



Ref: s.7(2)(a) -

Civic House, 110 Trafalgar Street
PO Box 645, Nelson 7040, New Zealand

30 March 2021

P (03) 546 0200
E LGOIMA@ncc.govt.nz
nelson.govt.nz

s.7(2)(a) -
protect the
privacy of
natural
persons

Dear s.7(2)(a) -

OFFICIAL INFORMATION REQUEST FOR Information regarding the Elma Turner Library redevelopment

I refer to your request via an email dated 18 March for data relating to Elma Turner Library usage and data which supports the statement that the library is too small for the population of Nelson.

The information you requested is below:

Would you please be able to provide data on how many requests (and declines) for events and meetings you receive?

We have not collected historical data in relation to requests and declines for events and meetings. However, I can provide you with a less quantifiable explanation of our community space usage:

The Library Activity Room is our largest community space which is used for events and programmes. This room has been a bookable since 2005. It is used throughout the year for library activities such as small times, holiday events and afterschool programmes. It is also used for Council events and meetings such as Tuku 21. The remaining time is taken up with community bookings many of which are recurring. One-off bookings often occur in the weekends. The room is unavailable for use outside of library opening hours due to accessibility. Due to its regular use and it not being available in the evening we decline approximately 2-3 new booking requests each week. We are also aware of many groups who would like to use the space on a regular recurring basis but are unable to due to other regular bookings. In the past 3 months we have had confirmed bookings with following external groups:

Physio Group for ME sufferers, Nelson Tasman Climate Forum, Waka Kahati Transport Agency, Nelson Enterprise Trust, Family Violence Group, Citizens Advice Bureau, Volunteer Nelson, Nelson Tasman Business Trust, Nelson Breathing Clinic, Community Tea and Talk, Nelson Institute, He Waka Kuaka, Idea Services, Z Rutherford, Essential tremor support group and Nelson Seed Library.

Internal Document ID:

In the past 4 weeks we have declined a perinatal group, Impacted (Minecraft education), a tai Chi group, maths education classes, Adult sewing classes and a mums and bubs yoga class. This is in addition to approximately 4-6 other requests where the usage was unknown.

To meet an increase in requests by smaller groups, the Library Learning Centre was made available for bookings in 2019. This space and the Heritage room are used regularly for smaller classes and meetings as well as by individuals for completing things like online exams or zoom interviews.

We are also seeing an increasing need from government and social organisations such as Oranga Tamariki for neutral safe spaces where people can meet e.g. children's supervised visits.

The community engagement undertaken in 2019 by Athfield Architects and Irving Smith Architects highlighted the demand for more meeting spaces and community spaces within the library if it were to be developed. I have attached this report for your interest.

Any other statistics which support that the library is too small for our population?

In New Zealand the national average of public library space per population is 26.53sqm. Nelson's is 18.8sqm. This is measured by taking the total amount of public library space available (2,470sqm) across our three libraries and dividing it by the population (2013 census: 46,437).

Other supporting measures come from the New Zealand Public Library Standards (2004) which recommends a gross amount of 70sqm per 1000 population. This equates to 3570m² for a population of 51,000. The Australian Guidelines set by the NSW People and Places resource (2018) indicate that a library of 3535sqm is required for 51,000 residents.

Do you count how many memberships, average use hours, heads per day?

We do count a range of statistics. Our total current library membership is 43,903. We usually welcome 200 new library members each month. Every year (excluding 2020 due to Covid-19) we remove members who have not used their library card in the past 3 years. We will be undertaking this in the next few months which will likely bring our active members down to about 38,000. We are also part of a reciprocal borrowing scheme so approximately 5,000 of these members live in Tasman or Marlborough.

It is also important to note that we are also used heavily by individuals who are not members, for example visitors to our region and the more transient members of our community.

Elma Turner Library receives on average 800 visitors per day. On a sunny Sunday this may only be 300 visitors but on a busy Wednesday during term time this can be above 1000 visitors.

Other metrics we collect relate to our collection use, computer statistics and programme attendance.

I am happy to answer any further questions you may have on the above or the proposed redevelopment in general. I am contactable on (03) 5395519.

You have the right to seek an investigation and review by the Ombudsman of this response. Information about how to make a complaint is available at www.ombudsman.parliament.nz or Freephone 0800 802 602.

Yours sincerely

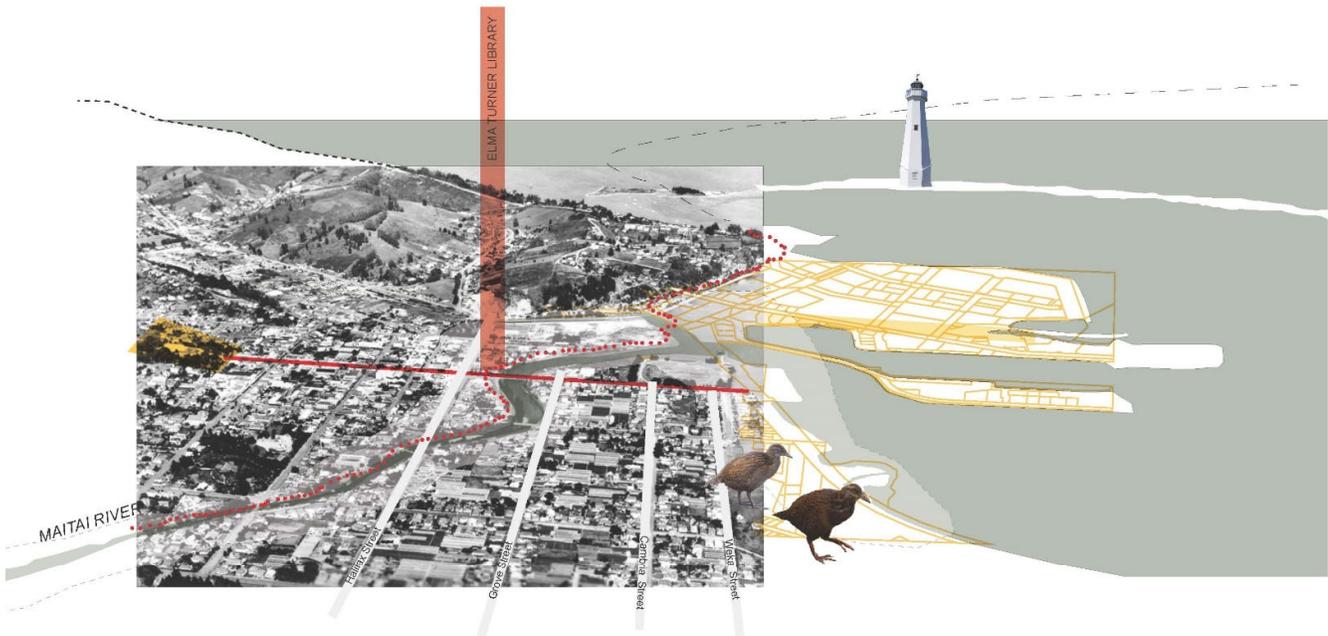
A handwritten signature in blue ink, consisting of stylized initials 'SB' followed by a long horizontal flourish.

Sarina Barron

Manager – Nelson Public Libraries

a t h f i e l d
a r c h i t e c t s
l i m i t e d
a t h f i e l d
a r c h i t e c t s
l i m i t e d
a t h f i e l d

irving smith architects



Nelson City Council
Elma Turner Library Redevelopment
COMMUNITY ENGAGEMENT

Final Report

Version 3.1
August 2020

CONTENTS

1. **EXECUTIVE SUMMARY**

2. **BACKGROUND AND ASSUMPTIONS**
 - The Elma Turner Library*
 - Nelson Long Term Plan*
 - Location*
 - Nelson Population*
 - Contemporary Libraries*

3. **COMMUNITY ENGAGEMENT**
 - Process*
 - Iwi, Individuals, Groups and Organisations*
 - Engagement Meetings, Events and Workshops*
 - Iwi Comment and Observations*
 - Themes of Feedback Received*
 - Important Components of a Redeveloped Library*
 - Wider Issues*

4. **NELSON LIBRARIES VISION (DRAFT)**

5. **APPENDICES**
 - A1 Public and Community Groups
 - A2 Iwi
 - A3 Library Staff
 - A4 Archive and Heritage
 - A5 NCC Offices
 - A6 Online Surveys
 - A7 Benchmarking
 - A8 Engagement Presentation Materials

 - B1 Redeveloped Elma Turner Library Outline Brief
 - B2 Redeveloped Elma Turner Library Next Steps

Purpose

The purpose of this report is to document the Elma Turner Library community engagement that has been undertaken, summarise the feedback received and make recommendations on both the Nelson Libraries Draft Vision and provide an Outline Brief for a redeveloped library.

It is anticipated that this document will be utilised by Nelson City Council Officers, Library Management and Elected Officials to inform their decision making, subsequent feasibility testing & brief refinement and in turn the design of a redeveloped Elma Turner Library.

Background

The Elma Turner Library has been housed since 1990 in a former car showroom on Halifax Street. Over time it has been extended and refurbished. However, the building is tired (Building Condition investigations have not been included in this scope), its planning is unsuitable for contemporary library operations and its floorplate (approximately 2172m²) is not an adequate size for the current or projected Nelson population. Therefore it is Nelson City Council's intention under its Long-Term Plan (LTP) to redevelop the Library building and its operation.

The Nelson City Council has some core focus areas for a redeveloped library. These are:

- To ensure any proposed development of the library can reflect contemporary times
- To ensure decisions are based on the needs of a broad cross-section of the local community
- To ensure everyone has an opportunity to provide input

The purpose of the community engagement process has been to liaise with internal stakeholders, iwi partners and the community to review the draft library vision and determine an Outline Brief for what the community needs and wants from a redeveloped Elma Turner Library.

Considerations

Background considerations / assumptions have informed the community engagement:

- The community engagement has built from and been informed by background information including:
 - The Community Services Workshop on Elma Turner Library held on 28 November 2017 (A1870191)
 - Draft Strategic Business Case dated 28 November 2017 that accompanied that workshop material (A1870177)
 - Long Term Plan (2018-2028) concerning Elma Turner Library
 - Aurecon seismic study from December 2013
- For the purposes of the engagement process the team were asked to assume that the riverside site is where the redevelopment will occur, as per the decision of the Long Term Plan 2018-28.
- Nelson is a smart little city with existing facilities and institutions that complement the library and whose role should not be undermined by a library redevelopment.
- The engagement should ensure that the feedback is aspirational without being unrealistic as the project has a limited budget. This has been achieved by asking what people know works and what does not, and what is needed (as opposed to what is wanted) and what is important.

Engagement Process

Athfield Architects (AAL) and Irving Smith Architects (ISA) led the engagement process, which involved:

- Meeting with elected members, council managers, and staff to listen to their thoughts, aspirations, and expectations for the library.
- Workshops with Library staff to work through the draft Vision and listen to their thoughts, aspirations, and expectations for the library and with Mana Whenua partners (up to eight iwi groups).
- a series of public engagement forum both with formal meetings, and public drop-ins. These drop-ins were held both in the library and in a range of Nelson venues such as cafes and community halls as well as visiting community groups and schools directly.

The Nelson Public Libraries Draft Vision was presented alongside an overview of how libraries can be seen to have evolved over recent years. An underlying intent of the engagement process was to fine tune the vision and suggest brief requirements that reflect qualities that are specific to Nelson, 'Top-of-the South' and the history of Elma Turner Library.

Response

In the process numerous groups and individuals came forward and expressed interest, passion and insights around the needs for a redeveloped library. It is to the credit of the Library, Community Facilities and Capital Projects Team that the response was so extensive and comprehensive.

These groups included many with a heritage interest, various community groups, representatives of Nelson schools, youth groups and regular library visitors. Possibly the only group not well represented in the engagement (but often referred to) were tourists and visitors who often use the library.

In parallel council used online engagement to seek specific feedback on the draft Library Vision. This online format allowed the public to consider their responses in detail and over the survey period (14/06/19-30/06/2019). 159 responses were received.

Draft Library Vision

The feedback received on the draft library vision was well considered and nuanced. Subtle rephrasing and translation into Te Reo has been adopted. The principal change has been the removal of the statement "A Smart Library for a Smart Little City" as the feedback received was that this statement made people feel uncomfortable and that the statement was exclusive ("only smart people can use the library"). The revised Nelson Public Libraries Vision (Draft) that has resulted from the engagement is included in this report.

Overview of Feedback

- A. The Elma Turner Library (and NCC Libraries) are delivering great services (in spite of the facilities).
- B. The River aspect is highly valued and perceived as underutilised. There was widespread positive feedback received about the river location and the river precinct is a preferred location.
- C. Key themes for Iwi spoken to, include partnership in the process, archiving and display for Taonga and building naming (if being considered) and artwork.
- D. The project should:
 - Enable contemporary library services
 - Have an engaged and collaborative design process
 - Design a library 'of' Nelson/ Top of the South
 - Consider sustainability and sea level rise
- E. A redeveloped Elma Turner Library should 'host': Locals; Guest and visitors; and, local stories
- F. Be adjacent to other community services:
 - Community Hub facilities
 - Heritage space
- G. The engagement has affirmed the following project components as important and a priority:
 - The Collection,
 - A range of spaces, to cater for all (so not one group monopolises a space),
 - Great access and car parking,
 - A welcoming place to host and engage visitors,
 - A café,
 - A well serviced community room, available after-hours,
 - Adjacency to a community hub of complementary services,
 - A connected Nelson archive, centred on a Library heritage space,
 - A 'sustainable' building, demonstrative of Nelson's approach to climate change,
 - A community building that is connected to the landscape/ surroundings,
 - A project that maximises the opportunities of the river

Benchmarking of the library size to national comparisons and national and international design guidance indicates that a redeveloped Elma Turner library that incorporates the most important components should be between 2900 and 3535m² to adequately serve the current (2018) Nelson population. To service the anticipated 2048 Nelson population a redeveloped library should be between 3680 and 4315m².

Note that:

- All population estimates pre-date COVID-19 and if growth is more conservative due to the global pandemic then the required areas will be less.

- These areas exclude any adjacent Community Hub facilities but do include allowances for the recommended Heritage centre and Community Room.
- The existing library is approximately 2175m² and in combination with Stoke (368m²) and Nightingale (265m²) the total existing area of the Nelson libraries is approximately 2800m². The range in recommended areas stated above is 635m² which is the combined area of Nightingale and Stoke and assumes that there is no adjustment to their size.

Wider Issues

Through the engagement process a number of contextual issues were raised that will need to be resolved with feasibility testing and to advance a concept design (these issues are being addressed by Council staff and are beyond the scope of the Community Engagement). They included the following:

- Land development by neighbours
- Potential plans for Civic House
- The Council's declaration of a climate emergency
- The question of a climatorium (centre for climate change research & advocacy)
- Inner city development and City Centre Spatial Plan
- Coastal Inundation and river flooding research – impacts on sites

In addition, direction will be required at the next stage on the following:

- Environmentally Sustainable Design: Nelson City Council has no operative policy to determine sustainability benchmarks for construction projects.
- Carparking - the current site benefits from abundant carparking and feedback received indicates that it is highly valued. The extent of carparking provision will need to be determined to ensure possible sites are adequately sized.

Next Steps

To progress the project to a point where a Design team could be engaged, the following next steps to test the financial feasibility are recommended:

- Approval of the Library Vision and Outline Brief
- Develop project partnership structure with Iwi
- Resolve / Determine the 'Wider Issues'
- Testing the anticipated construction cost of the above ground portion of the building
- Testing the foundation solutions for the below ground portion of the building (this will require geotechnical, structural and civil engineering advice)
- Testing the location of the library within the riverside precinct. Options might include: refurbishment of the existing building; a new build on the current site; a new build on a neighbouring site; and /or, a new build on a greenfield site. Each location will have different constituent project cost (demolition, decant, temporary facilities etc...)
- In parallel with the above, brief refinement will inform the project feasibility and the redeveloped library's service model and operational costs.

The Elma Turner Library

The Elma Turner Library has been housed since 1990 in a former car showroom on Halifax Street. Over time it has been extended and refurbished. However, the building is tired (building condition investigations have not been included in this work), its planning is unsuitable for contemporary library operations and its floorplate (approximately 2172m²) is not an adequate size for the current or projected Nelson population. It is Nelson City Council's intention under its Long Term Plan (LTP) 2018 -28 to redevelop the Library building and its operation.

Significant work has been done to date by Nelson Libraries and Nelson City Council with the preparation of a Draft Library Vision and allocation in the LTP 2018-28 of a project budget of \$14.9m.

The Existing Building

The current physical state of the library struggles to support the current needs for a welcoming public library and the aspirations of the Long-Term Plan. A series of lean-to additions stretch staffing such that walkie-talkies are used by staff to communicate in the space. Some of the issues noted are:

- A long and cold entrance from Halifax Street,
- Overbooked and under sized meeting spaces,
- Limited physical or visual connection to the riverfront,
- Large areas of back of house circulation,
- Poor amenities (bathrooms),
- Pressure on lounge areas during peak times,
- No direct after-hours access to hire spaces

Nelson Long Term Plan

Significant work has been done to date by Nelson Libraries and Nelson City Council with the preparation of a Draft Library Vision and allocation in the LTP of a project budget.

The Nelson Long Term Plan 2018-2028 proposed a range of community projects that promote social well-being, support vulnerable residents and build community vitality. The Elma Turner Library has been highlighted as a project the Council sought more community input on.

“Using best estimates of the scale of the project, which is currently scheduled for completion in 2022/23, a provision of \$14.9 million (inflated) for the redevelopment has been made.” (LTP 2018-28)

The Public Engagement phase sought input on the communities' aspirations and needs from the Elma Turner Library and the feedback is to be considered alongside a strategic business case developed by NCC.

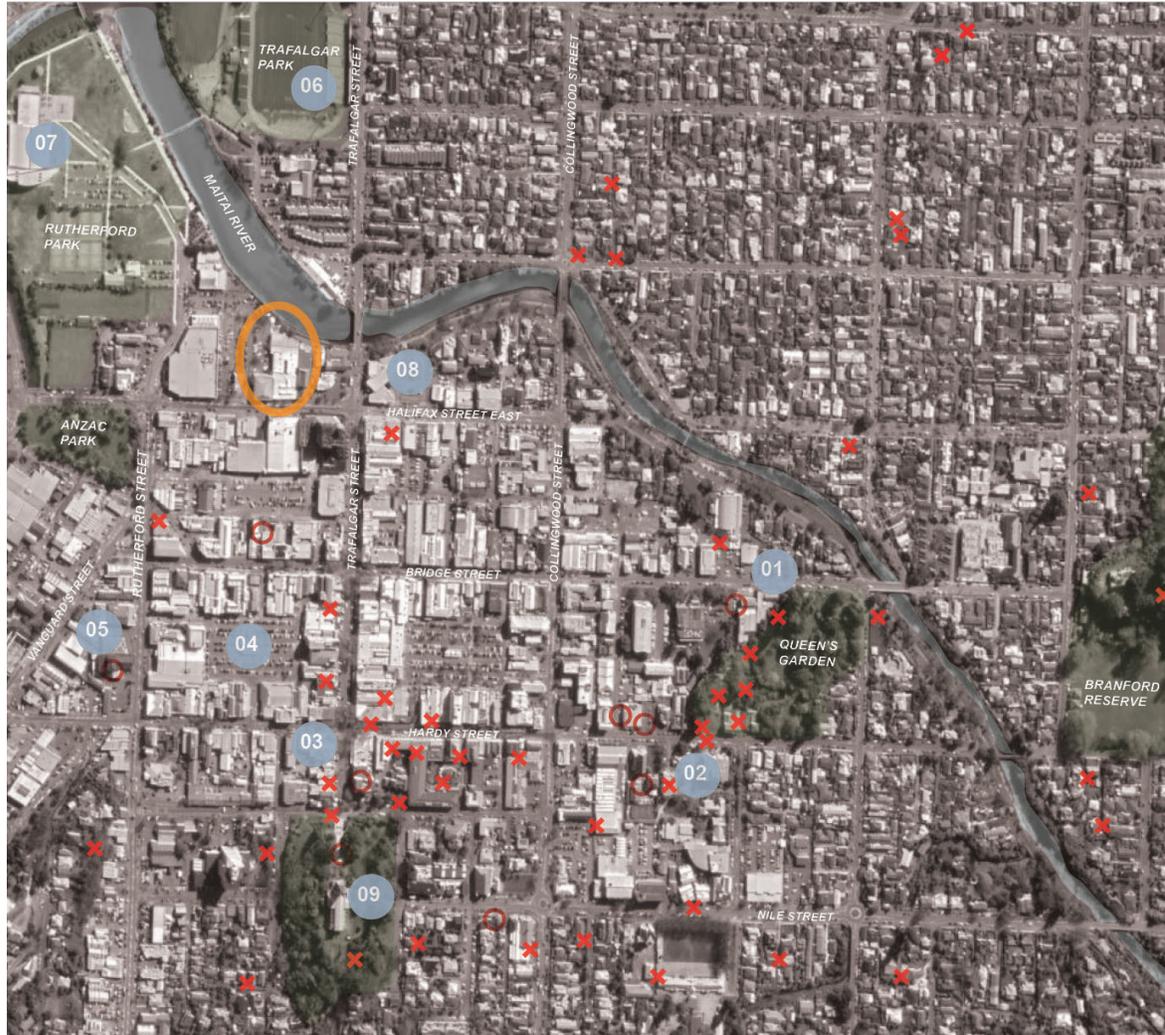
The purpose of the community engagement process has been to liaise with internal stakeholders, iwi partners and the community to review the draft library vision and determine an outline brief for what the community needs and wants from a redeveloped Elma Turner Library.



Location

Within Nelson the Stoke and Nightingale Libraries' relationship could be characterised as that of 'siblings'. Elma Turner has a role closer to a 'central' library. It is the largest (2175m²) and houses staff who manage the network and the other libraries. Regular visitors to Stoke (368m²) and Nightingale (265m²) libraries also using Elma Turner but not consistently vice versa. There is a sense of all the Nelson libraries being 'invested in each other' with close connections between the libraries, community and the staff.

Elma Turner Library has strong connections to other libraries within the Tasman District and the relationship is seen as supportive and not competitive.



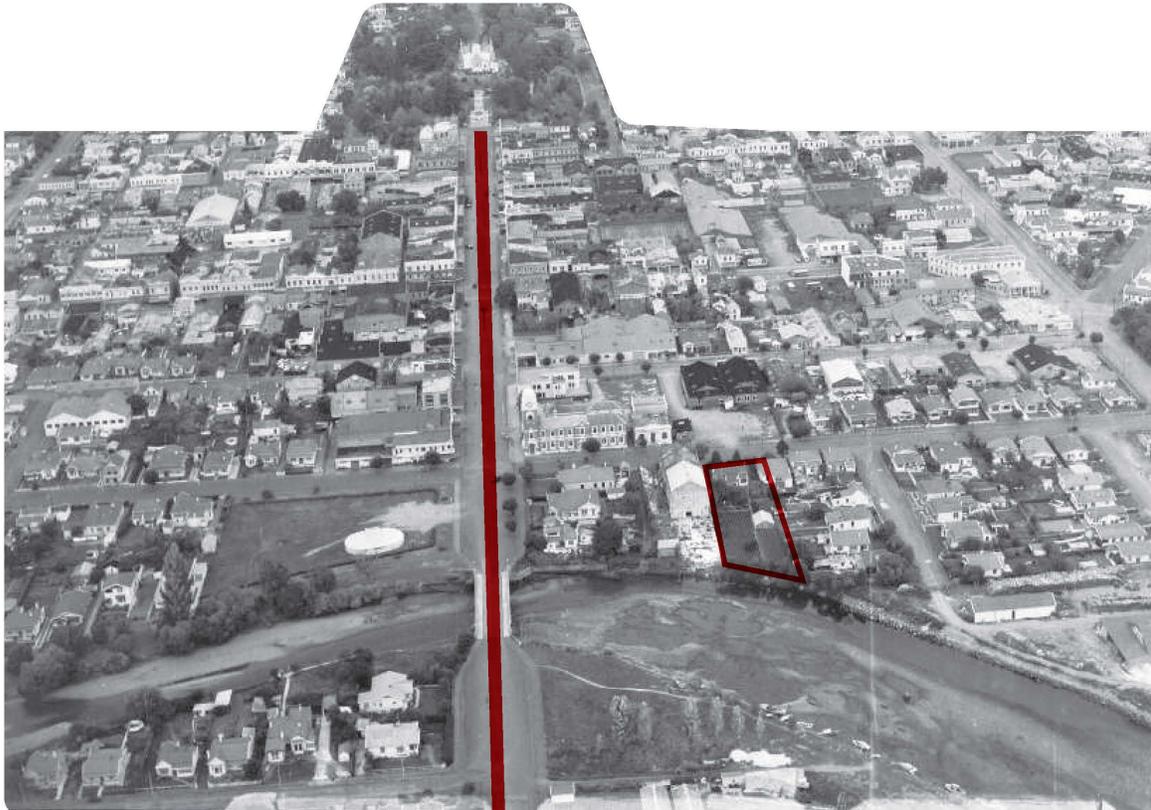
Nelson

Nelson City has many significant community institutions that provide facilities and resources that complement the library. A redeveloped library should ensure it does not undermine the role these other institutions fulfil in the city.

Location Key

-  Elma Turner Library Site
-  Historic places - Category 1
-  Historic places - Category 2

- 01 Suter Art Gallery
- 02 Nelson Marlborough Institute of Technology
- 03 Nelson Provincial Museum
- 04 Nelson Market
- 05 Theatre Royal (1878)
- 06 Trafalgar Park
- 07 Trafalgar Centre
- 08 Visitor Information Centre
- 09 Nelson Cathedral



Nelson, including Trafalgar Street and Maitai River - April 1947
from the "Whites Aviation Collection, Alexander Turnbull Library
<https://iacli.natlib.govt.nz/#details=ecatalogue:720674>

Riverside Site

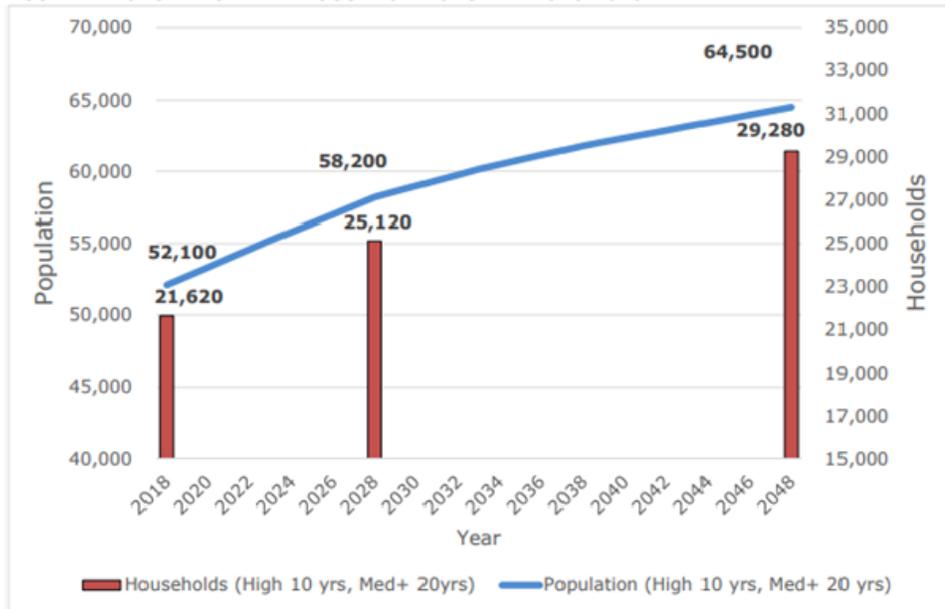
The Nelson City Library has not always been in its current position. First founded on board the New Zealand Company Ship, *The Whitby* in 1841, it has since been housed in a number of land-based locations and has provided the longest continuous library service to the public in New Zealand.

The Elma Turner Library is currently located between Halifax Street and the Maitai River (highlighted in red above). This photo shows the site in relation to Nelson in 1943. At this time it was occupied by housing, subsequently replaced with light industrial buildings. The general disconnection on buildings on Halifax Street with the river remains to this day.

For the purposes of the engagement process the team were asked to assume that the riverside site is where the redevelopment will occur. A final location for a redeveloped Elma Turner Library has not yet been agreed.

The current iteration as the Elma Turner Library was opened in 1990 and named after former Nelson City Councillor Elma Turner. The transformation from a car sales yard to a library continued over the years with additions in 2005 and again in 2013.

FIGURE 1: POPULATION AND HOUSEHOLD GROWTH 2018-2048



From NCC – Forecasting Assumptions 2018

Demographics

The engagement team was provided with demographic information (pre-COVID 19) from the Nelson Long Term Plan 2018-2028 as reference for predicting growth of the Nelson population. The projections show a reasonable growth through to 2028 which moderates over the following 20 year period. Nelson has recently experienced a general aging population. Historically an aging population would become more regular users of the community, and library facilities.

This information has further been considered with a view of Elma Turner Library’s amenity to international travelers. International travelers use the library for a number of reasons including: Historical-genealogical research, as a default Information Centre (to be politely redirected to the I-site), to catch up on reading, internet access and as a safe dry respite during inclement weather.

Climate Ethos

‘Sustainability’ was a theme raised by all parts of the community through the engagement process. It is clear that Nelsonians are proud of their climate and are aware of the impact of the community’s actions upon it. This is reflected in the Nelson City Council’s Thursday 16 May 2019 Declaration of a Climate Emergency.

The redevelopment of the Library has an opportunity to acknowledge and embrace this declaration through meeting suitable Environmental Sustainable Design (ESD) criteria that will reduce or eliminate carbon emissions from both the building’s construction and its ongoing operation.

Nelson and Tasman district are blessed with the highest sunshine hours in New Zealand (2555 hours in 2018). Whilst heavy rainfall events are common, clear sunny days are a regular occurrence through the winter months. With these conditions a redeveloped building could be designed to produce its own energy and achieve best practice sustainability targets.

Contemporary libraries

The role of libraries in communities is simultaneously enduring and responsive. There are key themes we have noted that were presented to during the engagement process (refer to appendices for presentation collateral) and are summarised as follows

COLLECTION TO CURATION

collection items are presented and displayed



Doklab Magazines



Amsterdam Almere collection display bench

GATEKEEPERS TO NAVIGATORS

flexible spaces that encourage a variety of uses and users to share and collaborate with librarians.



Malmö Garaget Library craft space



Devonport Library Minecraft workshop

DIGITAL TECHNOLOGY

hosting a variety of accessible digital technology.



Geelong Library Digital Offering



iPad in the Forum in Groningen

QUALITY ENVIRONMENTS

a range of quality spaces that are comfortable and cater to a variety of patrons and their specific needs.

inclusive, accessible spaces for all visitors and staff.



Turanga Library Childrens Area



INTERACTION WITH SURROUNDINGS

accessible external spaces that fold the Library into the neighbourhood



Summer Library external event Space



Picton Library external space

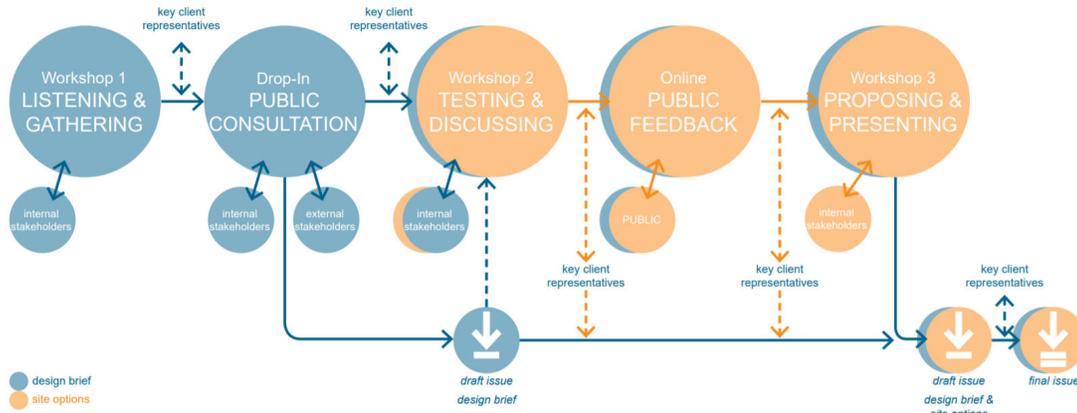
Consultation images of contemporary library themes

3. COMMUNITY ENGAGEMENT

Process

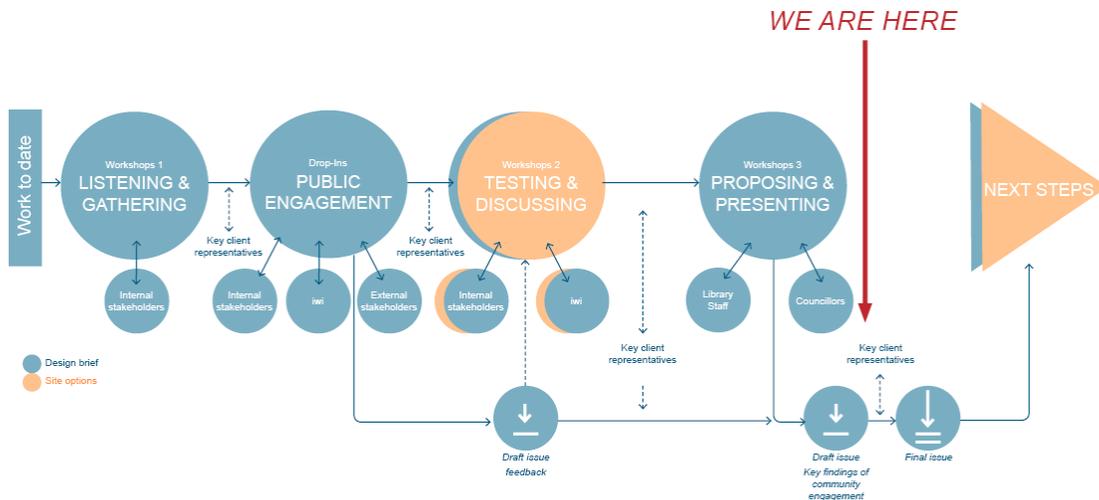
The Community engagement has been undertaken by Athfield Architects Limited (AAL) and Irving Smith Architects (ISA), supported by Nelson Libraries and Nelson City Council's Capital Projects Team.

Engagement commenced in June 2019. The process occurred through June to August and January to March 2020. The final report has been written in early June 2020. Some interruptions occurred in the process, including the Nelson Fire which delayed the commencement; Local Government Elections delaying some engagement workshops; and, Covid-19 and the Government Mandated Lockdown delaying the final concluding steps. In addition, the process has led to questions being asked of the future of the wider Riverside Precinct, which have taken time to answer and prompted the implementation of parallel processes to resolve them. Questions specifically relating to site options were not included in this particular process until further clarity was received on long term flood and sea-level issues.



Intended Engagement Process

Due to these wider issues, the online public feedback was not undertaken (this could occur once feasibility testing has been completed), and the engagement process was revised, as follows:



Revised (Actual) Engagement Process

Iwi, Individuals, Groups and Organisations

The following groups and organizations have been either formally or informally invited to contribute to the community engagement process for Elma Turner Library Redevelopment

Iwi

Ngāti Tama
Ngāti Kuia
Ngāti Koata
Te Ātiawa
Rāngitane
Ngāti Apa
Ngāti Toa Rangatira
Ngāti Rārua

Community Groups

Provincial Museum
Ancestors Attic
Genealogical Society
Arts Council
Deaf Aotearoa
IHC Nelson
Alzheimers New Zealand
Aged Concern
Blind Citizens Nelson
Blind Foundation
Nelson Health Action Trust
Citizens Advice Bureau
Community & Whanau
Principal's Association
Friends of Elma Turner Library
Victory Community Centre
Tahunanui Community Centre
Nelson Multicultural Society
Peta Wellstead
Red Cross
Nelson Youth Council
Y-Kids
Auckland Point School
Nelson Central School
Maitai School
Hampden Street School
St Josephs School
Nelson College
Nelson English Centre
Victory Primary School
Nelson College for Girls
Nelson Intermediate School
Tahunanui School
Nelson College Preparatory School
Enner Glynn School
Nelson Christian Academy

Stoke School
Nayland Primary School
Birchwood School
Clifton Terrace School
Broadgreen Intermediate
Probus Club Nelson
National Council of Women NZ - Nelson Branch
Top of the South Writers
Elma Turner Library Writers Group
Home Education Foundation
Nelson Marina - Moorings
Literacy Aotearoa
Ministry of Social Development
Nelson Chamber of Commerce
Nelson Night Shelter

Library Staff

Sarina Barron
Nicola Harwood
Elma Turner Library Staff
Nightingale Library Staff
Stoke Library Staff
Greenmeadows Temporary Library Staff

NCC Officers

Jo Martin	Team Leader Science and Environment
Karen Lee	Sustainability Coordinator
Mark Tregurtha	Manager Strategy Planning and Administration
Lisa Gibellini	Team Leader City Development
Kirsten Gerrard	Team Leader Planning
Adrian Ramage	Manager Consents and Compliance
Jane McLeod	Manager Customer and Information Services
Matt Heale	Manager Environment
Mandy Bishop	Manager Consents and Compliance
Alastair Upton	Senior City Development Planner
Alan Gray	City Centre Development Programme Lead
Dawn Goodman	Records Support Officer
Jane Loughnan	Policy Coordinator
Shannan Carr	Records Manager
Malcolm Hughes	H&S Advisor
NCC Community Partnerships	

Engagement Meetings, Events and Workshops

The following events have been undertaken to elicit feedback on a redevelopment of Elma Turner Library and have been presented to. The third Councillors Presentation schedule for 25 March 2020 was cancelled due to COVID 19 and has been re-scheduled for August 2020.

Workshops, drop-ins, meetings and gate crashing dinner parties

Iwi

Iwi Engagement 1	14/11/2019
Ngāti Tama and Ngāti Kuia	29/11/2019

External Stakeholders

Nelson Community and Whanau Meeting	12/06/2019
Public Drop-ins 1 Deville Cafe	18/06/2019
Public Drop-ins 2 Elma Turner Library	18/06/2019
Public Drop-ins 3 Elma Turner Library	19/06/2019
Public Drop-ins 4 Elma Turner Library	19/06/2019
Greenmeadows Centre (Pop-up Library)	18/06/2019

Youth Council Presentation	28/06/2019
----------------------------	------------

Direct Meetings with:

The Provincial Museum	
Genealogical Society	
Arts Council	19/06/2019

Deaf Aotearoa, IHC Nelson, Alzheimer's New Zealand Aged Concern	19/06/2019
--	------------

Victory Community Centre	
Meals on Friday nights	28/06/2019
NCC Focus Group for Community Partnerships	03/07/2019

Richard Brudvik-Lindner /students / Nelson College	04/07/2019
--	------------

Internal Stakeholders

Library Workshop 1 & 2	03/07/2019
Library Workshop 3 & 4	04/07/2019
Councillors Presentation 1	18/06/2019
Councillors Presentation 2	04/07/2019
Staff Workshop 1	27/05/2019
Staff Workshop 2	02/07/2019
Staff Workshop 3	06/08/2019
Staff Workshop 3	04/03/2020

Response overview

Below is a summary of the feedback from particular groups. Following this, the key themes are described in more detail. These themes can be used to form part of a briefing document for a concept design stage.



Workshop with Library Staff



NCC Councillor Workshop

Iwi Comment and Observations

Three Iwi (Ngāti Tama, Ngāti Kuia and Ngāti Koata) met with the team and Nelson City Council and provided both input and insight to their aspirations for a redeveloped library (A collated file of the feedback is held in the appendices attached).

- **Process:** Iwi groups noted the importance of being involved not only during the design process but also through the operational planning of a redeveloped library. It was noted that the library should be appealing to the young, that is, it is for them, as opposed to a 'stuffy' institution.
- **Maitai River:** The river was noted as extremely important to the Iwi groups spoken to. Can the building interact with the river more? The idea that the Maitai needs to be 'celebrated' in a redevelopment came across strongly.
- **Naming and Artwork:** Iwi groups raised the issue of the building's name. If a name-change was contemplated, they would like involvement with identifying an appropriate name for the building. The Council Kaumātua and Whaeae are a good starting point for iwi connection in terms of identifying an appropriate name. It was noted that it will be important to include Te Ohu Toi Ahurea (cultural advisors) in decision making concerning art works.
- **Archive and Taonga:** Archives are of interest to Iwi and a redeveloped library could be an opportunity to connect and share Maori knowledge. The building will be a Pātaka (storehouse) and some Iwi noted an interest in storing some Taonga at the library if the appropriate facilities were available. Interactive and digital formats were raised as good ways to tell stories and share histories at a redeveloped library.

Elma Turner Staff Feedback

Four sessions were held with current library staff along with further meetings with Sarina Barron – Manager, Libraries and Nicola Harwood - Team Leader Service Delivery. These sessions helped refine and clarify feedback received (A collated file of the feedback is held in the appendices attached).

Challenges - specific and change in the foreseeable future

- It was noted that older populations are well represented in library usage. The older demographic is expected to grow over the coming two decades. It is also foreseen that this population will be more mobile and more technology literate,
- Reduction over time of ‘computers’ - as the public access to personal ‘devices’ increases the need for the library to provide devices may reduce and their role will shift to providing good WIFI and more comfortable space,
- Dedicated children’s area that support children’s services and the large user numbers. A considered and proactive Young Adult / Tween offer that retains youth engagement and attendance as they grow older,
- Increase in places and spaces to interact with technology. I.e. acoustically treated lounge spaces for technology, a range of meeting spaces from booths to digitally enabled meeting rooms with large screens to ‘cast’ to,
- Monopolisation of space by particular groups and tension with others who are using and sharing the space,
- Entry and exit options - Entries to the library need to be positioned to ensure there are clear lines of visibility for visitors and potential users entering and exiting the library,
- Provide spaces for more community partnerships to develop



Public ‘Drop in’ Workshop

Public Feedback

The public presented views, ideas and opinions across a number of formats both in person and on-line. (A collated file of the feedback is held in the appendices attached). The team used qualitative analysis to identify ideas that aligned with the Library Vision and the Long-Term Plan focus areas. The significant themes identified are as below:

- The Elma Turner Library (and NCC Libraries) are delivering great services (in spite of the facilities)
- The River aspect is highly valued and perceived as underutilised
- A redeveloped Elma Turner Library should 'host' locals, guest and visitors and local stories
- The project should:
 - Enable and support contemporary library services
 - Have an engaged and collaborative design process
 - Design a library 'of' Nelson/ Top of the South
 - Consider sustainability and sea level rise

Important Components of a Redeveloped Contemporary Library

The engagement with all groups and individuals has affirmed the following components as important and a priority:

The collection

'Just books, books, books.' A strong theme was that the role of the library as a repository of information remains important. Nelson has a very high library membership. 2017 – 18 benchmarking of Nelson Libraries (including Stoke and Nightingale) against other services of similar population ('Group 2' Libraries - Tasman, Selwyn, Marlborough, Upper Hutt, and others) is as follows:

WHAT	NELSON	GROUP 2 AVERAGE	OTHER INFO
Physical visits per population	10.89	7.18	
Issues per population	15.61	9.75	Nelson Libraries are the highest in the country for this statistic – indicating a very well used collection
Active members* per population	51.1	40.46	*Members who have used card physically in the past 12 months

Much of the feedback was supportive of the collection and the job the library staff currently do. Iwi groups noted the role of storytelling and that stories are associated also with taonga. A redeveloped library is an opportunity to expand ways which visitors access information.

A range of spaces, to cater for all (so not one group monopolises a space)

The design of spaces should support areas not being overwhelmed by one particular group. A range of reading and meeting spaces should provide a continuum of scale and acoustic separation. Places that are quiet are important, as well as places to be (reasonably) noisy.

Great access and car parking

Many visitors to Elma Turner drive from areas with restricted access to public transport. Trips will not just be for a visit to the library but also include other tasks in the city. Parking provision should reflect this. The access should also support changing means of transport such as linkages to cycle lanes, car-shares and public transport.



Doklabs magazine display

A welcoming place to host and engage visitors

The entry should be welcoming and warm with space to muster. It should have the capacity for ceremony. It should orient the visitor and invite them into the library. Other community services could share this space and it could be available for secure after hours use.

A cafe

Feedback from the public consultation often asked for a cafe space. Being located near the entry it can serve as a breakout area for study groups and an amenity to host visitors and guests. The cafe should align with the civic character of the library.

A well serviced community room, available after-hours

The room should be in addition to the library's activity and meeting room which is typically booked out throughout the day. This space could have kitchenette facilities and be bookable. Cost is a factor and a barrier to use with the ideal being free, supporting a wider usage.

Adjacency to a community hub of complementary services

The notion of a 'hub' of community services was generally seen as positive. Ideas such as Citizens Advice Bureau, Youthspace, Workspace, Makerspace were raised and seen positively. The caution was noted that this should not dilute the library's core role and 'adjacency' was identified as an appropriate approach. An entry shared by an adjacent community hub and the library was seen as an opportunity.



Devonport Library AAL

A connected Nelson archive, centered on a Library heritage space

Nelson has a strong heritage community and resource. It was noted that many out of region visitors come to seek information on relatives and ancestors, with the library as the first port of call. The library is currently directing enquiries to other dispersed public and community resources in Nelson: The Council Archives, the Museum's reference collection, Genealogical Society and Ancestor's Attic. Some of these organisations operate at reduced hours or their resources are difficult to quickly access.

The team-initiated discussion between various groups to consider a coordinated approach, identifying a valuable opportunity to centre Nelson's heritage reference services in or on the library. At a basic level this could be a common database of a networked Nelson archive, giving library users visibility of the resources that the other institutions and organisations hold.

A more capital intensive, but with potentially increased benefits, would be a combined service and co-location of some of the voluntary organisations and/or Council Archive within the library – making use of the specialist environmental conditions and staff. A Library heritage space would complement and not compete with the Museum, but would improve connections and information sharing between both institutions.

A 'sustainable' building, demonstrative of Nelson's approach to climate change

Sustainability was seen as very important and this should be to a high standard and visible in the building. Given the region's high sunshine hours solar energy appears sensible but further smart design with regard to thermal mass and ventilation are also called for. Benchmarking of sustainability features with design tools (Greenstar, Living Building Challenge etc...) was raised with Council officers, but no specific recommendations have yet been made.

A community building that is connected to the landscape/ surroundings

The river front site will have at least two edge conditions: one urban with linkages and visibility to cars, pedestrians and the commercial world. The other edge to the river is a connection to more leisurely routes, places of pause and is part of an increasingly valued resource. Values which are of importance to iwi.

A project that maximises the opportunities of the river

The Matai River is a central part of Nelson city and a library located on it is a privileged position. This was well recognised by all sectors of the community engaged with. Planning should acknowledge the risks associated with the river but make careful use of the natural beauty it provides. Being tidal the range of conditions varies through the day and season. The river can be either calm and reflective or energetic. Connection to the river should be made apparent from the entry and opportunities can be provided for visitors to experience the river from the library. Sheltered exterior space could support reading areas close to the river giving visitors opportunities to enjoy the river's constantly changing condition.

Wider considerations

Through the engagement process a number of contextual issues were raised that will need to be resolved with feasibility testing and to advance a concept design. These include the following:

- Land development by neighbours
- Potential plans for Civic House
- The Council's declaration of a climate emergency
- The question of a climatorium (centre of excellence for climate change research & advocacy)
- Inner city development and City Centre Spatial Planning
- Coastal Inundation and river flooding research – impacts on sites

These issues are being addressed by Council staff.

In addition, direction will be required at the next stage on the following:

Environmentally Sustainable Design

Nelson City Council has no operative policy to determine sustainability benchmarks for construction projects.

Best practice is to consider the environment holistically from the beginning of the project. In lieu of an operating policy, a number of options could be considered:

Design Tools: Select a proprietary green tool such as GreenStar or Living Building Challenge to help provide guidelines for design. The certification process also promotes measurable outcomes and provides internationally recognition for sustainable design.

Benchmarking and targets: Use best practice benchmarks in the concept design brief with deliverable targets. These targets can be performance based around, water usage, air quality, energy usage and embodied carbon.

Life Cycle Analysis (LCA): LCA undertaken independently can provide an audit of embodied and life of building energy costs. This should be done at various junctures during the design process- Concept, Preliminary and Developed to ensure the project tracks to a realistic and significant goal.

Carparking

The current site benefits from abundant carparking and feedback received indicates that it is highly valued. The extent of carparking provision will need to be determined to ensure sites are adequately sized.

4. LIBRARIES VISION (DRAFT)

At all engagement events the Draft Library Vision was presented and discussed. The draft vision was also workshopped with the libraries team and iwi.

The public feedback received both online and via the drop in sessions helped fine tune the vision. The feedback received on the draft library vision was well considered and nuanced. Subtle rephrasing and translation into Te Reo has been adopted.

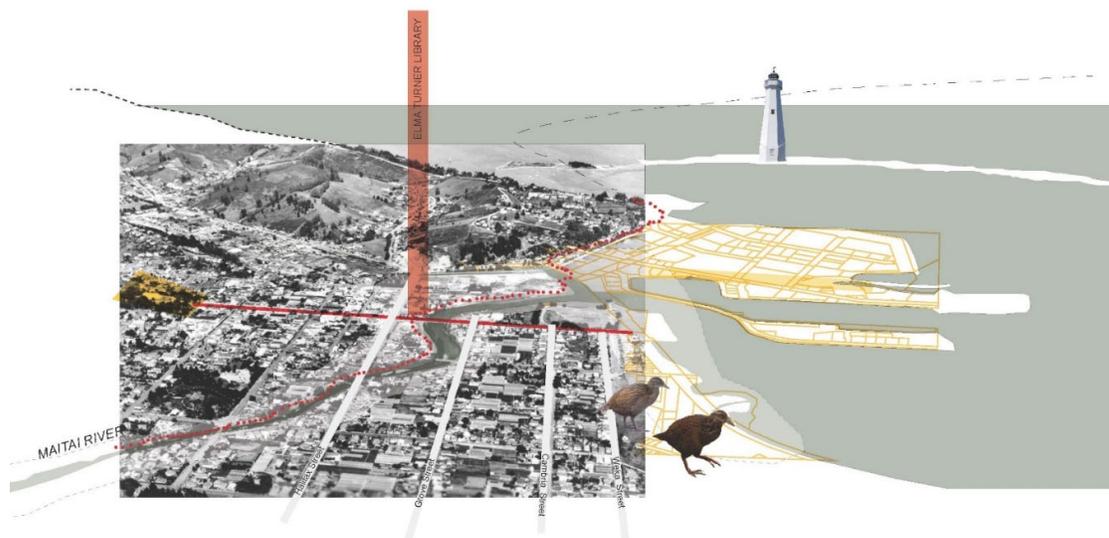
The principal change has been the removal of the statement “A Smart Library for a Smart Little City” as the feedback received was that this statement made people feel uncomfortable and that the statement was exclusive (“only smart people can use the library”). The revised Nelson Public Libraries Vision (Draft) that has resulted from the engagement is:

NELSON PUBLIC LIBRARIES VISION (DRAFT)

Nelson Public Libraries is a vibrant and well used library network which connects the people of Te Tau Ihu to knowledge, heritage and creativity by empowering life-long learning. A place of respite and enjoyment, our library system grows and adapts to the community it serves.

Four Focus Areas:

- | | |
|----------------------------|---|
| <i>Kotahitanga</i> | <i>Responding to our place in the world</i> |
| <i>Mātauranga</i> | <i>A place that encourages and enables growth</i> |
| <i>Miharo</i> | <i>Beyond the ordinary</i> |
| <i>Manaakitanga</i> | <i>He tangata</i> |



A redeveloped Elma Turner Library can connect the city to the river - active edges that provide shelter next to the river and connects the library to the water, river walkway and the sea beyond

Kotahitanga

*Mā whero, Mā pango ka oti ai te mahi.**

1. Kotahitanga - Responding to our place in the world

- We will live up to the principals of our Treaty of Waitangi, and partner with our local iwi, to deliver on the principals of Mātauranga Māori.
- We will provide access to a world-class heritage collection, focusing on resources relevant to Te Tau Ihu.
- We welcome all visitors and new residents to our community.
- Sustainable practices within the library, promotion and education of our communities is achieved by working with partners towards the shared goal of a sustainable future.

** “With black and with red the work is completed”*

This whakatauki refers to different people or groups co-operating and partnering with each other to achieve their goals.

Mātauranga

*Ko te manu e kai ana i te miro, nōna te ngahere. Engari, ko te manu e kai ana i te mātauranga nōna te ao.**

2. Mātauranga - A place that encourages and enables growth

- The library is a community gathering point, a space for creativity, collaboration and connection with opportunities to highlight our region’s accomplishments on a local and global stage.
- Our collections provide opportunities for inspiration, enjoyment and knowledge.
- We are a space of well-being and respite, where people feel welcome and safe, regardless of their age, ethnicity, gender or anything else that forms their identity.
- Lifelong learning and literacy are important functions of our library service, and will be reflected in all that we do.

** “The bird that consumes the miro berry owns the forest. The bird that consumes knowledge owns the world.” - This whakatauki refers to learning in all forms including literacy and creativity.*

Miharo

Ehara taku toa i te toa takitahi, engari he toa takimano, takitini.*

3. Miharo - Beyond the ordinary

- We take our library services out to the communities we serve, through proactive and strategic outreach.
- Our online services deliver a comprehensive experience to our community beyond our opening hours and locations.
- We will identify and connect with partners to deliver collaborative services and activities to meet shared outcomes.
- We provide innovative, flexible and well-maintained spaces for imagination, learning, and relaxation.

** "Our strength does not come from ourselves alone, our strength comes from the many"*

This whakatauki acknowledges team effort. Just as it takes a village to raise a child; it takes a community to enable an individual's success. It's a good whakatauki to use when wanting to acknowledge the support of many.

Manaakitanga

*Hāpaitia te ara tika pūmau ai te rangitiratanga mo ngā uri whakatipu.**

4. Manaakitanga - He tangata

- We work to achieve community trust in us, by keeping the promises we make, a responsible use of resources and a high level of professionalism at all times.
- We value and invest in our staff.
- By responding to the diverse needs of our communities, we will strengthen their place in Nelson and the world.
- Our services empower people to become active members of their community.

** "Foster the pathway of knowledge to strength, independence and growth for future generations."*

This whakatauki refers to inter-generational growth and surety.

5. APPENDICES

The Appendices are available separately and contain, in digital format, the notes, data and minutes of all engagement events. They have been collated and compiled as follows:

A1 Public and Community Groups

A2 Iwi

A3 Library Staff

A4 Archive and Heritage

A5 NCC Offices

A6 Online Surveys

A7 Benchmarking

A8 Engagement Presentation Materials

B1 Redeveloped Elma Turner Library Outline Brief

B2 Redeveloped Elma Turner Library Next Steps