



Libraries Strategy Review

Focus Group and Community Engagement Report

December 2018
Community Engagement Branch
Arts, Social Development & Community Engagement Department

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Background and Purpose

In March 2009, ICC adopted the *Ipswich Library and Information Service Coping with Growth 2008-2026 Strategy* as the basis for forward planning of library facilities. In 2018 ICC Library Services engaged an external consultant to conduct a review of this strategy. As part of the review, ICC Community Research and Engagement team has undertaken community consultation, concurrently with the external review, to identify community priorities regarding community facilities and library services. This included a city-wide survey, and a series of 10 focus group sessions.

The purpose of this report is to report on the methodology and findings drawn from the focus group sessions, in order to contribute to the Library strategy review. These findings will be considered alongside analysis of survey findings, being carried out by Market Facts.

Community Engagement Methodology

Community consultation involved a mixed method approach, combining a survey (administered by Library Services) with focus groups (facilitated by Community Research and Engagement team), both made available in each of the 10 electoral divisions.

City-wide Survey

Survey and focus group questions were drafted to align with past library surveys, with 19 questions designed to ascertain what kinds of services are needed at the libraries, and how far people would be willing to travel to access these services. Appendix A contains a copy of the survey.

The survey was made available online, in paper copies at Libraries and Community Offices, and face-to-face at the following locations:

- Robelle Domain
- Ipswich Showcase Markets
- Redbank Plains Cricket Grounds
- Cribb Park Cricket Grounds
- Ivor Marsden Crick Grounds
- Top End of Town
- Bell St Transit Centre
- Springfield Orion
- Riverlink Shopping Centre

The response target was a minimum of 390¹ completed surveys, and 30 per cent non-library users (minimum approx. 117). Library Services offered a \$50 voucher as an incentive for taking part in the survey.

A total of 2,023 people completed the survey, of which 15 per cent (around 300) were non-library users. The breakdown by collection mode is listed below:

Collection Type	Participants
Online	1,314
Face-to-face	383
Paper	326

¹ Based on a total population of 200,000, calculated via <http://www.raosoft.com/samplesize.html>

Survey data analysis has been carried out by external consultant Market Facts.

Focus Groups

Community focus groups were held in each of the 10 divisions across the Ipswich LGA, at the following locations:

- **Division 1** - Springfield Central Library, Sirius Dr, Springfield Central
- **Division 2** - Goodna Neighbourhood House, 33 Queen St, Goodna
- **Division 3** - Redbank Community Office, Level 3 Redbank Plaza, 1 Collingwood Dr, Collingwood Park
- **Division 4** - Booval Community Office, 38 South Station Rd, Booval
- **Division 5** - East Ipswich Community Office, Shop 1 Jacaranda Plaza, 3 Jacaranda St, East Ipswich
- **Division 6** - The Brassall Centre, 34a Workshops Street, Brassall
- **Division 7** - Ipswich Central Library, 40 South St, Ipswich
- **Division 8** - Leichhardt Community Office, Leichhardt Village Court, Toongara Rd, Leichhardt
- **Division 9** – Community Office Redbank Plains, Orion Shopping Centre, Springfield Central
- **Division 10** - Rosewood Community Office, Rosewood Plaza, 20 John St, Rosewood

Sessions took place between 5/11 and 14/11, including morning, afternoon and evening sessions. Ninety people took part in the 10 sessions over the two weeks.

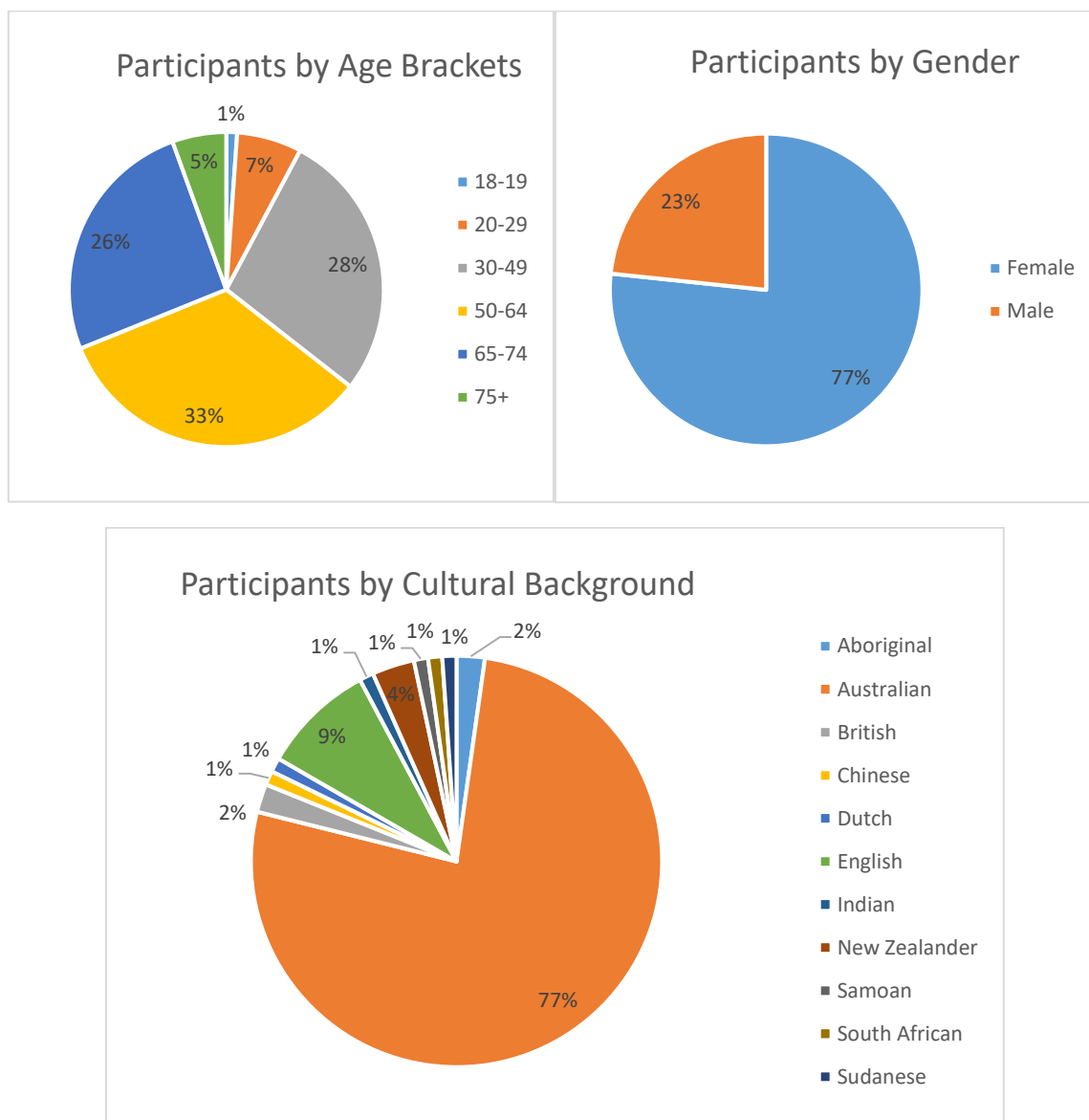
The participation target for the focus groups was 100 to 150 people, with a goal of 10 to 15 people per focus group. Participants were selected via an expression of interest process. An expression of interest form was shared online, via emails from Library Services, via social media, and in paper at the Libraries and Community Offices. Over 270 people expressed their interest to take part in one of the 10 sessions. From this pool of over 270 people, participants were selected on the basis of gender, age and cultural representativeness. Whilst most sessions were near/fully subscribed before they took place, attendance at each session totalled ninety people across the 10 focus groups. The target of 100 people was not reached due to:

- Complexities associated with reallocating people to sessions other than their first preferred options, given that some sessions had a much higher interest than others. For example, nearly 70 people expressed interest in attending the Ipswich Central session, while only 9 people expressed interest in attending the Rosewood session.
- There were people who were selected to take part who were then unable to attend the sessions at the last minute. In each session, there was at least 2 people allocated who did not attend.

The number of participants per venue is listed in the table below:

Location	Participants
Ipswich Central Library	14
Redbank Plaza	9
East Ipswich	9
Springfield Library	11
Booval	10
Brassall	8
Leichhardt	8
Springfield Office	6
Rosewood	9
Goodna	6
TOTAL	90

The breakdown of participants across age, gender and cultural backgrounds is presented below. The majority (77 per cent) of participants identified as female. Thirty-three per cent were aged between 50 and 64 years of age. Seventy-seven per cent identified as Australian.



Focus groups followed a semi-structured format and utilised a range of participatory and interactive tools to gather information and encourage discussion. Focus groups were facilitated by Community Research and Engagement (CR&E) staff, rather than Library staff, in order to provide a level of independence. This included one facilitator, and a support staff member taking detailed notes on large sticky notes on the wall. Each focus group session began with:

- An acknowledgement of country, and an acknowledgement of the essential contributions of Aboriginal and Torres Strait Islander people to literature, art and education.
- An overview of the goals and objectives of the broader Library strategy review, including the role of an independent consultant
- The role of CR&E staff as community engagement facilitators.
- The agenda for the session

A series of interactive posters (below) guided discussion at each of the ten focus groups.

Which Libraries do you visit most often?			
Ipswich Central Library	Redbank Plaza Library	Redbank Plains Library	Springfield Central Library
Ipswich Libraries Virtual Branch (website only)	My university/school library	Mobile Library	Brisbane Libraries
Gold Coast Libraries	Logan Libraries	State Library of Qld	Lending Pods

As an introduction, participants were asked to indicate which Library or Libraries they visited most often. Participant names were written up on the poster.

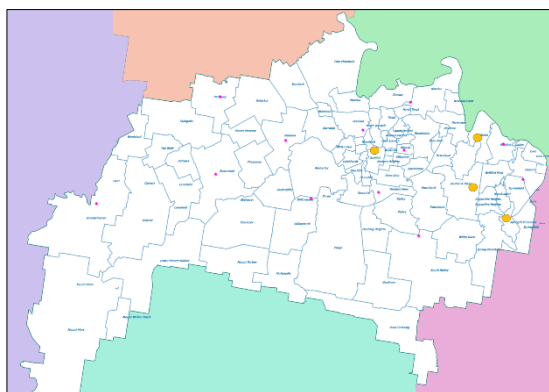
From here, participants were asked to reflect on why they visited the Libraries they do, with notes written up on the poster.

Why do you use the Library?			
To borrow/return from the library's collection	To borrow/return multimedia	To read/browse magazines or newspapers	To use the library's computers
Wi-fi	To browse the library's collections	To read, work or study in the library	To access reference assistance from library staff
To attend a library program or event	To attend workshops/seminars	To meet friends	

To fill any gaps in the preceding discussion, participants were guided through some of the suggestions listed on this poster, asking for details. For example, for those who indicated attending events, which events?

How do you get to the Library, and how long does it take you?		
Private car	Bus	Train
Bicycle	Walk	Taxi

Participants were asked to write on the poster how long their journey is to the Library they visit most often, and by what transport.



Participants were also asked to draw a line on the map to indicate which Library they visited, and where they were travelling from.

How important are these library services to you (even if you don't use them)?

Borrowing materials (books, DVDs, music)	Online services (website, catalogue, access to digital collections, research databases)	Reference (research assistance from librarians)	Helpful and informative staff	Public Access Computer / Internet access	WiFi
Printers and/or photocopiers	ILL (inter-library loan)	Help using technology	Mobile Library access	Study rooms / Reading areas	Digital Literacy / Technology programs
Newspapers and magazines	Learning & Lifestyle programs	Local History programs	Adult Literacy programs	Youth programs	Early Years programs
Community meeting rooms	Multicultural and Indigenous programs	24/7 access to borrowing facilities	Home-bound Services	Opening Hours	Parking
Disability Access	Self-service check out				

Participants were asked to reflect on those library services that they consider most valuable. Participants were given five sticky dots, to allocate across a range of suggested services. If services weren't listed, they were added to the list. Participants were then asked questions about those services that had received dots, for example, why is adult literacy important? Why is the local history services important? Notes were recorded on the poster.

What restricts you from visiting a library, or visiting more often?

Don't have my own transport	Public transport is too difficult, expensive or is limited/unavailable	It takes too much time to get there and back	I don't need to get to a branch – I use the home library service
Don't need to get to a branch – the library's online services give me what I want	Time constraints	I can't access the library during library business hours	Library locations are inconvenient
Parking	I'm aware of the resource/s or program/s offered by the library but they do not appeal to me	I don't know what services, programs and resources the libraries offer	I've never been a library user and I feel a bit uncomfortable about visiting a library

Participants were then asked to reflect on barriers that they, or others they knew, might face in accessing Libraries. Issues were recorded.

Resource Inputs

Community engagement tasks were shared between Library Services, and the Community Engagement and Research Team. Key tasks are outlined as follows:

Task	Team Responsible
Venues booked	CR&E
EOI drafted	CR&E
EOI form set up and administered in Smart Sheets	Library Services
Sharing EOI link via newsletter, social media and flyers	Library Services
Response to EOIs and attendee list management	Library Services
Preparing resources	CR&E
Book catering	Library Services
Facilitation and note-taking	CR&E
Focus Group findings report	CR&E

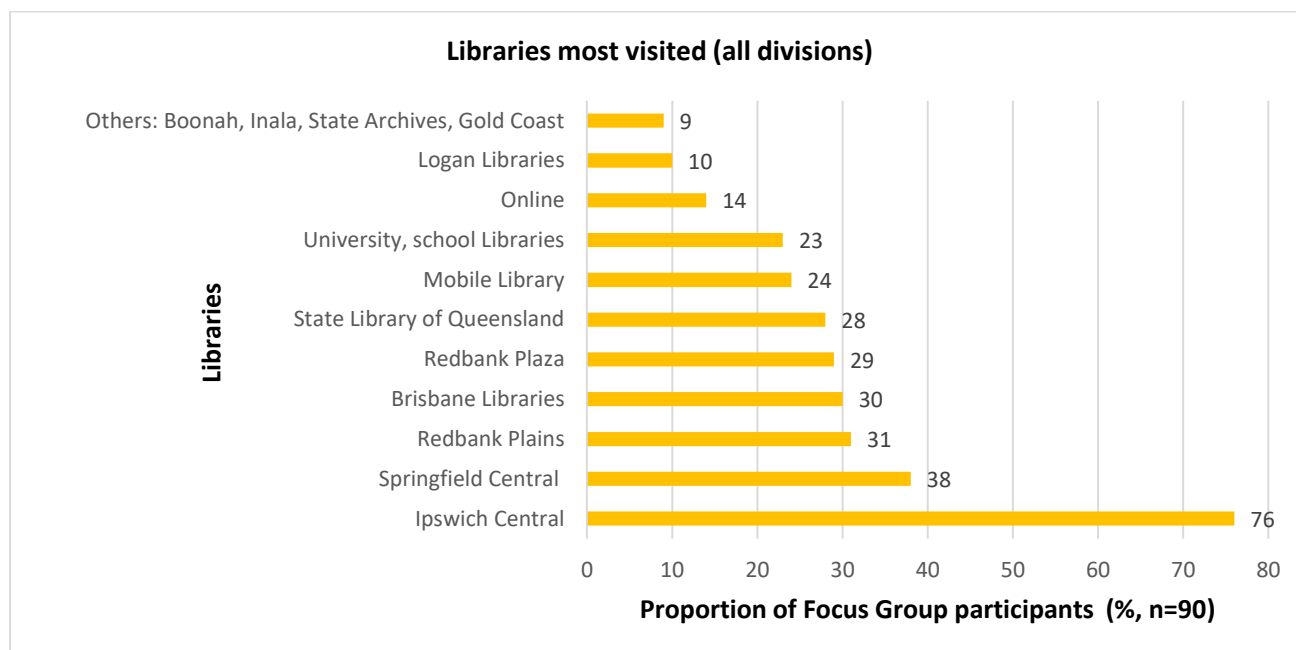
Three Community Research and Engagement staff contributed a total of 230 hours to this project.

1. Responses to Key Questions

The following section outlines the responses to the key questions asked in the focus groups.

1.1 Locations: Which Libraries do people use?

Participants were first asked to indicate which library, or which libraries, they visit most often. A summary of responses are tabulated below (refer Appendix B for data by focus group).



1.2 Motivations: Why do you visit the Library?

Participants were then asked why they visit the various Ipswich libraries, and what attracts them to libraries outside of Ipswich. **For the majority of participants, the library they visit most often is based on proximity to their home or work.** Participants also indicated a range of factors that make the various libraries appealing. The below table is a summary of factors most discussed across focus groups about each of the libraries. The full table of factors that emerged from focus group discussions is included at Appendix C.

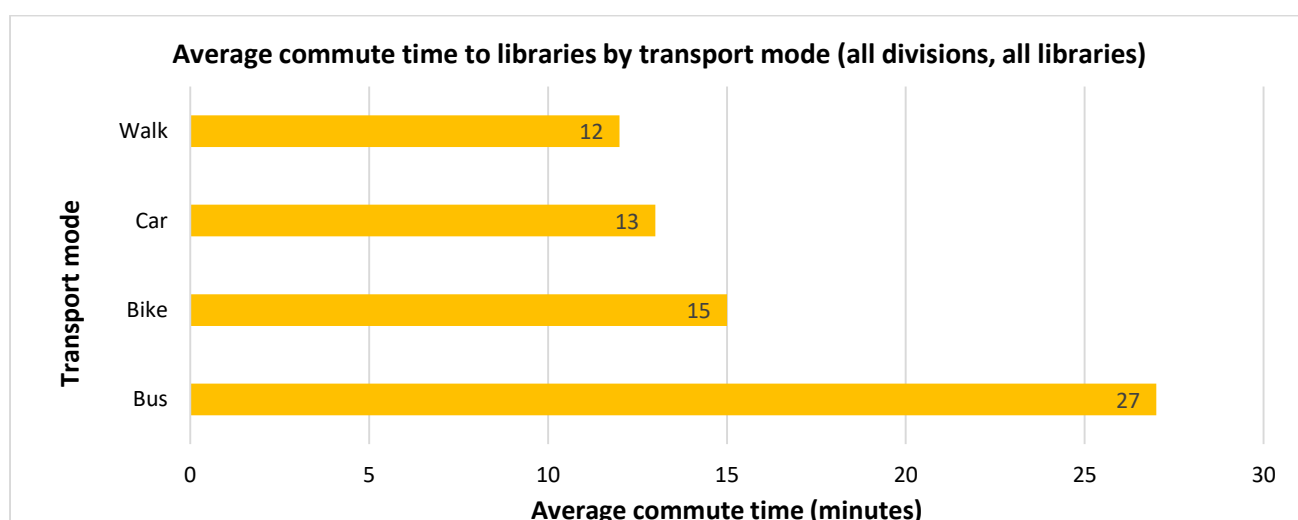
Ipswich Central Library	<ul style="list-style-type: none"> • Central Location • Parking: Particularly parking behind the library, noting challenges with time limits. • Wide Collection • Activities and Events: Including author events, multicultural events, technology and kids activities. • Building and Design: Pleasant air conditioned building with lovely fit out. • Good opening hours • A 'safe' place for the community and organisations to meet • Cafe (see note in Appendix E for details).
Springfield Central Library	<ul style="list-style-type: none"> • Building and Design: Beautiful design; Lovely clean facilities; but some lack of external signage. • Collection: Good range and up-to-date collection, noting concern about books being shifted from other Libraries.

	<ul style="list-style-type: none"> • Good Opening Hours: Better opening hours than the other Libraries, with 24/7 pick-up/drop off. Open on weekends. • Great Kids Collection & Facilities • Parking: Basement parking is great; Easy access to parking in shopping centre. • Technology: Great technology section, with the 3D printer; suggestion for computer training sessions. • Commercialisation: Close to shops as a benefit (<i>see further discussion at 2.2</i>).
Mobile Libraries	<ul style="list-style-type: none"> • Convenient: But noted feedback on limited timeframes. • Accessibility: Provides access to Library books in areas far from Libraries, noting issues with the accessibility of the mobile library itself, and issues with parking. • Important resource for Rosewood & Walloon
Redbank Plaza	<ul style="list-style-type: none"> • Borrowing & Returning: Easy for drive-by book returns. • Commercialisation: Integrate with shopping (<i>see further discussion at 2.2</i>). • Location: Close to work/home.
Redbank Plains	<ul style="list-style-type: none"> • Concern about Changes: Concerns around diminished collection and lack of consultation. • Location: Great to integrate with a trip to the park. • Good parking
Online Services	<ul style="list-style-type: none"> • Collection: Downloading audio books, e-books and e-comics, magazine subscriptions / downloads. • Services: Reservations, on-hold and renew • Historical Resources: Accessing Picture Ipswich and other historical resources. • Used and valued by younger people
University Libraries and School Libraries	<ul style="list-style-type: none"> • Environment: Often quieter than the city libraries; More space; 24/7 access. • Specialist Collections: Specialist collections and archives. • Photocopying and printing
Brisbane Libraries	<ul style="list-style-type: none"> • Building and Design: Lovely spaces for meetings; Brisbane libraries have more of a 'bookshop feel'. • Activities and Events: Wide range of events at consistent times. • Specialist Collection: Borrowing gardening books at the Botanic Gardens Library; Specific collections, such as books on coding.
Gold Coast Libraries	<ul style="list-style-type: none"> • Collection: Gold Coast Libraries seem to have a more up-to-date collection with new releases. • Services: Good/fast Wi-Fi.
Logan Libraries	<ul style="list-style-type: none"> • Activities and Events: Particularly events for kids during the school term, • Collection: Better digital collections.
State Library	<ul style="list-style-type: none"> • Building and Design: Beautiful architecture. • Kids Activities and designated Kids Spaces • Technology: Equipment and software at The Edge. • Activities and Events • Collections: Access to specific collections and research databases. • Access to Parklands: As well as GOMA and Museum.
Other Libraries	<ul style="list-style-type: none"> • Specialist Collections • Trove Online: For research papers. • State Archives: State archives for historical photos.

1.3 Transport: How do you travel to the library and how long is the commute?

Using a map, participants were asked to indicate how long they travel to the library/ies that they visit most often. The average results for each focus group, by mode of transport, are listed in the table below (refer Appendix D for raw data).

	Focus Group										Average commute time (minutes)
	Ipswich Central ²	Booval	Springfield Library	East Ipswich	Springfield Office	Rosewood	Goodna	Redbank Plaza	Brassall	Leichhardt	
Car	n/a	9	14	22	12	14	15	12	11	11	13
Bus/Train	n/a	1.3		25	1.45		30				27 ³
Walk	n/a	13	13	10	10	10	17.5	12			12
Bike	n/a		20				10				15
Total average commute time (minutes)											17



For most participants, the Library they visited most frequently was the Library close to their home, or close to their school or workplace. **The total average travel time (all libraries and all transport modes) was approximately 17 minutes (13 minutes by car; 12 minutes on foot; 27 minutes by bus, excluding trips to Brisbane).** As one participant noted, travel times are influenced by people's lifestyles and location.

- **Private Vehicles:** The vast majority (approximately **80 per cent**) of participants travelled to various Libraries using a private vehicle. Most journeys were between 10 and 20 minutes. At the Redbank Plains library, for example, there is no easy access via public transport, making private transport a necessity. In rural areas, the length of journey varied between 5 and 30 minutes' drive by car.
- **Parking:** For Ipswich Central, parking is a challenge with 2 hour, 1.5 and 1 hour parking – not enough time to browse or relax, particularly on hot days, and insufficient parking spots. This includes people who may be attending events, courses or volunteering at the library. Many participants (around **70 per cent**) noted that while parking across the Libraries was usually fine, events or other activities can make parking difficult, particularly at Ipswich Central and Springfield Library. Feedback was that there are insufficient

² Note that Ipswich Central session was the first in the series, and travel times were not recorded. This was rectified in subsequent sessions.

³ Excluding train trips to Brisbane

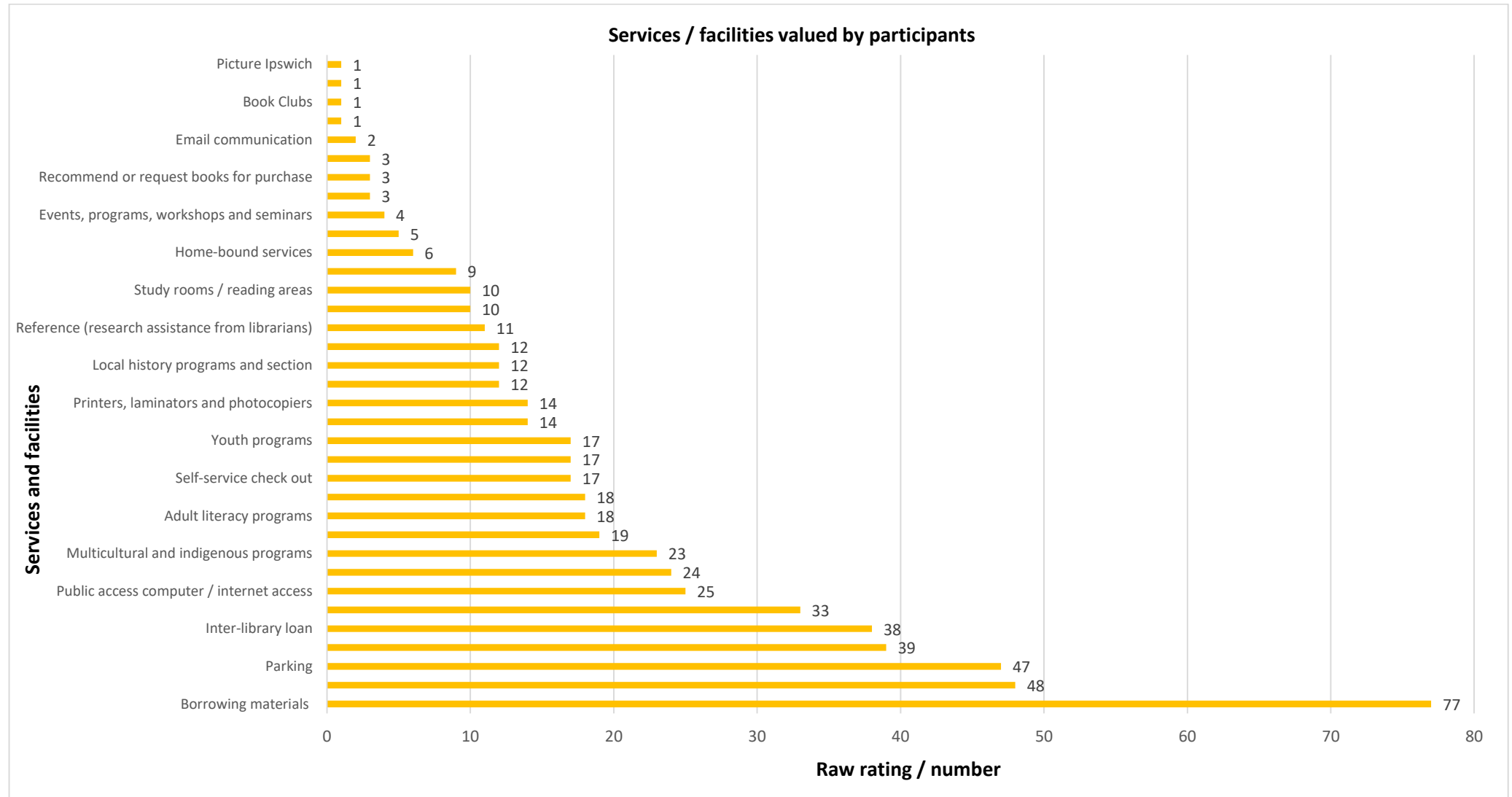
disabled parking spots at the Ipswich Library, and no parent spots. Some (around **10 per cent**) reported that access from parking with prams, or disability support (walkers/wheelchairs) was difficult. There are also challenges in peak hours and when other events are on. Some participants (around **15 per cent**) suggested parking waiver tickets be allocated to people attending library events.

- **Public Transport:** Nearly all participants (around 85 per cent) noted that there is limited public transport across Ipswich, particularly so in rural areas. These participants noted that bus services were unreliable, non-existent, took too long, took indirect routes, and was difficult to manage if transporting books (heavy). Only one participant reported using the Riverlink bus service. One participant said “public transport everywhere is not good”, and another commented that the bus service was “hilarious”. Others noted it was a challenge for older people. Many young people in rural areas don’t have transport options. Many noted that given the limitations with public transport, travelling to the Library for disadvantaged families and those who don’t have a car would be very difficult. One participant noted that there is no public transport in Brassall and Chuwar.
- **Public Transport to Brisbane:** A number of participants (around **5 per cent**) reported, however, using public transport to access Libraries in Brisbane (such as the train, and use of ‘park n ride’ facility), in particular to access the State Library of Queensland (SLQ). These participants reported that it was easier to access SLQ via public transport from Ipswich, than it was to access Ipswich Libraries within Ipswich using public transport.
- **Walking:** Some people (around **20 per cent**) walked between 10 and 30 minutes. This included one participant who reported parking at Riverlink and walking to the Ipswich Central library. For those who walked, issues included poor pavements and difficult weather conditions.
- **Bikes:** Some participants (around **10 per cent**) commented that Ipswich is not well equipped for bike travel, with few safe bike paths, lack of connectivity, hostility from drivers and weather being a challenge. In addition, the Libraries are not equipped with bike parking or end of journey facilities e.g. bike racks. In Goodna, participants commented on the lack of appropriate cycle and pedestrian infrastructure, with one participant saying “no-one cares about Goodna”. However, some participants at the Goodna session commented that the Brassall bikeway was used sometimes and was an option when people were transporting lighter items, such as CDs.
- **Community Buses:** One participant noted that RSLs and other venues have community buses – could there be something similar for the Libraries?

1.4 Library Services: What do people value in a Library?

Participants were asked to indicate which Library Services they considered most valuable, not just for themselves, but for the community more broadly.

Participants were given five sticky dots to allocate to the top five Library services that they considered most valuable. The following graph provides a numerical summary of the most valued services. Appendix E provides further discussion for each Library service.



1.5 Barriers: What stops people from accessing Libraries, or visiting more often

- **Library Fines:** Library fines can serve as a barrier to people returning to the library – consider regular amnesties?
- **Information:** One participant reported that she has met people who did not know that the Library is free to use.
- **Lack of advertising** (*see below discussion at 2.8 – Marketing*)
- **Access:** Physical mobility for those with disabilities, as well as for seniors, was seen by many (at least **40 per cent**) as a potential barrier for people being able to travel to, and navigate within, the library. Many participants felt that there needed to be more support for seniors to navigate the Library. One participant said that large print should not be upstairs and should be available to people with mobility issues. The suggestion was that books be located downstairs, and technology upstairs. Multiple participants (at least 20 per cent) noted concerns with services / facilities for mobile libraries i.e. decent lavatory, stairs too vertical (difficult with young children).
- **Website difficult to navigate:** This feedback was frequently provided (at least **70 per cent**).
- **Opening Hours and Time of events:** Many participants (at least **70 per cent**) commented that Library events are often on at difficult times. Many people commented on the challenges with Library opening hours, particularly for those working 9-5 hours, or studying. Weekend hours are limited. Even within school hours, it is hard to go to the library after school. Some suggested 24/7 access for some Libraries, with swipe cards (as for gyms). Some stated that this had been proposed at one point for the Redbank Plains library. Others talked about later or earlier opening hours, such as 12pm to 9pm, in order to make the Libraries more accessible. One participant used the Newcastle library as an example, which opens until 8/9am in the evenings. Time constraints were a particular concern for mobile library users - opening times and availability not sufficient.
- **Access for School kids:** Some participants (at least 30 per cent) discussed after-school opening hours.
- **Parking fees:** Parking was seen as a challenges by most (at least **70 per cent**). Also a challenge when returning books. Limited parking spots.
- **Lack of public transport** as a barrier for some in the community. Nearly all participants commented on the poor public transport services in Ipswich. Some noted if they were to take public transport the journeys would be too long (impractical to use). Lack of transport is a particular challenge for multicultural and disadvantaged groups, seniors and people with disabilities. (*See further discussion at 1.3 – Transport*).
- **Feeling welcome:** Some participants (at least 30 per cent) talked about “Perceptions and attitudes that the Library should be a quiet place”. There was also a perception that disadvantaged families may not feel welcome at the Library, or may feel uncomfortable. Some participants felt that elements of racism and classism might make some people feel unwelcome at the Libraries.
- **Barriers to Volunteering:** One participant who was keen to volunteer at the Library reported that the volunteering sign-up process was not well managed.
- **Distance:** Rural dwellers (at least 15 per cent) noted it takes too long to get to the central libraries.
- **Noise:** Three participants asked, “Can we have ‘silent hours’?”. Some (at least 15 per cent) argued for the need differentiated spaces and places for noise (kids areas) adjacent to quiet areas for study, reading, seniors, etc.
- **Language Barriers:** stop people from accessing the Libraries.
- **WiFi:** Library WiFi very slow.
- **Catalogue system:** Some dislike of ‘genre-fication’ of collection (around **60 per cent**), however others appreciated this. Reference numbers were seen by some (around 20 per cent) as difficult to

interpret. Others felt it is stressful looking for books of a particular genre as there is no order. Some felt that for the Market place, the return period is too short, and no extension period also an issue.

- **Re-allocation of Resources:** Some participants (at least 30 per cent) expressed concerns that library resources were being re-allocated to Springfield.
- **Collection:** Suppliers are not getting the latest books to the library quick enough. Damaged DVDs not replaced.

2 Further Themes

Discussion during the focus group sessions went beyond responses to the questions outlined in the previous section. Questions asked during the sessions enabled broader group discussion, comments, feedback and ideas. The following section draws together key ideas and themes that came out of the focus group discussions.

2.1 Libraries as Community Hubs

- **Safe Space:** Many participants (at least **60 per cent**) agreed that the library is a safe place for everybody – the safety aspect of the library was mentioned multiple times. Others felt that the library is a neutral community space and fills a resource / infrastructure gap in the community. Many (at least **40 per cent**) felt that there is a shortage of affordable community spaces. One participant said that “community needs spaces outside of churches” where the community can meet.
- **Social Connections:** Many participants (at least **80 per cent**) discussed the ways in which libraries are an essential source of social connection, justifying the need for helpful, friendly and well trained staff.
- **Multifunctional Spaces:** Some participants (at least **50 per cent**) talked about Libraries as multifunctional spaces, which are about more than just books. The Libraries could be used as a location for a variety of social and learning groups. One participant noted that the Libraries were more successful, and more dynamic than the Ipswich Art Gallery.
- **Social Services:** Some participants (at least **40 per cent**) felt that it was a council responsibility to ensure that Libraries link with other community services. Some participants (around 20 per cent) discussed the options for libraries being a point at which community members can access information on various services, and libraries could be referral points for other services. Libraries could be drop-off points for charity collections.
- **Support for Job Seekers:** Some participants (around 10 per cent) noted using the Library computers to search for jobs, and suggested that there be job support services in Libraries. An allocated space, or resources for job seekers, was suggested by some.
- **Lack of community notice boards** for community members to share upcoming events, was noted by around 15 per cent of participants.
- **Signage for events:** Some participants (around 10 per cent) said that the Libraries should have a sign at the front with the list of events, and where they are being held, to save people having to line up and ask for directions.
- **Hub for young people:** One participant noted that the Libraries had a different meaning for young people, in that they are a hub and a place for people to congregate, particularly with access to Wi-Fi, computers, study spaces and air conditioning.

2.2 Commercialisation of the Library

- There were concerns from some (around 30 per cent of participants) around the commercialisation of the Libraries, specifically the Redbank Plaza and Springfield Libraries, as well as the proposed shift of the Ipswich Central Library to the mall.
- While some felt it was useful to be able to visit the Library alongside shops (around 20 per cent), others were critical. One participant commented that older people do not like large shopping centres, making accessing some Libraries difficult. One commented that for low-income families, they wanted to go to a non-commercial space with their kids, and not have to walk past shops on the way to the Library.
- One participant said of the Springfield Library “[It’s] Absolutely awesome but it’s in a mall”
- A key positive of integration with shopping centres is access to parking.

2.3 Challenges with services and support

- **Staff:** There was some concern about reduction in availability and some uninformed staff in central library, seen as linked to push to use self-checkout service (around 10 per cent). Others felt that community needs to understand that different staff have different capabilities (staff don't know everything).
- Some (around 15 per cent) were concerned about **reduction of computers**.

2.4 Loaning Services

- **Length of loan:** Some participants (around 15 per cent) comments that one-week loan times are too limited.
- **Changes in Inter-Library Loan system:** Some participants (around 10 per cent) noted that the ILL system is now slow or non-existent.
- **Issues with self-checkout:** There was persistent feedback on challenges with using the self-checkout machines (around **75 per cent**). Some participants (around **40 per cent**) commented that the self-checkout machines eliminate the opportunity for an interaction with a person.

2.5 Disability Access

- **Accessibility for families with disabled children:** There was a sense that there is a perception among families with disabled children is that libraries are not for them (e.g. need to keep quiet) (noted by 10 per cent of participants). Some felt that mobile libraries are better for these families, noting the challenges with physical accessibility.
- **Lack of Public Transport:** Some participants (around 15 per cent) commented that the lack of accessible public transport was a further barrier for disabled people.
- **Springfield very accessible:** Springfield was considered to be the most accessible for people using wheel chairs (noted by around 15 per cent of participants), and the basement book drop off was helpful in this regard also.

2.6 Website

- **Website navigability:** New website noted as somewhat hard to use, and login button is hard to find - you have to go through a number of pages to find where to login. Previously a good large print app (now gone). This was noted by around **50 per cent** of participants.
- **Literacy Planet:** At least three participants missed this program now that it has been taken off the website.

2.7 Child and Adult Literacy

- **Challenges in Grandchester:** At least three participants, engaged in community services, noted significant challenges with childhood literacy in the area. There are no early childhood services and many families can't and / or don't access the Libraries – no public transport, too far away, parking costs, many families have only one car. This is an area of high need, including many isolated mothers. Children are beginning prep significantly developmentally disadvantaged. Maybe the area needs access to the mobile library, and early childhood services?
- Growing need for **adult literacy** programs was noted by around 30 per cent of participants. This was regarded as an important service for entry to employment (including ESL training).

- Some participants (around 15 per cent) felt there was a need to encourage partnerships with schools. Could greater parental engagement in disadvantaged communities be achieved via school libraries?
- Libraries were seen by many (around **40 per cent**) as an opportunity to start to shift the poor literacy and development indicators in some disadvantaged communities (opportunity to promote early connection and attachment and a child's development), but also as a resource for everyone. Literacy was seen as a major challenge in Ipswich and surrounds, by around 20 per cent of participants – one participant stated that 30% of children starting school are behind on the early indicators.
- Some participants (around 10 per cent) asked, how do we reach those 'doing it tough'? Through efforts in outreach and reducing barriers.
- One participant noted that ongoing funding needed for the 'Dolly Parton' reading program as an outreach mode (books posted out to families). At least two participants asked if 'books for babes' – books for newborns - still going on?

2.8 Marketing to the Community

- Many participants (around **60 per cent**) commented that it was hard to find out about events, and often people were finding out about events afterwards. Some suggested making better use of local newspapers and to generate wider advertising of events, e.g. Local papers (Gatton Star, Ipswich advertiser, Moreton Border), Library Facebook feed, Newsletters, on public buses. Many felt that unless you are regularly visiting a library, you won't know what services are available, or know what you can get with your membership. History room not widely promoted. Some community members unaware of lending pods. Lots of Ipswich services are not using the library, because they are not aware.
- There was feedback from around 20 per cent of participants that community needs to be made more aware of the community meeting rooms as well as other services that the Libraries offer. One participant suggested contacting NGOs to help share information about community meeting rooms and library services.
- Social media was noted as particularly important for young people (around 20 per cent of participants).
- At least three participants noted inconsistency with booking system between Eventbrite and library system – need for a streamlined system.
- At least five participants felt that the 'What's On' section of Library website difficult to use.
- One participant suggested that there should be more pop-up events during Book Week to raise the profile of the Libraries.
- Work on the libraries image – some participants (around 10 per cent) felt that perceptions of the library haven't kept up with what's available.
- At least five participants suggested that the Libraries make use of local radio station such as River 949.

2.9 Balancing Books and other Services

- Many participants (around **40 per cent**) talked about the value of multiple services within a library, including spaces for kids, technology, and multimedia.
- However, others stressed that the Libraries "still need to feel like a library", with books and quiet spaces. One participant stressed that the focus always needs to be on the printed word. Concerns that other resources – CDs, technology - were given priority over books - Printed word needs to come first. Makes books easiest to access – one participant suggested regarding the Ipswich Central library, "Please put all books back downstairs and DVDs back upstairs!".
- One participant commented that while there was a general push to have things online (books, banking forms, etc), this shouldn't happen at the expense of people who can't use computers. E-illiteracy was seen as a problem.

- One participant stressed that hard copy books are still important, and need to be given precedent, particularly for encouraging a love of books in children.
- At least three participants suggested quiet hours.

2.10 Opportunities for Lifelong Learning

- Some participants (around 20 per cent) talked about the importance of the Library as a place for all people of all ages, and the need to balance the needs of kids and young people, with the needs of adults and seniors.
- One participant noted that services for young professionals were missing (with a focus instead on families and seniors), and that it would be valuable to let young professionals know that the Library is a place for them.

2.11 Support for Multicultural Communities

- There were some suggestions for multilingual volunteers to support communities.
- Around 10 per cent of participants talked about the importance of having multi-language books in the collection, as a way of drawing multicultural residents to the Library.
- Growing multicultural communities in settlement areas – some participants (how do we achieve inclusivity for these communities, and promote the library as a resource for them?
- Libraries were seen by many (around **60 per cent**) as an avenue to welcome people into the community, and for learning.

2.12 Importance of Community Consultation

2.12.1 Ipswich Central Library Move

- **Opposition to the move:** Many participants (around **50 per cent**) asked, why spend the money when there is a well-functioning existing library? Many participants (at least **40 per cent**) felt that insufficient details on the move have been shared to date, to help people make up their minds. There were also concerns around the ‘commercialisation’ of the Library when situated within the mall, and inconvenience of location. In some divisions the move was universally opposed by the focus group. Issues with parking in new location given that most transport in the city is private vehicle and parking availability in mall is limited.
- **Support for the move:** Some participants (around 25 per cent) noted that the move would allow for better integration with public transport, bus, trains, etc, and that the Library would also be purpose designed and built. There would be the opportunity to integrate with shops e.g. parents on a day out can also go to the shops if needed. It may also be closer to parking.
- **Lack of consultation:** Many participants (around **40 per cent**) noted that there has been insufficient consultation and information on the new central library. Where is it moving to? When is it moving? Will there be sufficient parking? Will community have any say in the layout? One participant said that this “should have been thought about before Riverlink [was built]; the CBD development is such a mess”. Some participants (around 15 per cent) commented that there was a culture of poor planning in Ipswich. Is there going to be a road through the mall (and will it cost 40k)? Will there be an auditorium at new library?

2.12.2 Redbank Plains Library

- Some participants (around 30 per cent) commented that the changes to the Redbank Plains Library was a significant issue, given that this is a growth area.

- Many participants (around 30 per cent) commented that there had been a lack of consultation around changes to the Redbank Plains Library, and concerns around the lack of facilities and proper library for the growing community. People commented that Springfield library was too far for Goodna/Redbank Plains Library residents to travel to.

2.13 Planning for Growth

2.13.1 Rural disadvantage and issues

- **Rural locations:** For rural residents, there was a sense that there are not enough programs/events offered, lack of knowledge about what is on (limited use of local advertising mediums), events are too far away to access, lack of availability of meeting rooms for hire (limited neutral community spaces)
- The Rosewood community was looking forward to the Rosewood Library but generally limited understanding of what it will look like, services to be offered e.g. meeting rooms? Kids activities? Parking? Timing? Budget?⁴
- Participants in Rosewood said that “We just want our own library”. *Note that the focus groups occurred prior to the announcement of the Rosewood Library.*
- Where can the kids in Rosewood go? Issues raised with ‘bored’ young people, and issues with drug use.
- Some felt that Rosewood has nowhere that is relaxing and welcoming in terms of a community hub, and that the community needed more than just church halls.
- General concerns around difficulty in accessing services and facilities.
- After hours loitering and security an issue in Rosewood. Linked to growing population.
- Up skilling and more variety needed in Rosewood for adults and older children.
- Rosewood and its surrounds is unique (it’s a large old neighbourhood). Community ‘always left behind’. Unbalanced investment across the city.
- Concern about population growth – 4,500 new people planned for Walloon, new estates, school capacity, what does the forward planning look like?
- No buses or public transport. Trains only hourly. Access to train station uphill (difficult). Difficult to carry many books using public transport.

2.13.2 Infrastructure Inequality

- A number of participants (around 30 per cent) expressed a sense that infrastructure and investment was unfairly distributed across Ipswich. In particular, there was a perception that Springfield had received significant investment, as well as a new Library, at the expense of the rest of the city.
- In the Goodna and Rosewood sessions, there was a strong sense from nearly all participants that there has been a lack of investment in the community, and a lack of consultation to find out what the community needs. This was linked to the proposed move of the Ipswich Central library, the Springfield Central Library, the changes to the Redbank Plains library and the disruption caused by Riverlink, which one participant referred to as ‘RiverUNlink’.
- At least two participants noted that there are far more Libraries in Brisbane.

2.13.3 Population Growth

- Some participants (around 15 per cent) talked about areas of the city with expected population growth, with concerns that infrastructure and services were not keeping pace with population.

⁴ Note that the focus group took place prior to the announcement of the Rosewood Library.

- Two participants pointed out that 30,000 people expected to move to a new development approved in Walloon. What services are available to them?
- At least five participants (around 5 per cent) commented that Redbank Plains is a growth area, particularly within Redbank Plains village. Population growth requires more services.

2.14 Feedback loop

- Some participants (at least 35 per cent) requested that the outcomes of the engagement process and the libraries review report / strategy be provided back to participants.

2.15 Ideas and Suggestions

- **Integrate gardens into the Libraries:** Rooftop gardens, community gardens, sensory gardens.
- **Larger community meeting spaces:** Ipswich has a shortage of community halls being built.
- **Woollen Mills:** international appeal, opportunity for blended use spaces/facilities, combining sports, arts and film, link to youth festival.
- **Recording studio:** Integrate a recording studio at the Central library, using The Edge at SLQ as a model.
- **Opportunities for intergenerational connections,** e.g. high school students volunteering to teach IT to seniors; Oral history facility.
- **More events for LGBTI community,** to create a 'safe space'. For example, there are free film nights at the West End library in Brisbane.
- **Inter-city Library loan service.**
- **Suggested Events and Activities:** Arts showcase; Regular book swaps; Language exchanges; Workshops for parents to help them teach their children to read; More regular JP services, as well as JP courses; Science clubs; integrate with C&K celebrate events; Importance of free events to ensure access for all; Writing Groups.
- **Suggestions for courses:** Some participants commented to Library courses to address digital illiteracy, including courses on using iPads, tablets and kindles.
- **Board games to borrow or use at the Library:** given that these are often expensive to buy.
- One participant asked "why can't the Libraries take donations [of books]?"
- **Availability of Library bags:** similar to the Boomerang Bags program.
- **More widespread advertising**
- Short-term drop off zone when returning books (e.g. near lift).
- Extend home-bound services.
- **Transport Support:** Library shuttles to reduce social isolation, for example, shuttles from retirement homes.
- **Ticketing for author talks:** consider lotto / random allocation and a different/larger venue.
- **Volunteering:** Volunteer service needs further promotion for community to access.
- **Library welcome packs** are an opportunity to better promote services /activities.

Appendix A: Survey



Ipswich Libraries Strategy Review Survey October-November 2018

Ipswich City Council is currently undertaking a Libraries Strategy Review. We invite you to have your say about what you value and think is important about your local libraries. Please take a few minutes to fill out this survey. The survey is for people aged 18 and over. The survey is anonymous, however you can provide your details if you would like to be kept up-to-date about activities at Ipswich libraries, receive the results of this survey, and to go into the draw to win a \$50 Coles gift voucher (please review the terms and conditions at the end of this survey). If you choose to provide your name and contact details, they will be kept confidential and in accordance with the *Information Privacy Act 2009*. You will not be personally identifiable in any reports that come out of this project. If you have any questions regarding this survey, please contact Community Research Officer, Amy MacMahon, at amy.macmahon@ipswich.qld.gov.au.

1. In a typical year, how often do you visit a library in person?

Often/sometimes

- ☐ Daily
- ☐ Weekly
- ☐ Monthly
- ☐ Quarterly
- ☐ Yearly

Go to question 3

Rarely/never

- ☐ I haven't visited in over two years
- ☐ Never

Go to question 2

2. If you rarely/never visit a library, do you know where your closest library is? ***(Go to question 8)***

- ☐ Yes ☐ No ☐ Unsure

3. If you visit a library/ries often/sometimes, which do you visit? *(Please select all that apply)*

- | | |
|-------------------------------------------------------------------------------|-----------------------------------------------|
| <input type="checkbox"/> Ipswich Central Library | <input type="checkbox"/> Mobile Library |
| <input type="checkbox"/> Redbank Plaza Library | <input type="checkbox"/> Brisbane Libraries |
| <input type="checkbox"/> Redbank Plains Library | <input type="checkbox"/> Gold Coast Libraries |
| <input type="checkbox"/> Springfield Central Library | <input type="checkbox"/> Logan Libraries |
| <input type="checkbox"/> Ipswich Libraries Virtual Branch (website only) | <input type="checkbox"/> Qld State Library |
| <input type="checkbox"/> Routinely use more than one Ipswich Libraries branch | <input type="checkbox"/> Lending Pods |
| <input type="checkbox"/> I have never been to any library within Ipswich | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> My university/TAFE library | |
| <input type="checkbox"/> My school library | |

4. Of these Libraries, which do you visit most frequently? ***(Please select one)***

- ☐ Ipswich Central Library
- ☐ Redbank Plaza Library
- ☐ Redbank Plains Library
- ☐ Springfield Central Library
- ☐ Ipswich Libraries Virtual Branch (website only)
- ☐ Routinely use more than one Ipswich Libraries branch
- ☐ I have never been to any library within Ipswich
- ☐ My university/TAFE library
- ☐ My school library
- ☐ Mobile Library
- ☐ Brisbane Libraries
- ☐ Gold Coast Libraries
- ☐ Logan Libraries
- ☐ Qld State Library
- ☐ Lending Pods
- ☐ Other _____

5. For the library that you visit most frequently, how do you usually get to the library, and how long is the journey?

- ☐ Private car _____ mins
☐ Bus _____ mins
☐ Train _____ mins
☐ Bicycle _____ mins
☐ Walk _____ mins
☐ Taxi/City Heart Cab _____ mins
☐ Mobility Scooter _____ mins
☐ Other (please specify) _____ mins

6. Why do you visit the library? (Please select your top two reasons)

- ☐ To borrow/return from the library's collection
☐ To borrow/return multimedia
☐ To read/browse magazines or newspapers
☐ To use the library's computers
☐ To access the library's free Wi-Fi
☐ To browse the library's collections
☐ To read, work or study in the library
☐ To access reference assistance from library staff
☐ To attend a library program or event
☐ To attend workshops/seminars
☐ To meet friends
☐ To access new technologies
☐ Other _____

7. For the library that you visit most frequently, how strongly do you agree with the following statements? (1 = strongly disagree, 5 = strongly agree): (1 = Strongly Disagree, 5 = Strongly Agree)

	1 Strongly Disagree	2 Disagree	3 Neutral	4 Agree	5 Strongly Agree	N/A
The library's collection meets my needs.						
The online services (website, catalogue, access to digital collections, research databases) meet my needs.						
Research assistance from librarians is adequate.						
Staff are helpful and informative.						
Public Access Computers and Internet access is sufficient.						
The WiFi services are adequate.						
Printing and photocopying services are adequate.						
The Inter-library loan service works well.						
Libraries are able to help me use technology.						
Access to the mobile library is adequate						
Study rooms and reading areas are adequate.						
The Digital Literacy/Technology programs are enjoyable and informative.						
The newspaper and magazine collection is adequate.						
The Learning and Lifestyle programs are enjoyable and informative.						
The Local History programs are enjoyable and informative.						
The Adult Literacy programs are enjoyable and informative.						
The Youth programs are enjoyable and informative.						
The Early Years programs are enjoyable and informative.						
Community meeting rooms are adequate.						
The Multicultural and Indigenous programs are enjoyable and informative.						
24/7 access to borrowing facilities is easy to use.						

	1 Strongly Disagree	2 Disagree	3 Neutral	4 Agree	5 Strongly Agree	N/A
The home-bound services are well run.						
Opening Hours are adequate.						
Parking is sufficient.						
Disability access is adequate.						

8. How important are these library services to you (even if you don't use them)? (1 = not at all important, 5 = very important)

	Not aware of this service	1 Not at all Important	2 Hardly Important	3 Somewhat Important	4 Important	5 Very Important
Borrowing materials (books, DVDs, music)						
Online services (website, catalogue, access to digital collections, research databases)						
Reference (research assistance from librarians)						
Helpful and informative staff						
Public Access Computer/ Internet access						
WiFi						
Printers and/or photocopiers						
ILL (Inter-library loan)						
Help using technology						
Mobile Library access						
Study rooms / Reading areas						
Digital Literacy / Technology programs						
Newspapers and magazines						
Learning & Lifestyle programs						
Local History programs						
Adult Literacy programs						
Youth programs						
Early Years programs						
Community meeting rooms						
Multicultural and Indigenous programs						
24/7 access to borrowing facilities						
Home-bound Services						
Opening Hours						
Parking						
Disability Access						

9. Which, if any, of the following restrict you from visiting a library or visiting more often? (Select all that apply, if none apply, select 'not applicable')

- ☐ Don't have my own transport
- ☐ Public transport is too difficult, expensive or is limited/unavailable
- ☐ It takes too much time to get there and back
- ☐ I don't need to get to a branch – I use the home library service
- ☐ Don't need to get to a branch – the library's online services give me what I want
- ☐ Time constraints
- ☐ I can't access the library during library business hours
- ☐ Library locations are inconvenient
- ☐ Parking

- ☐ I'm aware of the resource/s or program/s offered by the library but they do not appeal to me
- ☐ I don't know what services, programs and resources the libraries offer
- ☐ I've never been a library user and I feel a bit uncomfortable about visiting a library
- ☐ Other (please describe) _____
- ☐ Not Applicable

10. Would you be interested in picking up Library requested items at self-service check-outs at:

(check all that apply)

- ☐ Shopping centre
- ☐ Community Centre
- ☐ Transport hub
- ☐ Would not use a self-service check-out

11. What is the maximum time you would be willing to travel to access a high-quality Library?

- ☐ 5 minutes
- ☐ 10 minutes
- ☐ 15 minutes
- ☐ 20 minutes
- ☐ 25 minutes
- ☐ 30 minutes
- ☐ 40 minutes
- ☐ 50-60 minutes
- ☐ 60+ minutes
- ☐ Other _____

12. What is the best way we can communicate information about upcoming Ipswich Libraries events and programs that may interest you? (Please select one only)

- ☐ The Advertiser
- ☐ Free local Quest newspaper
- ☐ Queensland Times
- ☐ Local Radio River 94.9
- ☐ Ipswich Libraries Website
- ☐ Ipswich Libraries Facebook page
- ☐ Ipswich Libraries Instagram
- ☐ Ipswich Libraries E-newsletter
- ☐ Email
- ☐ Signs and flyers in libraries
- ☐ Library staff
- ☐ SMS
- ☐ Facebook Messenger
- ☐ Twitter

13. If you are a Library customer, in your opinion, what (if anything) would improve the library services? If you don't use the Library can you please tell us what we might offer that would interest you?

14. How old are you? (please tick one of the below)

- ☐ 17 or younger
- ☐ 18 or 19
- ☐ 20 to 29
- ☐ 30 to 49
- ☐ 50 to 64
- ☐ 65 to 74
- ☐ 75+

15. What is your gender? (please tick one of the below)

- ☐ Female
- ☐ Male
- ☐ Transgender
- ☐ Gender Variant / non-conforming
- ☐ Prefer not to say

16. What is your cultural background? (please tick the cultural background that you most identify with)

- ☐ Australian
- ☐ Aboriginal
- ☐ Torres Strait Islander
- ☐ Both Aboriginal and Torres Strait Islander
- ☐ British
- ☐ Chinese
- ☐ Dutch
- ☐ Fijian
- ☐ Filipino
- ☐ German
- ☐ Indian
- ☐ Irish
- ☐ New Zealander
- ☐ Samoan
- ☐ South African
- ☐ Sudanese
- ☐ Vietnamese
- ☐ Other _____

17. What suburb do you live in? (please complete)

- | | | |
|--------------------------------------------|---------------------------------------------|----------------------------------------------|
| <input type="checkbox"/> Amberley | <input type="checkbox"/> Goolman | <input type="checkbox"/> Raceview |
| <input type="checkbox"/> Ashwell | <input type="checkbox"/> Grandchester | <input type="checkbox"/> Redbank |
| <input type="checkbox"/> Augustine Heights | <input type="checkbox"/> Haigslea | <input type="checkbox"/> Redbank Plains |
| <input type="checkbox"/> Barellan Point | <input type="checkbox"/> Ipswich | <input type="checkbox"/> Ripley |
| <input type="checkbox"/> Basin Pocket | <input type="checkbox"/> Ironbark | <input type="checkbox"/> Riverview |
| <input type="checkbox"/> Bellbird Park | <input type="checkbox"/> Jeebropilly | <input type="checkbox"/> Rosewood |
| <input type="checkbox"/> Blacksoil | <input type="checkbox"/> Karalee | <input type="checkbox"/> Sadliers Crossing |
| <input type="checkbox"/> Blackstone | <input type="checkbox"/> Karrabin | <input type="checkbox"/> Silkstone |
| <input type="checkbox"/> Booval | <input type="checkbox"/> Lanefield | <input type="checkbox"/> South Ripley |
| <input type="checkbox"/> Brassall | <input type="checkbox"/> Leichhardt | <input type="checkbox"/> Spring Mountain |
| <input type="checkbox"/> Brookwater | <input type="checkbox"/> Lower Mount Walker | <input type="checkbox"/> Springfield |
| <input type="checkbox"/> Bundamba | <input type="checkbox"/> Marburg | <input type="checkbox"/> Springfield Central |
| <input type="checkbox"/> Calvert | <input type="checkbox"/> Moores Pocket | <input type="checkbox"/> Springfield Lakes |
| <input type="checkbox"/> Camira | <input type="checkbox"/> Mount Forbes | <input type="checkbox"/> Swanbank |
| <input type="checkbox"/> Carole Park | <input type="checkbox"/> Mount Marrow | <input type="checkbox"/> Tallegalla |
| <input type="checkbox"/> Churchill | <input type="checkbox"/> Mount Mort | <input type="checkbox"/> Thagoona |
| <input type="checkbox"/> Chuwar | <input type="checkbox"/> Mount Walker West | <input type="checkbox"/> The Bluff |
| <input type="checkbox"/> Coalfalls | <input type="checkbox"/> Muirlea | <input type="checkbox"/> Tivoli |
| <input type="checkbox"/> Collingwood Park | <input type="checkbox"/> Mutdapilly | <input type="checkbox"/> Walloon |
| <input type="checkbox"/> Deebling Heights | <input type="checkbox"/> New Chum | <input type="checkbox"/> West Ipswich |
| <input type="checkbox"/> Dinmore | <input type="checkbox"/> Newtown | <input type="checkbox"/> White Rock |
| <input type="checkbox"/> East Ipswich | <input type="checkbox"/> North Booval | <input type="checkbox"/> Willowbank |
| <input type="checkbox"/> Eastern Heights | <input type="checkbox"/> North Ipswich | <input type="checkbox"/> Woodend |
| <input type="checkbox"/> Ebbw Vale | <input type="checkbox"/> North Tivoli | <input type="checkbox"/> Woolshed |
| <input type="checkbox"/> Ebenezer | <input type="checkbox"/> One Mile | <input type="checkbox"/> Wulkuraka |
| <input type="checkbox"/> Flinders View | <input type="checkbox"/> Peak Crossing | <input type="checkbox"/> Yamanto |
| <input type="checkbox"/> Gailes | <input type="checkbox"/> Pine Mountain | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Goodna | <input type="checkbox"/> Purga | |

- 18. Thanks for completing the Libraries Strategy Review survey. If you'd like to go into the draw to win a \$50 Coles gift voucher, please provide your contact details here. We can also keep you up-to-date about Ipswich Libraries activities, and provide you with a copy of the survey results (Optional)**

I would like to:

- ☐ Go into the draw to win a \$50 Coles gift voucher
(Please review Terms and Conditions next page)
- ☐ Be kept up-to-date about Ipswich Library activities
- ☐ Receive a copy of the survey results
- ☐ No thank you

Name	
Email Address	
Phone Number	

Thank you for participating in this survey.

Library Services Review: Community Survey COMPETITION 2018

Terms and Conditions

1. Ipswich City Council of 45 Roderick St, Ipswich Queensland is the promoter ("Promoter") of ICC Library Services Review: Community Survey Competition (the "Competition").
2. The Competition opens at 8:00am, Tuesday, 30 October 2018 and closes at 12:00am, Friday, 30 November 2018 ("the competition period"). Any entry received outside of the Competition Period will be invalid. The Promoter does not accept any responsibility for late, lost, delayed or misdirected entries.
3. The winner of the Competition will receive a \$50 Coles Voucher. There is one to be won.
4. The prize will be drawn at 10:00am on Tuesday, 4 December 2018 and the winner will be notified via the email address supplied during entry.
5. Prize is not redeemable, and/or exchangeable for compensation in cash or kind.
6. The Competition may be cancelled without notice.
7. Entry to the competition is free and open to all except for Council officers working directly on the Library Services review project.
8. All eligible people who complete the full Library Services Review: Community Survey will be automatically entered into the prize draw.
9. Entry to the Competition is open to individuals 18 years of age and older. Companies and organisations are ineligible for entry to the Competition.
10. The results of the Competition will not be published.
11. In the event that the winner has not claimed their prize within 72 hours, a re-draw will take place and a new winner selected from the existing entrants.
12. Each entry to the Competition must be entered in accordance with these Terms and Conditions. By entering the Competition, each entrant agrees to be bound by these Terms and Conditions. The Promoters may in their discretion refuse to award any prize to any entrant who fails to comply with the Terms and Conditions.
13. The decision of the judges in relation to ALL competition matters are final and no correspondence and/or communication of any kind in relation to their decisions will be entered into.
14. Entrants must not engage in any unlawful or improper misconduct calculated to jeopardise the fair and proper conduct of the Competition.
15. By entering the Competition each entrant agrees to indemnify the Promoters against all claims for loss, damage, costs (including legal costs) or liability whatsoever arising out of or in connection with the entrant's breach of the Terms and Conditions.
16. The entrant shall indemnify and release the Promoter in respect of any judgement, action, or liability for all loss, damage or injury to persons or property arising from the negligence of the or against any breach by the entrant of any third party intellectual property rights and against any act or omission of the entrant commenced by a third party against the Promoter.
17. The Promoter is collecting your personal information for the purposes of conducting the competition and supplying you with e-newsletters regarding Council events and activities. We will not disclose your personal information outside of Council unless we are required by law or you have given your consent. However, to enable the Promoter to administer, judge and promote the Competition your personal information may be recorded and/or disclosed; for instance your name may be disclosed in a publication or at an event for the purpose of giving notice of Competition winners/entrants. By completing an entry form we will consider that you have given the Promoter your consent to manage your personal information in the manner described.

Appendix B: Which Libraries do people use?

	Focus Group										TOTAL # RESPONSES Library/ies visited most often	% OVERALL FOCUS GROUP PARTICIPANTS
	Ipswich Central	Booval	Springfield Library	East Ipswich	Springfield Office	Rosewood	Goodna	Redbank Plaza	Brassall	Leichh ardt		
Ipswich Central	14	8	5	8	3	6	5	3	8	8	68	76
Springfield Central	2	5	9	5	4	0	3	3	1	2	34	38
Redbank Plains	0	6	3	4	3	2	2	4	1	3	28	31
Brisbane Libraries	2	4	6	4	3	0	4	3	1	0	27	30
Redbank Plaza	2	5	4	3	4	0	4	2	1	1	26	29
State Library of Queenslan d	4	4	2	2	3	1	1	2	3	3	25	28
Mobile Library	2	2	2	1	1	8	3	0	3	0	22	24
University, school Libraries	2	2	3	1	1	3	3	4	1	1	21	23
Online	2	3	0	1	0	2	3	1	1	0	13	14
Logan Libraries	0	2	3	1	1	0	1	1	0	0	9	10
Others: Boonah, Inala, State Archives, Gold Coast	2	1	0	1	0	0	1	1	2	0	8	9

Appendix C: Motivations

Ipswich Central Library	<ul style="list-style-type: none"> • Central Location: Location close to home / convenience; but too far for Rosewood community to travel to for events. • Activities and Events: People were drawn by the Makers Space; Multicultural events; Book clubs; Kids activities including First 5 Forever & Mums and Babies singing time; Free music performances; Arts Connect events – craft, hats, origami; The library has a history of innovation. • Parking: Ipswich Central has access to parking and some public transport. Car park behind the library excellent – convenient and plentiful (unless there is another event on). Sufficient parking is needed. People parking downtown. • Collection: Music and DVDs; Promotion of literature; Magazines and newspapers. • Building and Design: Building itself is pleasant; Air conditioning on a hot day; A nice space & environment; an informative space; Study desks with power points; ‘Brilliant fit out’. • Opening hours: Open on the weekends; Open on a Sunday; Ease of borrowing and returning (including after-hours returns); Longer opening hours needed. • Meeting spaces: Meeting spaces provide a forum for ideas, meetings, workshops. You can book spaces for meetings, including the Barry Jones Auditorium. Meeting rooms at the Ipswich Central Library are not big enough. For studying, central library is too noisy. • Staff support: Gathering information from internet or staff; Research support; Helpful staff. • A ‘safe’ place: Libraries as a ‘gentle’ starting point to connect with the community (eg, NDIS info sessions); A community resource i.e. launch event ‘Communities for children’. • A more effective community space than the Art Gallery. • Accessibility for people with disabilities, and large format collection. • Book sales. • History: Importance of the Ipswich Central library as a key central hub for historical research, local history, maps and family histories; History circle; Display cabinets on the ground floor used to feature interesting topics / displays. • Cafe (see note in Appendix E for details). • Concern about reduction in catalogue access computers at Ipswich Library.
Springfield Central Library	<ul style="list-style-type: none"> • Meeting rooms & spaces: You can book professional meetings in the pods; Great rooms and spaces for meetings and study. • Activities and Events: One participant was taking part in a writers group at Springfield Library. • Building and Design: Beautiful design; Lovely clean facilities • Collection: Good range of books and up-to-date collection; Magazine collection; a sense from other groups that Library resources have been moved to Springfield from Ipswich Central and Redbank Plains. • Insufficient signage and hard to find. • Opening Hours: Better opening hours than the other Libraries, with 24/7 pick-up/drop off. Open on weekends. • Kids Collection & Facilities: Classifications for children and babies; Great area for kids to play – however, some conflict with other library users – “Kids are told to be quiet!”; Great children’s activities and programs, such as First 5 Forever;

	<p>Great selection of books for teen boys; Springfield was seen as a place where young people could feel like they belong.</p> <ul style="list-style-type: none"> • Parking: Basement parking is great; Easy access to parking. • Technology: Great technology section, with the 3D printer; suggestion for computer training sessions. • Development and Planning: There was a sense that developers have influenced the community and library, with a lot of investment in Springfield. Some asked why is money being used advertise the Springfield Library in Ipswich Central? • Commercialisation: Close to shops as a benefit: one participant said “[It’s] Absolutely awesome but it’s in a mall”. <i>See further discussion at 2.2.</i> • Accessibility: Good lift access for wheelchairs.
Mobile Libraries	<ul style="list-style-type: none"> • Convenient • Collection: Suitable range of books for kids; Access to particular titles; Insufficient content – over representation of Australian authors. More non-fiction requested. • Activities & Events: Events – enough for kids but other life stages missing out. • Accessibility: While the Mobile Library was seen to provide access to Library books in areas far from Librarians, some participants noted that the Mobile Library itself was difficult to access for people in wheelchairs, people with limited mobility or carers of young children. Some commented that the access stairs did not feel safe; Stairs ‘rickety’ and not secure, lift doesn’t work; Some staff reluctant to use lifts; Safer access (e.g. lifts, stable stairs) and parking raised multiple times; Mobile library too cramped. • Locations: One participant suggested that Leichhardt be added as a location for the mobile library; Walloon service parked on a slope (access difficult). • Time Frames: Many commented that the Mobile Libraries were not available for long enough, and in some places the time frame was unclear (for example, there is static signage at Goodna that does not align with the actual availability times). • Important resource for Rosewood & Walloon: Rosewood participants rely heavily on the mobile library at Rosewood and Walloon; Staff at Rosewood service very good. • Parking: Hard to find a safe park i.e. not having to cross busy roads to access. Need access to safer parking.
Redbank Plaza	<ul style="list-style-type: none"> • Borrowing & Returning: You can borrow from one library and return to another; collecting books booked online; easy for drive-by book returns. • Commercialisation: Integrate a trip to the library with a trip to the shops (<i>see further discussion at 2.2</i>). • Location: Close to work/home. • Access: One participant noted that navigating the Redbank Plaza with a pram during school holidays was difficult. • Activities and Events: Kids activities. • Services: Photocopying; JP services; Using library Wi-Fi.
Redbank Plains	<ul style="list-style-type: none"> • Concern about Changes: Many participants commented that there had been little to no consultation prior to the Redbank Plains library being re-appropriated; one participant stressed the importance of this Library as providing access to books and social contact for seniors, which was now diminished as a result of the changes.

	<ul style="list-style-type: none"> • Diminished Collection: Some participants commented that there are “no books” and “nothing to browse”. Collection now reduced with opening of Springfield. In ‘its day’ it was a good library. Used to have story time, not offered any more. • Location: Great to integrate with a trip to the park. • Meeting Rooms & Study Spaces: A place to study. • Accessibility: One participant noted that accessing meeting rooms in Redbank Plains Library was difficult with a walking frame. • Staff: Lovely staff. • Services: Wi-Fi used. • Building and Design: Negative feedback regarding the black walls at the Redbank Plains Library as ‘gloomy’; A large Library, but a lot of space poorly utilised; Good feedback from a younger participant on the Marketplace layout, and the availability of space to study. • Good parking
Online Services	<ul style="list-style-type: none"> • Collection: Downloading audio books, e-books and e-comics, magazine subscriptions / downloads. • Services: People putting books on hold that they can collect later; Some commented it was easy to access for reservations, on-hold and renew • Historical Resources: Accessing Picture Ipswich and other historical resources. • Technical Difficulties: Some mentioned that audiobooks were difficult to access, and that the e-book collection was very limited; many commented that the website was difficult to navigate. Need more information on how to use. • Used and valued by younger people
University Libraries and School Libraries	<ul style="list-style-type: none"> • Environment: Often quieter than the city libraries; USQ Library is beautiful, with great ambiance, and specific resources; More space; 24/7 access. • Photocopying at a better price than the city council libraries. • Specialist Collections: Specialist collections and archives; Access to specific resources, curriculum materials. • Schools: Community hubs for creative pursuits; schools offering access for parents.
Brisbane Libraries	<ul style="list-style-type: none"> • Building and Design: Lovely balconies and spaces for meetings; Brisbane libraries have more of a ‘bookshop feel’; Regularly changing displays. • Activities and Events: Range of events, such as workshops and the writers festival; Great range of kids programs, on at a consistent time, every Wednesday. • Collection: Borrowing gardening books at the Botanic Gardens Library; Specific collections, such as books on coding. • Online Services: Have multiple apps for audiobooks.
Gold Coast Libraries	<ul style="list-style-type: none"> • Collection: Gold Coast Libraries seem to have a more up-to-date collection with new releases. • Services: Good/fast Wi-Fi .
Logan Libraries	<ul style="list-style-type: none"> • Activities and Events: Logan Libraries have kids events on during the school term, which is useful for families who home school. • Collection: Better digital collections.
State Library	<ul style="list-style-type: none"> • Building and Design: Beautiful architecture. • Services: Access to computers. • Kids Activities: Kids space where kids are free to be kids (don’t have to be quiet).

	<ul style="list-style-type: none"> • Technology: Recording devices, recording equipment and particular software at The Edge. • Activities and Events: Specific events, such as the Writers Fest, TEDx and writers groups; Great weekend kids programs; Old movies. • Collections: Access to specific collections; Access to research databases such as Lexus Nexus, that you can access from home with a login; Microfiche; Microfilm; Specialist and historical collections. • Access to other venues: Visit along with the supreme court and other courts (for law research or study). • Services: Use JP services. • Transport: Easy to access on public transport. • Staff: Helpful staff, particularly with home school activities. • Access to Parklands: Can have a full day of events with kids; Day trip with a trip to GOMA, Museum, Southbank – make a full day out.
Other Libraries	<ul style="list-style-type: none"> • Specialist Collections • Trove Online: For research papers. • State Archives: State archives for historical photos.

Appendix D: Transport

	Focus Group									
	Ipswich Central ⁵	Booval	Springfield Library	East Ipswich	Springfield Office	Rosewood	Goodna	Redbank Plaza	Brassall	Leichhardt
Car	n/a	15	15	15	20	10-15	5	20	5	30
		10	15	10	5	5	15	15	5	8
		2	25	3	5	5	30	10	10	5
		5	10	7	20	25	15	3	10	10
		10	25	35	10	10	15	5	10	5-20
		7	10	60		10-30	15	10	20	5
		15	5			5	5	8	20	5
			10			25	20	10	10	15
			10							
			10							
Bus/Train	n/a	1.3 (to Brisbane)		10 40	1.45 (to Brisbane)		30			
Walk	n/a	7	12	15	10	10	40	10		
		5	20	5			8	10		
		10	5				2	15		
		30	15				20			
Bike	n/a		20				10			

⁵ Note that Ipswich Central session was the first in the series, and travel times were not recorded. This was rectified in subsequent sessions.

Appendix E: Library Services

Rating /450	Services & Facilities	Feedback
77	Borrowing materials (books, DVDs, music)	<p>Access to no-cost resources: Many participants (around 70 per cent) talked about the importance of access to books and other resources at no cost. Many talked about the importance of access to books for children who might not be able to afford books, or don't have books at home. Some talked about the value of access to DVDs, music and documentaries. Libraries let people have exposure to a wide range of resources.</p> <p>Great borrowing services: Great to pre-book titles online, and collect alter. Out-of-hours returns is great.</p> <p>Feedback on Collection: The Library should include a mix of new and old books, as an important marker of culture. Some participants suggested rotating books between the various libraries. Not the newest books.</p> <p>Catalogue: There was wide and varied feedback regarding the genre based cataloguing system. While many were happy with the genre based system (around 40 per cent), others felt that the catalogue should be organised by author. Some commented that having books in the Marketplace section meant that books were not on the shelves when people went to look for them.</p>
48	Online services (website, catalogue, access to digital collections, research databases)	<p>Convenience: Many (around 50 per cent) comments on the value of being able to place books on hold online, and collect in person.</p> <p>Digital Resources: Some participants (around 10 per cent) noted that for young people, access to digital resources was more important and more appealing, including e-books, periodicals, research resources and news. Many participants talked about accessing audiobooks and e-books.</p> <p>Limited range: Inadequate/limited range of audiobooks. Brisbane and Logan Libraries have better online collections.</p> <p>Borrowing Data: Some commented (around 5 per cent) that they liked being able to see their borrowing history, and the opportunity to leave a review.</p>
47	Parking	<i>See above section 1.3 - Transport.</i>
39	Helpful and informative staff	<p>Value of Staff: The importance of staff was discussed extensively. Participants said "staff [are] so important", "staff are helpful", "staff [are] a vital resource" and many commented that Library staff are an important social interaction and connection for many people. One participant said "It's nice to speak to a person".</p> <p>Investment in staff: One participant said "[there are] not enough people" and "not enough support for seniors". Support for seniors was a common theme, including the suggestion that there needs to be more support for seniors</p>

Rating /450	Services & Facilities	Feedback
		to use technology. Staff also need to be proactive, and some felt that there were insufficient staff at the Libraries. Some felt that self-service check-outs and other technologies should not replace staff, who are still a vital resource. Some stated that investing in staff was an investment in the community. One participant said “Don’t be afraid to invest in more staff” as staff are an important resource to support and connect the community, and to address social isolation.
38	Inter-library loan	A very valued service for those aware that it exists.
33	Opening hours	<i>See below discussion under 1.5 - Barriers.</i>
25	Public access computer / internet access	Public internet access has multiple benefits: used by grey nomads; NBN is unreliable so this is the only reliable option for some people, including those families who cannot afford internet; saves people money on downloads; can do online shopping; online education courses; people can do their resumes and apply for jobs; online fraud awareness signage is useful; training on use of technology; Police use the facility for some training courses (external providers) where using police computers is not appropriate. Some participants noted using the Library computers for job searches as the library is a better environment than at job service agencies.
24	Community meeting rooms	Value of Meeting Rooms: Many (around 60 per cent) talked about the importance of libraries as a meeting place. Some participants talked about using the Libraries for activities such as job interviews, connecting with social services, or interviews for NILS (no interest loan) services. This suggests that community organisations, NGOs and social services are using the Libraries as a venue and resource to connect with the community. Some (around 15 per cent) commented that awareness of meeting rooms throughout the community was low, or times when rooms are available, and that the Library needed to better market that service. Priority Users: One participant suggested priority booking options for regular library users, as they struggled to book rooms at times.
23	Multicultural and indigenous programs	Value of Multicultural Events: Many participants (around 30 per cent) talked about the importance of multicultural services and programs, as a way of reflecting the Ipswich community, bringing together different sections of the community, and providing opportunities for cross-cultural education. This included the suggestion of ESL programs. Many participants talked about impacting programs they had taken part in, such as NAIDOC programs, Indigibots, and children’s programs led by Aunty Sharron. Would like more info sessions / workshops to increase levels of understanding and interactions. More regular sessions are needed. Connection to history programs would also be great. Multicultural Collections: Some participants also talked about the value of multicultural collections and collections across multiple languages (and that these should be available for children). One participant commented that this

Rating /450	Services & Facilities	Feedback
		<p>was an important way to draw migrant residents to the libraries, and as a way of encouraging a diverse, connected community.</p> <p>Connecting with Diverse Communities: Some participants emphasised that more work needs to be done to encourage diverse communities. This needs proactive and specific effort e.g. invitations to events.</p>
19	Newspapers and magazines	<p>Accessing specialist resources: Participants discussed the importance of access to expensive specialist subscriptions. Some participants also discussed the need for library access, given the reduction in the number of real estate agents in recent years. Some commented that there should be more variety and a focus on specialist titles, rather than ‘supermarket magazines’... Some people also suggested the availability of more copies of more recent titles. Some participants made use of international newspapers. One participant said that she read the papers to peruse funeral notices.</p>
18	Adult literacy programs	<p>Illiteracy Challenges in Ipswich: A number of participants (around 20 per cent) talked about issues with adult illiteracy in Ipswich (<i>see further discussion at 2.7 – Child and Adult Literacy</i>). Some participants (around 5 per cent) discussed the lack of adult literacy programs, with many services cut in recent years. Some discussed the importance of adult literacy and ELS programs for new Australians. Others outlined that there is a growing need for adult literacy programs, particularly for entry to employment.</p> <p>Libraries as ideal spaces for learning: Some participants (around 20 per cent) considered the libraries as a low-barrier place to access these kinds of services, easy to get to, and with no stigma. The Libraries would be a non-judgemental space for running adult literacy services.</p> <p>Lifelong Learning: This was seen by some as linked to youth programs and early years programs, with the need to focus also on the children of those adults with literacy issues.</p>
18	Disability access	<p>Café: One participant commented that the café tables that used to be inside the Library (next to a kiosk window) were a great resource for people accompanying friends or relatives with disabilities.</p> <p>Access for Larger people: One participant also commented that the Libraries need better support for bigger people, e.g. bigger chairs.</p>
17	Self-service check out	<p>Mixed Responses: There was wide and mixed responses to the self-service checkouts. Many (around 50 per cent) commented on the speed of the system, and many commented that they had had challenges with the system, and were not sure on procedures. People were receiving reminders after having already returned books. One participant said “[I] love it”.</p> <p>Staff v Technology: Some participants asked “Are self-service check-outs a way of getting rid of staff”? There needs to be more people on the floor helping. Requests were made to not reduce staff.</p>

Rating /450	Services & Facilities	Feedback
17	Help using technology/ Digital literacy	Digital Illiteracy: Need to address digital illiteracy, and provide more hands-on support and courses for people to use computers, internet, blog services, etc. Technology support for new Australians needed.
17	Youth programs	<p>Positive feedback: Many participants (around 30 per cent) noted that the youth programs are excellent. Some (around 20 per cent) talked about great access to technologies such as printers, robotics programs, and virtual reality goggles. Many talked about the value of school holiday activities, and kid's authors. There was mixed feedback on the availability of YA books for boys.</p> <p>Value to Technology for Kids: Draws young people into the library, e.g. Makers Space, virtual reality goggles. Important way for people to access expensive technology, which the library can afford.</p> <p>"Soft entry": For some participants, youth programs and early year's programs were also seen as ways to draw both children and adults into the Libraries, as a 'soft entry'. One participant noted that "kids take adults to the library".</p> <p>Barriers: However, many participants commented on limited opening hours making it difficult for young people to access libraries after school, and in some cases on the weekends. For example, for high school students to be able to study after school hours. One young person commented that some young people use the Wi-Fi outside the libraries after hours, as they did not have access to the internet at home. Some commented that the advertising on these programs was too late and that cost was a barrier. Free options should exist.</p> <p>Link to other youth services: Some participants suggested that there should also be youth mental health services available at the library, as well as advertisements for other youth programs.</p> <p>Home schooling: Around three participants talked about the benefit of access to resources for distance education and home schooling.</p> <p>Teacher Librarian network</p> <p>School excursions: Some parents reported that their kids had taken part in excursions to the library.</p>
14	Early years programs	<p>Positive Feedback: Early years programs were seen by many (around 30 per cent) as an important tool for building community, and investing in the future of Ipswich. Early childhood education is necessary for many families who don't or can't afford to place their children in day care. Libraries offer one of the few opportunities for education before school starts. Many mothers of young children are isolated.</p> <p>Broader benefits for community: Many participants (around 30 per cent) noted that engaging kids early in the Libraries has a positive payback for the community. Many talked about the importance of setting good habits for kids, developing speech and language skills, and kids' activities as a soft entry to access other resources at the</p>

Rating /450	Services & Facilities	Feedback
		<p>Library. One participant said that “[It is] important for young people to love reading”. Drawing in multicultural families was also seen as important.</p> <p>Social Connections: Many participants talked about the libraries as a ‘hub for mums’, a place where parents can meet other parents, reduce social isolation, in a great space for kids. Many commented on the quality of the parents’ room in the Ipswich Library. One participant suggested that the Library build relationships with childcares and early education centres. Suggestion to introduce toy libraries.</p> <p>Child literacy: A number of participants, (around 5 per cent) including teachers and social service workers, commented on the importance of libraries in addressing issues with child literacy in Ipswich (see further discussion at 2.7 – Child and Adult Literacy).</p>
14	Printers, laminators and photocopiers	<p>Community Service: Important for Centrelink clients.</p> <p>Cost Barrier: Some participants (around 5 per cent) noted that the cost of printing at the Library was more expensive than elsewhere, but that it is handy if you are already at the library.</p>
12	Mobile library access	<i>See above discussion on the mobile library in section 1.1</i>
12	Local history programs and section	<p>Ipswich Library as a History Hub: Some participants (around 5 per cent) discussed the importance of Ipswich Central as a central hub for Ipswich and Queensland access, family history and architectural history. Some felt that better marketing of the history resources was needed. Some participants felt that, beyond the Library, there wasn’t enough historical programs in Ipswich.</p> <p>Connect with Seniors: One participant suggested that the Library connect with seniors to draw on their local knowledge.</p>
12	24/7 access to borrowing facilities	Suggestions for ease of access: A number of participants (around 10 per cent) suggested easier access to return points, for parents with kids, or seniors, such as places with easy access to parking, or a drive-thru returns box.
11	Reference (research assistance from librarians)	<i>See above section on ‘helpful and informative staff’.</i>
10	Cafe	Valued & Missed Service: Some participants (around 10 per cent) talked about the appeal of the café in the Ipswich central Library. Some reflected on the kiosk window that used to open into the Library, with tables where people could sit with a coffee. Many said that this was a great service, particularly for families.
10	Study rooms / reading areas	Participants commented that Springfield Library had lovely study rooms with nice chairs and nice design details.

Rating /450	Services & Facilities	Feedback
9	Learning and Lifestyle Programs	Ideas for events and programs: <ul style="list-style-type: none"> • Autobiography classes • Collaborate with U3A • Positive thinking
6	Home-bound services	Value of Homebound Service: Many participants were not aware of this service. For those who were aware, they commented on how important this service is, both for access to books, and as an important social interaction for older people. Some suggested the need to connect with carers as well. Some participants also suggested a volunteer reading services for those who may have poor vision.
5	Wifi	Wifi was seen by some as a community service: One young participant noted that many high-school students access library wifi, particularly those who may not have internet at home. Some participants (around 5 per cent) felt it was important that the library let people know that the wifi services are free. Wifi was used for study, research, and to access magazines. Many talked about using Library wifi, both while at the library, and when passing by. Some participants suggested having wifi available in the Ipswich mall. Speed: Wifi access very slow
4	Events, programs, workshops and seminars	Events and activities that people appreciated: <ul style="list-style-type: none"> • Authors events – social, one-on-one (central) • Special interest seminars, such as information on aged care • Chess set • The arts e.g. painting, mosaic, creative workshops Feedback: Inconsistency with booking system between Eventbrite and library system – need for a streamlined system. Better advertising of events needed (<i>see below at 2.8 - Marketing</i>). Suggested more available outside office hours.
3	Book sales	Purchase of excess books.
3	Recommend or request books for purchase	Most people weren't aware of this service, but those who did were appreciative. Others reported that the 'suggest a purchase' system was not working well, e.g. emails not responded to. Some were concerned about expenditure on multiple copies of new release books , which are then sold off very cheaply – justification?
3	Relax in air-conditioning	This was common feedback across the focus groups. The Library is a cool place to go, particularly for families during summer. This links to the idea of a safe space.

Rating /450	Services & Facilities	Feedback
2	Email communication	Some participants (around 10 per cent) gave feedback on wanting more regular email communication from the Libraries.
1	Outreach	This included outreach/pop-up events at supermarkets or places like Bunnings.
1	Book Clubs	Wider options needed: There needs to be a wider range book sets available to book clubs. Some participants wanted more opportunities for activities such as book clubs and writers groups.
1	Meeting Friends	This was noted with regards to the Ipswich Central café.
1	Picture Ipswich	Many participants were not aware of this, but those who did reported it to be a valued historical resource.