part two

detailed needs

Figure 28: newspaper reading area Concord library

2.1 the facilities

2.1.1 Introduction

This section provides the detailed requirements of each functional element of the project. It should be read in conjunction with the Room Data sheets that are found in part 4 of this document.

2.1.2 The New Library Facilities

The new library is to be designed as a 'hub' library and integrated with community centre and visitor information centre as a single community destination.

As a hub library, it is modeled on similar bench mark libraries.

These benchmark facilities are:

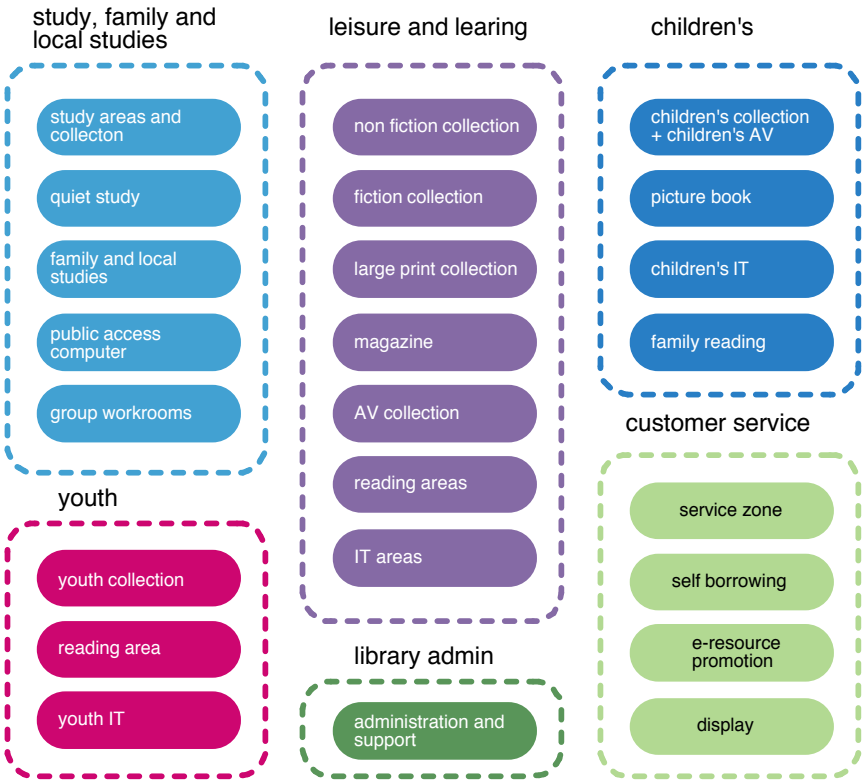
1. Ingleburn Library and community Centre
2. Mt Druitt Community Hub, incorporating library and community centre
3. Taree Library
4. Castle Hill Library and Community Centre

The new Forster Library will include the following facilities, These facilities represent a typical hub library model:

1. A library collection organised around leisure and learning.
2. A children's library with areas to external activity area.
3. A youth (young adult) library tailored to the youth in the community.
4. A study, local and family history centre
5. Customer service, displays, returns and borrowing.
6. Library admin areas

The new library is to be organised to group the spaces of each of these areas. The customer service areas should be located close to the entry area of the foyer community lounge and form a friendly welcoming entry to the library.

Careful planning is required to separate the more active areas from quieter work areas, for example the Children's area should not be located adjacent to the study area.



The diagram above illustrates the model for Foster Library

Collection Organisation

Forster library's collection is structured in the following sub collections. Most collections will follow a genre using popular subject categories identified by common language terms.

Sub collections	
Junior collection	including picture books, junior fiction, junior AV, junior non-fiction grouped by 4-6 genres
Young Adult Collection	including YA fiction, graphic novels, YA AV, YA magazines
Non Fiction Collection	Fully genred into approximately 30 subject groupings in a user-friendly, retail style layout
Fiction Collection	including large print, general fiction and genres and integrates paperback fiction
Magazines	current and past issue magazines
AV	includes CD's. DVD's and potentially downloading services.

Digital Resources

Digital resources should be integrated into a range of library areas and functions to allow:

1. Seamless movement of users from paper based to virtual resources
2. Different types of usage pattens, including leisure and study
3. Differentiate between users types and their usage
4. Fixed and mobile usage
5. Spaces where users can use and plug in their own devices
6. Access to wifi

As new digital resources are coming on line, some of these will have physical components but many will be virtually stored. An important function of the library will be to promote to its users these resources exist. The library will also need to provide facilities where librarian's can train users how to access and use these resources.

Access to digital resources needs to be provided as a mix of fixed and mobile usage points thought the library. It is to be designed to allow usage of laptops and tablets, and for mobile devices to be used anywhere in the library.

The library of the future will increasingly rely on ready at hand mobile technology. Forster library needs to be designed and enabled for the increasing use of IT and be readily changeable and adaptable to new technologies

Figure 29: An example of general shelving

Figure 30: An example of an electronic research area

Customer Service

A decentralised model for customer service is planned for the library, with roving library staff assisting users throughout the facility. This model still requires a small centralised service point close to the entry point to the library.

To allow integration of the all facilities within the building the entry to the library will not be a single set of doors, It is intended to allow the library interface with foyer/ community lounge to be maximised during operating hours. It is noted that this interface needs to be secured outside of library opening times. This could be achieved via sliding glazed screen or timber sliding screens.

When you arrive at the library you will not be greeted by a counter, instead smaller joinery elements and screens with specific functions are required which have been designed to be open and welcoming. These elements include:

- A welcome screen
- Display for featured resources
- Resource customer service point
- Self registration kiosk
- e-Resources promotion screen
- Casual seating area
- Self borrowing facilities

The customer service area will also include an enclosed space for receipt and management of materials returned by customers. The Council is researching possible use of automated machines to undertake these services. As an area that Librarian's spend significant time, Council would like the environment of this space to be carefully considered with access to external views.

Leisure and Learning

The Non fiction, Fiction, Large print, AV, newspapers and magazines form the base of the lending collection used by the community for leisure and learning.

The library would like to reduce visual dominance of the shelving by designing the shelving layout to include runs of between 3 to 4 bays of shelves. These runs of shelves are to be grouped to allow logical grouping of genres and collection zones.

Orientating shelves in different directions to provide views down through bays and feature other runs with display is encouraged. Sections of collection being in mobile shelving should also be explored.

The reading areas should not all be grouped together, smaller reader areas should be placed throughout the collection creating places where users can stop and view materials they have found while browsing the collection.

These reader areas should be comfortable with casual relaxing furniture.

Children's

Developing a love of reading starts at an early age with the Children's areas of community libraries being key in this process. To encourage children to use their library the facilities should be active and inspiring to growing minds.

The collection is only part of the engagement strategy. The new library will incorporate the following elements to support services for children and their carers:

- Shelving of books to be at level of children using and include a significant amount of face out book display

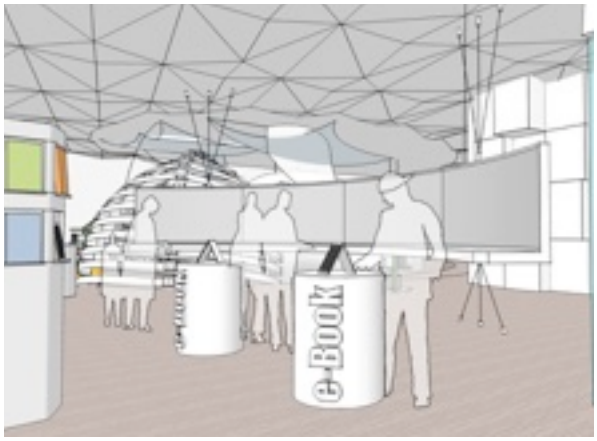


Figure 31: An example of an e book promotion area

Figure 32: An example of mobile shelving

- A picture book area which is fun and exciting for young children, to support learning, play and social activity. This area should include bespoke shelving and reading areas which can be themed to create a focal point to early childhood activities in the library
- A diverse range of reading areas which encourage both children and their careers to stop and use the library
- IT technologies specifically targeted software and children's learning and play
- A display area to feature children's resources. This should be designed as a specific joinery display creating the part of ambience of the library
- A flexible space for holding children's activities, supported by AV including projection, a sink to all wash up from activities, storage for activity support materials and flexible furniture.
- The children's area should be designed to open out onto an external secure court.
- Acoustic separation is essential.

Young adult

This area provides facilities within the library where young adults can establish a place for themselves at a time in their lives when they are finding their place within world. This area ideally needs to allow them to express themselves, socialise, relax and informally learn.

Options for separating the area from surrounding areas, especially the children's area, but keeping the area connected are important. The furniture should be informal and allow the users flexibility to arrange the environment to suit. Acoustic separation is essential to allow users express themselves without disturbing other users.

Figure 33: An example of children's area

Study, family and local history centre

This area is made up of two main elements a study centre and a family and local studies centre.

The study centre provides resources for life long learning including a schools collection, electronic research facilities and a range of reader areas.

As libraries are no longer quiet spaces careful consideration is required how to accommodate quiet and group study modes. The study area will include the following areas to cater for different users:

- 2 group study rooms where groups can collaboratively work. These rooms should be visibly open but provide acoustic separation. Provision for bring your own devices should be included in these spaces with a monitor to allow plug and play interactive learning.
- A quiet study room provides an enclosed quiet study space for individual learning and study. Again this space should visually connected but acoustically isolated.
- Open reader areas with a series of group tables for individual or small group work.

The family and local studies centre provides specific resources to allow users to undertake research. The area should be designed with its own identity to feature these resources. it should be designed to feel open and engaging as an important area, not a space hidden in a back corner.

There is no requirement to place the family and local studies centre within an enclosed space as storage or any archival materials is not required and therefore does not require any specialised security or climate control.

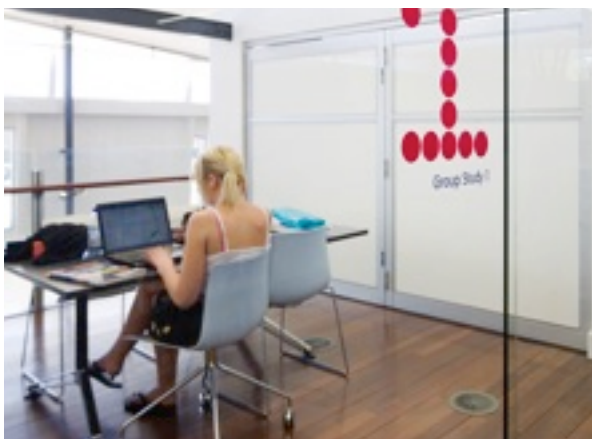


Figure 34: An example of a study area

Back of house

The back of house areas will accommodate the staff support spaces, including workroom with staff workstations, offices storage and staff amenities.

This area should be located adjacent the deliveries point for the library. The work areas should be located to allow access to natural light and outside views.

2.1.3 Community Centre

The spaces outlined in the brief are divided under three principle categories, activity rooms, community lounge and support spaces.

Community Lounge

A community lounge is intended to be located at the centre of the facility within the foyer space of the new building.

The lounge is a space where all users can stop, relax and take some time out, meet other users and socialise, review the information they have received from the visitor centre, connect to the wi-fi or just read a book.

Provision has been made to locate a mobile coffee cart within this space where refreshment could be purchased by users of the facility. Where this is unavailable access to user kitchen or vending machines should be provided.

The lounge should be flexible and allow for a range of smaller groups of casual and cafe style seating. This will create smaller zones and promote to promote use.

The spatial allowance for the foyer has been specifically calculated to both allow break out from activity rooms and to create an area to accommodate displays and exhibitions. This along with the community lounge will ensure that the foyer is an active vibrant place which the community and visitors want to use.

The space is required to be equipped with wall hanging systems, exhibition / gallery lighting, as well as ability to attract spots / theatre lights to a ceiling hung light grid.

Activity / Performance space

This space (Activity Rooms 3 and 4) forms the primary community space for larger community functions, performances and events.

The space to be designed to allow different modes and uses. The graphic return brief includes diagrams on possible set ups for different modes of use.

As a full size space of 200m^2, the large activity room can be set up as follows:

- Meeting / speakers presentation mode seating 180 people
- A performance space with small mobile stage set up as required and allow for seated audience of approximately 180 to 200 people or a larger audience standing.
- Conference mode with people sitting at tables, accommodating a capacity of 100
- Set up in dining mode for events, seating 90 to 100, and providing zone for an events performance
- Set up in dance lesson mode

The Large activity room is to be designed such that an operable wall will divide the main space into two smaller rooms. The AV system to the large room is to be designed so that it can operate across the whole space or be divided into to smaller systems one to each space.

Figure 35: An example of a large activity room

As two divided spaces, with a central operable wall, the rooms can accommodate the following:

- Informal meeting modes for 20
- Small meeting mode, seating in rows for 60 people
- Round table meeting mode set up for 30 people
- Classroom mode seating at tables for 46 people
- Smaller dance lesson set up

To accommodate the types of activities planned for this space it is intended that the floor be a sprung timber floor. Also careful attention is required to achieve room acoustics to allow performance, as well as good acoustic separation to surrounding spaces.

It is intended that the large activity rooms be located adjacent the forecourt space to allow events to spill out into the public domain or combined internal and external events to be run together.

Provision should be made to attach spots / theatre lights to a ceiling hung light grid to support performance activities

Meeting Rooms

This space is either a large 125m2 activity or meeting room that can be divided into two smaller approximately 65 sqm activity/ meeting rooms (Activity Rooms 1 and 2) via an operable wall.

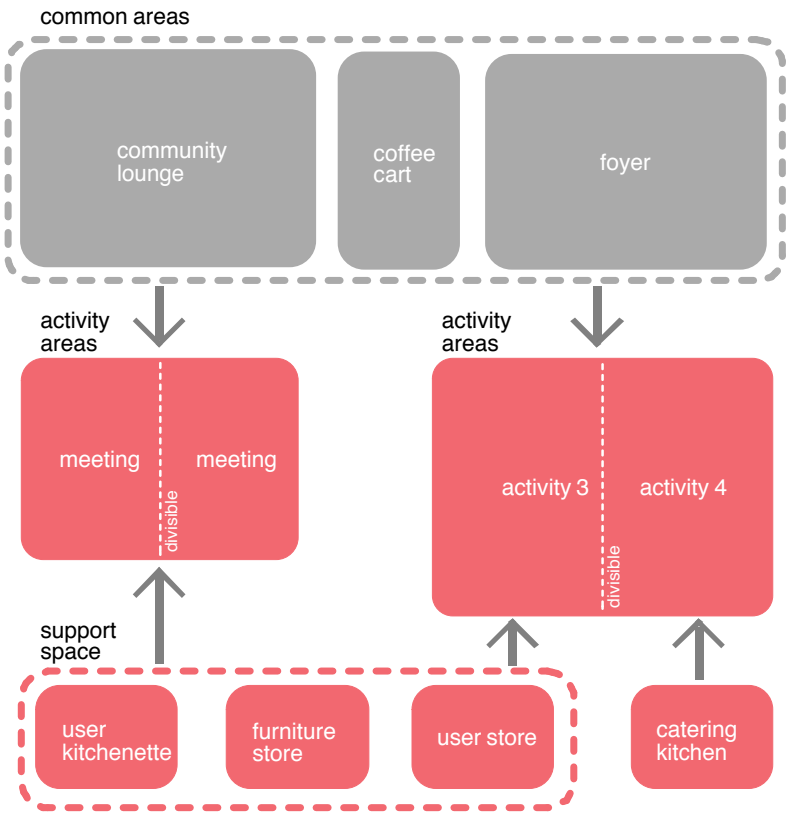
It is to be designed for various activities / uses including:

- Classroom mode, seating 45
- Round table / meeting mode seating 36
- Meeting / function mode seating 81 people
- Divided into two smaller rooms that can accommodate 12-20 people including training (computer) mode, craft / arts mode

The rooms are to include carpeted floors. The rooms are supported by user storage cabinets and sinks.

Support facilities

The activity rooms are supported by kitchen/ catering facilities, user and furniture storage.



The diagram above illustrates the relationships between the various elements of the Community Centre

The catering facilities provides users the ability to include food service for functions. It should allow for 're-heat and service' catering as this is the most common form of catering used and avoids extensive preparation facilities.

The catering kitchen should serve directly into Activity room 3 or 4, but should have the ability to supply food and beverages to common spaces as well as library.

A kitchenette will provide tea making and snacks area for all users of the activity rooms and community lounge.

Storage is to be included that can incorporate both user and furniture stores. This allows the management of centre furniture and equipment separately to user storage. The user storage should consist of a space with a series of lockable cupboards that can be used by different users.

2.1.4 Visitor Information Centre

The visitor information centre includes two main zones a customer area and a back of house area.

Customer Area

The main function of the customer area is to promote the region to visitors arriving in Forster and the Great Lakes.

Traditionally this is where visitors would pick up brochures of accommodation and attractions. However with the internet visitors are more likely to access this information prior to arriving.

Therefore the role for the customer area is changing to promote the visitor experience through new technologies. This will include:

- Kiosks for developing visitor itineraries
- Service kiosk with support equipment such as cash register, telephone and eftpos
- An interactive wall display to promote and enhance the visitor experience
- Local produce display and merchandise

At this time strategies and technologies for providing the visitor information services are rapidly changing. The visitor centre needs to be designed with joinery that is flexible, modular and mobile to allow change as customer service models evolve.

The customer area is required to be visible from man entry of the building.

Back of house areas

Many of the services provided by the Visitor Centre occur in a back of house area where Council's Tourism Development team develop events, promotions, and run an on-line and telephone call centre.

Visitor staff work both in customer zone and back of house, so the planning of the facility will require good access between both spaces.

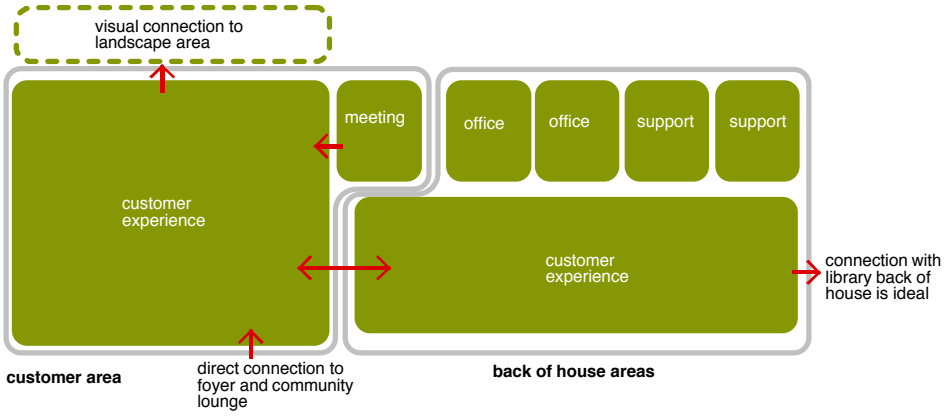
2.1.5 Operating Hours

The existing Forster library operates from 9:30am to 5:00pm on weekdays (excepting Mondays) and on Saturday mornings. Council is reviewing these hours and they may be extended in the future.

The Visiter Centre operates from 9:00 to 5:00 on week days and 9:00 to 4:00 on weekends.

The Community Centre will operate seven days a week with activities across the whole day and into the evening. It would be expected that events including performances and functions will occur regularly in the evenings.

The design of the facility must accommodate these usage patterns.



The diagram above illustrates the relationships between the various elements of the Visitor Information Centre

2.1.6 External Works

Introduction

An important element of Council's goal of creating an active community hub will be the setting in which the building will sit and how the internal spaces can extend out into the landscape.

The natural environment is a major driver for tourism in the region, as a community hub and visitor information centre it is important to bring the natural environment into centre through careful design of the landscape setting.

It is also noted that there are mandatory funding requirements for including external works within the development as outlined in section b clause 2.

Landscaped forecourt

The community facilities are to include a welcoming forecourt with a mix of hard and soft landscaping.

The forecourt is envisaged as an extension of the internal spaces with the large activity rooms breaking out onto this space. The forecourt is to be designed to allow a mix of activities including:

- Places to sit on a fixed seat under the shade of vegetation to relax or use resources borrowed form the library
- A place to meet and socialise
- A place to hold tourist promotion events
- A place where outdoor performances can take place with temporary seats placed in forecourt
- A place where street music and theatre can take place

As such the forecourt should have an appropriate mix of hard and soft landscaping to facility these activities.

The soft landscaping should be designed to create a setting for the building to sit and create shade for users of the forecourt.

A minimum of 150 sqm of forecourt (including at least 50 sqm of walkway) is to be included in the design. It is noted that are larger sized space may be required to allow required activities and this should be considered in the design.

Community Landscaping

The community landscaping will include both soft landscaping within the public domain and secure landscaped courts that form break out areas to internal activities within.

These community gardens have potential to allow community engagement in the plant selection, propagation and maintenance. Features such as sensory gardens, bush-tucker trails and interpretation, food gardens and water-play have potential to provide another facet of community involvement helping the new facility to become a community destination.

The children's area and young adult area of the library and Activity Rooms 1 and 2 of the community centre should be designed to allow them to breakout to a secure landscaped courts.

These courts will be for passive activities and include a central hard space surrounded by soft landscaping with fixed seats.

A feature garden that captures the essence of the natural environment of the region that can be viewed from the visitor information centre should be considered as part of customer experience as well as opportunities to incorporate water sensitive design.

The remainder of community landscaping should consist of soft landscaping with passive zones for public use where possible.

A minimum of 200 sqm of community landscaping is to be provided as part of the Library, Community and Visitor centre.

Car parking

Satisfactory car parking is to be provided to meet the needs of Council's proposed facilities. The actual number will be as agreed with Council.

Council may consider proposals which include on-street parking.

The development is to include an onsite parking space for Council's library vehicle and a loading bay for library deliveries.

2.2 schedule of areas

The schedule of areas indicate the projected area requirements for the Library, Community Centre and Visitor Centre. The Nett new space allowances are represented graphically in the following section 2.3 Graphic Functional Brief. Allowances for grossing factors are made in this Schedule of Areas below to determine the Gross Floor Area requirements.

Definitions

GFA - Gross Floor Area	A grossing factor is applied to the Nett Area figures. This grossing is the allowance for circulation and base building elements – Plant, riser shafts, toilets, cleaner's cupboards, and data cupboards, and the perimeter wall thickness.

	Area Names		Briefed Areas (m^2 Net)	Est. Grossing Factor GFA	Est. Gross Area GFA (m^2)	break down of total library areas
1.0	**Common building Facilities**					
	Common building Facilities		356	10%	391.6	175
		SUBTOTAL	**356**		**391.6**	**175**
2.0	**Library**					
	Library entrance and customer service		95	20%	114	114
	Lending collection		576	20%	691.2	691.2
	Children's collection		236	20%	283.2	283.2
	Young adult collection		56	20%	67.2	67.2
	Study, family & Local history centre		165	20%	198	198
	Back of house		299	20%	358.8	358.8
		SUBTOTAL	**1427**		**1712**	**1712**
3.0	**Community Centre**					
	Community centre		403	20%	483.6	134
		SUBTOTAL	**403**		**484**	**134**
4.0	**Visitor Centre**					
	Customer areas		132	20%	158.4	0
	Back of house		160	20%	192	0
		SUBTOTAL	**292**		**350**	**0**
	TOTAL		2478		2938	2021.4

2.2.2 Nett Functional Areas - Detailed breakdown

The following tables provide the detailed nett area requirements for each of the functional spaces and support areas of the Library, Community Centre and Visitor Centre. Room codes refer to the Room Data Sheet codes on the graphic functional brief and room data sheets in Appendix A.

1.0	Room Data Sheet Code	Accommodation Type	Area / Space m²	Quality	Total Area m²
1.0		**Common Building Facilities**			
	C1	Building foyer and Community Lounge	260	1	250
	C2	Coffee cart	20	1	20
	C3	Male toilets - community	22	1	22
	C4	Female toilets - community	22	1	22
	C5	Male toilets - library	10	1	10
	C6	Female toilets - library	15	1	15
	C7	AWC	6	1	6
	C8	Family toilet	6	1	6
	C9	Cleaner	5	1	5
		SUBTOTAL			**356**
2.0		**Library**			
2.1		**Library Entrance and Customer Service**			
	L1	Security point	3	1	3
	L2	Book returns	25	1	25
	L3	Customer service area	35	1	35
	L4	Self check out area	13	1	13
	L5	Feature display 1	10	1	10
	L6	Casual seating	9	1	9
		SUBTOTAL			**95**
2.2		**Library - Lending collection**			
	L7	Fiction / large print	158	1	158
	L8	Non fiction collection	165	1	165
	L9	Language or special collections	30	1	30
	L10	Magazine collection	55	1	55
	L11	Audio visual collection	50	1	50
	L12	Feature display 2 + 3	10	2	20
	L13	Reading area 1	14	5	70
	L14	Reading area 2	14	1	14
	L15	Walk up IT	10	1	10
	L16	Catalogue	2	2	4
		SUBTOTAL			**576**

4.0	Room Data Sheet Code	Accommodation Type	Area / Space m²	Quantity	Total Area m²
	2.3	Library - Children's collection			
	L17	Children's collection	81	1	81
	L18	Children's picture book area	50	1	50
	L19	Family reading area	20	1	20
	L20	Children's reading + IT	20	1	20
	L21	Feature display 4	10	1	10
	L22	Children's activity area	55	1	55
		SUBTOTAL			**236.0**
	2.4	Library - Young adult collection			
	L23	Young adult collection	17	1	17
	L24	Young adult reading	29	1	29
	L25	Young adult IT	10	1	10
		SUBTOTAL			**56**
	2.5	Library - Study, Family and Local history centre			
	L26	Public access computers	42	1	42
	L27	Study rooms	10	2	20
	L28	Copy	15	1	15
	L29	Local studies / family history	30	1	30
	L30	Research area	42	1	42
	L31	Quiet study	16	1	16
		SUBTOTAL			**165**
	2.6	Library - Back of house			
	L32	Library Co-ordinator's office	12	1	12
	L33	Computer systems co-ordinator	12	1	12
	L34	Workroom	131	1	131
	L35	Staff meeting room	12	1	12
	L36	IT equipment room	12	1	12
	L37	Staff room	25	1	25
	L38	Unisex toilet	5	1	5
	L39	Accessible toilet	9	1	9
	L40	Storage	16	1	16
	L41	Deliveries area	25	1	25
	L42	Copy / stationery	12	1	12
	L43	Compactus storage	12	1	12
	L44	Book club storage	16	1	16
		SUBTOTAL			**299**

7.0	Room Data Sheet Code	Accommodation Type	Area / Space m^2		Total Area m^2
3.0		**Community Centre**			
	A1	Meeting Rooms 1+ 2	62	2	124
	A2	Meeting room storage (library)	10	1	10
	A3	Activity Rooms 3 (+4)	100	2	200
	A4	Furniture store	20	1	20
	A5	User store	12	1	12
	A6	User kitchenette	12	1	12
	A7	Catering kitchen	25	1	25
		SUBTOTAL			**403**
4.0		**Visitor Centre**			
		Visitor Centre - Customer areas			
	V1	Customer experience centre	120	1	120
	V2	Meeting room	12	1	12
		SUBTOTAL			**132**
		Visitor Centre - Back of house areas			
	V3	Customer engagement and DM centre	68	1	68
	V4	Customer Contact Centre	20	1	20
	V5	Co-ordinator's office	12	1	12
	V6	Storage (Brochures / Merchandise)	25	1	25
	V7	Storage (Event)	25	1	25
	V8	Staff kitchenette	10	1	10
		SUBTOTAL			**160**

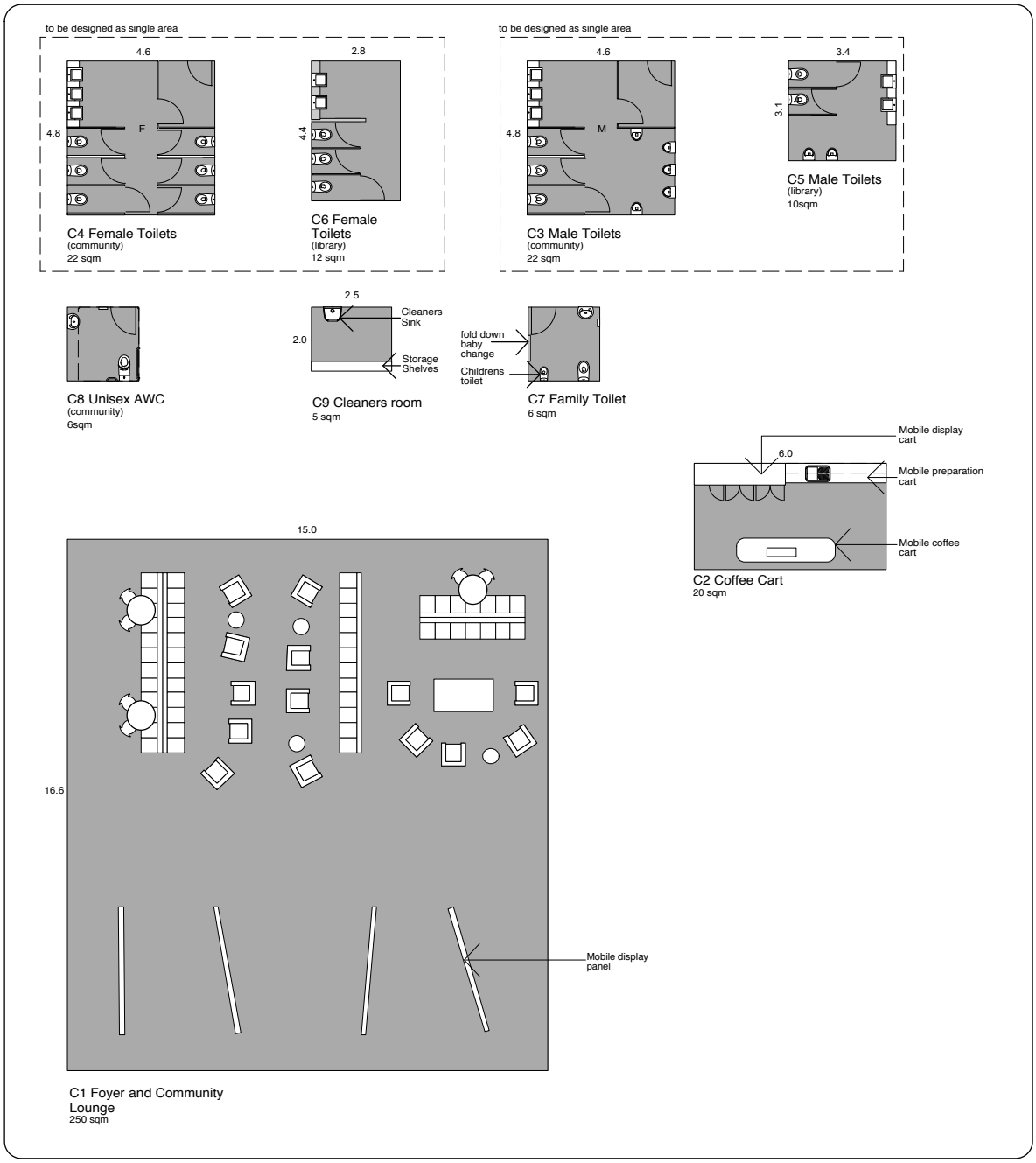
2.3 graphic functional
return brief

Graphic Functional Brief
The graphic functional brief describes the size, number and functional requirements of each of the functional spaces required by the Brief.

The functional spaces are grouped according to the functional divisions indicated in 2.4 Functional Relationship Diagram. The functional area requirements for each of these groupings are indicated on the graphic functional brief as nett areas, exclusive of grossing factors .

Room Data Sheets
The detailed fit out requirements for each projected space are tabulated in the individual Room Data Sheets.
There Room Data Sheets are located part 4.

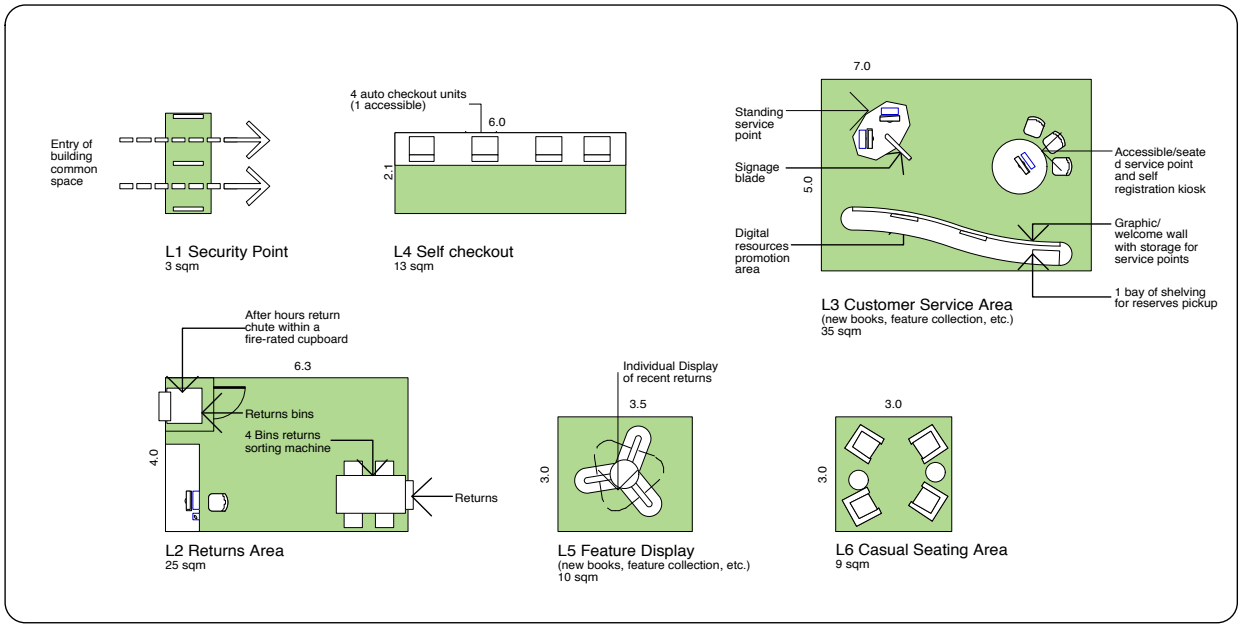
1 Common Areas



1.0 Community Resource Centre - Common Areas

356 sqm

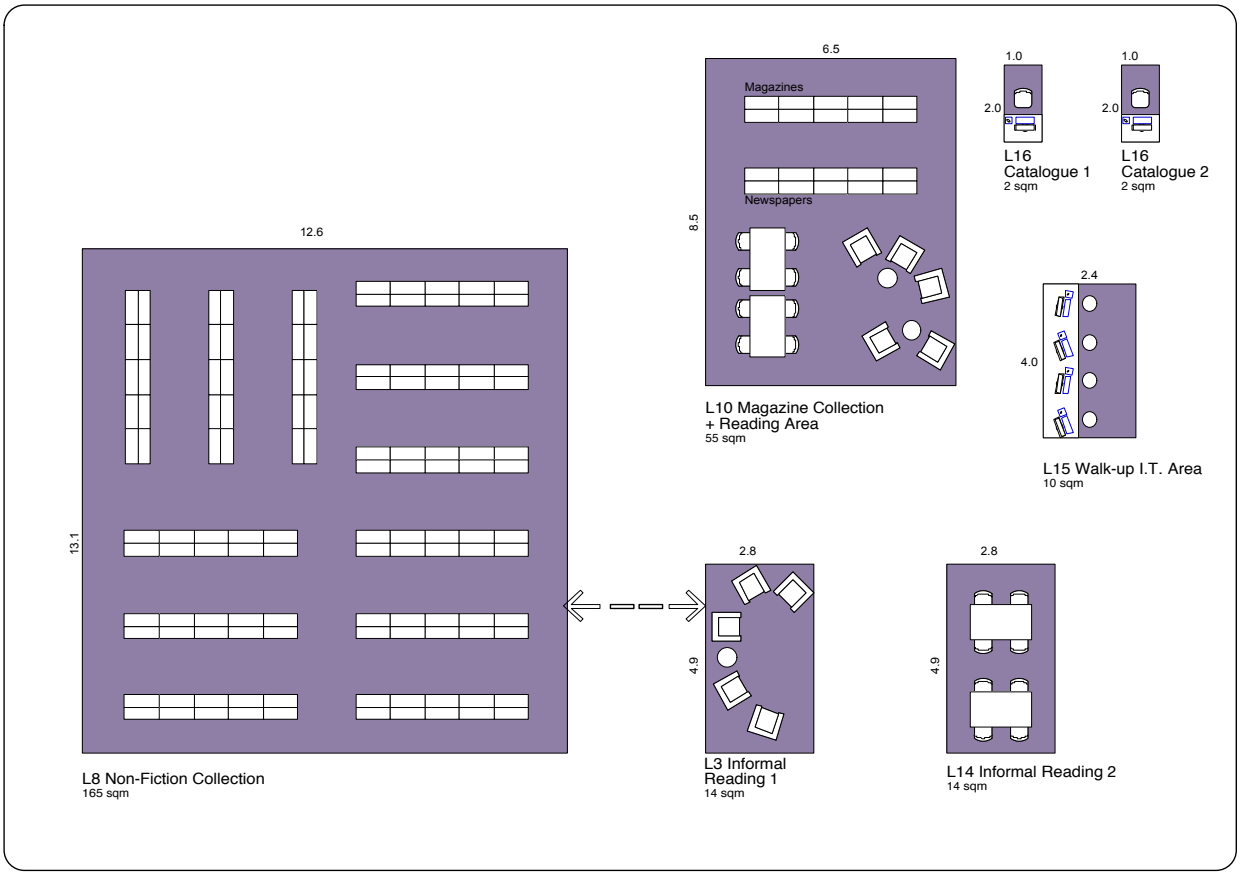
2.1 Library Entrance and Customer Service



2.1 Library Entrance & Customer Service

95 sqm

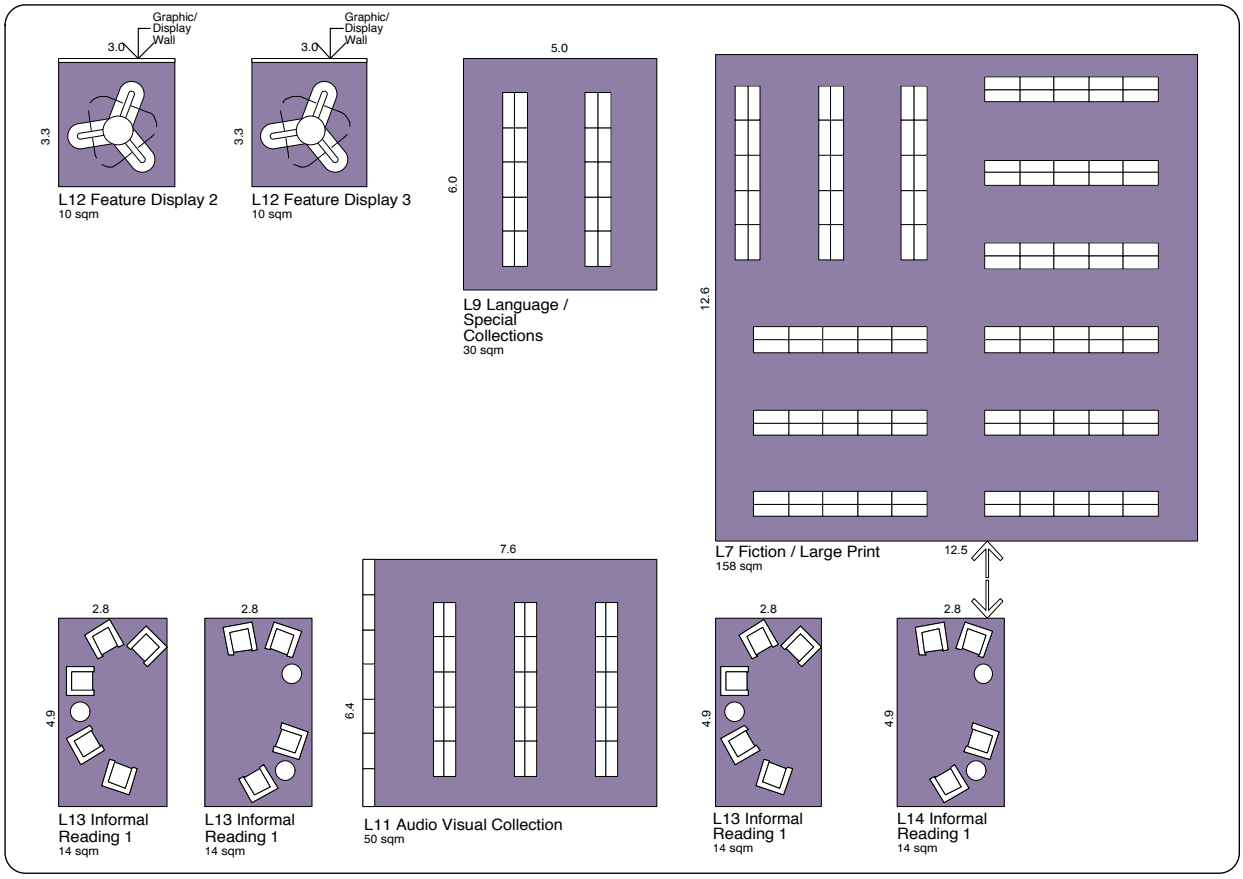
2.2 Library - Lending (1)



2.2 Library - Lending

262 sqm

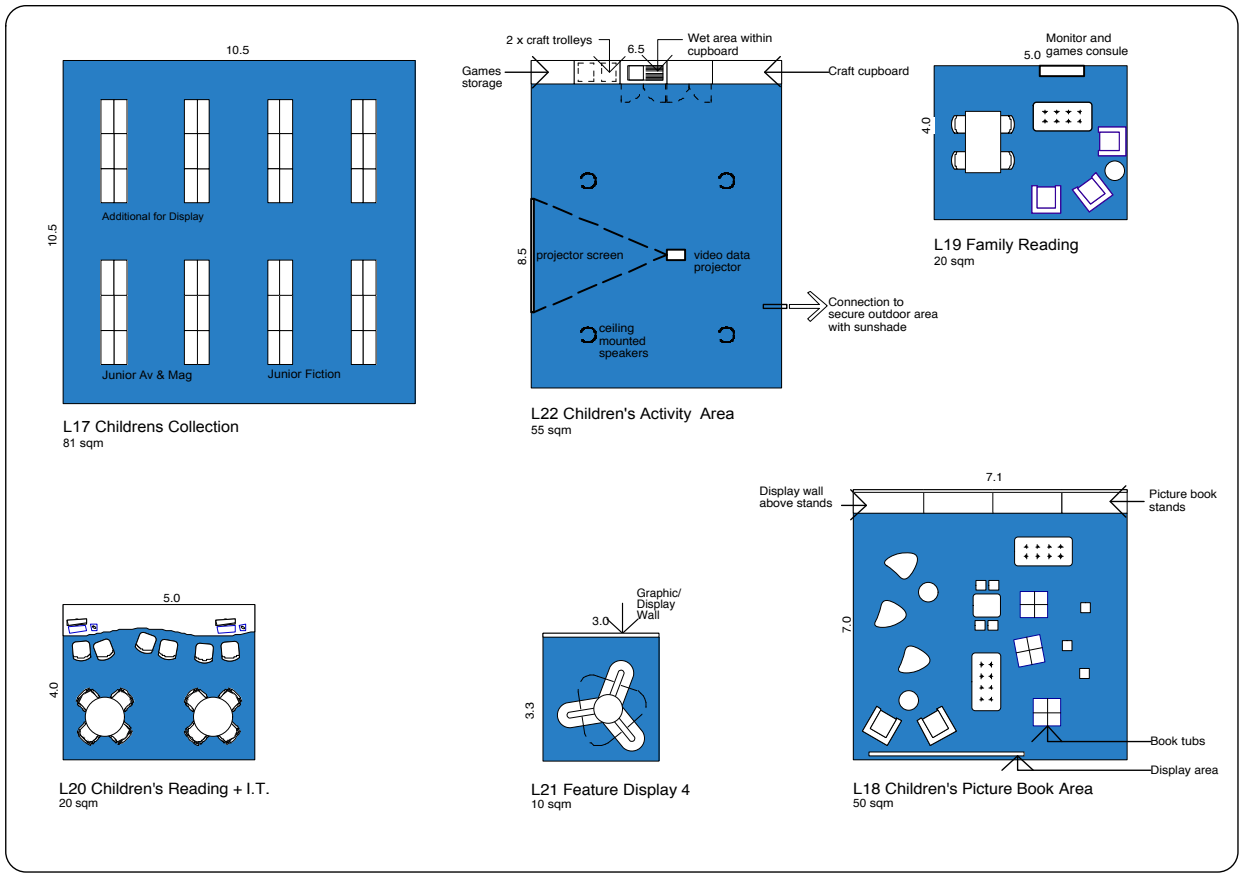
2.2 Library - Lending (2)



2.2 Library - Lending

314 sqm

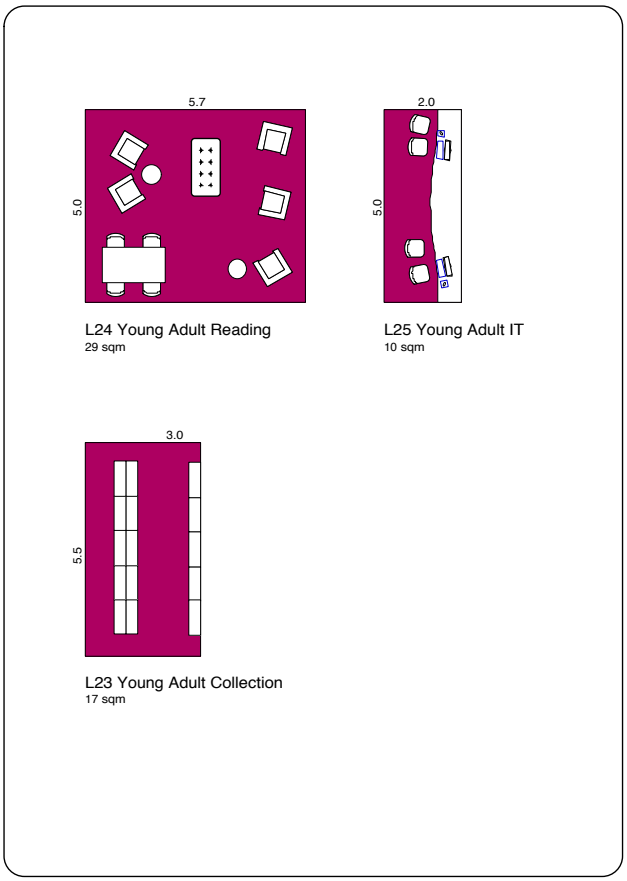
2.3 Library - Children’s Library



2.3 Library - Children's Library

236 sqm

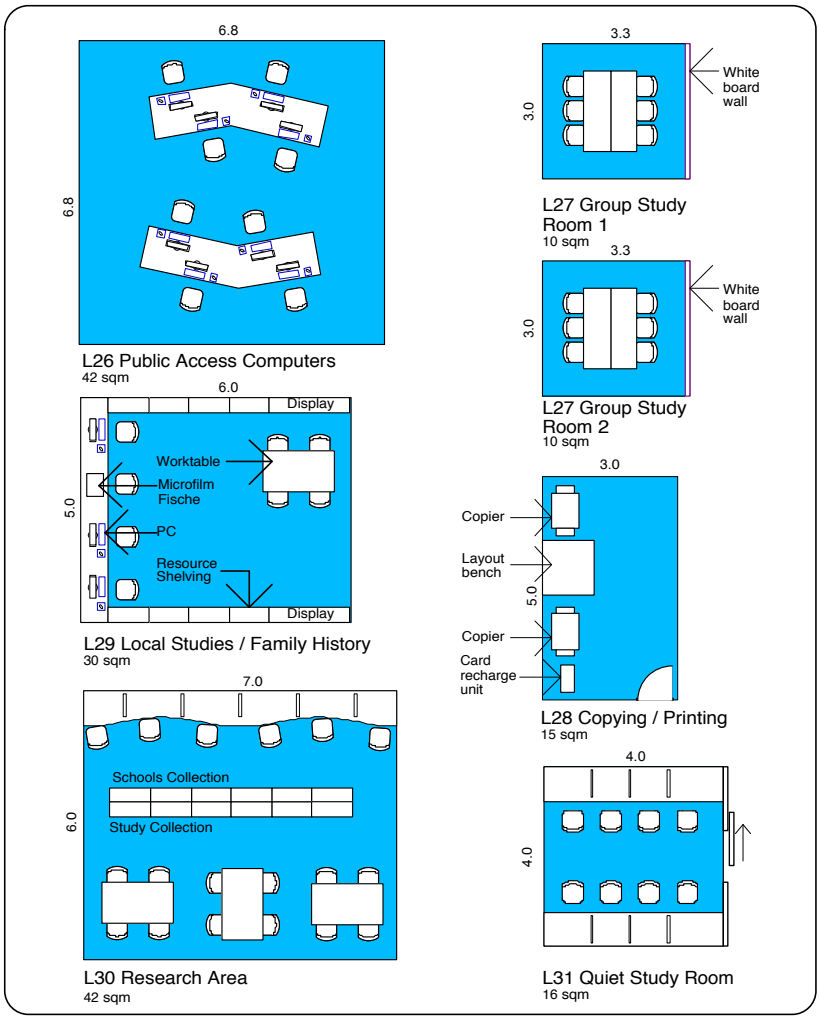
2.4 Library - Young Adult



2.4 Library - Young Adult

56 sqm

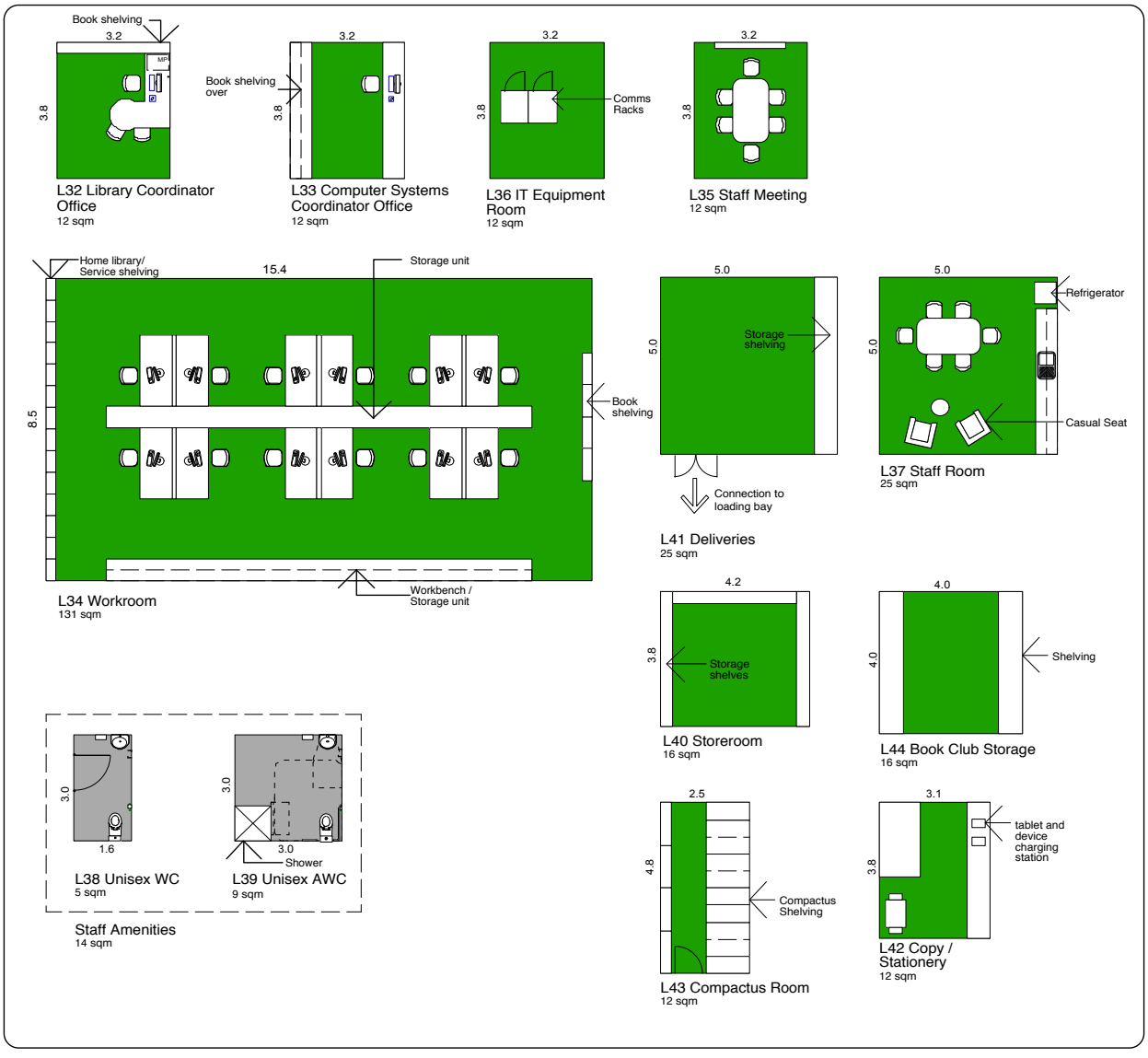
2.5 Library - Study Centre/ Family and Local History Centre



2.5 Library - Study / Local History / Genealogy Centre

165 sqm

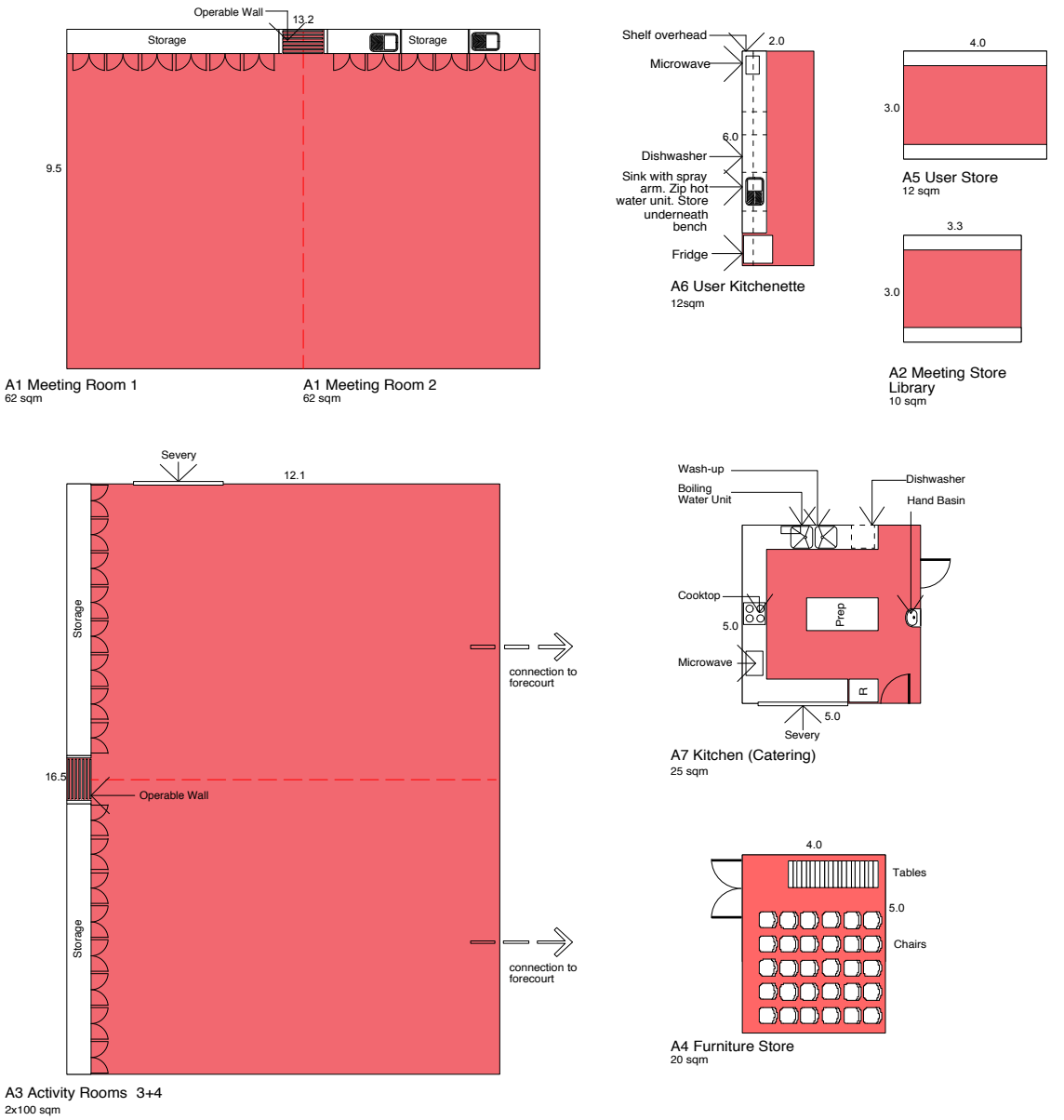
2.6 Library - Back of House



2.6 Library - Back of House

299 sqm

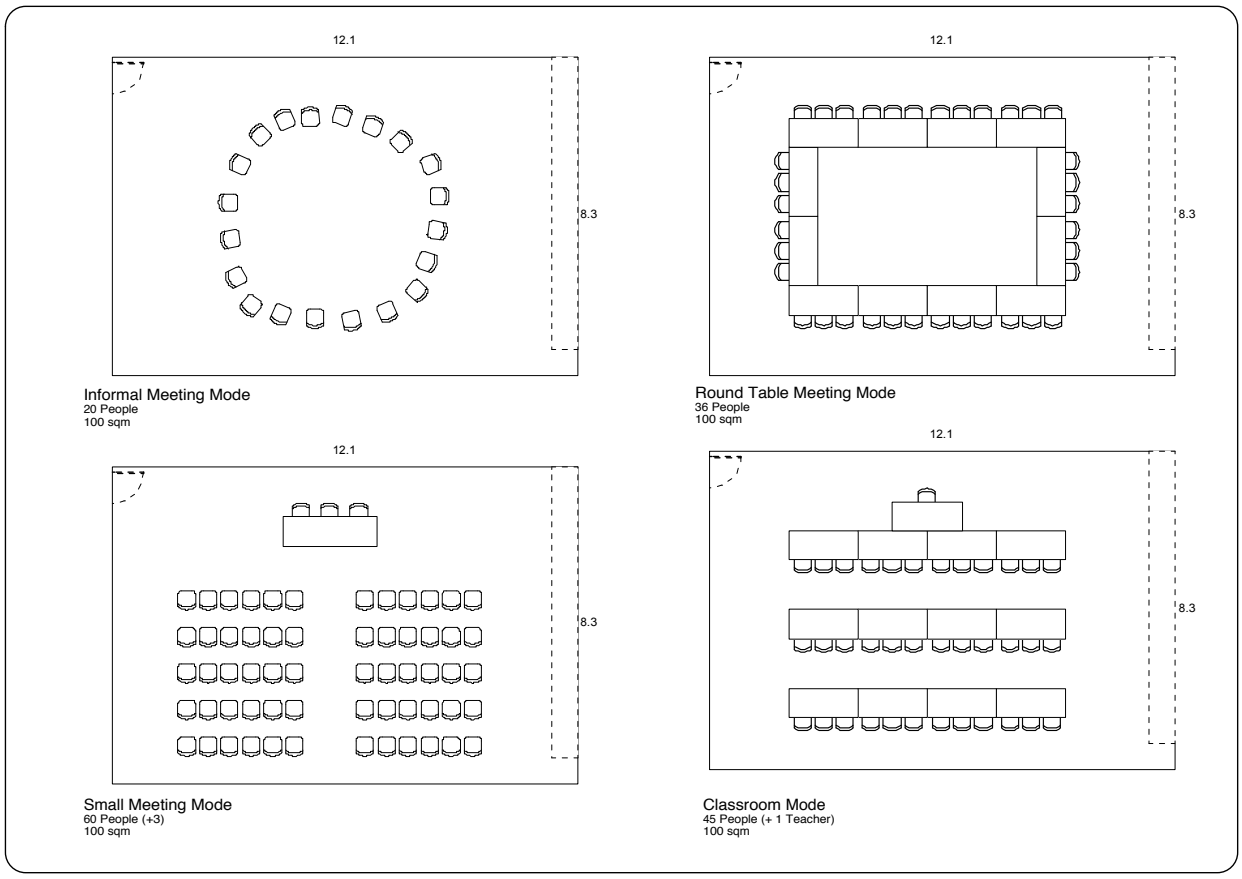
3.1 Community Centre



3.1 Community Centre

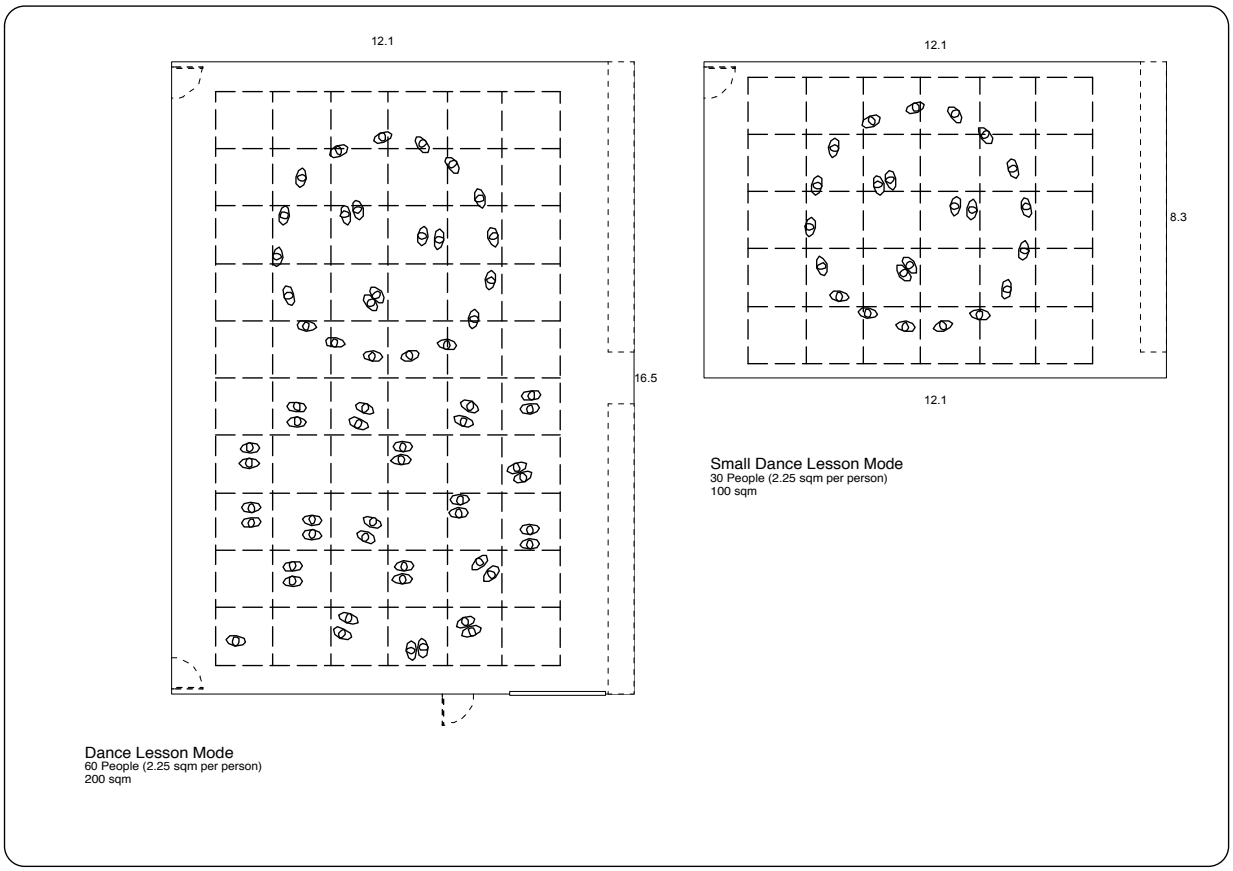
403 sqm

3.2 Community Centre operational modes



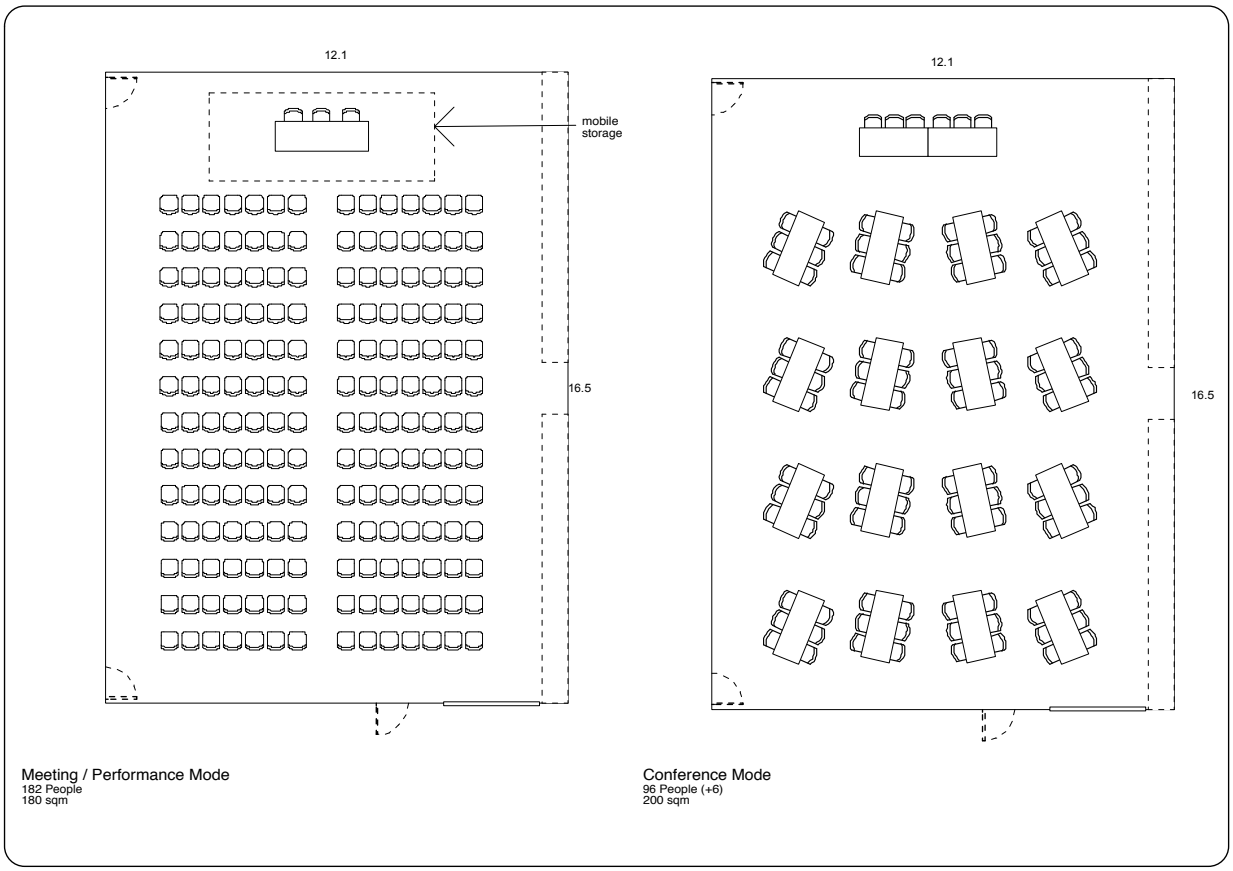
3.2 Layout Options for Activity Room 3+4

3.2 Community Centre operational modes



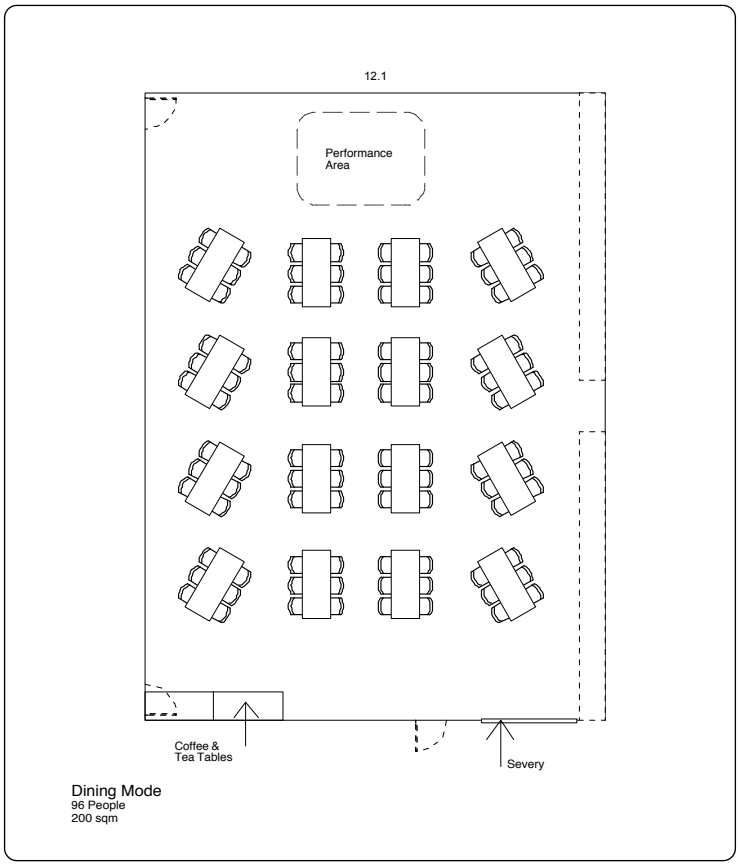
3.2 Layout Options for Activity Room 3+4

3.2 Community Centre operational modes



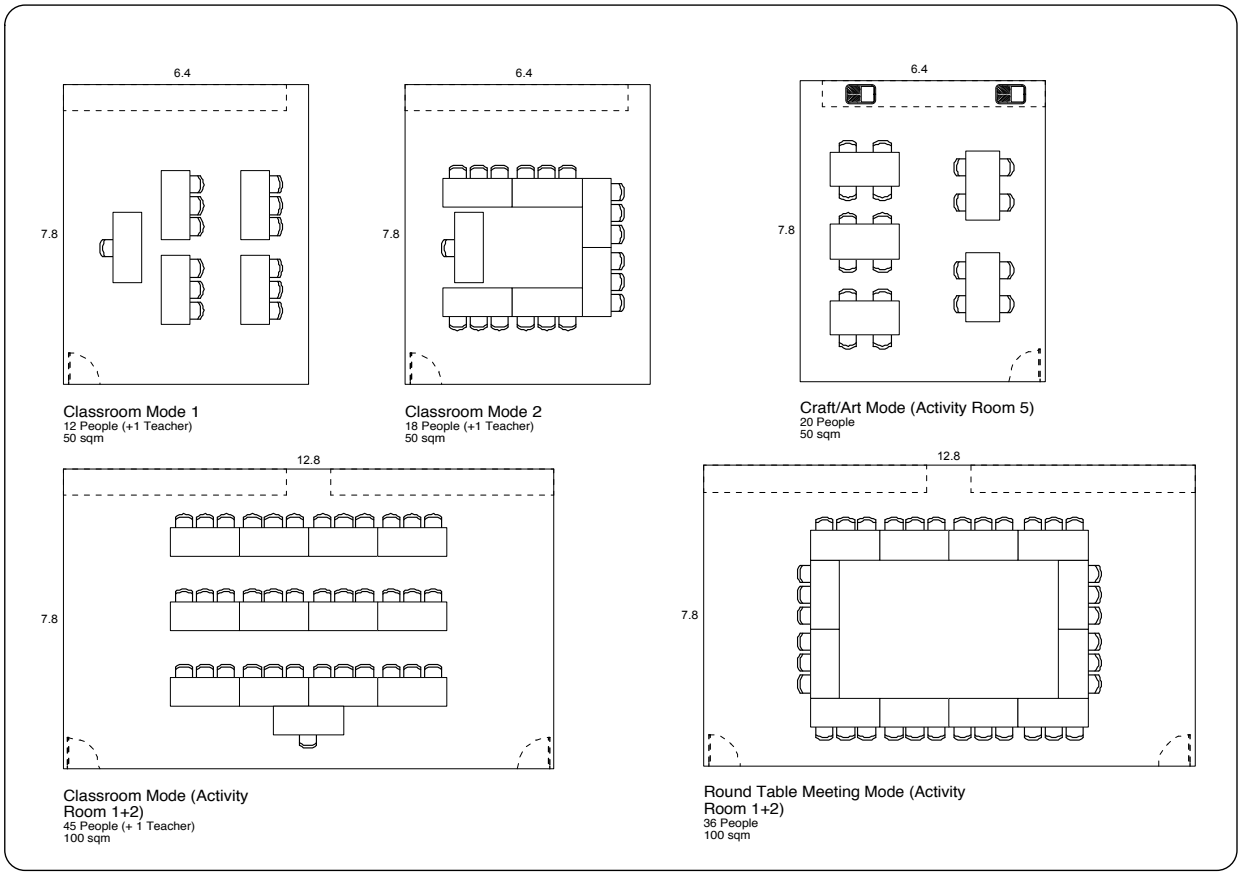
3.2 Layout Options for Activity Room 3+4

3.2 Community Centre operational modes



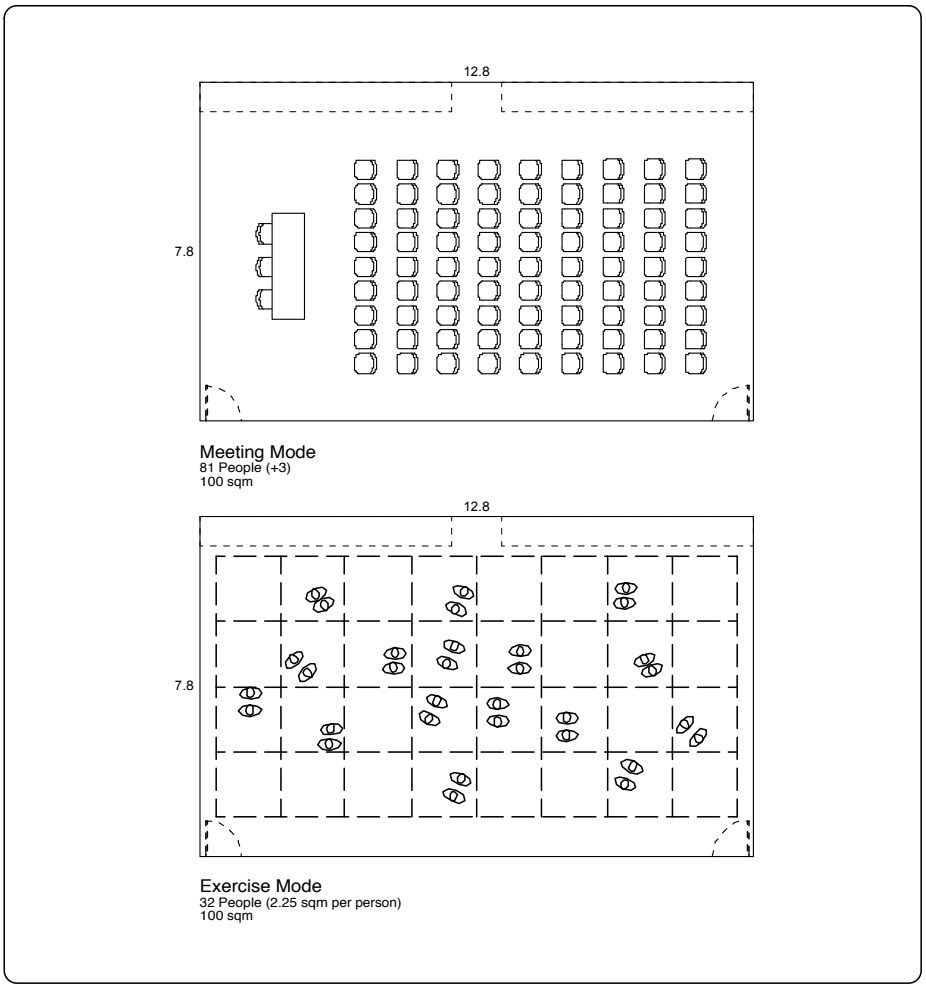
3.2 Layout Options for Activity Rooms 3+4

3.2 Community Centre operational modes



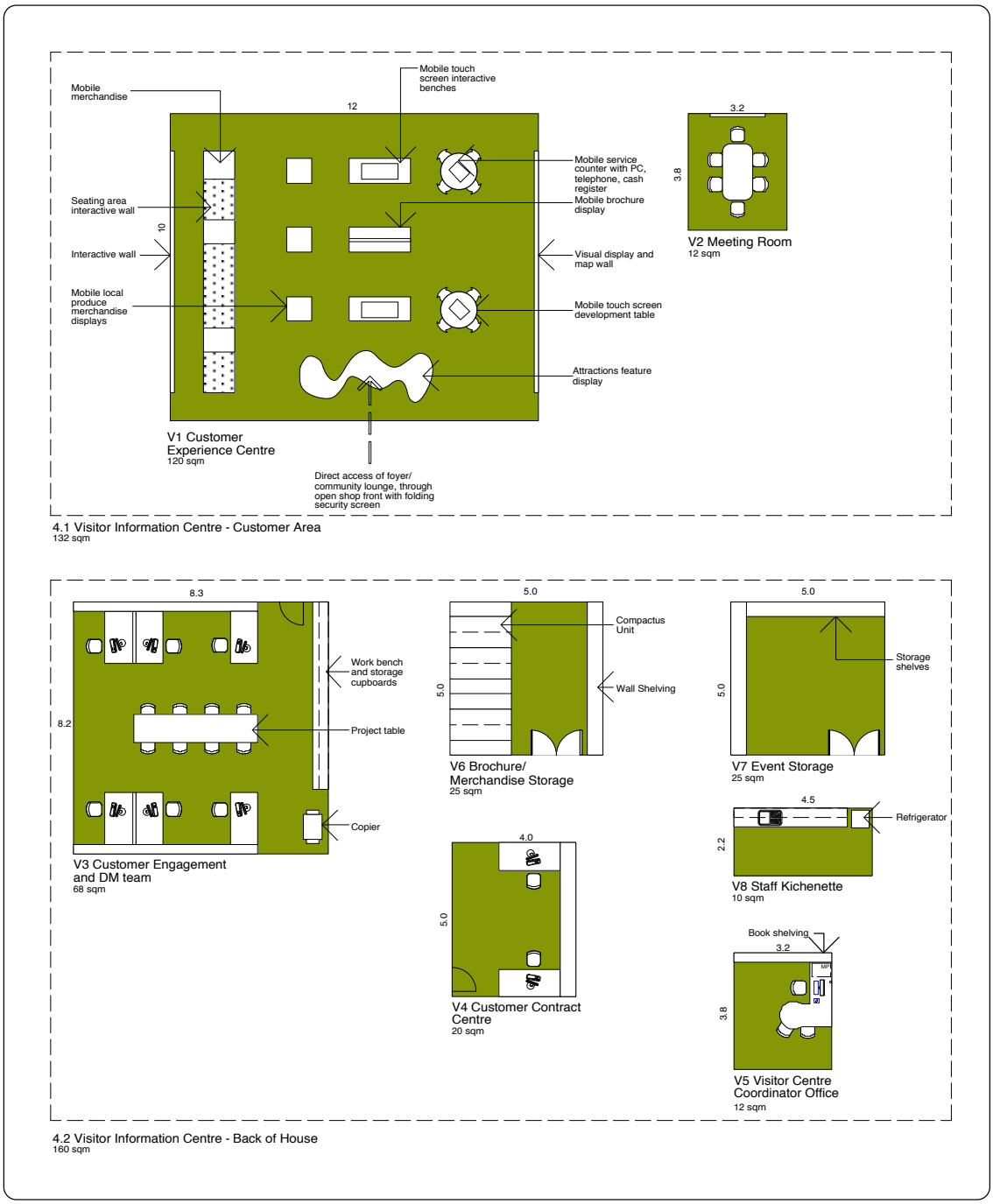
3.2 Layout Options for Meeting Rooms 1+2

3.2 Community Centre operational modes



3.2 Layout Options for Meeting Rooms 1+2

4.0 Library - Visitor Information Centre



4.0 Visitor Information Centre

292 sqm

Figure 36: Active common foyer Strathfield library and community resource centre

2.4 functional relationship diagram

Functional Relationships

The functional relationship diagram arranges the various elements of the Library, Community and Visitor Centre to show the major functional connections and interaction of the spaces in the project. It is a visual representation of important relationships between general group functions.

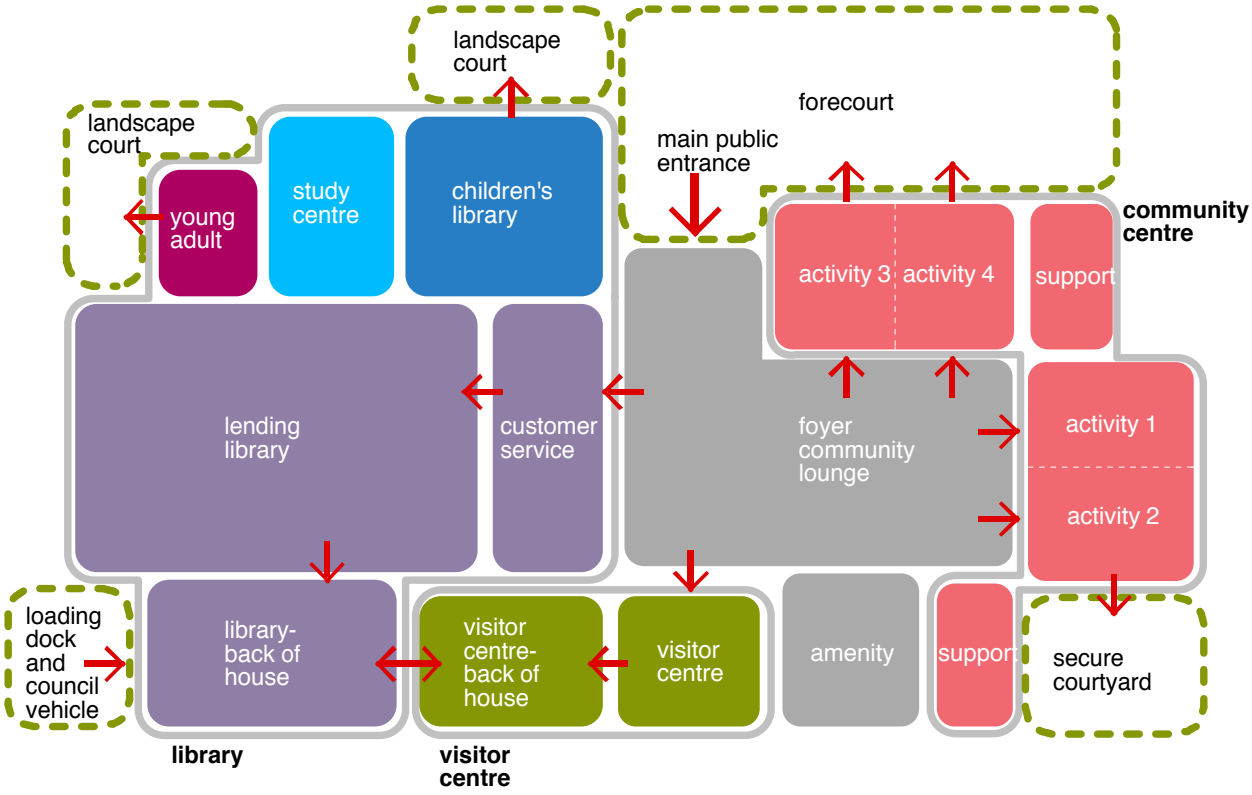
The spaces are indicated to approximate scale on a single diagram.It indicates the public interface between the three elements, the library, community and visitor centres. It shows relationship of all zones of the facilities including common areas and shared support facilities and amenities.

The areas are all shown in a single layer.

Refer to section 1.5.5 which outlines planning principles for the new facilities as well as addressing the requirements for designing over one or two levels.

The Library, Community and Visitor Centre is seen as a single identity, where there is seamless interaction between the three main elements. They are to be housed in a single building.

The design should allow all elements to operate independently of as a combined integrated facility. The design must allow each of the three elements, the Library, Community, and Visitor Centres to run while either one or both of the other facilities are closed. Each element needs to be able to be secured with the common facilities being used to access those areas that are open.

Functional Relationship Diagram

The diagram below shows the three elements and their relationships and how the common space will integrate and connect the facilities as a single community facility.