allowing both the Maroochydore City Centre and the Kawana Town Centre to mature will provide a clearer understanding of the opportunities and constraints associated with the potential establishment of a Council-wide lead library at Kawana.

This Plan recommends the establishment of a Minor District Library in Sippy Downs as a short term priority. This library will take pressure off the Kawana Library until its relocation in the longer term.

Infrastructure priorities 2019-2032:

- Relocate Kawana Library/ establish Lead Library in the Kawana Town Centre - 2033

Operational priorities 2019-2032:

- Kawana library is due for refurbishment in 2021, 2026, 2031, 2036 and 2031.

Specific planning considerations:

- *Kawana Waters Community Development Strategy 2009*



Maleny Library

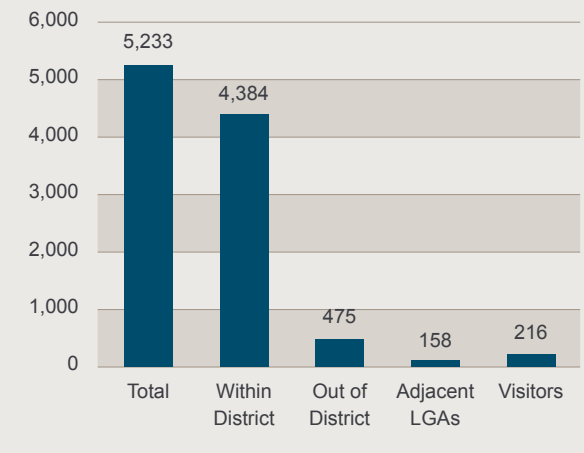
Infrastructure requirements

Establishment:	1998
Planning District Population 2021:	35,000
Population serviced by library:	10,000
GFA 2019:	400
GFA requirement 2021:	NA
GFA requirement 2031:	NA
GFA requirement 2041:	NA

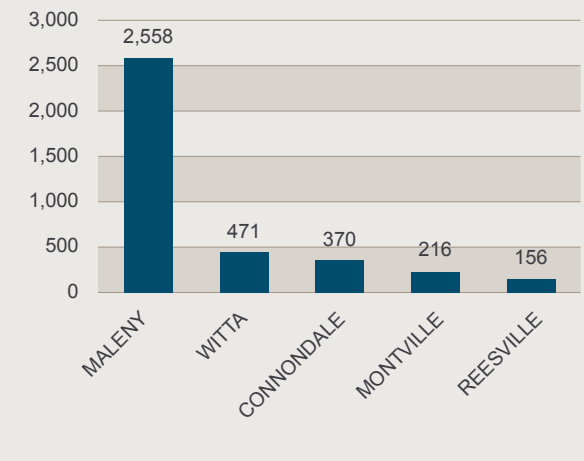
Key user statistics 2018/2019

Total members:	5,233
Number of visitations:	156,370
Number of loans:	135,299
Members in District catchment:	84%
Members out of District catchment:	9%
Members in adjacent LGAs:	3%
Visitor memberships:	4%

Maleny - summary of memberships



Maleny - Top 5 membership suburbs



Maleny Library is a local level library within the Beerwah District catchment, servicing Maleny, small hinterland towns and the rural areas in the western hinterland, equalling a population of approximately 10,000 people.

The library has a relatively small membership base of approximately 5,000 people and a lower number of loans compared with the District level libraries, but it is well loved and has high visitation numbers, with more than 150,000 door counts in 2018/2019.

The majority of users (84%) come from within the Beerwah District catchment, with near half of all users being residents of Maleny including 37% from the township of Beerwah and 21% from Glasshouse Mountains. There is a relatively small proportion of users coming from other District catchments or from areas outside the Sunshine Coast.

As a Local level library, there is no Desired Standard of Service to guide the required size of the Maleny Library. There is insignificant population growth in Maleny and the hinterland areas serviced by the Maleny Library and the *Environment and Liveability Strategy 2017* did not identify any further infrastructure requirements. With high numbers of visitations, there is however a strong desire to upgrade the library to create more space for programs and activities.

Infrastructure priorities:

- Review upgrade of Maleny Library – 2032
- Maleny Library is due for refurbishment in 2019, 2024, 2029, 2034 and 2039.

Coolum Library

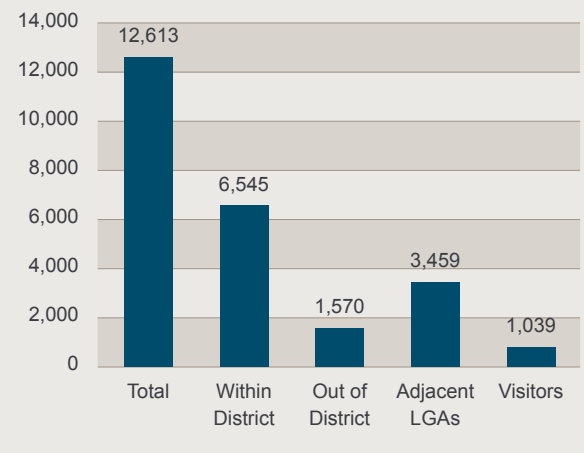
Infrastructure requirements

Establishment:	1989
Planning District Population 2021:	40,000
GFA 2019:	700m ²
GFA requirement 2021:	1,700m ²
GFA requirement 2031:	1,800m ²
GFA requirement 2041:	1,800m ²

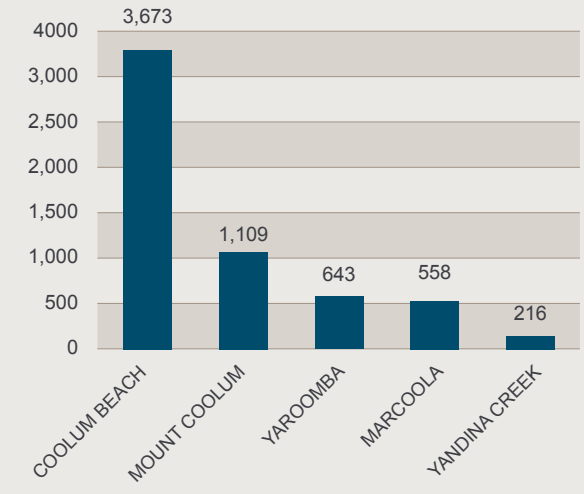
Key user statistics 2018/2019

Total members:	12,613
Number of visitations:	178,500
Number of loans:	268,758
Members in District catchment:	52%
Members out of District catchment:	12%
Members in adjacent LGAs:	27%
Visitor memberships:	8%

Coolum - summary of memberships



Coolum - Top 5 membership suburbs



Coolum Library has the 4th largest membership base, the 3rd highest door count and the 4th largest number of loans in 2018/2019.

Only half of all users of the Coolum Library come from within the Coolum District catchment. 12% of users come from other District catchments, demonstrating the role of Coolum Library in catering for workers, shoppers and other users of Coolum. More than a quarter of all users (27%) come from other LGAs, predominately Noosa. The library is also well used by our visitor (tourist) population, with 8% of all members representing visitors.

The Library is significantly undersized to cater for its current population catchment and the high number of users. The Library however had a significant upgrade in 2018, and is operating well from an operational perspective.

There is modest population growth forecast for the Coolum District, and the *Environment and Liveability Strategy 2017* did not identify any further infrastructure requirements for Coolum Beach by 2041. It is considered that the usage of the library by visitors and tourists be monitored and the need for further upgrades considered in the long term.

Infrastructure priorities:

- Investigate upgrade of the Coolum Library in the long term - post 2036.
- Coolum is due for refurbishment in 2022, 2027 and 2032.

Beerwah Library

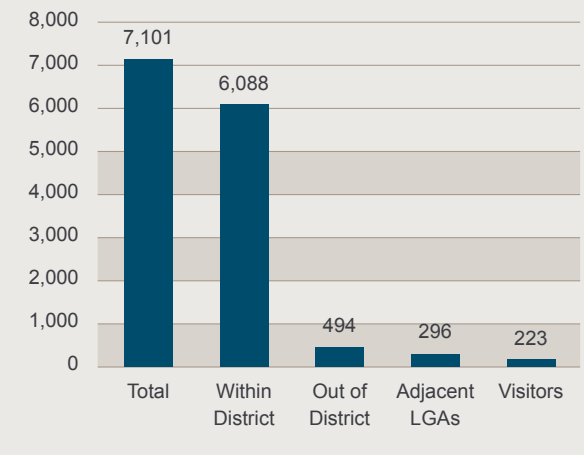
Infrastructure requirements

Establishment:	2000
Planning District Population 2021:	35,000
GFA 2019:	510
GFA requirement 2021:	1,500m ²
GFA requirement 2031:	1,800m ²
GFA requirement 2041:	2,000m ²

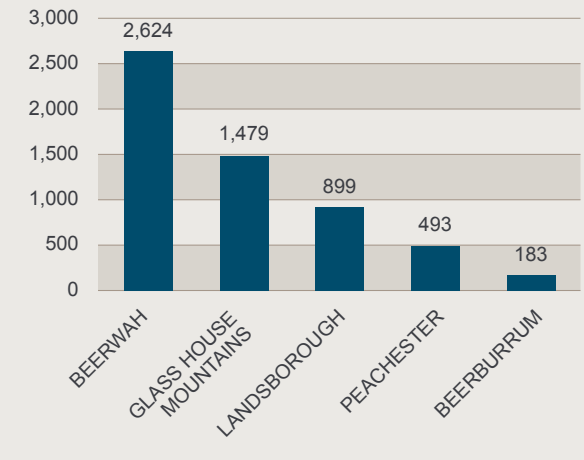
Key user statistics 2018/2019

Total members:	7,101
Number of visitations:	128,236
Number of loans:	150,155
Members in District catchment:	86%
Members out of District catchment:	7%
Members in adjacent LGAs:	4%
Visitor memberships:	3%

Beerwah - summary of memberships



Beerwah - Top 5 membership suburbs



Beerwah Library caters for the needs of the southern hinterland, including Beerwah major activity centre, a number of smaller townships and extensive rural areas.

The library has a relatively small membership base of approximately 7,000 people, which in part reflects the fact that the Beerwah District is also serviced by the Maleny Library. The usage of the Beerwah Library is still notable, with close to 130,000 visitations (door counts) and more than 150,000 loans in 2018/2019.

The majority of users (86%) come from within the Beerwah District catchment, including 37% from the township of Beerwah and 21% from Glasshouse Mountains. There is a relatively small proportion of users coming from other District catchments or from areas outside the Sunshine Coast.

Beerwah Library is significantly undersized to cater for its current population catchment. Beerwah Library is a facility with limited space and an open plan design. All library components (e.g. collections, computers, children's area, seating areas) are located in the same core area. This means there is no division of individual spaces, occasionally causing noise issues.

The *Environment and Liveability Strategy 2017* recommended upgrading Beerwah Library to deliver higher capacity. A significant part of the demand within the District catchment is however catered for by Maleny Library and it is considered that Beerwah Library has the capacity to cater for the forecast population growth over the next 15 years.

Infrastructure priorities:

- Investigate upgrade of the Beerwah Library in the long term - post 2036.
- Beerwah is due for refurbishment in 2023, 2028, 2033 and 2038.

Specific planning considerations:

- PLACE+ Beerwah Public Domain Master Plan 2014
- Turner Park Master Plan



Kenilworth Library

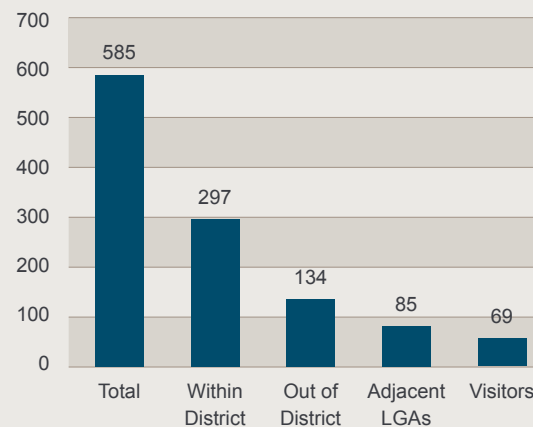
Infrastructure requirements

Establishment:	1986
Planning District Population 2021:	35,000
Population serviced by library:	>3,000
GFA 2019:	115m ²
GFA requirement 2021:	NA
GFA requirement 2031:	NA
GFA requirement 2041:	NA

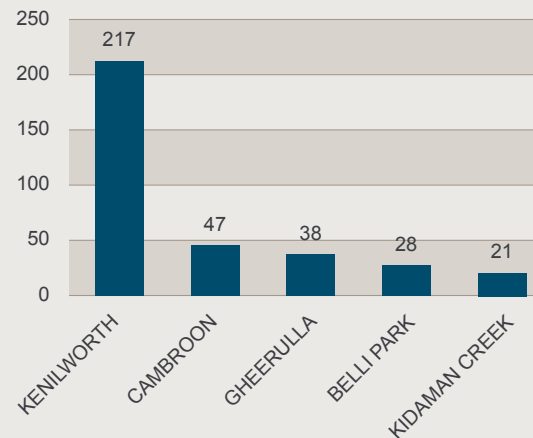
Key user statistics 2018/2019

Total members:	585
Number of visitations:	18,272
Number of loans:	9,481
Members in District catchment:	51%
Members out of District catchment:	23%
Members in adjacent LGAs:	15%
Visitor memberships:	12%

Kenilworth - summary of memberships



Kenilworth - Top 5 membership suburbs



Kenilworth Library is a local level library within the Beerwah District catchment, servicing the remote township of Kenilworth and surrounding rural areas. The library has a very small membership of less than 600 people. The majority of users are residents of Kenilworth, and the majority of the remaining users come from the rural areas to the west on the Sunshine Coast (Beerwah and Nambour District catchments). More than a quarter of users reside outside the Sunshine Coast LGA, predominately Gympie LGA, or further afield.

The numbers of visitations and loans are modest at approximately 18,000 visitations and less than 10,000 loans in 2018/2019.

As a Local level library, there is no Desired Standard of Service to guide the required size of the Kenilworth Library. There is insignificant population growth in the area serviced by the library and the Environment and Liveability Strategy 2017 did not identify any further infrastructure requirements.

Kenilworth Library comprises a small, non-purpose built facility (originally a house) and below standard accessibility. It is considered that Kenilworth may be more efficiently serviced through the provision of an Express Library model. As this is a new service model for the Sunshine Coast, further investigation is required into what this may look like. Community consultation will be an important input to this investigation.

Infrastructure priorities:

- Investigate replacing Kenilworth Library with an Express Library model – 2026

Mobile libraries

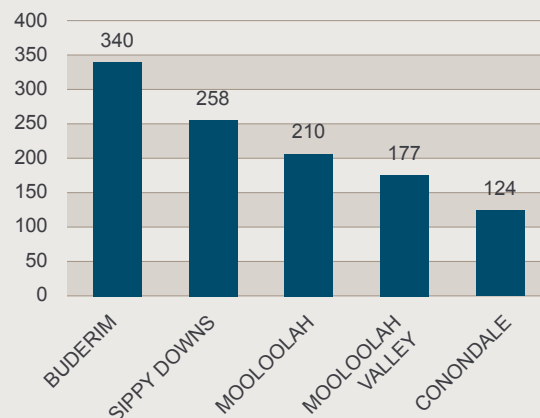
Key user statistics 2018/2019 – Mobi 1

Total members:	2,288
Number of visitations:	35,410
Number of loans:	66,886
Members within the LGA:	97%
Members out of the LGA:	3%
Members in adjacent LGAs:	8%
Visitor memberships:	2%

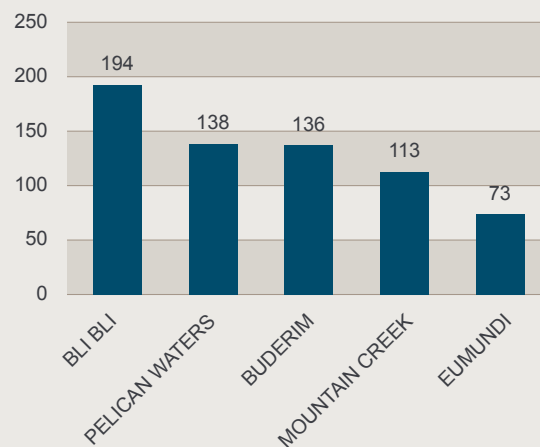
Key user statistics 2018/2019 – Mobi 2

Total members:	1,724
Number of visitations:	14,219
Number of loans:	30,666
Members within the LGA:	88%
Members out of the LGA:	12%
Members in adjacent LGAs:	10%
Visitor memberships:	2%

Mobi 1 - Top 5 membership suburbs



Mobi 2 - Top 5 membership suburbs



Council operates two mobile libraries (Mobi 1 and Mobi 2) through the use of one prime mover with trailer (larger vehicle) and one heavy rigid (smaller vehicle) designed with shelving, collections and computer terminals, making them 'library branches on wheels'.

The heavy rigid (Mobi 2) was replaced in 2015 and is due for replacement again in 2025. The prime mover (Mobi 1) is due for replacement within the next few years.

The mobile library services are currently servicing both urban areas and hinterland townships.

The mobile libraries operate on two concurrent timetables with weekly stops throughout the region. The timetable underwent a comprehensive review in 2017/2018 with a new timetable commencing in July 2018.

Mobi 1 has a total membership of 2,288 people, with the highest number of users coming from Buderim, Sippy Downs, Mooloolah, Mooloolah Valley and Conondale.

Mobi 2 has a total membership of 1,724 people, with the highest numbers of users coming from Bli Bli, Pelican Waters, Buderim, Mountain Creek and Eumundi. 10% of the users of Mobi 2 are coming from other LGAs, predominately Noosa.

It is considered that mobile library services are inappropriate and ineffective in servicing the increasingly urban nature of the Sunshine Coast coastal areas. The future tiered library service delivery model introduces a new service deliver model of Express library services, which is intended to replace the role and function of mobile library services in coastal urban areas. Mobile library services will continue to service hinterland towns and small townships, however investigation is required to establish the future role and function of mobile library services versus Express service models.





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200035 02/2020. Printed on environmentally responsible paper.