

*Develop a Library Infrastructure and
Service Delivery Model for the
Shoalhaven*

Shoalhaven City Council

**Final Report
October, 2009**

A leading Australian consulting group recognised through the success of our clients

Economics, Planning & Development

Business Strategy & Finance

Community Research & Strategy

Design, Marketing & Advertising

Information & Knowledge Management

Document Control

Job ID: 73391
Job Name: Development of Library Infrastructure and Service Delivery Model
Project Director: Jane Cowell
Project Manager: Jane Cowell
Company: Shoalhaven City Council
Job Contact: Lindy Sandrey
Document Name: Final Report
Last Saved: 30/10/09 4:00PM

Version	Date	Reviewed PM	Approved PD
Draft Report	23/10/2009	Jane Cowell	
Final Report	30/10/2009	Jane Cowell	

Disclaimer:

Whilst all care and diligence have been exercised in the preparation of this report, the AEC Group Limited does not warrant the accuracy of the information contained within and accepts no liability for any loss or damage that may be suffered as a result of reliance on this information, whether or not there has been any error, omission or negligence on the part of the AEC Group Limited or their employees. Any forecasts or projections used in the analysis can be affected by a number of unforeseen variables, and as such no warranty is given that a particular set of results will in fact be achieved.



Executive Summary

Background

The Shoalhaven Local Government Area (LGA) covers a large geographical area of 4,660 sq km with 49 towns and villages spread widely throughout the area. The Shoalhaven City Library Service provides library services from four (4) static library facilities (Nowra Library, Sanctuary Point Library, Milton Library and Ulladulla Library and Visitors Centre) and provides services to the regional townships through a Mobile Library Service. Shoalhaven City Council aims to ensure that community needs are met through a sustainable service delivery model that:

- Maximizes the benefits and minimize community costs;
- Ensures equitable access to library services; and
- Contributes to Council's broader strategic direction and plan.

The role of libraries and their relationship with users is constantly changing. A dynamic technological environment, along with increasing pressures on financial and staffing resources, population growth and changing demographics and social trends necessitates the development of a sustainable and cost-effective service delivery model for the future to retain the relevance of the library service.

The key objective of the study is to undertake a review of the existing library infrastructure and service delivery model at Shoalhaven City Council in order to better meet the current and emerging information, recreation and education needs of the community.

Architectural representation of the recommended library infrastructure through the development of recommended library building size and locations to inform the concept drawings also forms part of this review.

Data Gathering

This report was informed by:

- Literature Review: to develop a clear understanding of the current planning context and current industry trends;
- Demographic Analysis: to understand population growth and profile and implications for library services;
- Site and Space Analysis: to develop a clear understanding of existing and potential sites, library space requirements for 2036, and a critical assessment of current library facilities;
- Stakeholder Consultations: to gather input regarding opportunities, constraints and aspirations for the Shoalhaven City Library Service and included Library staff at all sites, key Council Officers, and Councillors.

Industry Trends

Value and Public Image of Libraries

*"Increasingly the libraries of the new millennium are no longer simply repositories for books but serve as a civic gathering place and stimulus for neighbourhood and community revival. Public libraries are being designed as part of larger public spaces making the library space more open to opportunities for sociability."*¹

There are many examples of dynamic, new and refurbished libraries in Australia and New Zealand. The libraries that are attracting attention are those that have moved away from

¹ *Better Public Libraries*, London: Commission for the Architecture and the Built Environment (CABE) and Resources (MLA), 2003.

a single minded repository focus to flexible places and spaces that attract people to enjoy the library in new ways, whether it be to access library and other agency services, enjoy sight and sound, browse collections, study or research, attend a program or just relax and catch up with friends over a coffee.

As can be seen from the experience of the *Ideas Stores* in the United Kingdom, the way a library is conceived, designed, located, branded and presented can have significant impacts on communities. Successful libraries are now in the business of providing positive enriching experiences. Design of spaces is increasingly focused on the multiplicity of functions that have emerged for public libraries and is informed by preferences for how people like to engage with each other and with collections. New media and technology has had a huge impact on how spaces are articulated and how messages are provided in libraries. Retail merchandising is increasingly used to present product attractively. Multipurpose facilities are becoming more evident with public libraries increasingly providing an extended range of services including council and other agency and co-located services.

Certainly, experience has shown that the provision of dynamic, accessible and vibrant library spaces that are designed around the needs and behaviours of users and potential users are attracting significantly increased levels of utilisation.

Library Planning & Design

Library trends and recent service models that have been developed point to the need for the public library to become more flexible as a centre for community engagement and development. Libraries are moving from passive information keepers to playing a more active role in the community, increasingly focused on connecting with community needs across the spectrum of information, education, leisure and social interaction.

People are spending longer in libraries; in Australia on-site use is outstripping growth in loans. People want a pleasant environment; so spaces are needed where they will feel comfortable. Many people want to converse with each other informally: noise levels are generally higher. Some people want a room of their own where they can discuss, plan or argue: group study rooms and seminar rooms are now very common in public libraries. Other people just want a quiet area where they can concentrate: this may require a quiet study room, or a 'homework' room, or simply good layout and acoustics.

Users range from children in strollers to elderly people using walking frames or powered chairs. Australia's population is ageing and accessibility standards are becoming more and more stringent.

There are also several innovative models for the delivery of library services emerging. Technology is being used to harness customer power and streamline procedures such as PC/print management systems. New technology facilitating easy self-check of materials by patrons has also been introduced in many libraries now, with some libraries reaching 97% of transactions by self-check, thus freeing library staff for more valuable customer assistance.

A key theme emerging is the increased focus on the development of lifelong learning and the building of learning communities. With the exponential pace of change and growth in information, there is a need to facilitate competencies in information gathering and navigation. Changes in the workplace mean that skills often rapidly become obsolete and individuals need to continue to learn in order to maintain their employability. Libraries are well positioned to play a key role in lifelong learning, particularly in partnership with learning providers. Models such as the *Hume Global Learning Village* in the City of Hume, Victoria, the *Pathways Library* in Pine Rivers, Queensland and the *Brisbane City Library Learning Lounges* provide excellent examples of the development of learning partnerships. The importance of early childhood learning is also driving an emphasis on early childhood literacy in many libraries.

Space – library sites as well as the internal spaces – is a critical issue in a number of ways. The characteristics and availability of suitable sites has a major influence on design. Scarcity of land in metropolitan areas has also encouraged local authorities to locate more than one facility on the same site. In the past it was common to see community facilities scattered around the local government area. Realising the potential

of available sites and making the most of the floor areas, which can be afforded, are certainly common themes in current public library planning.

Incorporating sustainable building principles has been an increasing focus and requirement of public sector facilities, including libraries. The movement towards green buildings, which reduce environmental impacts and have a focus on sustainability, has been driven by regulators looking to protect the environment. The future planning of library facilities should consider environmental issues and attempt to minimise power usage, water usage and emissions. Waste management is another environmental issue to consider with programs to promote recycling of old computers and other library items.

There is both a requirement and an expectation public buildings will respond to environmental issues through sustainable building principles.

Demographic Trends

There have been some key trends emerging in the Shoalhaven's demographics that includes the average age of residents as 42 years, above the NSW average; the proportion of people born overseas as 13.5%, significantly below the NSW average; couple families with children accounted for 25.9% of households and those without children accounted for 33.7% and lone person households accounted for 25.6%; almost 90% of households owned at least one motor vehicle; and 42.7% of households are without an internet connection. Each library catchment area was further analysed. The implications for library service delivery within Shoalhaven are:

- A relatively higher proportion of families and children situated at Nowra and Ulladulla indicate increased need for collection and services for children and families;
- Higher proportion of over 65 years at Milton and Bay / Basin region indicates a need for increased adult services and programming;
- The Nowra and Bay /Basin area recorded a lower proportion of households with an Internet connection indicating need for increased public access internet terminals;
- 90% of households have access to at least one motor vehicle indicating the reliance on private transport for shopping, work (68.6% travel to work by car) and leisure and learning activities such as libraries, supporting a destination based library network.

Current Library Service

Library Service Access

Residents of some small towns have to travel up to 35km to reach the nearest library (see **Table 2.1**). The town of Sussex Inlet is particularly remote being located approximately 30km from the nearest library at Sanctuary Point and almost 45 km from both Nowra and Ulladulla.

The South Coast Cooperative Library Service is a cooperative between the three LGAs of Kiama, Shoalhaven and Eurobodalla. There is a branch library at Batemans Bay which is approximately 54kms or a 40 minute drive from Ulladulla. Smaller townships towards the southern boundary of the Shoalhaven LGA are midway between Ulladulla and Batemans Bay. As part of the cooperative, Shoalhaven LGA residents are able to use the Batemans Bay library. Some residents take advantage of this available service during shopping trips to Batemans Bay.

The current location and span of opening hours of static Branch libraries within the Shoalhaven City environs are:

- Nowra Library opening 53 hours per week including weekend access of 5.5 hours on Saturday;
- Ulladulla Library & Visitors Centre opening 44.5 hours per week including weekend access of 4.5 hours on Saturday;
- Milton Library opening 10 hours per week;
- Sanctuary Point Library opening 37.5 hours per week including weekend access of 2.5 hours on Saturday;

- The Shoalhaven Mobile Library provides access to Library lending services to smaller villages and selected schools through a fortnightly regional schedule.

Site and Space Assessment

The site characteristics for the existing Libraries, potential sites and space requirements were assessed against the criteria identified in the NSW standard *People Places*. The existing Ulladulla Library and Visitor's Centre site was identified as the optimum site for any expanded library space through the redevelopment of the existing Civic Centre. Parking, proximity to the Shopping Centre, Schools and community activity centres such as the Bowls Club as well as the beautiful amenity of the site were the major points for the decision.

The optimum site for an expanded Nowra Central hub Library was identified as the Council owned car parking site on Berry Street. The major factors influencing this recommendation are the ability to provide a building that can deliver the improved functions for a Central hub library, maintaining the community and cultural activity within the Town centre and the community recognition of Berry Street as the location of the library since 1967. The alternative option of extending the existing building across Egan's carpark was not seen as optimum due to the odd building shape that would result, which would not maximise space efficiencies or access.

All libraries recorded significant deficiencies of space for the catchments that they served. **Table E1** outlines the required areas based on the expected population in 2036. The space shortage has been calculated against the service benchmark and indicate a shortage of over 1,000 square metres for each major catchment area and a shortage of over 200 square metres for Milton Library.

Table E1: Existing Floor Area Compared with Planning Benchmarks (sqm), 2036 Population

Library	Existing	1.3 items/capita		2.0 items/capita		Finding
		Service	Population	Service	Population	
Nowra ^(a)	1,570	2,522	3,368	2,922	3,368	Shortage 1,352
Ulladulla ^(b)	178	1,169	1,478	1,692	1,478	Shortage 1,514
Milton	130	254	379	351	379	Shortage 249
Sanctuary Point	141	1,006	1,587	1,392	1,587	Shortage 1,251

Note: (a) Assumes role as central library (b) Includes Milton catchment population.
Source: *People Places*, AECgroup

Recommendations

The following set of strategic principles and objectives have been developed to assess the service delivery model that provides a sustainable Shoalhaven library service into the future:

- Positioning libraries as valued destinations by the community;
- Aligning resources and services with community needs and aspirations;
- Locating libraries in highly visible and accessible locations to increase usage;
- Developing mutually beneficial partnerships with other community service providers;
- Effective strategic and operational planning;
- Cost-effective investment in and maintenance of assets; and
- Effective and efficient financial management and administration.

Infrastructure Service Delivery Model

The preferred approach for library services into the future is:

- Maintaining the central hub library in Nowra which provides a full suite of services, including local history, community meeting rooms and extended access to computers and public internet, and central administration of the Library Service;

- This central hub to be supported by two (2) strategically located branch hub libraries at Ulladulla and Bay/Basin Catchment (Crossroads Development) that are significantly larger than currently provided, offering an extended suite of services from the current library services, including community meeting spaces, community learning workshops and extended access to information technology;
- The model is further supported by redeveloping and extending the Mobile Library timetable to ensure access to library services to all communities, including access to public internet facilities.
- This network can also be supported by scaleable, satellite points of presence in local communities in accordance with partnered opportunities and existing points of presence.
- The model would also be supported by improved stock rotation and inter-library flexibility, including assessing alternative stock delivery options. An enhanced online service network would complement the physical library network.

	Nowra Library
Issues	<p>The Nowra Library is presently located in a main street of the Nowra Town Centre, Berry Street, and is 1,570sq metres. Based on service benchmarks for 2036 it is recommended that Council plan to provide a library of 3,000 sq metres to service the expected population growth. There is a Masterplan process currently being undertaken for the Nowra Town Centre and the DC plan for Nowra is also being reviewed.</p> <p>The current site has good access to public transport and a drop off area for specific buses / taxis. Three schools and a daycare center are also within walking distance of the library at its current site.</p> <p>Council owns the carpark across the street which could also provide an optimum Greenfield site for a 3000 square metre building while maintaining the current site attributes.</p> <p>There is an opportunity to extend the existing library building across Egan's Lane and maintain library functionality, carparking and provide the required 3,000 square metres.</p>
Strategy	<p>Improve library layout and signage prior to 2012 including:</p> <ul style="list-style-type: none"> • Layout: <ul style="list-style-type: none"> ○ Review the hardcopy Reference and stack collections and reduce stock levels in these collections based on assessment of online reference alternatives and usage; ○ Increase flexibility of shelving options; ○ Assess the introduction of genre shelving, i.e. introduction of a House and Garden collection. • Increase provision of technology: <ul style="list-style-type: none"> ○ Increase computer terminals including study areas ○ Investigate RFID technology options including grant funding ○ Increase access to electricity for laptops throughout the building including the foyer • Signage and existing space usage and furniture placement <ul style="list-style-type: none"> ○ Reassess foyer space, entry and circulation counter based on industry trends to smaller service counters and to maximise entry statement and available space for comfortable seating ○ Engage architect / interior designer for interior design and signage options for existing spaces ○ Interior and Exterior signage upgraded • Staff Workroom <ul style="list-style-type: none"> ○ Include staff workspaces, community meeting room in any redevelopment or refurbishment program to maximise workflow and available space

Strategy	<ul style="list-style-type: none"> • Maintain a Nowra Town Centre site for the development of a new larger Central Hub Library within 10 years, with the extension of the existing library over Egan's Lane as the preferred cost effective option. • Actively engage in the Nowra Town Centre Master Plan to enhance cultural services hub in Berry Street with increased partnered programs with the Art Gallery.
Timeframe	Short-term (1-3 years)
Strategy	<ul style="list-style-type: none"> • Provide new library of 3,000 sq metres by extending the existing Library across Egan's Lane carpark by 2020 • Ensure capital funding for new Central Hub Library is considered in Council's 10 year capital funding forward program
Timeframe	Medium to Long-term (5-10years)

	Ulladulla Library
Issues	<p>The Ulladulla Library and Visitor Centre is housed in the Ulladulla Civic Centre with the population significantly under catered for when assessed against current library building standards.</p> <p>There is currently another investigation into the Civic Centre and its current use and form. The preliminary findings of this investigation are to change the focus of this building and remove the larger Civic Centre functions (such as the stage and the commercial kitchen) and reallocate space to the Library and Visitor Centre.</p> <p>The current site is deemed the most suitable for a large, Southern Hub Branch Library that offers residents access to co-located Council administration services, increased library services, increased Tourism and Business Centre services and community meeting spaces. Good access to Public Transport, Schools, Retail and Parking as well as the future planning for the area reaffirm that this is the optimum site for community infrastructure.</p>
Strategy	<p>Develop a Southern Hub branch library of 1,500 sq metres (minimum) serving the Southern area of the Shoalhaven within three (3) years.</p> <p>Redevelop the Civic Centre to include the following functions:</p> <ul style="list-style-type: none"> • Move the Council Administration Centre from the Ulladulla Depot • Expanded Tourism Business Centre • Flexible Community Meeting spaces that cater for most of the current Civic Centre users and includes small and large meeting rooms • Significantly expand the Library area to 1,500 sq meters <ul style="list-style-type: none"> ○ Expanded collection: 40,000 items with low shelving options and genre layouts ○ Expanded Information Technology access: 12 PCs, wireless Internet access ○ Expanded services including community learning workshops, increased adult programs and events, young adult access to Infotainment, and expanded children's programs
Timeframe	Short-term (0-3 years)

	Milton Library (Scaleable Point of presence)
Issues	<p>The Milton Library is housed in the Town Hall built in 1872 which was the original School of Arts. This library is open 10 hours per week and is currently highly cluttered and cramped.</p> <p>There is the potential to redevelop the library to a community lounge room model in the short term and to explore possible partnerships to enable the space to be used for the community in more innovative ways without the need for library staff</p>

	to be in attendance.
Strategy	<ul style="list-style-type: none"> Local, tailored boutique collection that is constantly updated and increase online services and downloadable media Remove all outdated, old shelving and furniture Provide comfortable lounge seating Possible Infotainment area with a flat screen TV/PC and viewing lifestyle channels, sport and CNN Increase Public Access Internet terminals to 2 (standard is 1 per 3000 population) Explore further partnerships to enable the space to be used for the community in more innovative ways without the need for library staff to be in attendance Develop a display/signage policy to ensure professional image is maintained
Timeframe	Immediate (0-1 years)
Strategy	<ul style="list-style-type: none"> Review library service point 18 months after the new southern hub library development has opened at Ulladulla in regard to suite of services offered and opening hours Possible strategies to include in the review are <ul style="list-style-type: none"> Opportunity for Mobile Library services Redevelop Milton Town Hall as a community gathering space with more linkages to the arts and cultural communities Opportunity for Heritage collection / Genealogy specialist services
Timeframe	Short-term (2-3 years)

	Bay / Basin Catchment
Issues	Currently the Bay/Basin catchment is serviced by the Sanctuary Point Library. The Bay / Basin catchment currently represents 25% of the Shoalhaven's population with future projected growth of 1.5% due largely with the proposed Cross Roads residential development. The current branch library building is significantly undersized when assessed against the People Places standards for libraries.
Strategy	<ul style="list-style-type: none"> Redevelop Sanctuary Point Library to a Community Lounge Room model that includes: <ul style="list-style-type: none"> Local, tailored boutique collection that is constantly updated and increase online services and downloadable media Possible Infotainment area with a flat screen TV/PC and viewing lifestyle channels, sport and CNN Increase Public Access Internet terminals to 7 (standard is 1 per 3000 population) Review current hours of operation to ensure the needs of residents are being met
Timeframe	Short-term (0 -3 years)
Strategy	<ul style="list-style-type: none"> Plan for a large branch library (1,400sq meters) within the Cross Roads retail development Develop scaleable point of presence for library services at Sanctuary Point that includes: <ul style="list-style-type: none"> Delivered in partnership with community organisations Access to Information Technology and public internet terminals Access to the Online Library Catalogue Access to requested items Library Service Outreach for Community Learning workshops, children's programs and home delivery for frail aged
Timeframe	Medium-term to Long Term (5-15 years)

	Sussex Inlet (Scaleable Point of Presence)
Issues	There is no static library in Sussex Inlet at this time with library services delivered through the Mobile Library Service. Council is actively investigating the purchase of land for a co-located community facility in Sussex Inlet. The Sussex Inlet Settlement Strategy notes that a comparatively small population is a constraint for the provision of community facilities and recommends strategies to monitor and review the provision of services and facilities based on residential growth.
Strategy	<ul style="list-style-type: none"> • Within the Review of Mobile library schedule investigate the increase of Mobile Library services to the township • Investigate partnership options for the location of access to the library catalogue and potential pickup of library reservations within the township • Should funding become available for the operation and provision of a static library service point that this be provided as a community lounge model.
Timeframe	Short to Medium-term (1- 10 years)

Mobile Library Service

	Mobile Library
Issues	<p>The current Mobile Library service schedule has the potential to be reviewed with additional capacity to deliver expanded services to growing areas within the Shoalhaven, such as Sussex Inlet.</p> <p>Investigation into flexible mobile service delivery options in light of the ageing population, provision of access to Public Internet and more flexible services could be undertaken for future planning.</p>
Strategy	<ul style="list-style-type: none"> • Review current Mobile Library schedule to expand services to growing communities. Costing and utilisation of the Mobile Library for Saturday service delivery should be included in the review. • Investigate alternative delivery options from the Mobile Library for the delivery of increased stock rotations (and reservations) across the Shoalhaven. • Investigate the need for a hybrid mobile library service delivered through a smaller more flexible vehicle that can deliver integrated Council, community and library services to targeted communities and customers for the long-term.
Timeframe	Immediate (0-18 months)

Table of Contents

DOCUMENT CONTROL	I
EXECUTIVE SUMMARY	II
<i>VALUE AND PUBLIC IMAGE OF LIBRARIES</i>	<i>II</i>
<i>LIBRARY PLANNING & DESIGN</i>	<i>III</i>
TABLE OF CONTENTS	X
1. INTRODUCTION	1
1.1 BACKGROUND.....	1
1.2 REPORT OBJECTIVES.....	1
1.3 METHODOLOGY	1
2. CURRENT LIBRARY SERVICE	2
2.1 LOCATIONS	3
2.2 MOBILE LIBRARY COVERAGE	3
3. PLANNING CONTEXT	4
3.1 MAJOR CENTRES	4
3.2 MILTON-ULLADULLA STRUCTURE PLAN	4
3.3 DCP No. 56 ULLADULLA TOWN CENTRE AND HARBOUR REVIEW	4
3.4 JERVIS BAY SETTLEMENT STRATEGY	5
3.5 NOWRA-BOMADERRY STRUCTURE PLAN	5
3.6 SUSSEX INLET SETTLEMENT STRATEGY	5
4. DEMOGRAPHICS.....	7
4.1 REGIONAL OVERVIEW.....	7
4.2 LIBRARY CATCHMENTS.....	7
4.3 POPULATION TRENDS	8
4.4 DEMOGRAPHIC TRENDS	11
4.4.1 REGIONAL PROFILE.....	11
4.4.2 CATCHMENT PROFILES	12
5. SITE AND SPACE ASSESSMENT.....	16
5.1 INDUSTRY TRENDS	16
5.1.1 LIBRARY PLANNING & DESIGN	16
5.2 SITE ASSESSMENT	17
5.3 FACILITIES	18
5.4 LIBRARY SPACE ASSESSMENT	19
5.5 KEY BENEFITS IN INVESTING IN LIBRARIES.....	19
5.5.1 KEY BENEFIT - DEVELOPING LITERACY SKILLS.....	20
5.5.2 KEY BENEFIT – BUILDING CONNECTED AND RESILIENT COMMUNITIES	21
5.5.3 KEY BENEFIT – ECONOMIC DEVELOPMENT.....	21
6. SITE REPORT.....	23
6.1 NOWRA LIBRARY.....	23
6.1.1 NOWRA LIBRARY BUILDING	23

6.1.2	ACCESS.....	24
6.1.3	LIBRARY INTERIOR	24
6.1.4	EXPANSION POSSIBILITIES	24
6.2	ULLADULLA LIBRARY & VISITORS CENTRE	25
6.2.1	ULLADULLA BUILDING	25
6.2.2	ACCESS.....	26
6.2.3	EXPANSION POSSIBILITIES	26
6.3	MILTON LIBRARY	26
6.3.1	MILTON LIBRARY BUILDING	26
6.3.2	ACCESS.....	27
6.3.3	FUTURE OF MILTON LIBRARY	27
6.4	SANCTUARY POINT LIBRARY	27
6.4.1	SANCTUARY POINT LIBRARY BUILDING.....	27
6.4.2	EXPANSION POSSIBILITIES	28
7.	RECOMMENDATIONS.....	29
7.1	INFRASTRUCTURE SERVICE DELIVERY MODEL	29
	REFERENCES	33
	APPENDIX A:.....	34

1. Introduction

1.1 Background

The Shoalhaven City Library Service provides library services from four (4) static library facilities (Nowra Library, Sanctuary Point Library, Milton Library and Ulladulla Library and Visitors Centre) and provides services to the regional townships through a Mobile Service. Shoalhaven City Council aim to ensure that community needs are met through a sustainable service delivery model that:

- Maximizes the benefits and minimize community costs;
- Ensures equitable access to library services; and
- Contributes to Council's broader strategic direction and plan.

A review of the current library service delivery model and of the current library facilities is required to recommend future library infrastructure size and site analysis and a service delivery model to maximise efficiencies and is sustainable into the future.

1.2 Report Objectives

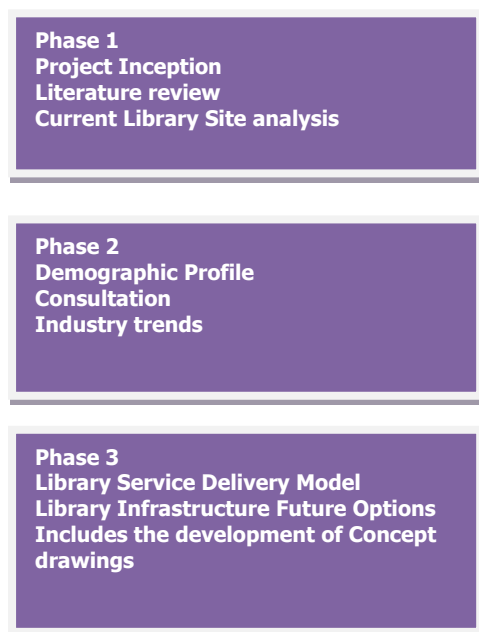
The key objective of the study is to undertake a review of the existing library infrastructure and service delivery model at Shoalhaven City Council in order to better meet the current and emerging information, recreation and education needs of the community.

Architectural representation of the recommended library infrastructure through the development of recommended library building size and locations to inform the concept drawings also forms part of this review.

1.3 Methodology

The following figure provides an overview of the approach used in preparing this report.

Figure 1.1: Project Methodology



2. Current Library Service

The Shoalhaven Local Government Area (LGA) covers a large geographical area of 4,660 sq km with 49 towns and villages spread widely throughout the area. Residents of some small towns have to travel up to 35km to reach the nearest library (see **Table 2.1**). The town of Sussex Inlet is particularly remote being located approximately 30km from the nearest library at Sanctuary Point and almost 45 km from both Nowra and Ulladulla.

The South Coast Cooperative Library Service is a cooperative between the three LGAs of Kiama, Shoalhaven and Eurobodalla. There is a branch library at Batemans Bay which is approximately 54kms or a 40 minute drive from Ulladulla. Smaller townships towards the southern boundary of the Shoalhaven LGA are midway between Ulladulla and Batemans Bay. As part of the cooperative, Shoalhaven LGA residents are able to use the Batemans Bay library. Some residents take advantage of this available service during shopping trips to Batemans Bay.

Table 2.1: Distance between Libraries and Town Centres

Town	Nowra Library	Ulladulla Library	Milton Library	Sanctuary Point Library
Basin View	27 km	42 km	36 km	7 km
Berry	18 km	83 km	77 km	49 km
Bomaderry	4 km	69 km	63 km	35 km
Burrill Lake	71 km	5 km	11 km	56 km
Callala Bay	23 km	72 km	66 km	38 km
Cambewarra Village	8 km	74 km	68 km	40 km
Culburra Beach	22 km	83 km	77 km	49 km
Falls Creek	15 km	52 km	46 km	18 km
Greenwell Point	15 km	76 km	70 km	42 km
Huskisson	25 km	55 km	49 km	10 km
Kangaroo Valley	23 km	88 km	82 km	54 km
Milton	58 km	6 km	0 km	45 km
Mollymook	65 km	3 km	4 km	49 km
Mollymook Beach	65 km	4 km	4 km	49 km
Narrawallee	64 km	5 km	4 km	49 km
Nowra	0 km	64 km	58 km	30 km
Old Erowal Bay	33 km	51 km	45 km	3 km
Sanctuary Point	31 km	50 km	45 km	0 km
St Georges Basin	27 km	46 km	45 km	1 km
Sussex Inlet	44 km	44 km	38 km	30 km
Ulladulla	64 km	0 km	6 km	30 km
Vincentia	29 km	54 km	48 km	5 km
Worrigee	5 km	65 km	59 km	31 km

Notes: The distance is by road between the library and the centre of the town.
Source: Whereis.com, AECgroup

2.1 Locations

The current location and span of opening hours of static Branch libraries within the Shoalhaven City environs are detailed in **Table 2.2**.

Table 2.2 Shoalhaven City Libraries

Library	Address	Opening Hours
Nowra Library	10 Berry Street, Nowra	53 hours per week, includes Saturday opening 5.5 hrs with no Sunday opening
Ulladulla Library & Visitors Centre	Princes Highway, Ulladulla	44.5 hours per week, includes Saturday opening 4.5 hrs with no Sunday opening
Milton Library	Princes Highway, Milton	10 hrs per week with no weekend access
Sanctuary Point Library	Paradise Beach Road, Sanctuary Point	37.5 hours per week with Saturday opening of 2.5 hrs

2.2 Mobile Library Coverage

The Shoalhaven Mobile Library provides access to Library lending services through a fortnightly regional schedule. **Table 2.3** gives the total of hours and frequency of the access provided to residents in these small towns.

Table 2.3 Shoalhaven City Libraries Mobile Library schedule

Mobile Library Stop	Frequency	Opening Hours
Berry	Weekly Fortnightly (School)	2 hours in total (4 hours fortnightly) 0.75 hours in total
Callala Bay	Fortnightly	2.5 hours in total
Cambewarra	Fortnightly	1.5 hours in total
Culburra Beach	Fortnightly	3.75 hours in total
Falls Creek	Fortnightly	1 hour in total
Greenwell Point	Fortnightly	1 hour in total
Huskisson	Fortnightly	1 hour 55 minutes in total
Kangaroo Valley	Fortnightly	0.5 hours in total
Nowra (Terara School)	Fortnightly	0.75 hour in total
Shoalhaven Heads	Fortnightly	3.75 hours in total
St George Basin area	Fortnightly	3.5 hours in total
Sussex Inlet	Fortnightly	4.25 hours in total
Ulladulla/Milton region	Fortnightly	4.5 hours in total
Vincentia	Fortnightly	1 hour in total

3. Planning Context

3.1 Major Centres

- **Nowra/Bomaderry:** Identified as a Major Regional Centre under the South Coast Regional Strategy. Role as a major residential, employment and administrative centre for the northern part of the region.
- **Ulladulla:** Identified as a Major Town under the South Coast Regional Strategy. Role as a major shopping and business centre for the district.
- **Batemans Bay:** Identified as a Major Regional Centre under the South Coast Regional Strategy. Role as a major residential, commercial and tourism centre for the middle part of the region.
- **Vincentia District:** Identified as a Major Town under the South Coast Regional Strategy. Role as a major shopping and business centre for the district.
- **Sussex Inlet:** Identified as a Town under the South Coast Regional Strategy with a small to medium concentration of retail, health and other services though residents are reliant on regional centres for shopping and employment.

3.2 Milton-Ulladulla Structure Plan

Shoalhaven City Council completed the Milton-Ulladulla Structure Plan in 1996. The aim of the Strategy is to provide a framework for the future development of the Milton-Ulladulla area. The Strategy is more than 10 years old reducing the relevance of the findings.

The Strategy highlighted the aging population in the area and declining household sizes and projected an additional 3,500 dwellings by 2021. New dwellings were projected to be accommodated in urban infill areas with 6 key areas for residential expansion including:

- West of Narrawallee;
- West of Mollymook;
- West of Ulladulla;
- West of Milton;
- East of Kings Point; and
- South west of Dolphin Point.

The Ulladulla CBD is recognised as the regional centre for shopping and commercial activities with the majority of future retail floor space forecast to be located in the centre. The retail hierarchy identified Milton as being a secondary centre for the local catchment and visitors and Mollymook as a leisure retail centre.

In relation to community facilities, the Strategy identifies a lack of community facility provision in the Lake Entrance Villages of Kings Point, Burrill Lake and Dolphin Point though also notes they are less 10 minutes drive from the Ulladulla CBD.

3.3 DCP No. 56 Ulladulla Town Centre and Harbour Review

Shoalhaven City Council has developed a DCP for the Ulladulla Town Centre and Harbour. The vision for the Ulladulla shopping centre is to create a vibrant mixed use shopping centre based on a maritime theme and focussing on its major asset – the harbour. It will have a diversity of business and quality residential and holiday apartments and convenient shopping which creates a place for people to work, live, meet, shop and enjoy life in an attractive, accessible, safe and sustainable environment.

The DCP identifies the potential for mixed use developments in the Ulladulla Town Centre that may comprise retail facilities, improved community facilities and open space. Development may also include a building area of 1,000sqm for a possible Ulladulla Public

Library which would be easily accessible to the community. This would be subject to further negotiation with Council. Potential sites include the Boree Street Precinct and the South Street Car Park Precinct.

3.4 Jervis Bay Settlement Strategy

The *Jervis Bay Settlement Strategy* was prepared by Shoalhaven City Council in collaboration with the NSW Department of Infrastructure, Planning and Natural Resources in 2003. The Strategy provides a framework to guide conservation in the region and manage residential growth.

The Strategy outlined potential additional dwelling development capacity of 4,505 dwellings in the region. The major locations for growth included Sanctuary Point (1,260) and St Georges Basin (954).

The Settlement Strategy outlines the planned settlement hierarchy for the region including:

- **District Centre:** Should provide a wide range of employment and recreational opportunities, and a full range of local services with some higher order services such as high school, health care and indoor recreation facilities. The Stockland Vincentia District Centre is planned at the cross roads of Jervis Bay Road and The Wool Road. The centre would include up to 850 dwellings, retail, recreation and community facilities.
- **Towns:** Provide local services and a variety of employment opportunities in tourism and retail. The Region's towns are Huskisson, Vincentia, St Georges Basin-Sanctuary Point, Culburra Beach and Callala Bay.
- **Villages:** Provide only for convenience needs, generally with a general store and post office. The Region's villages are Currarong, Callala Beach, Myola, Woollamia, Hyams Beach, Wrights/Bream Beach, Old Erowal Bay, Basin View, Erowal Bay and Tomerong.
- **Rural Residential Areas:** Rural residential areas with larger lot sizes.

3.5 Nowra-Bomaderry Structure Plan

The purpose of the Nowra-Bomaderry Structure Plan is to provide a framework for the integrated development of the Nowra Bomaderry area which also includes the settlement of Cambewarra.

The Structure Plan projects that the population of the area will increase by over 20,000 to 53,710 in 2036. This corresponds to the number of dwellings in the area more than doubling to over 25,500 in 2036. It is estimated that existing residentially zoned areas have capacity for an additional 1,622 dwellings.

Several options were considered in the Structure Plan in order to facilitate residential development. Urban consolidation has been considered through increasing residential densities and could provide an additional 6,670 dwellings though it is likely that demand would be limited and development not economically viable. New living areas have been identified to support the significant population growth projected for Nowra-Bomaderry. Seven areas have been identified with a residential yield of 7,540 new dwellings. Other expansion areas have the capacity for an additional 4,450 dwellings.

The Nowra CBD is the retail, commercial and administrative centre for the Shoalhaven Region. The CBD is home to 310 retail establishments and approximately 48,000 sqm of retail floor space. An assessment of the retail floor space undertaken as part of the Structure Plan projected demand for an additional 27,800 to 29,630 sqm of retail floor space by 2021 in the Nowra-Bomaderry trade area.

3.6 Sussex Inlet Settlement Strategy

The Sussex Inlet Settlement Strategy was prepared by Shoalhaven City Council in collaboration with the NSW Department of Planning in 2007. The Strategy provides a framework to guide conservation in the region and manage residential and rural residential growth in the area for the next 20-25 years.

The Strategy includes population and dwelling projections for Sussex Inlet between 2005 and 2035. The Strategy projects an increase in the local population from 4000 in 2005 to between 6,250-11,250 in 2035 under low and high scenarios. This would account for an additional 1,500 to 4,800 dwellings dependent on there being adequate land available for development. The Strategy highlights the 'sea change' phenomenon that has driven residential demand in the region with a large proportion of dwellings purchased as investment, holiday or retirement purposes.

The Strategy notes that the population in the area is a key issue in relation to the provision of community facilities. A comparatively small population is a constraint to the provision of community facilities. The objective of the Strategy in relation to community facilities is to ensure there is adequate provision to reflect the changing demographics in the area with identified actions and planning principles including:

- Services and facilities that require upgrading or supervision will be identified and where appropriate will be provided in Council's Section 94 Plan and relevant State Government programs in accordance with the settlement hierarchy of the City and the population threshold of the Sussex Inlet area.
- The provision of services and facilities will be monitored and the Community Plan regularly reviewed to ensure it meets the changing needs of the community.
- Relevant community service actions of the Shoalhaven Housing Strategy will be considered and implemented.
- Further investigate the capability of the Crown Land adjacent to Thompson Street to determine its potential for meeting the dual needs of additional well located community land and a vegetation corridor.

4. Demographics

4.1 Regional Overview

The Shoalhaven LGA is located in the NSW South Coast and is the southern most sub-region of the Illawarra Region. The LGA encompasses an area of 4,660 sq km and stretches almost 90km from the rural township of Berry in the north past the harbourside township of Ulladulla in the south. The region is bounded by the Illawarra Escarpment to the west and includes 109 beaches, 300,000 hectares of National Park and State Forest land, inlets, lakes and rivers.

4.2 Library Catchments

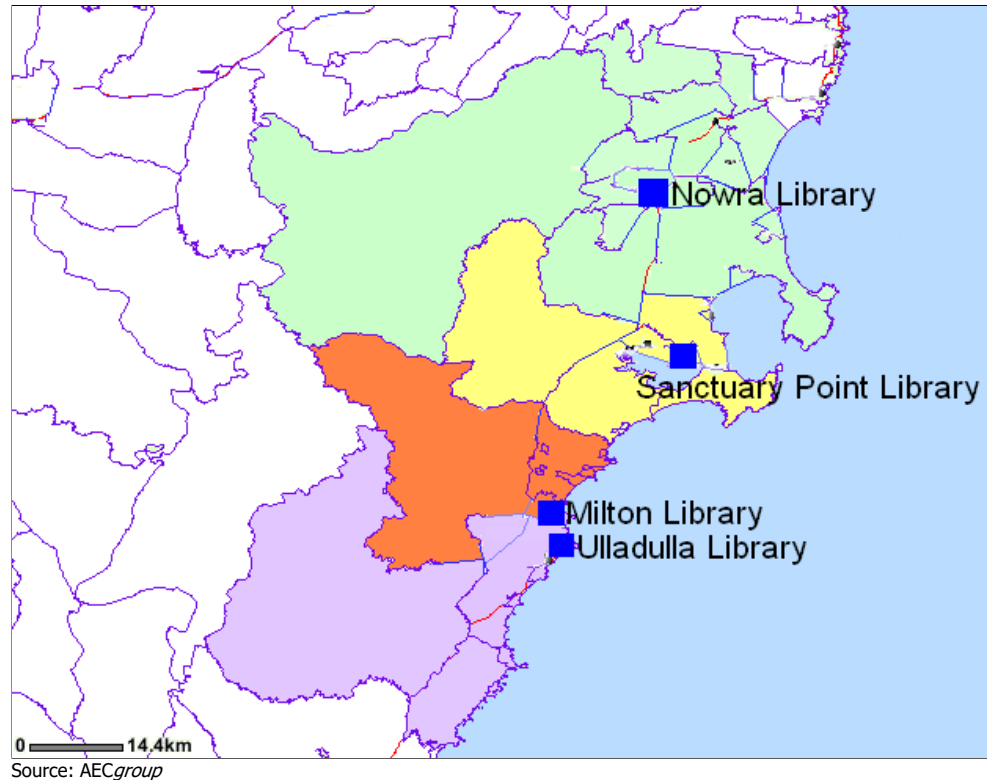
There are 5 existing library services operated by the Shoalhaven Council including a mobile library and branches at Nowra, Ulladulla, Sanctuary Point and Milton. Each library generally services a catchment and AECgroup has determined these library catchments based on consideration of the following factors:

- Size, role and services of each library;
- Location of each library relative to community/retail nodes;
- Transport and access corridors and general traffic flows; and
- Geographic, physical and natural barriers.

Figure 4.1 illustrates the location of library services within Shoalhaven and their respective catchments, as defined for the purposes of this study. The catchments have been based on 'state suburb' boundaries as defined by the Australian Bureau of Statistics (ABS) 2006 Census.

- **Milton Catchment:** The catchment includes the township of Milton and the surrounding state suburbs of Bendalong, Conjola, Conjola Park, Cunjurong Point, Fishermans Paradise, Lake Conjola, Little Forest, Manyana and Narrawallee.
- **Nowra Catchment:** The catchment is located towards the north of the LGA and includes the township of Nowra/Bomaderry and the surrounding state suburbs of Berry, Callala Bay, Callala Beach, Cambewarra, Culburra Beach, Currarong, Falls Creek, Greenwell Point, Kangaroo Valley, Kinghorne, Longreach, Shoalhaven Heads, Tapitallee, Upper Kangaroo River and Worrigee.
- **Bay / Basin Catchment:** The catchment includes the state suburbs of Basin View, Berrara, Cudmirrah, Erowal Bay, Huskisson, Hyams Beach, Old Erowal Bay, Sanctuary Point, St Georges Basin, Sussex Inlet, Tomerong, Vincentia, Wandandian and Woollamia.
- **Ulladulla Catchment:** The catchment includes the township of Ulladulla and the surrounding suburbs of Bawley Point, Burrill Lake, Dolphin Point, Durras North, Kings Point, Kioloa, Lake Tabourie, Mollymook, Mollymook Beach and Morton.

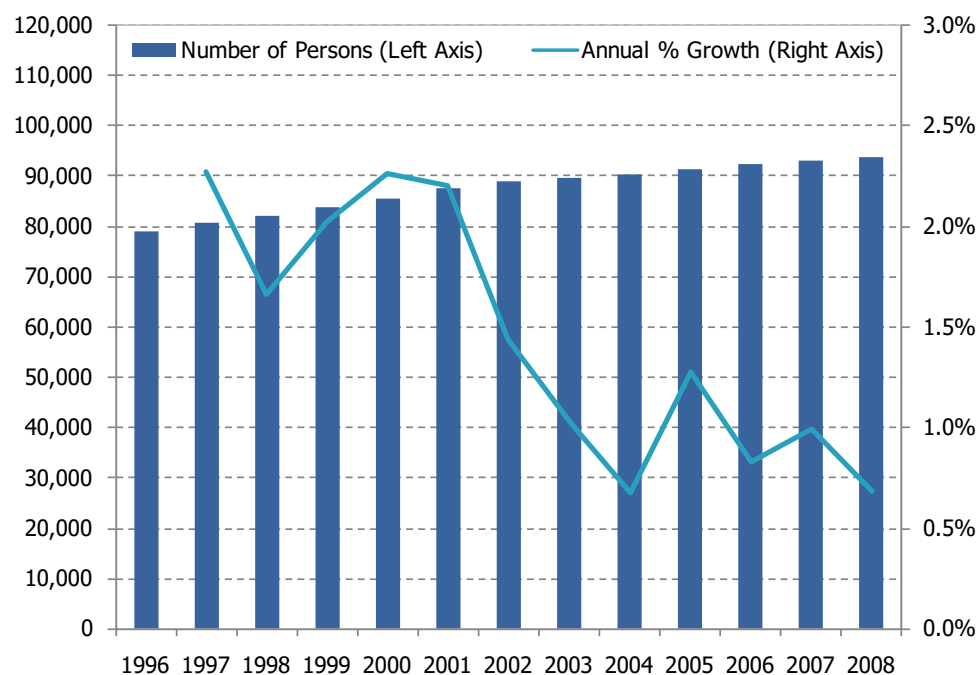
Figure 4.1: Shoalhaven Library Catchments



4.3 Population Trends

According to the ABS estimated resident population series, there were an estimated 93,900 persons residing in the Shoalhaven LGA in 2008, representing growth of 0.7% from 2007 (see **Figure 4.2**). Over the past decade the population has increased with the growth rate declining since 2000.

Figure 4.2: Estimated Resident Population Trends, Shoalhaven LGA



Source: ABS 3218.0 Regional Population Growth, AECgroup

The Census population statistics for each catchment are presented in **Table 4.1**.

- **Milton Catchment:** There were 5,142 usual residents on the night of the 2006 Census making it the smallest catchment.
- **Nowra Catchment:** This is the largest catchment in the LGA with a recorded population of 48,462 usual residents on the night of the 2006 Census, accounting for almost 55% of the LGA population.
- **Bay / Basin Catchment:** There were 21,331 usual residents on the night of the 2006 Census, representing almost 25% of the LGA population.
- **Ulladulla Catchment:** Recorded a population of 13,470 usual residents on the night of the 2006 Census.

Table 4.1: Census Population by Catchment (2006)

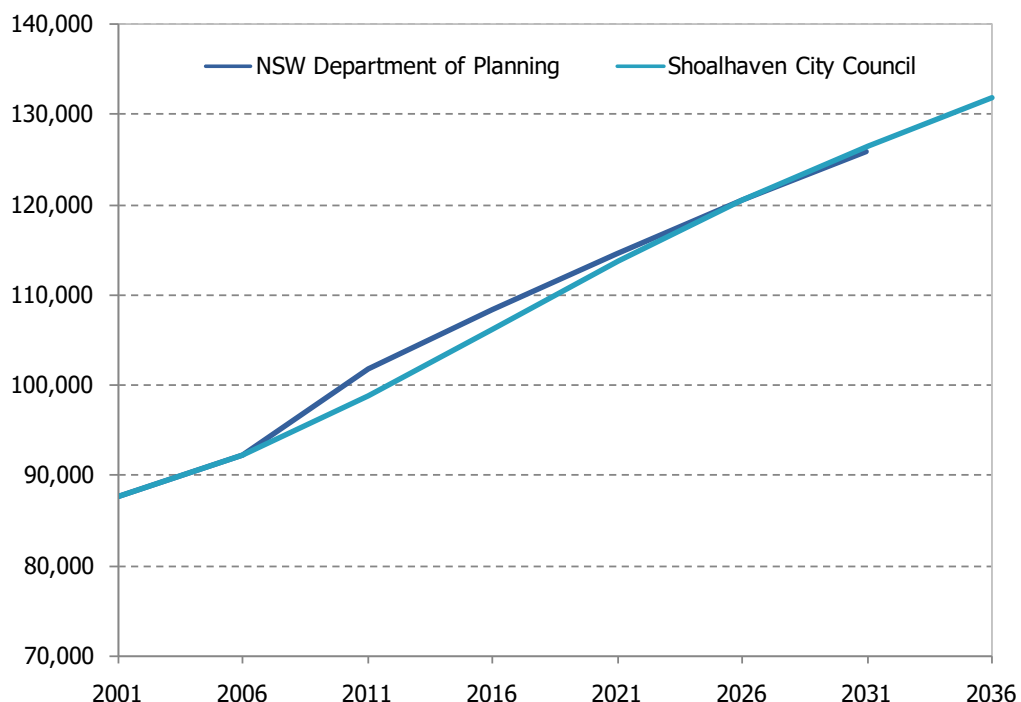
Catchment	2006 Population	% of LGA
Milton	5,142	5.8%
Nowra	48,462	54.8%
Bay / Basin	21,331	24.1%
Ulladulla	13,470	15.2%
Total	88,405	100.0%

Note: By place of usual residence.
Source: 2006 ABS Census, AECgroup

There are two sets of population projections that have been prepared for the Shoalhaven LGA. In 2005, the Department of Planning released population and age projections for all LGAs in New South Wales. In 2008, Council adopted population projections for the LGA as a whole and broken down into the five planning areas.

The figure below provides a summary of the Council (2008) and Department of Planning (2005) population projections for Shoalhaven. Council projects the population to increase by almost 40,000 to 131,970 persons in 2036 at an average growth rate of 1.2% (see **Figure 4.3**). By comparison, the Department of Planning projections indicate marginally higher population growth for 2006-2021 before mirroring the Council projections in the long term.

Figure 4.3: Population Projections, Shoalhaven LGA

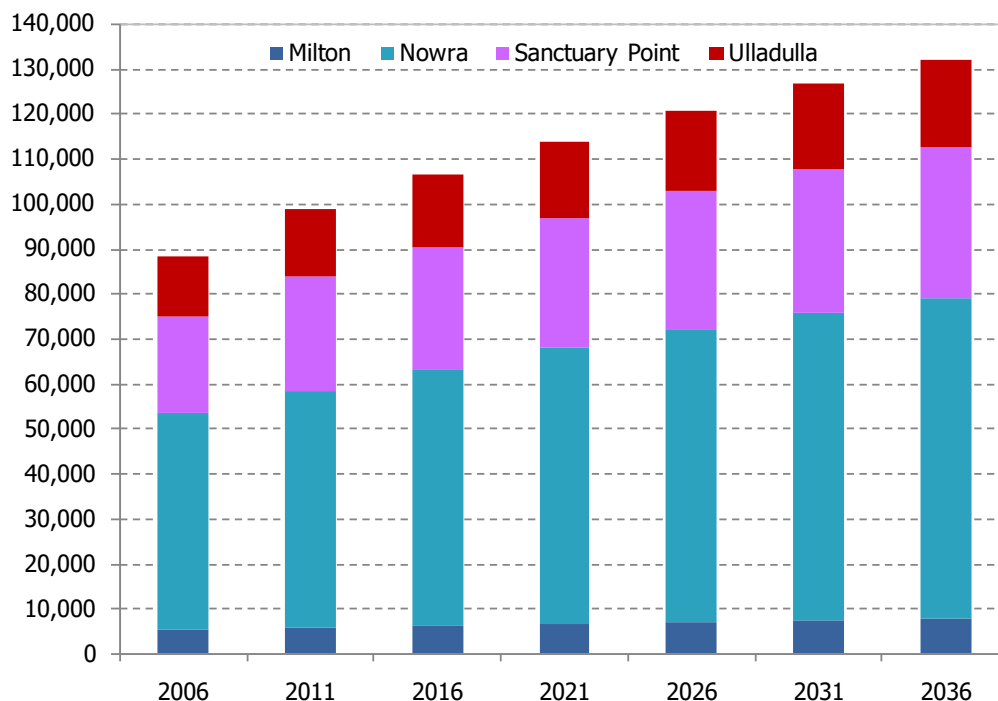


Source: NSW Department of Planning (2005), Shoalhaven City Council (2008), AECgroup

AECgroup has decided to use the Council population projections described above as they have taken into account the specific residential planning throughout the LGA and are more recent. The population projections have been aggregated for each library catchment area (see **Table 4.2**).

- **Milton Catchment:** Growth of over 2,300 residents is projected for the catchment leading to 7,500 residents by 2036.
- **Nowra Catchment:** The Nowra catchment is projected to account for the majority of population growth in the Shoalhaven LGA with an additional 23,000 residents by 2036.
- **Bay/Basin Catchment:** The catchment is projected to record average growth of 1.5% during the next 30 years due largely to the growth associated with the Cross Roads residential development.
- **Ulladulla Catchment:** Average population growth of 1.3% or 6,200 residents are projected for the Ulladulla catchment by 2036.

Figure 4.4: Population Projections by Catchment



Source: 2006 ABS Census, Shoalhaven City Council (2008), AECgroup

Table 4.2: Population Projections by Catchment

	Census	Projected Population			Growth (2006-2036)	
Catchment	2006	2016	2026	2036	Persons	Average (%)
Milton	5,142	6,085	6,867	7,511	2,369	1.3%
Nowra	48,462	57,058	65,139	71,379	22,917	1.3%
Bay/ Basin	21,331	27,213	30,665	33,403	12,072	1.5%
Ulladulla	13,470	15,940	17,988	19,677	6,207	1.3%
Total	88,405	106,296	120,659	131,970	43,565	1.3%

Source: 2006 ABS Census, Shoalhaven City Council (2008), AECgroup

4.4 Demographic Trends

4.4.1 Regional Profile

The demographic profiling in this section provides an overview of 2006 Census demographic characteristics for the Shoalhaven Council based on place of usual residence. Analysis of data over the last three Census periods (1996-2006) by place of enumeration is used to determine demographic trends in the region. A summary of the key demographic characteristics is provided below with a detailed table presented in **Appendix A**.

There have been some key trends emerge in the Shoalhaven's demographics including:

- **Age:** The average age of the resident population was 42.0 years in 2006, above the NSW average of 37.5 years. This can be explained by the popularity of the region for retirees and 'empty nesters'. Place of enumeration data indicates that the average age of residents has increased between 1996 and 2006, consistent with national trends of an ageing population, brought about by a number of social trends, including lower fertility rates and improving life expectancy. The proportion of persons aged over 65 years accounts for 21.1% of the population, which represented an increase over the last 10 years, whereas the proportion of children aged less than 15 years has declined.
- **Ethnicity:** The proportion of people born overseas living in the Shoalhaven LGA was recorded at 13.5% in 2006, below the State average of 25.6%. Place of enumeration data indicates that the proportion of people born overseas has increased marginally between 1996 and 2006.
- **Indigenous Population:** The proportion of residents of indigenous origin residing in the Shoalhaven LGA was 3.7% in 2006, above the NSW average (2.1%). Place of enumeration data indicates that the proportion has increased between 1996 and 2006.
- **Language:** The proportion of residents speaking a language other than English was 3.5% in 2006, well below the State average of 21.3%. Place of enumeration data indicates that the proportion has increased marginally between 1996 and 2006.
- **Households:** Couple families with children accounted for 25.9% of households in 2006, below the State average of 33.5%. Couple families without children accounted for 33.7% of households while lone person households accounted for 25.6%. Place of enumeration data indicates that the proportion of couple families with children has declined significantly between 1996 and 2006 while the proportion of lone person households have increased.
- **Employment:** The unemployment rate in the Shoalhaven LGA was recorded at 9.2% in 2006, above the NSW average (5.9%). The participation rate of 48.3% was below the State average (58.9%). Place of enumeration data indicates that the unemployment rate has increased and the participation rate has declined in the Shoalhaven between 1996 and 2006.
- **Finances:** The average weekly income in the Shoalhaven LGA was \$892 in 2006, well below the NSW average of \$1,264. Average monthly home repayments were \$1,333 in 2006, below the State average (\$1,706), while average weekly rent of \$167 was also below the State average (\$232). Place of enumeration data indicates that average income and housing costs have increased significantly over the last decade.
- **Qualifications:** The proportion of residents with a bachelor degree or higher was 8.6% in 2006, below the NSW average 16.5%, while the proportion of residents with a certificate or diploma of 29.0% in 2006 was above the NSW average 24.2%. Place of enumeration data indicates that the level of non-school qualifications of residents has increased significantly between 1996 and 2006.
- **Vehicles:** Almost 90% of households owned at least one motor vehicle in 2006 reflecting the high reliance on private transport in the Shoalhaven LGA. Workers who travel to work solely by car account for 68.6% of the workforce. Place of enumeration

data indicates that the level of motor vehicle ownership has remained relatively stable in the Shoalhaven during the last decade while usage has increased.

- **Internet Usage:** Households without an Internet connection in the home accounted for 42.7% of households in 2006, above the NSW average of 35.1%. The proportion of broadband connections (25.1%) was below the State average while dial-up connections were higher.

4.4.2 Catchment Profiles

4.4.2.1 Milton

Milton is a small town located 5km north of Ulladulla on the Princes Highway. Milton is a historical town and is classified with the Australian National Trust due to the large number of homes and buildings in the town that were built from 1870 onwards. The area had an estimated population of 5,142 in August 2006 based on the ABS Census. Milton's demographic characteristics are:

- **Population:** Indigenous residents accounted for 1.2% of the catchment population, below the regional average (3.7%) and the NSW average (2.1%);
- **Age distribution:** The catchment is relatively old with an average age of 43.9 years, above the LGA average (42.0) and State average (37.5). The relatively older age distribution is reflected by 22.0% of residents being over 65 years of age and the catchment recording the lowest proportion of residents between 15-24 years;
- **Ethnicity and Language:** The catchment records 12.1% of persons born overseas, the lowest in the LGA. Residents speaking a language other than English at home account for 2.3% of the population, well below the state average of 21.3%;
- **Household Characteristics:** Couple families with children accounted for 26.6% of households in Milton, above the LGA (25.9%) and NSW (33.5%) averages. The catchment recorded the lowest proportion of one parent families (9.8%) and lone person households (23.9%). The average household size is 2.40 persons per household, in line with the regional average though below the State average;
- **Housing Tenure:** The catchment recorded the highest proportion of households in the region fully owning their home (52.4%) and the lowest proportion renting (15.1%);
- **Socio-Economic Characteristics:** The unemployment rate (9.7%) and participation rate (48.7%) are both above the LGA averages. The average weekly household income of \$833 is below the LGA average, while average rents are above the LGA average;
- **Qualifications:** Residents with a non-school qualification account for 40.6% of the catchment population, the highest in the LGA;
- **Motor Vehicle Ownership and Travel:** The catchment has a relatively high level of motor vehicle ownership with 93.1% of households owning at least one motor vehicle. Interestingly, the catchment records the lowest proportion of people travelling to work by car only; and
- **Internet Usage:** Over a quarter of households in Milton have a broadband connection, the second highest proportion in the LGA, however 29.7% of households have a dial-up connection, the highest in the LGA. Overall, 40.0% of households do not have an Internet connection, below the LGA average of 42.7%.

Implications for Library Service Delivery

The Milton catchment has a relatively lower proportion of residents speaking a language other than English, indicating limited demand for foreign language materials and services. A relatively higher proportion of households with an Internet connection (particular broadband connections), indicates a lower need for Internet terminals within the library.

4.4.2.2 Nowra

Nowra is the largest town and commercial/administrative centre of the Shoalhaven LGA. Nowra, along with its twin-town of Bomaderry, is located on the Shoalhaven River approximately 170km south of Sydney. Nowra supports the surrounding farming community, which includes a thriving dairy industry and a number of State forests, and also acts as a retirement and leisure area for Canberra and Sydney. The area had an estimated population of 48,462 in August 2006 based on the ABS Census. Nowra's demographic characteristics are:

- **Population:** Indigenous residents accounted for 4.8% of the catchment population, above the regional average (3.7%) and double the NSW average (2.1%);
- **Age distribution:** The catchment is the youngest in the LGA with an average age of 40.2 years, below the regional average of 42.0, though still well above the NSW average of 37.5 years. The relatively younger age distribution is reflected by 20.3% of residents being under 15 years of age and 18.7% over the age of 65 years;
- **Ethnicity and Language:** The catchment records 13.0% of persons born overseas, slightly below the LGA average of 13.5%. Residents speaking a language other than English at home account for 3.3% of the population;
- **Household Characteristics:** Couple families with children accounted for 28.1% of households in Nowra, the highest proportion in the LGA. The catchment had a relatively lower proportion of couple families without children (31.3%). The average household size is 2.45 persons per household, in line with the regional average though below the State average;
- **Housing Tenure:** The catchment recorded a relatively lower proportion of households in the region fully owning their home (40.9%) and the highest proportion of households purchasing their home (29.3%) and renting (26.3%);
- **Socio-Economic Characteristics:** The unemployment rate (8.2%) is the lowest in the LGA while the participation rate (51.8%) is the highest in the LGA. The average weekly household income of \$967 is the highest in the LGA, while housing loan repayments are also above the LGA average;
- **Qualifications:** Residents with a non-school qualification account for 38.2% of the catchment population, above the LGA average of 37.6%;
- **Motor Vehicle Ownership and Travel:** The catchment has the lowest level of motor vehicle ownership with 87.3% of households owning at least one motor vehicle. The catchment records the second highest proportion of people travelling to work by car only; and
- **Internet Usage:** The catchment records the highest proportion of households with a broadband connection (28.3%), with 27.7% of households having a dial-up connection. Overall, approximately 40% of households do not have an Internet connection.

Implications for Library Service Delivery

The Nowra catchment has a higher proportion of children, indicating the need for library materials to meet their needs. A relatively higher proportion of families with children, indicates the higher demand for library programs targeting parents and their children. The catchment records a significant indigenous population increasing the need for services engaging the indigenous community. The catchment is a relatively higher socio-economic area, reducing the need for the library to target disadvantaged groups. Despite having a relatively higher proportion of households with an Internet connection (particular broadband connections), it is still below the State average indicating a need for Internet terminals within the library.

4.4.2.3 Bay /Basin Catchment

Sanctuary Point is a coastal region located on the shores of St Georges Basin. It is approximately 25 km south of Nowra, and approximately 200 km south of Sydney. The area is a popular tourist destination including the towns of Basin View, Huskisson, Sanctuary Point, St Georges Basin and Vincentia. The area had an estimated population of 21,331 in August 2006 based on the ABS Census. Sanctuary Point's demographic characteristics are:

- **Population:** Indigenous residents accounted for 3.3% of the catchment population, below the regional average (3.7%) though above the NSW average (2.1%);
- **Age distribution:** The catchment is the oldest in the LGA with an average age of 44.3 years, above the LGA average (42.0) and State average (37.5). The relatively older age distribution is reflected by almost a quarter of residents being over 65 years of age and the catchment recording the lowest proportion of children under 15 years;
- **Ethnicity and Language:** The catchment records 15.2% of persons born overseas, the highest in the LGA. Residents speaking a language other than English at home account for 4.1% of the population;
- **Household Characteristics:** Couple families with children accounted for 22.8% of households in Sanctuary Point, below the LGA (25.9%) and NSW (33.5%) averages. The catchment had a relatively higher proportion of one parent families (12.2%) and a higher proportion of couple families without children (36.2%). The average household size is 2.32 persons per household, below the regional and State averages;
- **Housing Tenure:** The catchment recorded a relatively higher proportion of households in the region fully owning their home (48.3%);
- **Socio-Economic Characteristics:** The unemployment rate (11.4%) is the highest in the LGA while the participation rate (42.9%) is the lowest in the LGA. The average housing loan repayments are the lowest in the LGA while the average rents are the highest;
- **Qualifications:** Residents with a non-school qualification account for 35.8% of the catchment population, the lowest in the LGA;
- **Motor Vehicle Ownership and Travel:** The catchment records a relatively high level of motor vehicle ownership with 89.7% of households owning at least one motor vehicle. The catchment also records the highest proportion of people travelling to work by car only; and
- **Internet Usage:** The Sanctuary Point catchment records the lowest level of households with Internet connections. Households with a broadband connection account for 24.3% of households, below the LGA average (26.7%).

Implications for Library Service Delivery

The Bay / Basin catchment has a higher proportion of residents aged over 65 years, indicating the need for library materials to meet their needs. The catchment has a relatively higher proportion of residents speaking a language other than English, indicating higher demand for foreign language materials and services. A relatively lower proportion of households with an Internet connection (particular broadband connections), indicates a need for Internet terminals within the library.

4.4.2.4 Ulladulla

Ulladulla is a coastal community located on the Princes Highway approximately half way between Nowra and Batemans Bay and about 3 hours drive south of Sydney. It is a popular tourism destination for residents of Sydney and Canberra. The town is situated on the Ulladulla Harbour which supports a sizeable commercial fishing sector. The area had an estimated population of 13,470 in August 2006 based on the ABS Census. Ulladulla's demographic characteristics are:

- **Population:** Indigenous residents accounted for 1.7% of the catchment population, below the regional (3.7%) and NSW (2.1%) averages;
- **Age distribution:** The catchment is relatively old with an average age of 43.9 years, above the LGA average (42.0) and State average (37.5). The relatively older age distribution is reflected by 24.1% of residents being over 65 years of age and the catchment recording a low proportion of children under 15 years;
- **Ethnicity and Language:** The catchment records 12.7% of persons born overseas, slightly below the LGA average of 13.5%. Residents speaking a language other than English at home account for 3.2% of the population, the highest level in the LGA;
- **Household Characteristics:** Couple families with children accounted for 23.6% of households in Ulladulla, below the LGA (25.9%) and NSW (33.5%) averages. The catchment had a relatively higher proportion of lone person households (26.6%). The average household size is 2.31 persons per household, below the regional and State averages;
- **Housing Tenure:** Over half of households in the region fully own their home (50.5%), above the LGA and State averages;
- **Socio-Economic Characteristics:** The unemployment rate (9.7%) is above the LGA and State averages. The participation rate (44.8%) is below the LGA and State averages. The average weekly household income of \$794 is the lowest in the LGA, while housing loan repayments are marginally below the LGA average;
- **Qualifications:** Residents with a non-school qualification account for 36.9% of the catchment population, slightly below the LGA average of 37.6% in the region;
- **Motor Vehicle Ownership and Travel:** The catchment has a relatively high level of motor vehicle ownership with 90.1% of households owning at least one motor vehicle. The catchment also records a relatively lower proportion of people travelling to work by car only (67.2%); and
- **Internet Usage:** Approximately a quarter of households in Ulladulla have a broadband connection, the second lowest proportion in the LGA. Overall, 46.1% of households do not have an Internet connection, above the LGA average of 42.7%.

Implications for Library Service Delivery

A relatively higher proportion of families and sole parents with children, indicates the higher demand for library programs targeting parents and their children. A relatively higher proportion of lone person households, indicates the potential for services to increase community interaction, particularly for older residents. A relatively lower proportion of households with an Internet connection (particular broadband connections), indicates a higher need for Internet terminals within the library.

5. Site and Space Assessment

5.1 Industry Trends

Globally, the world of information and communication is going through a period of exponential and accelerating change. The role of libraries is significantly changing, with a stronger focus emerging on playing a key role in lifelong learning and community development, as well as preserving and sharing the heritage and identity of the community. The needs for library service delivery have evolved considerably and there is an increasing desire for flexibility to meet some key challenges.

Trends in library service delivery highlight the increased focus on community and cultural engagement and the provision of programs to support community capacity building and informal learning. There is a need for adequate social space in libraries as well as space to house collections and technology. Increasingly, best practice libraries are providing increased community space to mediate collections and knowledge through programming and online access.

Public libraries are being reinvented. They are increasingly seen as the shared ground in an increasingly diverse society, a place where the whole community can feel a connection. They also provide the vital link to our digital future. Several Australian public libraries, such as the Brisbane Square Library, have emerged as international benchmark sites, and the use of space and provision of facilities in these libraries have been considered in this analysis of space needs.

*"Increasingly the libraries of the new millennium are no longer simply repositories for books but serve as a civic gathering place and stimulus for neighbourhood and community revival. Public libraries are being designed as part of larger public spaces making the library space more open to opportunities for sociability."*²

There are many examples of dynamic, new and refurbished libraries in Australia and New Zealand. The libraries that are attracting attention are those that have moved away from a single minded repository focus to flexible places and spaces that attract people to enjoy the library in new ways, whether it be to access library and other agency services, enjoy sight and sound, browse collections, study or research, attend a program or just relax and catch up with friends over a coffee.

As can be seen from the experience of the *Ideas Stores* in the United Kingdom, the way a library is conceived, designed, located, branded and presented can have significant impacts on communities. Successful libraries are now in the business of providing positive enriching experiences. Design of spaces is increasingly focused on the multiplicity of functions that have emerged for public libraries and is informed by preferences for how people like to engage with each other and with collections. New media and technology has had a huge impact on how spaces are articulated and how messages are provided in libraries. Retail merchandising is increasingly used to present product attractively. Multipurpose facilities are becoming more evident with public libraries increasingly providing an extended range of services including council and other agency services.

Certainly, experience has shown that the provision of dynamic, accessible and vibrant library spaces that are designed around the needs and behaviours of users and potential users are attracting significantly increased levels of utilisation.

5.1.1 Library Planning & Design

Library trends and recent service models that have been developed point to the need for the public library to become more flexible as a centre for community engagement and development. Libraries are moving from passive information keepers to playing a more

² *Better Public Libraries*, London: Commission for the Architecture and the Built Environment (CABE) and Resources (MLA), 2003.

active role in the community, increasingly focused on connecting with community needs across the spectrum of information, education, leisure and social interaction.

People are spending longer in libraries; in Australia on-site use is outstripping growth in loans. People want a pleasant environment; so spaces are needed where they will feel comfortable. Many people want to converse with each other informally: noise levels are generally higher. Some people want a room of their own where they can discuss, plan or argue: group study rooms and seminar rooms are now very common in public libraries. Other people just want a quiet area where they can concentrate: this may require a quiet study room, or a 'homework' room, or simply good layout and acoustics.

Users range from children in strollers to elderly people using walking frames or powered chairs. Australia's population is ageing and accessibility standards are becoming more and more stringent. Australians come from many ethnic backgrounds and everyone should be able to feel at home in the library. Community art and public art can be a welcoming feature and can be integral to the design. Some people have special language requirements: this may mean multilingual signage or space for language learning.

There are also several innovative models for the delivery of library services emerging. Technology is being used to harness customer power and streamline procedures such as PC/print management systems. New technology facilitating easy self-check of materials by patrons has also been introduced in many libraries now, with some libraries reaching 97% of transactions by self-check, thus freeing library staff for more valuable customer assistance.

A key theme emerging is the increased focus on the development of lifelong learning and the building of learning communities. With the exponential pace of change and growth in information, there is a need to facilitate competencies in information gathering and navigation. Changes in the workplace mean that skills often rapidly become obsolete and individuals need to continue to learn in order to maintain their employability. Libraries are well positioned to play a key role in lifelong learning, particularly in partnership with learning providers. Models such as the *Hume Global Learning Village* in the City of Hume, Victoria, the *Pathways Library* in Pine Rivers, Queensland and the *Brisbane City Library Learning Lounges* provide excellent examples of the development of learning partnerships. (Hume City has to date identified over 300 learning partners in its vision for a learning community.) The importance of early childhood learning is also driving an emphasis on early childhood literacy in many libraries.

Space – library sites as well as the internal spaces – is a critical issue in a number of ways. The characteristics and availability of suitable sites (or in the case of many cities their lack of availability) has a major influence on design. Scarcity of land in metropolitan areas has also encouraged local authorities to locate more than one facility on the same site. In the past it was common to see community facilities scattered around the local government area. Realising the potential of available sites and making the most of the floor areas, which can be afforded, are certainly common themes in current public library planning.

Incorporating sustainable building principles has been an increasing focus and requirement of public sector facilities, including libraries. The movement towards green buildings, which reduce environmental impacts and have a focus on sustainability, has been driven by regulators looking to protect the environment. The future planning of library facilities should consider environmental issues and attempt to minimise power usage, water usage and emissions. Waste management is another environmental issue to consider with programs to promote recycling of old computers and other library items.

There is both a requirement and an expectation public buildings will respond to environmental issues through sustainable building principles.

5.2 Site Assessment

The following table compiles and assesses the branch library site characteristics against the criteria identified in the NSW Library Standard *People Places*. The assessment was informed through site visits, data analysis and consultation.

Table 5.1: Site Characteristics of Existing Libraries

Site Characteristic	Nowra	Ulladulla	Milton	Sanctuary Point
Main street or shopping area location	✓✓✓	✓✓	✓✓✓	✓
High visibility from the street and shopping area	✓✓	✓✓	✓	✓
Street frontage for the ground floor of the library	✓✓	✓✓	✓✓	×
High level of personal and property safety	✓✓	✓	✓	✓✓
Close to and/or accessible from educational facilities	✓✓	✓	✓	✓✓✓
Walking distance from public transport	✓✓	✓	✓✓	✓
Full accessibility for people with limited mobility	✓✓	×	×	×
Potential for outdoor area	×	✓✓✓	✓	×
Priority pedestrian access	✓✓	✓	✓	✓
Access to convenient and safe car parking	✓✓	✓✓	✓	✓
Potential for future expansion	✓✓	✓✓✓	×	×

Note: ✓✓✓ Excellent, ✓✓ Good, ✓ Average, × Poor

Source: AECgroup

5.3 Facilities

The following table compiles and assesses the branch library facility characteristics against the criteria identified in the NSW Library Standard *People Places*. The assessment was informed through site visits, data analysis and consultation.

Table 5.2: Ratings of Facility Characteristics of Existing Libraries

Facility Characteristic	Nowra	Ulladulla	Milton	Sanctuary Point
Size and range of services	✓✓	✓	×	✓
Image and identity	✓✓	×	×	✓✓
Flexible and multifunctional buildings	✓	×	×	✓
Order, orientation and functionality	✓✓	✓	✓	✓✓
Accessibility and mobility	✓✓	✓	✓	✓✓
Smart technology	×	×	×	×
Marketing	✓✓	✓✓	✓	✓✓
Ecological sustainability				
Lighting	✓✓	✓✓	✓✓	✓✓
Acoustics	✓✓			✓✓
Occupational health and safety	✓✓	×	×	✓
Personal and property security	✓✓	✓	×	✓
Shelving	✓✓	×		✓✓
Furniture and fittings	✓✓	×	×	✓✓
Asset management	✓✓	×	×	✓

Note: ✓✓✓ Excellent, ✓✓ Good, ✓ Average, × Poor

Source: AECgroup

5.4 Library Space Assessment

Using *People Places*³ space benchmarks (which is regarded *nationally* as the preferred methodology for deriving library space needs) either a population based benchmark or a service based benchmark can be used for the determination of library space requirements.

The Service Benchmark from *People Places* using the regional catchment population for 2036 has been identified as the preferred methodology for the calculation of the space required for the Nowra Library. Recognition has been made for the role that the Nowra undertakes for the South Coast Cooperative Library Service.

The projections for space for Nowra Library are based on a projected collection for the new Library of 93,000 monographs; 9,000 A/V items and 200 periodical titles. There is also provision for 23 computer terminals. Provision has also been made for a larger meeting space, a dedicated local history space and a staff workroom to cater for the regional services undertaken.

The projections for space for the Ulladulla Library include the Milton catchment population and are based on a projected collection of 45,000 monographs, 4,500 AV items, and 200 periodical titles. There is also provision for 12 computer terminals. Provision has been made for a multipurpose meeting/ training area but it is important to note that the space calculations are for the library area only and do not include the Tourism operation, possibility of a collocated Council administration area or the community meeting spaces that may replace the existing civic centre functions.

The projections for space for the Milton Library are based on a collection of 10,200 items and 3 computer terminals. However, it needs to be recognised that this catchment has also been included within the Ulladulla Library assessment.

The projections for the Sanctuary Point Library are for the Bay/Basin catchment and take into account the new residential development planned for the Crossroads. The spaces are based on a projected collection of 43,000 monographs, 4,300 AV items and 200 periodical titles. There is also provision for 11 computer terminals. Provision has also been made for a multipurpose community meeting room. **Table 5.3** details the existing spaces and estimated spaces required to service the population in 2036.

Table 5.3: Existing Floor Area Compared with Planning Benchmarks (sqm), 2036 Population

Library	Existing	1.3 items/capita		2.0 items/capita		Finding
		Service	Population	Service	Population	
Nowra ^(a)	1,570	2,522	3,368	2,922	3,368	Current shortage
Ulladulla ^(b)	178	1,169	1,478	1,692	1,478	Current shortage
Milton	130	254	379	351	379	Current shortage
Sanctuary Point	141	1,006	1,587	1,392	1,587	Current shortage

Note: (a) Assumes role as central library (b) Includes Milton catchment population.

Source: *People Places*, AECgroup

5.5 Key Benefits in Investing in Libraries

In *2020 Vision: Towards the Libraries of the Future*, Colin Mercer stated that libraries must position themselves strategically within massively expanding cultural and content industries and develop new emphases on client service in response to rapidly changing needs.⁴

Great Cities deserve great libraries, and Shoalhaven City Council have a unique opportunity to invest in the lifelong learning, cultural and learning amenity of the Region through a planned redevelopment of the Public Libraries. Investing in a modern branch

³ People Places www.slnsw.gov.au/plb/policies/build/guide.pdf

⁴ Mercer, Colin. *2020 Vision: Towards the Libraries of the Future*. Libraries Working Group of the Cultural Ministers Council. 1996 p.iv.

Libraries recognises the vital role that public institutions play in supporting and representing quality of life for the community.⁵

Extensive research certainly demonstrates that public libraries make a vital contribution to social, cultural, economic and educational development of communities. A recent landmark research study *Libraries Building Communities* in Victoria summarized the ways in which public libraries contribute to building better communities as follows:

- Creating Informed communities through the provision of access to local and global information sources;
- Providing free and universal access to information technology infrastructure, computer literacy and technology resources;
- Providing opportunities for lifelong learning through resources to support self directed learning and programmed information and reading literacy activities
- Building social capital by providing welcoming, neutral, community space that is open to all members of the community from all walks of life and by connecting individuals, groups and government.⁶

Kevin Harris highlights the purpose of public libraries: "...the central purpose of public libraries is to represent the public realm, and the principle of access to information and communication resources within the public realm."⁷ In the knowledge economy the investment in a facility of this nature will have multiple benefits into the future.

This is also articulated in the UNESCO Manifesto for the Public Library which states: "The public library, the local gateway to knowledge, provides a basic condition for lifelong learning, independent decision-making and cultural development of the individual and social groups. The public library (is) a living force for education, culture and information, and is an essential agent for the fostering of peace and spiritual welfare through the minds of men and women."⁸

5.5.1 Key Benefit - Developing literacy skills

Learning starts in infancy, long before formal education begins and continues throughout life. James Heckman, who was the Nobel Laureate in Economic Sciences 2000 provides a compelling argument for investing in early childhood development and literacy: He writes: "The real question is how to use the available funds wisely. The best evidence supports the policy prescription: Invest in the Very Young".⁹ Heckman advocates early exposure to storytelling and the need for programs for the very young and argues for a re-allocation of budgets recognizing that this investment can reduce other social costs throughout the human life cycle. "The later in life we attempt to repair early deficits, the costlier the remediation becomes."¹⁰ According to Heckman, investment in social policies that intervene in the early years have very high rates of return while social policies that intervene at later stages in the life cycle have low economic returns.

By supporting early childhood development libraries contribute to the economic and social well being of communities. There needs to be a greater appreciation of what the investment at this level brings as a return longer-term.

⁵ Seattle Public Library. Economic benefit of the investment in the public library. Discussed in Worth their Weight. Americans for Libraries. 2007. <http://www.ala.org/ala/aboutala/offices/ors/reports/worththeirweight.pdf>

⁶ *Libraries Building Communities: the vital contribution of Victoria's public libraries*, State Library of Victoria, 2005.

⁷ Harris, Kevin, 'Third places, libraries and the public realm' presentation at Third Place Forum. Caloundra Qld 2007.

⁸ *The UNESCO Manifesto for the public library, prepared in conjunction with the International Federation of Library Associations (IFLA)* <http://www.unesco.org/webworld/libraries/manifestos/libraman.html> accessed on 17 March 2004.

⁹ James Heckman, "Invest in the Very Young". The Ounce of Prevention Fund and the Irving B. Harris Graduate School of Public Policy Studies. University of Chicago. 2006.

¹⁰ Heckmann p.3

Similarly, research by *Comedia* in the United Kingdom has identified the major, and potentially life-changing, contribution that library outreach work is making in supporting basic literacy, homework among older children and computer skills. These projects are observed to have a marked impact on participants' self-confidence and aspirations: "*The self-motivated learning which libraries promote is central to the creation of a lifelong learning culture in which people expect and want to learn throughout their lifetime.*"¹¹

5.5.2 Key Benefit – Building connected and resilient communities

Community and capacity building is based on harnessing the strengths and assets within communities and building on these strengths to develop healthy, co-operative and sustainable communities. It also includes the development of competencies to strengthen communities and individual capabilities. The *Libraries Building Communities* (LBC) project in Victoria was the first comprehensive study of the contributions that public libraries make to their communities. Specifically, the study identifies and documents how public libraries in Victoria build their communities, what the potential barriers to this process might be, and how they can be overcome.¹² The research is underpinned by an understanding that social capital is the glue that holds the community together. Social capital provides a mechanism for strengthening communities.¹³

Libraries are neutral, safe and inclusive spaces, open to all. They act as community hubs providing opportunities for connection, inclusion, and community engagement: the building blocks of a strong and resilient society. Libraries also provide a wide range of programs attracting people from all walks of life. Research by Eva Cox found that public libraries play an important role in promoting social inclusion and giving isolated people greater connection to their community.¹⁴ Certainly, libraries contribute to the well-being of their communities by facilitating connections and linking people from all backgrounds with opportunities to engage in community and creative activity.

There has been an increased focus on the role of the public library in community development. Community development is very much about connecting, and libraries are increasingly providing the conduits.¹⁵

5.5.3 Key Benefit – Economic Development

The Seattle Central Library has conducted research to determine the social and indirect economic benefits that resulted from investment in the new library. the library's presence. This study was particularly notable in that it confirmed that the Central Library had become a compelling destination and had promoted economic activity in the city, enhanced the character and livability of the city, and improved the city's image to patrons.¹⁶ The study recently "*Worth their Weight*", provides 17 case studies of the return on investment in public library buildings.¹⁷

This is especially noteworthy in light of the proposed Town Centre masterplan project and a key factor to retain the Central Library within the Town Centre environs. Certainly, investment in formal education and non-formal learning has been proven to be the best means of combating poverty, increasing overall health, and eliminating social exclusion. The Singapore Library strategy is also based on the precept that an investment in libraries as learning providers can bring an economic return to a community. There are several innovative partnership models that have provided sound outcomes for the

¹¹ *Libraries Building Communities: the vital contribution of Victoria's public libraries – A research report for the Libraries Board of Victoria and the Victorian Public Library Network.* State Library of Victoria 2005. p.20.

¹² *LBC Report 1: Setting the scene* p.7.

¹³ *LBC Report 1: Setting the scene* p.10.

¹⁴ *A Safe Place To Go*, Eva Cox. 2000.

¹⁵ Tranter provides an excellent overview of the role community facilities play in community development. Tranter, A. '*More Than Just a Space: The Role of Facilities in Adding Community Value*' Keynote presentation to the Conference on Community and Leisure Facilities, Melbourne, 15-16 August 2005

¹⁶ *Worth their Weight.* Americans for Libraries. 2007.

¹⁷ *Worth their Weight.* Americans for Libraries. 2007.

community, such as increased literacy, including computer literacy, and the development of lifeskills.

The experience in Australia and internationally has proven that well planned and designed libraries attract increased usage and provide a range of significant community wellbeing and liveability outcomes.

6. Site Report

6.1 Nowra Library

The town centre for Nowra is a traditional model with a set number of streets forming the town centre. The Library is situated next to the Art Gallery and there is an opportunity to create a Community / Cultural hub to rejuvenate the Town Centre. The large shopping mall is situated on the other side of the Highway with the greatest amount of retail activity happening in the mall drawing residents away from the Town Centre. Both the Princes Highway and the Shoalhaven River, divide Nowra with some fragmentation of the township occurring which is a challenge for the Council. Bomaderry is a third activity centre for Nowra and is the proposed site of the Leisure Centre and NSMISS.

The township of Nowra needs a heart and there are synergies with what the City of Greater Geelong is currently undertaking to rejuvenate their Town Centre with the development of a Cultural hub with the Library Learning and Heritage Centre acting as an anchor tenant providing continuous activity and attracting constant visitors to the area.

A joint Master Plan project to investigate a Geelong regional cultural precinct was funded by the State Government and the City of Greater Geelong and approved in April 2008.

The Cultural precinct is expected to not only enliven the cultural life of the people of Greater Geelong but also to rejuvenate the commercial activity in the town centre which has been eroded as more shopping centre developments have drawn the activity to outer areas.

As a key component of the cultural and community places within this precinct, the Geelong City Library and Heritage Centre has been involved in the planning process and has contributed to the Master Plan. The planned regional Library and Heritage Centre for the Geelong region is positioned to:

- Provide a lifelong and trusted information broker;
- Provide an innovative community space for lifelong learning and literacy;
- Provide an inclusive community place;
- Provide a gateway to the significant collection of the region's heritage.

The synergies with the vision and aspirations that Shoalhaven City Council have for the Masterplan for the Nowra Town Centre, the possibilities for further developing the cultural offerings through the redeveloped Art Gallery and an expanded library are numerous. Council is also reviewing the D.C. plan for Nowra.

6.1.1 Nowra Library Building

The building is owned by Council and the original library built in 1967 with a further extension and refurbishment in 1990. The Nowra Library is the main library for the Shoalhaven Libraries' service and has the largest reference collection and local history collection. The administrative and technical library service functions are operated from this library. Shoalhaven also operates as a Regional Library Network providing technical and some administrative library functions for the neighbouring Councils of Eurobodalla and Kiama, members of the South Coast Cooperative Library Service.

- The land is owned by Council. The Art Gallery next to the Library is owned by Council as is the Egan's Lane car park at the exterior of both the Art Gallery and the Library. The Art Gallery has been recently upgraded with a now vibrant, updated exterior to the building and new signage.
- The Mobile Library must also be able to park at the Nowra Library for the purposes of stock transfer at the beginning and end of the day's mobile library schedule. Administrative tasks required by the Mobile Library Operator are also undertaken at this time. The permanent docking bay for the Mobile Library is the Council Depot in Bomaderry.

6.1.2 Access

The Library is highly visible from the street and is situated next to the Art Gallery. Signage to the rear of the library overlooking the Egan Lane carpark could be improved and there is budget allocation to undertake this work. Disabled access is provided via a ramp to the main library doors from Berry Street. The Stewart Place bus interchange is situated in the town centre providing public transport access for residents, visitors and particularly the elderly to the Library in its current location. Further there is a drop off area for specific buses/taxis in the loading bay at the library. Car Parking is also available in the Egan Lane Car park and also across the road in the free Public 2 hour carpark.

The Library is also within reasonable walking distance from 2 Primary Schools, 1 High School and 1 daycare centre.

6.1.3 Library Interior

The current library collection totals 125,485 which includes a large stack collection which would be dispersed to the Branches if the Branch Libraries were of a larger size. This contributes to a low turnover rate for the collection of 2.7. International industry benchmarks are set at a base turnover rate of 4.0. This library has recently been refurbished with relatively new furniture, new end panels for shelving and has good lighting. A community meeting room is provided on the ground floor with afterhours access. The Local History room is located within the staff workspace, and this poses some access difficulties.

The staff workspace is crowded and impacted by the presence of the stack and local history compactus shelving. There is a need for good workspace to enable staff to have adequate and efficient workflows to undertake the regional purchasing, cataloguing and end processing of the regional collection.

6.1.4 Expansion possibilities

The Nowra Library is located in the Nowra Town Centre adjacent to the Art Gallery. The town centre for Nowra is a traditional model with a set number of streets forming the town centre. Nowra Fair is the largest shopping mall in Nowra and is situated some distance away on the opposite side of the Princes Highway. Nowra Fair records a significant amount of retail activity happening in the mall drawing residents away from the Town Centre.

The library building and land is owned by Council with Council also owning significant adjacent land parcels. The sites are located on Berry Street and has sufficient parking with several adjacent car parks. The sites are within walking distance of most services in the town centre though there is limited public transport in Nowra. The adjacent sites include:

- Shoalhaven City Arts Centre located next door;
- Egan's Lane car park at the rear of both the Art Gallery and the Library;
- A 917sqm lot adjacent to the Shoalhaven City Arts Centre that is currently leased by Betta Electrical; and
- Council car park on the opposite side of Berry Street.

There is an opportunity to create a Community / Cultural hub to rejuvenate the Town Centre and active participation in the Masterplan process is essential to ensure that the cultural services are considered within the resulting Townplan.

There is an opportunity to expand over the Egan Lane's car park at the exterior to the current library building. Council is currently investigating options for optimising the use of this land while maintaining the car parking.

Figure 6.1: Council Sites in Nowra



Source: Shoalhaven City Council, AECgroup

- The option of extending existing building across Egan's lane carpark and the Betta Electrical building is the most cost effective option that can provide a Central Hub library to the size recommended and maximise efficiencies, community access to meeting and learning facilities and service delivery. A concept plan has been provided for this option.
- A second option is to build a new expanded library on the Berry Street carpark opposite the current library. Partnership opportunities could exist for this site for either a multistorey car park, or multistorey residential apartments. This would require significant project staff and funding to forward and impact on existing carparking capacity.
- Other sites include moving to the retail area however, the size required for the Central Library at Nowra would attract a prohibitive ongoing operational cost for any leased premises. The Leisure Centre at Bomaderry was also considered but was felt that it was too far from the existing destination point for the majority of existing customers, schools and public transport options to be a feasible option.

6.2 Ulladulla Library & Visitors Centre

The Ulladulla Library and Visitor Centre is housed in the Ulladulla Civic Centre. There is currently another investigation into the Civic Centre and its current use and form. The preliminary findings of this investigation are to change the focus of this building and remove the larger Civic Centre functions (such as the stage and the commercial kitchen) and reallocate space to the Library and Visitor Centre. Other functions being explored for the site are to include a bus interchange and café. There is an active Bowls Club situated directly behind the library and a medium range retail centre beside the library to the back and an Anglican Church to the front of the neighbouring block which provides constant people traffic to the area. There are opportunities for enhanced pedestrian flow through traffic to the Harbour from the Community Centre in St. Vincent Street. The High School is also situated in St. Vincent Street. The DCP allow for the redevelopment as a Key development site.

6.2.1 Ulladulla building

The building is Council owned and built in 1969, extended in 1980, replacing the stone School of Arts building. Council Visitor Centre services are also provided through the

library with the library staff undertaking these services. The land is also owned by Council as is the surrounding parkland. This space is very cramped, at only 178 sq mtrs, and storage options are supplied within the Civic Centre areas. There is good natural light into the library. A very small entry way and foyer provide entrance to the library. There is a mixture of very old and newer versions of the same kinds of shelving, especially for the brochure holdings for the Tourism component of the information provided and this gives a very 'op shop' feel to the library rather than promoting a professional information service image. The library outlook is also to the car park, missing the beauty of the harbour outlook for library users. There is a small staff space used as a tearoom with the working space for staff designed into the main service counter

6.2.2 Access

Civic Centre car park separates the Civic Centre building from a medium retail centre that contains supermarket and a range of specialist retail shops. Public transport access is provided through the Public bus stop outside of the library and there is good parking, with overflow parking available in the shopping centre if it was ever required. This site is close to the High School and within one block of the Primary School providing good access for students.

6.2.3 Expansion possibilities

- There is the opportunity to rework the entire Civic Centre and Library space to incorporate the Community and Library needs and provide for a Tourist Information Centre, Bus interchange and a retail café within the existing grounds. A concept plan has been provided to demonstrate this option.
- The opportunity to move from the existing site to the top of the road in the old Bunnings Building is an alternative option, however further consultation deemed this the less suitable option for clients. This is sighted on the corner of Princes Highway & Deering Street and requires customers of the shopping centre to walk up a steep hill to access. The unique view and aspect of the current site would also be lost. *Please note that this building has since been leased and is no longer available.*

6.3 Milton Library

Historically Milton was the Town Centre before the development of Ulladulla township and the further development of increased retail options at Ulladulla. The Milton Library is housed in the old Town Hall, situated in the main street of Milton next to the Milton Theatre and is another heritage listed building. Milton township is small and compact and has an active cultural community and an established tourism industry. The building and land are Council owned and with the Town Hall built in 1872 and was the original School of Arts.

6.3.1 Milton Library Building

This library is a very small library at 130 sq metres and is very cramped and cluttered with library staff mistakenly filling this library past capacity in an effort to provide more collection than can adequately be catered for in the space.

Refurbishment is constrained by the Heritage listing of the building which also makes it difficult for the technical infrastructure required for increased public access internet terminals and online library services which could be delivered by increased terminals.

Current unsightly communications cabling detracts from the professional image of a library and also includes visible redundant cabling and lighting fixtures, again adding to the unnecessary clutter. There is also a significant rising damp issue that has affected skirting boards and walls that has yet to be resolved.

The old furniture and shelving also adds to the impression of clutter and again there is an attempt to have too much in a very small space. High ceilings and natural lighting provide good ambience to this space and it has the potential to be a more useful community space.

6.3.2 Access

Access is limited to 10 hours per week with adequate parking provided for the hours of opening. It is too small to encourage school visits. Security is an issue with only one staff member and customers act as a buffer when difficult or threatening customers are in the library.

6.3.3 Future of Milton Library

Opportunities exist to redevelop to a community lounge room model in the short term which encompasses the following

- Local, tailored boutique collection that is constantly updated and increase online services and downloadable media
- Comfortable lounge seating
- Possible Infotainment area with a flat screen TV/PC and viewing lifestyle channels, sport and CNN
- Increase Public Access Internet terminals to 2 (standard is 1 per 3000 population)
- Explore further partnerships to enable the space to be used for the community in more innovative ways without the need for library staff to be in attendance
- Review library service point 18 months after the new southern hub library development has opened at Ulladulla. Possible strategies to include in the review are:
 - Opportunity for Mobile Library services to be expanded to serve Milton township
 - Redevelop Milton Town Hall as a community gathering space with more linkages to the arts and cultural communities
 - Opportunity for Heritage collection / Genealogy specialist services delivered in partnership

6.4 Sanctuary Point Library

Sanctuary Point Library services the Bay and Basin region of the Shoalhaven encompassing, St Georges Basin, Vincentia and Sanctuary Point. In Council's future planning instruments there is a new growth centre for this region at what is commonly known as the 'crossroads' which is where the following main roads form a crossroads: Jervis Bay Road and Wool Road. This new growth centre is designated for medium retail and residential development and includes an existing High School and Primary School and Leisure Centre and two private church schools in addition to the retail centre. Within the commercial development there is designated dedicated floor space for a library and this is part of the Council planning approval. The status of this development is unknown as the original developer, Stocklands, has recently sold the land to another developer.

The new Council has indicated that they would like to retain or preserve, some library service at Sanctuary Point. This is considered a disadvantaged area and the presence of a library is seen as essential and they are hesitant to take away a service. With the increased retail and larger discount supermarket and chain stores that are to be developed at the Crossroads development this will be an attractor for all the Bay and Basin residents including those at Sanctuary Point.

6.4.1 Sanctuary Point Library Building

The current Sanctuary Point Library is an attractively appointed demountable building owned by Council and placed on leased land owned by the NSW Department of Education. The demountable was refurbished for a library and placed on the land in 1995 and has recently had the exterior painted. This library is only 141 square metres and is inadequate for the population catchment it is currently serving. It is situated next to the Primary School and close to a small retail centre with the main shopping located at Vincentia. There is no public transport access to this area and dedicated library parking and on street parking is provided. Disabled access is provided through a wooden ramp that is difficult to navigate. There is a staff workroom which is also used as the holiday activity space and also operates as a lunchroom.

6.4.2 Expansion possibilities

- The Council does not own the land and the current building is a demountable building not lending itself to expansion.
- The 'Crossroads development' option is the best option for the Bay / Basin catchment and will be the main retail development for the area becoming a destination point for a significant number of residents. A generic concept plan that demonstrates a modern library functions and of the size required is supplied to demonstrate this option.
- Library services to Bay/Basin area should be hub level which would provide the following services currently not able to be undertaken:
 - Full suite of childrens' services including weekly storytimes and holiday activities and outreach to local catchment schools
 - Community learning opportunities with regular activities and workshops provided in partnership with community, other learning institutions
 - Collection of 30,000+ depending on building size
 - Public Internet access terminals 8 (standard is 1 for 3000 population however there will be a need to increase electronic services and information services)
 - One multi-purpose meeting area to accommodate 20
 - Full lending collection with very limited reference collection (provide this through public internet terminals and online databases)

7. Recommendations

7.1 Infrastructure Service Delivery Model

The following set of strategic principles and objectives have been developed to assess the service delivery model that provides a sustainable Shoalhaven library service into the future:

- Positioning libraries as valued destinations by the community;
- Aligning resources and services with community needs and aspirations;
- Locating libraries in highly visible and accessible locations to increase usage;
- Developing mutually beneficial partnerships with other community service providers;
- Effective strategic and operational planning;
- Cost-effective investment in and maintenance of assets; and
- Effective and efficient financial management and administration.

The preferred network approach for library services into the future is:

- Maintaining the central hub library in Nowra which provides a full suite of services, including local history, community meeting room and extended access to computers and public internet;
- This central hub to be supported by two (2) strategically located branch hub libraries at Ulladulla and Bay/Basin Catchment (Crossroads Development) that are significantly larger than currently provided, offering an extended suite of services from the current library services, including community meeting spaces, community learning workshops and extended access to information technology;
- The model is further supported by redeveloping and extending the Mobile Library timetable to ensure access to library services to all communities, including access to public internet facilities.
- This network can also be supported by scaleable, satellite points of presence in local communities in accordance with partnered opportunities and existing points of presence.
- The model would also be supported by improved stock rotation and inter-library flexibility, including assessing alternative stock delivery options. An enhanced online service network would complement the physical library network.

	Nowra Library
Issues	<p>The Nowra Library is presently located in a main street of the Nowra Town Centre, Berry Street, and is 1,570sq metres. Based on service benchmarks for 2036 it is recommended that Council plan to provide a library of 3,000 sq metres to service the expected population growth. There is a Masterplan process currently being undertaken for the Nowra Town Centre and the DC plan for Nowra is also being reviewed.</p> <p>The current site has good access to public transport and a drop off area for specific buses / taxis. Three schools and a daycare center are also within walking distance of the library at its current site.</p> <p>Council owns the carpark across the street which could also provide an optimum Greenfield site for a 3000 square metre building while maintaining the current site attributes.</p> <p>There is an opportunity to extend the existing library building across Egan's Lane and maintain library functionality, carparking and provide the required 3,000 square metres.</p>

Strategy	<p>Improve library layout and signage prior to 2012 including:</p> <ul style="list-style-type: none"> • Layout: <ul style="list-style-type: none"> ○ Review the hardcopy Reference and stack collections and reduce stock levels in these collections based on assessment of online reference alternatives and usage; ○ Increase flexibility of shelving options; ○ Assess the introduction of genre shelving, i.e. introduction of a House and Garden collection. • Increase provision of technology: <ul style="list-style-type: none"> ○ Increase computer terminals including study areas ○ Investigate RFID technology options including grant funding ○ Increase access to electricity for laptops throughout the building including the foyer • Signage and existing space usage and furniture placement <ul style="list-style-type: none"> ○ Reassess foyer space, entry and circulation counter based on industry trends to smaller service counters and to maximise entry statement and available space for comfortable seating ○ Engage architect / interior designer for interior design and signage options for existing spaces ○ Interior and Exterior signage upgraded • Staff Workroom <ul style="list-style-type: none"> ○ Include staff workspaces, community meeting room in any redevelopment or refurbishment program to maximise workflow and available space
Strategy	<ul style="list-style-type: none"> • Maintain a Nowra Town Centre site for the development of a new larger Central Hub Library within 10 years, with the extension of the existing library over Egan's Lane as the preferred cost effective option. • Actively engage in the Nowra Town Centre Master Plan to enhance cultural services hub in Berry Street with increased partnered programs with the Art Gallery.
Timeframe	Short-term (1-3 years)
Strategy	<ul style="list-style-type: none"> • Provide new library of 3,000 sq metres by extending the existing Library across Egan's Lane carpark by 2020 • Ensure capital funding for new Central Hub Library is considered in Council's 10 year capital funding forward program
Timeframe	Medium to Long-term (5-10 years)

	Ulladulla Library
Issues	<p>The Ulladulla Library and Visitor Centre is housed in the Ulladulla Civic Centre with the population significantly under catered for when assessed against current library building standards.</p> <p>There is currently another investigation into the Civic Centre and its current use and form. The preliminary findings of this investigation are to change the focus of this building and remove the larger Civic Centre functions (such as the stage and the commercial kitchen) and reallocate space to the Library and Visitor Centre.</p> <p>The current site is deemed the most suitable for a large, Southern Hub Branch Library that offers residents access to co-located Council administration services, increased library services, increased Tourism and Business Centre services and community meeting spaces. Good access to Public Transport, Schools, Retail and Parking as well as the future planning for the area reaffirm that this is the optimum site for community infrastructure.</p>
Strategy	<p>Develop a Southern Hub branch library of 1,500 sq metres serving the Southern area of the Shoalhaven within three (3) years.</p> <p>Redevelop the Civic Centre to include the following functions:</p> <ul style="list-style-type: none"> • Move the Council Administration Centre from the Ulladulla Depot

	<ul style="list-style-type: none"> Expanded Tourism Business Centre Flexible Community Meeting spaces that cater for most of the current Civic Centre users and includes small and large meeting rooms Significantly expand the Library area to 1,500 sq meters <ul style="list-style-type: none"> Expanded collection: 40,000 items with low shelving options and genre layouts Expanded Information Technology access: 12 PCs, wireless Internet access Expanded services including Community learning workshops, increased adult programs and events, young adult access to Infotainment, expanded children's programs
Timeframe	Short-term (0-3 years)

	Milton Library (Scaleable Point of presence)
Issues	<p>The Milton Library is housed in the Town Hall built in 1872 which was the original School of Arts. This library is open 10 hours per week and is currently highly cluttered and cramped.</p> <p>There is the potential to redevelop the library to a community lounge room model in the short term and to explore possible partnerships to enable the space to be used for the community in more innovative ways without the need for library staff to be in attendance.</p>
Strategy	<ul style="list-style-type: none"> Local, tailored boutique collection that is constantly updated and increase online services and downloadable media Remove all outdated, old shelving and furniture Provide comfortable lounge seating Possible Infotainment area with a flat screen TV/PC and viewing lifestyle channels, sport and CNN Increase Public Access Internet terminals to 2 (standard is 1 per 3000 population) Explore further partnerships to enable the space to be used for the community in more innovative ways without the need for library staff to be in attendance Develop a display/signage policy to ensure professional image is maintained
Timeframe	Immediate (0-1 years)
Strategy	<ul style="list-style-type: none"> Review library service point 18 months after the new southern hub library development has opened at Ulladulla in regard to suite of services offered and opening hours Possible strategies to include in the review are <ul style="list-style-type: none"> Opportunity for Mobile Library services Redevelop Milton Town Hall as a community gathering space with more linkages to the arts and cultural communities Opportunity for Heritage collection / Genealogy specialist services
Timeframe	Short-term (2-3 years)

	Bay / Basin Catchment
Issues	<p>Currently the Bay/Basin catchment is serviced by the Sanctuary Point Library. The Bay / Basin catchment currently represents 25% of the Shoalhaven's population with future projected growth of 1.5% due largely with the proposed Cross Roads residential development. The current branch library building is significantly undersized when assessed against the People Places standards for libraries.</p>
Strategy	<ul style="list-style-type: none"> Redevelop Sanctuary Point Library to a Community Lounge Room model that includes: <ul style="list-style-type: none"> Local, tailored boutique collection that is constantly updated and increase online services and downloadable media

	<ul style="list-style-type: none"> o Possible Infotainment area with a flat screen TV/PC and viewing lifestyle channels, sport and CNN o Increase Public Access Internet terminals to 2 (standard is 1 per 3000 population) o Review current hours of operation to ensure the needs of residents are being met
Timeframe	Short-term (0 -3 years)
Strategy	<ul style="list-style-type: none"> • Plan for a large branch library (1,400sq meters) within the Cross Roads retail development • Develop scaleable point of presence for library services at Sanctuary Point that includes: <ul style="list-style-type: none"> o Delivered in partnership with community organisations o Access to Information Technology and public internet terminals o Access to the Online Library Catalogue o Access to requested items o Library Service Outreach for Community Learning workshops, children's programs and home delivery for frail aged
Timeframe	Medium-term to Long Term (5-15 years)

Sussex Inlet (Scaleable Point of Presence)	
Issues	There is no static library in Sussex Inlet at this time with library services delivered through the Mobile Library Service. Council is actively investigating the purchase of land for a co-located community facility in Sussex Inlet. The Sussex Inlet Settlement Strategy notes that a comparatively small population is a constraint for the provision of community facilities and recommends strategies to monitor and review the provision of services and facilities based on residential growth.
Strategy	<ul style="list-style-type: none"> • Within the Review of Mobile library schedule investigate the increase of Mobile Library services to the township • Investigate partnership options for the location of access to the library catalogue and potential pickup of library reservations within the township • Should funding become available for the operation and provision of a static library service point that this be provided as a community lounge model.
Timeframe	Short to Medium-term (1- 10 years)

Mobile Library Service

Mobile Library	
Issues	<p>The current Mobile Library service schedule has the potential to be reviewed with additional capacity to deliver expanded services to growing areas within the Shoalhaven, such as Sussex Inlet.</p> <p>Investigation into flexible mobile service delivery options in light of the ageing population, provision of access to Public Internet and more flexible services could be undertaken for future planning.</p>
Strategy	<ul style="list-style-type: none"> • Review current Mobile Library schedule to expand services to growing communities. Costing and utilisation of the Mobile Library for Saturday service delivery should be included in the review. • Investigate alternative delivery options from the Mobile Library for the delivery of increased stock rotations (and reservations) across the Shoalhaven. • Investigate the need for a hybrid mobile library service delivered through a smaller more flexible vehicle that can deliver integrated Council, community and library services to targeted communities and customers for the long-term.

Timeframe	Immediate (0-18 months)
------------------	-------------------------

References

Better Public Libraries, London: Commission for the Architecture and the Built Environment (CABE) and Resources (MLA), 2003.

Cox, Eva, 'A Safe Place To Go: Libraries and Social Capital', 2000.
http://www.sl.nsw.gov.au/services/public_libraries/docs/safe_place.pdf

Harris, Kevin, 'Third places, libraries and the public realm' presentation at Third Place Forum. Caloundra, Qld 2007.

Heckman, James, 'Invest in the Very Young'. The Ounce of Prevention Fund and the Irving B. Harris Graduate School of Public Policy Studies, University of Chicago. 2006

Libraries Building Communities: the vital contribution of Victoria's public libraries – A research report for the Libraries Board of Victoria and the Victorian Public Library Network. State Library of Victoria 2005

Mercer, Colin '2020 Vision: Towards the Libraries of the Future'. Libraries Working Group of the Cultural Ministers Council. 1996

People Places www.sl.nsw.gov.au/plb/policies/build/guide.pdf

Seattle Public Library, *Economic benefit of the investment in the public library*, Discussed in Worth their Weight. Americans for Libraries. 2007.
<http://www.ala.org/ala/aboutala/offices/ors/reports/worththeirweight.pdf>

Tranter provides an excellent overview of the role community facilities play in community development. Tranter, A. 'More Than Just a Space: The Role of Facilities in Adding Community Value' Keynote presentation to the Conference on Community and Leisure Facilities, Melbourne, 15-16 August 2005

The UNESCO Manifesto for the public library, prepared in conjunction with the International Federation of Library Associations (IFLA)
<http://www.unesco.org/webworld/libraries/manifestos/libraman.html> accessed on 17 March 2004.

Worth their Weight. Americans for Libraries. 2007.
<http://www.ala.org/ala/aboutala/offices/ors/reports/worththeirweight.pdf>

Appendix A:

Table A.1: Demographic Indicators by Place of Enumeration, Shoalhaven LGA

Indicator	1996	2001	2006
Indigenous Population			
Indigenous population (% of total)	3.2%	3.6%	3.8%
Age Distribution			
0-14 years	23.5%	21.8%	19.7%
15-24 years	10.4%	10.3%	10.7%
25-64 years	48.4%	48.8%	48.7%
65+ years	17.7%	19.1%	20.9%
Average age (years)	37.9	39.8	41.7
Ethnicity & Language			
Born in Australia	87.2%	86.8%	86.6%
Born overseas	12.8%	13.2%	13.4%
Speaks English only	96.8%	96.7%	96.5%
Speaks other language	3.2%	3.3%	3.5%
Household Characteristics			
Couple family with children	29.9%	26.7%	24.9%
Couple family without children	31.3%	31.2%	31.9%
One parent family	10.1%	10.7%	11.0%
Lone person household	22.5%	23.8%	24.8%
Average persons per household	2.53	2.46	2.39
Housing Tenure			
Fully owning home	50.4%	50.2%	43.8%
Purchasing home	20.2%	20.6%	26.6%
Renting	25.1%	23.4%	23.3%
Socio-Economic Characteristics			
Unemployment rate (% labour force)	14.5%	11.1%	9.4%
Participation rate (% of population > 15 years)	49.0%	47.8%	48.6%
Average weekly household income	\$504	\$713	\$894
Average monthly housing loan repayment	\$757	\$873	\$1,334
Average weekly rent repayment	\$110	\$127	\$168
Non School Qualifications			
% of persons with non-school qualification	28.4%	32.8%	37.3%
Bachelor degree or higher	5.5%	7.0%	8.6%
Certificate or Diploma	22.9%	25.8%	28.8%
Motor Vehicle Ownership			
Owning a vehicle	85.3%	85.2%	86.2%
Private car travel to work	65.7%	66.2%	69.3%

Source: ABS 1996, 2001 & 2006 Census, AECgroup

Table A.2: Demographic Indicators by Place of Usual Residence

Indicator	Milton	Nowra	Sanctuary Point	Ulladulla	Shoalhaven LGA	NSW
Indigenous Population						
Indigenous population (% of total)	1.2%	4.8%	3.3%	1.7%	3.7%	2.1%
Age Distribution						
0-14 years	18.1%	20.3%	17.8%	17.9%	19.3%	19.8%
15-24 years	8.5%	11.8%	9.0%	9.6%	10.6%	13.3%
25-64 years	51.4%	49.2%	48.5%	48.4%	49.0%	53.0%
65+ years	22.0%	18.7%	24.7%	24.1%	21.1%	13.8%
Average age (years)	43.9	40.2	44.3	43.9	42.0	37.5
Ethnicity & Language						
Born in Australia	87.9%	87.0%	84.8%	87.3%	86.5%	74.4%
Born overseas	12.1%	13.0%	15.2%	12.7%	13.5%	25.6%
Speaks English only	97.7%	96.7%	95.9%	96.8%	96.5%	78.7%
Speaks other language	2.3%	3.3%	4.1%	3.2%	3.5%	21.3%
Household Characteristics						
Couple family with children	26.6%	28.1%	22.8%	23.6%	25.9%	33.5%
Couple family without children	38.0%	31.3%	36.2%	36.0%	33.7%	26.1%
One parent family	9.8%	11.8%	12.2%	11.0%	11.7%	11.7%
Lone person household	23.9%	25.6%	25.6%	26.6%	25.6%	23.8%
Average persons per household	2.40	2.45	2.32	2.31	2.39	2.59
Housing Tenure						
Fully owning home	52.4%	40.9%	48.3%	50.5%	45.0%	34.8%
Purchasing home	27.9%	29.3%	26.1%	24.7%	27.7%	31.9%
Renting	15.1%	26.3%	21.8%	22.1%	23.8%	29.5%
Socio-Economic Characteristics						
Unemployment rate (% labour force)	9.7%	8.2%	11.4%	9.7%	9.2%	5.9%
Participation rate (% of population > 15 years)	48.7%	51.8%	42.9%	44.8%	48.3%	58.9%

Indicator	Milton	Nowra	Sanctuary Point	Ulladulla	Shoalhaven LGA	NSW
Average weekly household income	\$833	\$967	\$802	\$794	\$892	\$1,264
Average monthly housing loan repayment	\$1,278	\$1,373	\$1,248	\$1,302	\$1,333	\$1,706
Average weekly rent repayment	\$173	\$163	\$175	\$171	\$167	\$232
Non School Qualifications						
% of persons with non-school qualification	40.6%	38.2%	35.8%	36.9%	37.6%	40.7%
Bachelor degree or higher	9.3%	9.5%	6.6%	8.2%	8.6%	16.5%
Certificate or Diploma	31.3%	28.7%	29.3%	28.7%	29.0%	24.2%
Motor Vehicle Ownership						
Owning a vehicle	93.1%	87.3%	89.7%	90.1%	88.7%	84.5%
Private car travel to work	63.9%	68.7%	70.3%	67.2%	68.6%	62.1%
Internet Usage at Home						
Broadband	26.9%	28.3%	24.3%	25.1%	26.7%	40.5%
Dial-up	29.7%	27.7%	25.8%	25.7%	27.0%	20.3%
No Internet connection	40.0%	40.3%	46.0%	46.1%	42.7%	35.1%

Source: ABS 2006 Census, AECgroup

PAGE LEFT INTENTIONALLY BLANK



Brisbane	Level 5, 131 Leichhardt Street Spring Hill QLD 4000	PO Box 942 Spring Hill QLD 4004	T F	+61 7 3831 0577 +61 7 3831 3899
Melbourne	Level 27, 101 Collins Street Melbourne VIC 3000		T F	+61 3 9653 9312 +61 3 9653 9307
Sydney	Level 6, 234 Sussex Street Sydney NSW 2000		T F	+61 2 8223 3874 +61 2 8223 3871
Townsville	233 Flinders Street East Townsville QLD 4810	PO Box 5804MC Townsville QLD 4810	T F	+61 7 4771 5550 +61 7 4771 5152
Perth	Level 18, Central Park 152 - 158 St Georges Terrace Perth WA 6000		T F	+61 8 9288 4456 +61 7 9288 4457