



Community & Environment Committee

Agenda: *Community & Environment Committee*

Date: *Monday 27 June, 2011*

Time: *6.00pm*

Outline of Meeting Protocol & Procedure:

- The Chairperson will call the Meeting to order and ask the Committee/Staff to present apologies or late correspondence.
- The Chairperson will commence the Order of Business as shown in the Index to the Agenda.
- At the beginning of each item the Chairperson will ask whether a member(s) of the public wish to address the Committee.
- If person(s) wish to address the Committee, they are allowed four (4) minutes in which to do so. Please direct comments to the issues at hand.
- If there are persons representing both sides of a matter (eg applicant/objector), the person(s) against the recommendation speak first.
- At the conclusion of the allotted four (4) minutes, the speaker resumes his/her seat and takes no further part in the debate unless specifically called to do so by the Chairperson.
- If there is more than one (1) person wishing to address the Committee from the same side of the debate, the Chairperson will request that where possible a spokesperson be nominated to represent the parties.
- The Chairperson has the discretion whether to continue to accept speakers from the floor.
- After considering any submissions the Committee will debate the matter (if necessary), and arrive at a recommendation (R items which proceed to Full Council) or a resolution (D items for which the Committee has delegated authority).

Recommendation only to the Full Council (“R” Items)

- Such matters as are specified in Section 377 of the Local Government Act and within the ambit of the Committee considerations.
- Matters which involve broad strategic or policy initiatives within responsibilities of Committee.
- Matters requiring the expenditure of moneys and in respect of which no Council vote has been made.
- Matters delegated to the Council by the Traffic Authority of NSW.
- Matters not within the specified functions of the Committee,
- Matters reserved by individual Councillors in accordance with any Council policy on "safeguards" and substantive changes.
- Parks and Reserves Plans of Management (Strategies, Policies and Objectives).
- Residential Parking Schemes - Provision and Policies.

Delegated Authority (“D” Items)

- Community Services and Programs.
- Library Services
- Health.
- Licensing.
- Liquor Licences.
- Regulatory.
- Fire Protection Orders.
- Residential Parking Schemes (surveillance and administration).
- Traffic Management (Traffic Committee Recommendations).
- Waste Minimisation.
- To require such investigations, reports or actions as considered necessary in respect of matters contained within the Business Agendas (and as may be limited by specific Council resolution).
- Confirmation of the Minutes of its Meetings.
- Any other matter falling within the responsibility of the Community and Environment Committee and not restricted by the Local Government Act or required to be a Recommendation to Full Council as listed above.
- Statutory reviews of Council's Delivery Program and Operational Plan.

Committee Membership:

7 Councillors

Quorum:

The quorum for a Committee meeting is 4 Councillors.

WOOLLAHRA MUNICIPAL COUNCIL

Notice of Meeting

23 June, 2011

To: Her Worship The Mayor, Councillor Isabelle Shapiro ex-officio
Councillors Susan Wynne (Chair)
Sean Carmichael (Deputy)
Anthony Boskovitz
Peter Cavanagh
Susan Jarnason
Greg Medcraft
Andrew Petrie

Dear Councillors

Community & Environment Committee Meeting – 27 June, 2011

In accordance with the provisions of the Local Government Act 1993, I request your attendance at a Meeting of the Council's **Community and Environment Committee** to be held in the **Council Chambers, 536 New South Head Road, Double Bay, on Monday 27 June, 2011 at 6.00pm.**

Gary James
General Manager

Additional Information Relating to Committee Matters

Site Inspection

Other Matters

Meeting Agenda

Item	Subject	Pages
1	Leave of Absence and Apologies	
2	Late Correspondence	
3	Declarations of Interest	

Items to be Decided by this Committee using its Delegated Authority

D1	Confirmation of Minutes of Meeting held on 14 June, 2011	1
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Items to be Submitted to the Council for Decision with Recommendations from this Committee

R1	E J Ward Centre – 900.G	2
R2	Proposed Temporary Closure of Double Bay Library – 329.548	47

Item No: D1 Delegated to Committee
Subject: **Confirmation of Minutes of Meeting held on 14 June, 2011**
Author: Les Windle, Manager - Governance
File No: See Council Minutes
Reason for Report: The Minutes of the Meeting of Monday 14 June, 2011 were previously circulated. In accordance with the guidelines for Committees' operations it is now necessary that those Minutes be formally taken as read and confirmed.

Recommendation:

That the Minutes of the Community and Environment Committee Meeting of 14 June, 2011 be taken as read and confirmed.

Les Windle
Manager – Governance

Item No: R1 Recommendation to Council
Subject: E J Ward Centre
Author: Susan Turner A/Director Community Services
File No: 900.G
Reason for Report: In response to a Notice of Motion requesting information on the future management model for E J Ward.

Recommendation:

- A. That Council note the information in the report.
- B. That Council maintain the central management of the E J Ward Centre and raise the profile by hosting events and open days to showcase the centre and implement a schedule of consultation and customer satisfaction surveys.
- C. That should Council be successful in obtaining the grant funding for the upgrade works which includes installation of an accessible toilet block and installation of a lift from the Department of Families, Housing, Community Services and Indigenous Affairs, that the matching funding of \$68,250 be considered in conjunction with a future Quarterly Budget Review.
- D. That Council make a determination on the Community Facilities Study 2011 prior to any future structural work being carried out at the E J Ward Centre excluding the upgrade work identified in Recommendation C.

Introduction:

At the Council meeting held on 13 December 2010 Council resolved through a Notice of Motion:

“That Council receive a report by the end of May 2011 in relation to the EJ Ward Centre on:

- i. What Council’s strategy is to ensure local community users are given preference over regional community users?*
 - ii. What initiatives Council plan to identify and market the space to local community groups?*
 - iii. What the experience has been of neighboring Councils like City of Sydney in engaging the Community in actively using their Community Centres? What type of initiatives have they taken by neighboring Councils to actively engage their Community?*
 - iv. What alternative management models might be considered for the centre, including the establishment of a Advisory Committee to assist Council in maximizing usage of the Centre for the Local Community.*
 - v. What the ideas of users, community groups and others that might improve usage of the centre.*
- B. Until the report in I above is received and long term strategy is resolved upon about the usage of the Centre no lease arrangements be entered into for the usage of the space, other than for casual usage.*
- C. Any concessional rental/usage charge granted to a group already receiving significant financial assistance be referred back for approval to Council, to consider such assistance in the context of the Council’s overall financial support for that organisation.”*

Background:

About the Centre

The E J Ward Centre (the Centre) is located at 189 Underwood Street, Paddington. The former use of the building as a hotel is still strongly evident in the internal configuration of spaces. It is a two story building which faces towards Underwood Street. The stair hall connects the two sides of the floor plans, and the staircase connects ground and first floor levels. There is a large courtyard to the rear of the building, with a second set of external stairs to the first floor. The current toilet block requires upgrade to improve access and comply with Australian standards.

EJ Ward as a Community Centre

For many years Council ran the Seniors Program in the centre which included provision of dining room meals and activities suitable for the members who presented with a range of mobility issues. The centre was staffed with a Community Centre Coordinator and one part time cook position. The centre was not ideal for the provision of services to this target audience due mainly to access and parking issues. However at the time there was not another option.

Following negotiations with the Woollahra Senior Citizen's Welfare Association committee in 2007, Council resolved to directly manage the Woollahra Seniors and Community Centre (WSCC) which is located on the corner of Queen St and Edgecliff Road, Woollahra. This provided an opportunity for Council to relocate the seniors program from E J Ward to the Woollahra Seniors and Community Centre and made provision for the centre to operate as a community centre for the area. The staff were also relocated with the program and coordinated the Council run programs and services. The space was more accessible being on one level with some aspects providing easier access however the centre still presents with parking and access issues.

EJ Ward Centre- as a venue for hire

In 2007, following the relocation of the seniors program to WSCC, the E J Ward Centre became a venue for hire offering a range of opportunities for local groups to provide activities and programs in the centre. This provided a diverse range of activities for the local community which was broader than what Council alone could achieve. The Centre was managed centrally by the Venue Hire Team located at Council Chambers which held responsibility for managing all other Council owned venues for hire such as The Gunyah, Vaucluse Bowling Club, Canonbury Cottage and Rose Bay Cottage. The centralisation of the venue hire service provided an excellent level of customer service and streamlining of the hire process and provision of information.

In October 2009, following Council approval, The Sir Roden & Lady Cutler Foundation commenced management of the Centre under a Deed of Licence. The agreement provided for the charity to continue to manage the community transport service from office space at the Centre and undertake day to day management of the Centre which included the ongoing management of hire bookings for community groups.

In October 2010 Council was notified that the Charity was no longer able to manage the Centre and negotiations commenced for Council to resume management. In November 2010 Council officially took back the full management of the Centre with the hire bookings being coordinated centrally by the Venue Hire Team again.

Community Facilities Study 2011

It is important to note that the following action is listed in the Council's Delivery Program 2009-2013 and Operational Plan 2010/11 "*Conduct a feasibility study to provide a multi-purpose community facility in the Paddington/Woollahra area*".

Council has commissioned AECOM to complete the Community Facilities Study which includes the E J Ward Centre. The study's brief covers the following:

- Analyse the community facility needs of the Woollahra LGA community.
- Determine the distribution and catchment of community facilities presently available to the residents of Woollahra LGA. Consideration should be given to:
 - Gaps in the coverage of services.
 - Identify where there is duplication of services.
 - Identify any disjunction between the facilities needed and provided, both in terms of the age or target group demand and the facilities provided.
 - Identify any disjunction between where the facilities are located and where the demand is.
 - Identify changing demand patterns.
 - Identify potential usage of a multi purpose facility(s).
 - Short/medium/long term list of viable options.
- Identify with reference to above the areas/locations in the municipality most suited to positioning facilities to meet any community facility shortfall.
- Suggest the profile of community facilities most suited to meeting any shortfall or disjunction, having consideration to the potential for Council's present facilities to be expanded, redeveloped or rationalised to better respond to the community's changing demands and use of a multi purpose facility.

The study will consider the whole municipality. It is recognised that parts of the municipality cannot be considered in isolation and that the whole municipality needs to be assessed when looking at any part. The results will inform on the areas in need where adequate community space is not available for community use and/or there is surplus community facility floor space when comparing the requirements of the population. The consultants will be applying community facility standards to measure the comparative need of the population within the LGA. This will assist in ensuring the equity of facility provision in the LGA, which is an important consideration in the planning of community facilities.

The report's recommendations will contribute to, and impact on, Council's broader asset management plan for determining the appropriate usage and resource allocation for community facilities. It is anticipated that the report will be completed in July 2011 with options and recommendations being subject to a Council Report for Council consideration.

It is also noted that subsequent to the Notice of Motion (NOM) resolution for E J Ward there has been requests from Councillors through a NOM at Council meeting on the 29 November 2010 regarding community facility provision in the Rose Bay area. The Rose Bay area will be considered in the analysis and report recommendations in the Community Facilities Study.

Current Situation:

The E J Ward Centre is managed as a venue for hire, alongside six other Council owned facilities located across the municipality. The focus of the Venue Hire Team is to ensure these facilities are utilised for a range of community and cultural activities. Use of Council venues for hire is through the Fees and Charges schedule adopted annually by Council through the budget process. Subsidies are provided to encourage and support use of the facilities by the community, arts, recreation and not for profit organisations. The venues are also utilised by Council staff including Community Development, Environment and Sustainability and Bush Care for a range of community events and activities.

The Centre is currently utilised by a range of regular hirers including dance classes, exercise classes, knitting groups, community support groups, meditation and art classes. Casual and one-off hirers also utilise the centre for a range of activities including workshops, meetings and private gatherings. The majority of users of the Centre are long term hirers who are well organised and have a good working rapport with the Venue Hire Team.

Since regaining management in November 2010, Council has increased usage of the Centre by 17% (from 515 hours to 603 hours) in comparison to the same quarter last year (January – March). This is considered an excellent result considering Council had only regained management two months earlier and the Centre was closed for maintenance and unavailable for hire in January 2011. This was a result of some regular hirers extending their hours of use as well as attracting new hirers via promotion on Council's website.

It should be noted that the Venue Hire Team regularly receive positive feedback (both written and verbal) from the community on the high level of customer service provided and the extent to which assistance is provided in finding the most appropriate venue for their needs.

What Council's strategy is to ensure local community users are given preference over regional community users?

The Centre tends to attract a healthy percentage of local users and programs offered to local residents. As with many of Council's venues for hire, the Centre has very limited parking and is not easily accessible to regional users by public transport. As a result, it is mostly suitable for local community users and it is clear by the current mix of regular hirers that the current use of the Centre is by the local community.

Regional community users may be defined by organisations that are funded to provide services and programs on a regional basis. It has not been a common request by a regional service provider to use the Centre due to the above limitations. However there have been some requests in the past which includes requests for one off weekend workshops.

Organisations providing a regional service would tend to seek long term confirmation for exclusive space. In terms of Council approval for organisations acquiring exclusive use, the current practice is that any requests from organisations and community groups seeking a lease or licence for the use of Council owned or managed facilities would be subject to a report to Council and therefore be subject for Council consideration and determination if the service benefited local residents. Recent experience at the Gonyah has resulted in the community having access to two services that have a catchment area outside the municipality without providing increased exclusive use by an organisation.

Neighbouring Councils do not have a strategy to ensure local community users are given preference over regional users. However they make a distinction by providing a local resident fee to provide support for local users but hire applications are processed on a first come-first served basis so space is not allocated just for local use.

Waverley Council has requests for long term arrangements from church groups and regional groups e.g. Bridge Housing. They recognise that regional users provide a service to the local community and in instances, if they were excluded, would result in underutilised space.

Establishing a local resident fee for Woollahra Council venues for hire has not been seen as a solution. This is due to the fact that there is limited demand from regional users and that applications would be processed on a first come-first served basis, therefore not effectively targeting local users. Also an additional fee level would only serve to complicate the current fee structure for the community.

What initiatives Council plan to identify and market the space to local community groups?

An annual marketing plan for all venues for hire has been established, which includes EJ Ward. The two-tier plan covers strategies for promoting the full range of Council venues as well as specific, targeted strategies designed to meet the needs of each individual venue.

To date the focus of promotion has been on improving online processes including the information provided on Council's website, establishing photo galleries, improving the online booking system, search engine marketing and creating online listings. A new brochure and poster is also currently being developed along with a satisfaction survey for current hirers. Other planned initiatives for the Centre include direct mail, leveraging local publications such as the Paddington Society newsletter and holding an open day.

What the experience has been of neighboring Councils like City of Sydney in engaging the Community in actively using their Community Centres? What type of initiatives have they taken by neighboring Councils to actively engage their Community?

City of Sydney

The City of Sydney has community facilities under two categories-

1. Six Community Centres (staffed)
2. Twenty one Venues for Hire (Non staffed and managed centrally)

There are a number of marketing approaches taken by the City to engage the community. They include:

Letter box drops:

These are still used by some centres for some events and programs, however this method is diminishing and seen as less effective than other approaches.

Posters and hard copy publicity: This method is still used and there are known distribution points across the city.

On line publicity:

The web site is well used and is currently being reviewed and upgraded.

Social media:

It is increasingly recognised as an area of preferred use and effective way to communicate with the community therefore there will be developments in this area.

Community BBQ/Open Days:

They are frequently held across all centres. These often involve other organisations in partnership with the City. The focus can vary to include other City initiatives such as Safe City, Health and wellbeing, Environmental initiatives to a local focus on activities in the centre e.g. the gym and fitness members meeting in one centre.

Community Events:

All centres hold a broad range of community events. These are often to promote or develop an activity related to something already going on in a centre, but equally can have a broader benefit of raising awareness of the presence of the centre in the community and letting the community see some of the things the centre has on offer. Examples would include-

- A regular Family Day event organised in Redfern. These started in an attempt to try to address concerns within the Redfern and Aboriginal communities around drug and alcohol use. They have developed through partnerships with a range of organisations in those communities and now run successfully throughout the year.
- Market days. Ultimo Community Centre host market days across the year. These primarily cater for external groups with particular interests, for example the Vegan Market, which attract large numbers of people. The centre uses the event to publicise the centre within its community, benefiting both the event and the centre.
- Festivals also offer opportunity for particular centres to raise their profile with new customers in the course of delivering a program to existing users. The SmarARTs festival at Pine Street Creative Arts centre is a good example. It is organised by the centre staff in partnership with a range of others resulting in a high profile event which attracts large numbers of people and significant publicity for the centre.

Partnership programs:

This is an opportunity to get access to and sometimes hard to reach client groups through organisations already in touch with those groups. It is also an opportunity to access specialised staffing for the City's own client groups and specialist staff offering services to other organisations clients. These programs often raise awareness of the facility and its services beyond the local community to a broader range of customers.

Customer service:

Each centre has a requirement for:

- Customer Surveys: The surveys include a concept of friendly buildings with a conversation between staff and customers, related to the building and how it operates. This may be about physical issues, access, equipment or related to programs or any other aspects of the customer experience.
- User Forum: This is a new development where customers and staff discuss new initiatives.
- Statistical measures: Includes a focus on customer views and customer satisfaction. Some are independent measures of staff performance e.g. the Mystery Shopper surveys which measure telephone and face to face performance.
- Alignment with Organisations Objective: Link with some of the Cities Sustainable Sydney 2030 strategy for example, in relation to the City Of Villages concepts. This is accomplished through convening networking meetings with organisations in the village centre/activity hub with the aim to encourage a more streamlined approach to understanding community needs.

Waverley Council

The Waverley Council has one Community Centre which is the Mill Hill Centre with a number of other venues operating as venues for hire. Approaches to engaging the community includes hard print promotion for seniors program, website, newsletter produced by seniors activity, Wentworth Courier and electronic bill boards. The venue hire staff monitor usage and range of programs and activities. Feedback from users includes input from seniors about physical design of centre and types of activities. Feedback is assessed on its merit and available resources eg more storage space for users.

What alternative management models might be considered for the centre, including the establishment of an Advisory Committee to assist Council in maximizing usage of the Centre for the Local Community.

The evaluation to date has indicated that under the current model of Council managing the centre, there has been an increase in the usage and the range of activities and programs offered to the community. However it is acknowledged that additional promotion of the centre would achieve further increase of usage.

Options- Models for E J Ward Centre includes:

1. Council maintain the central management of the Centre by the Venue Hire Team

1.1 Council facilitate community events to showcase a range of services for specific groups. The focus could promote or develop an activity in the Centre, but equally could promote new services or have a broader benefit of raising awareness of the presence of the Centre.

1.2 Community Services facilitate open days/networking opportunities for the broad range of interests and age group specific activities at the Centre. The Community Development Team currently co-ordinates focus groups and networking sessions to either promote services or enthuse the local community to work on additional services or programs they would like to see offered in their community. Such community meetings could either be in partnership with local stakeholders (organisations and local residents) to assist in design and facilitation of the meeting to ensure appropriate feedback from the local community.

1.3 Customer Service Initiatives: In keeping with best practice and highlighting the importance of ideas from local users and community groups that may improve the usage of the centre, Council maintains regular feedback through community consultation and satisfaction surveys. This would include face to face dialogue and written response from current hirers to a customer satisfaction survey.

1.4 To achieve a comprehensive involvement and input into the new and ongoing services offered at the centre it would be in best practice and practical that community feedback is not limited to one advisory group. Rather there is an opportunity, depending on the service type or age group, local residents and groups would be invited to participate in workshops or focus groups to have input in design and implementation of new initiatives. This would encourage larger participation rates where the community is consulted and involved in their local community.

2. Lease to a not for profit organisation: This model would allow the organisation to administer and provide their own services whilst taking on a management role of the Centre that includes hire provision and promotion of the Centre. Best practice would ensure that key performance indicators are instigated into the agreement between Council and the organisation.

Structural Upgrades/refurbishment:

The EJ Ward building is a building of significance in a heritage conservation area of Paddington. The building itself is in good structural condition, it however has regular ongoing maintenance requirements. The centre is currently being utilised as a venue for casual hire, though due to the internal configuration of the rooms, narrow stairs, irregular levels and access ways, it has its limitations for particular target groups e.g. the elderly, disabled or mothers with young children.

Currently the centre does not have any accessible toilet facilities for people with a disability and aged people with a disability. The current toilets are very dysfunctional and have not been upgraded for the last 20 years. The installation of a lift will allow a greater access to the second level as there is currently a very steep staircase that precludes people with disabilities accessing the activities/programs that are provided at this facility. However, this will still not allow full access to all areas due to the reasons mentioned earlier.

Council has currently applied for a grant to upgrade this facility to increase the accessibility for the group described above. The upgrade which includes installation of an accessible toilet block and installation of a lift will increase the participation in activities and programs that are offered at this community centre. The upgrade works are estimated at \$136,500 and a matched grant request has been made to the Department of Families, Housing, Community Services and Indigenous Affairs for \$68,250. Council has not yet heard if the application has been successful.

However, the installation of a lift will improve accessibility to some degree, but access will remain an issue in this facility as the upper floors have different levels and narrow doorways, are in

heritage significant areas of the building, which do not comply with the width and clearance requirements of the Anti Discrimination Act 1977.

A heritage study was recently completed to identify areas of high significance. (See Annexure 1). This will assist in the investigation for structural change capacity and design concepts. The concept drawings will determine options for the extent of any future refurbishment works.

Proposal:

In view of the current situation it is proposed that:

1. Council maintain the central management of the Centre and raise the profile by hosting community events to showcase the centre's program. This would include an increased staff presence at the centre through facilitating open days/networking opportunities for the broad range of interests and age group specific activities at the Centre.
2. Council incorporate a schedule for regular feedback through community consultation processes employing a range of methods to ascertain client satisfaction and opportunity to raise new ideas at the Centre. This would include face to face dialogue and written response from current hirers to a survey of local community on customer satisfaction.
3. Council receive the Community Facilities Report prior to any future structural work being carried out at the Centre, except for the identified upgrades for the toilet block and the installation of a lift.

Consultation:

The City of Sydney and Waverley Council were consulted to ascertain their model to engage their community in actively using their centres.

Identification of Income & Expenditure:

In the current capital budget for 2010/2011, we have expended \$38,970 on asbestos removal, installation of residual current devices on the switchboards and installation of roof anchors to satisfy WorkCover requirements, for working on roofs. At the time of preparing the 2011/2012 capital budget, we did not anticipate any structural works or are aware of the outcome of our grant application. Accordingly, should we receive approval of the grant funding, then Council will have to match the funding in the sum of \$68,250.

When considering the adoption of the 2009 to 2013 Delivery Program and 2011/12 Operational Plan the Corporate & Works Committee noted:

"It should also be noted that the draft 2011/12 Budget has retained surplus funding in the order of \$69,000 pending a review of the additional funding requests received from the Holdsworth Community Centre (including the impacts of the equal pay case) and the Paddington Business Partnership, and pending a staff report being presented in relation to future usage of the EJ Ward Centre".

Accordingly, it is recommended that consideration of the matching funding occur in conjunction with a future Quarterly Budget Review, when the outcome of the grant application is known.

In addition, any further substantial internal alterations on the first floor, involving the removal of internal walls etc to facilitate use of the back areas for community activities, have not been budgeted and may require a further report to Council identifying the expenditure.

It is proposed that no work on additional alterations be carried out until Council make a determination on the Community Facilities Study 2011.

Conclusion:

Council resumed the management of the E J Ward Centre in November 2010 with the venue being centrally managed by Councils Venue Hire Team. The centralisation of the hire service provided an excellent level of customer service, streamlining of the venue hire process and provision of information. The Venue Hire Team has demonstrated an increase in usage and the range of activities on offer at the centre.

Therefore it is proposed that Council continue to centrally manage the centre and incorporate strategies to further engage the local community. They would include increasing consultation with the local community, facilitate open days and showcase activities and programs on offer at the centre. This would provide a high profile of the centre ensuring the centre operates at an optimal level and responds appropriately to community requests and initiatives.

Susan Turner
A/Director Community Services

Vicki Munro
A/Director Community Services

Zubin Marolia
Manager Property and Projects

Tom O'Hanlon
Director Technical Services

ANNEXURES:

Annexure 1: Heritage Report

Item No: R2 Recommendation to Council
Subject: **PROPOSED Temporary Closure of Double Bay Library**
Author: Vicki Munro, Acting Director Community Services
File No: 329.548
Reason for Report: This report is to request Council's support for the temporary closure of Double Bay Library from Saturday 30 July 2011 until Sunday 4 September 2011 to allow for the implementation of new technology and minor renovation works.

Recommendation:

- A. That Double Bay Library be temporarily closed from Saturday 30 July 2011 until Sunday 4 September 2011, reopening on Monday 5 September 2011 to allow for the implementation of new technology and minor renovations.
- B. That Paddington and Watsons Bay Libraries hours of opening be extended on a temporary basis, during the period of Double Bay Library's closure.

Background:

The Library Service is planning to rollout the Radio Frequency Identification technology (RFID) at both Double Bay and Paddington Libraries during August / September 2011. This new technology has already been implemented at Watsons Bay Library in its new location in October 2010.

The RFID System within the Library will:

- Allow Library members to issue their own resources through efficient, easy-to-use self service. High-volume menial tasks will be streamlined and free library staff to offer enhanced customer service;
- Allow the return of items from loan via an automated system;
- Provide improved security and accountability, resulting in a reduction in loss of library resources;
- Provide a more efficient means of collection management, including reduced incidence of mis-shelved stock, speedy location of missing items and faster identification of reserved items;
- Enable faster and more effective inventory processes, without additional staffing requirements;
- Result in OH&S benefits through reduced manual handling, avoiding occupational risk in a wide range of processing tasks; and
- Allow improved decision making through the provision of timely, accurate and comprehensive reporting.

The implementation of the new technology requires the installation of self check machines, new security gates, the creation of a returns area as well as the removal / adjustments to the existing circulation desks at both libraries.

At Double Bay Library, other planned maintenance work has been programmed to be completed at the same time as the technology roll out so as to reduce inconvenience to the local community. This work includes repainting and recarpeting the first floor area of the Library and improving public access and seating. The closure of the Library will also offer an opportunity for the service to improve the layout of the Library collection with the installation of a small compactus to meet community needs and expectations. See Annexure A for proposed changes to Double Bay Library layout.

Proposal:

It is proposed to close Double Bay Library from Saturday 30 July 2011 to Sunday 4 September 2011. This closure will also include the cessation of children's programs at Double Bay Library and the Inter- library loans process. However, the Home Library Service will continue to operate from Paddington Library.

The timing for the closure was selected to have minimal impact on the community as it is pre HSC study time and will follow the July school holiday activities. The project timeframe has been condensed to five weeks from the original estimate of seven to eight weeks.

Due to the nature of the works (eg electrical, painting and carpeting), the contractors will require full access to the site to minimise occupational health and safety risks for the public and staff and allow the completion of the necessary works within the designated timeframe. At this stage, it is envisaged that there will be minimal impact on Library borrowers for the rollout of RFID to Paddington Library.

To minimise any inconvenience to the public, it is proposed that Paddington and Watsons Bay Libraries opening hours be extended for the above same period.

Proposed Paddington Library opening hours:

Monday to Friday 9.30am - 8pm
Saturday and Sunday 9.30am - 4pm

Proposed Watsons Bay opening hours:

Monday, Tuesday, Thursday, Friday 9.30am -5pm
Wednesday 12noon – 7pm

Consultation:

The Library staff will prepare a detailed communications strategy to advise the public of the proposed temporary changes to Library opening hours, as well as the improvements in technology and Double Bay Library layout. The strategy would include as a minimum, notices in all libraries, information on the Council web site and in the Wentworth Courier.

The Library staff have worked closely with Property staff to program the works to minimise disruption to the community. As stated above a detailed communications strategy will be prepared to ensure all Library borrowers and the wider community are aware of the Double Bay Library closure and of the improvements taking place.

Identification of Income & Expenditure:

Funding has been allocated in the 2010/2011 budget for the rollout of RFID and the Double Bay library renovation works.

Conclusion:

The implementation of the RFID technology will greatly enhance the experience and operation of the Library Service for the Library borrowers and staff. So too, the proposed planned maintenance works and improvements to the collection layout of Double Bay Library, will result in a safer and more easily navigated Library.

Vicki Munro, Acting Director Community
Services

ANNEXURES:

Annexure 1:
Proposed Double Bay Library Changes.

**POLITICAL DONATIONS DECISION MAKING FLOWCHART
FOR THE INFORMATION OF COUNCILLORS**

