

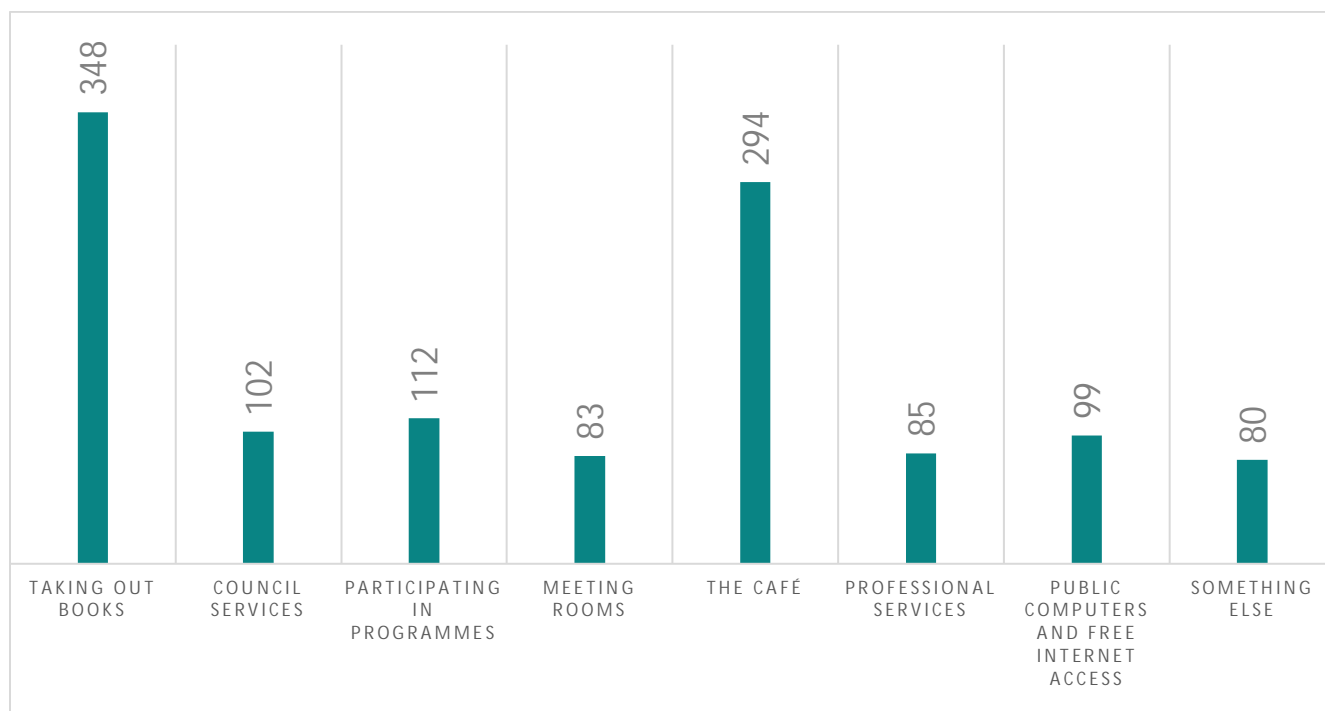
## Analysis

### Overview from public submissions

Between 22 June and 25 July 2022, 372 submissions were received on the South Library | Te Kete Wānanga o wai Mōkihi and Service Centre.

Of the 372 submissions received, the following themes were found the most prevalent:

#### What do people use the library for?



The majority of submitters use the library to take out books (348 | 94%) and use the café to meet with friends and socialise (294 | 79%). All other uses were generally equal.

#### What people liked?

- Taking advantage of the space available at South Library was a prevalent theme that wasn't listed e.g. viewing art exhibitions, studying, books clubs, hang out spaces.
- A large amount of users said a part of South Library they enjoyed the most was the variety and frequency of art exhibitions and seasonal displays (225 | 60%)
- The layout and sense of space e.g. the warmth and inclusive feeling of the space (102 | 27%); the natural light the space receives during the day (92 | 25%)
- The collection of books available to borrow (70 | 19%)
- The space is child and infant friendly – with availability of changing stations and spaces for kids to play in (60 | 16%)
- The staff and the friendliness they provide (52 | 15%)

- The convenience and general space (58 | 16%); the proximity to the river and the availability of green space (39 | 10%)

#### What could be improved?

- The eco-friendliness and interaction with the natural environment – being able to use the land in a reciprocal way (both benefit) (63 | 17%)
- Upgraded area for kids – playground outside, kids area put next to the café so parents can keep greater care (61 | 17%)
- A more diverse and upkept book and magazine collection – higher turnover of books and variety (52 | 14%)
- More private space for studying and working as well as quiet space for those who want to focus on reading and other activities that need quiet (45 | 12%)
- Refurbished and renewed toilets as well as toilets for children – changing rooms (42 | 11%)
- Availability of parking – disabled parking as well as more parking users; management of groups that aren't using the library and instead visiting the river (35 | 9%)
- Improved heating and cooling in the space – too cold in winter and too hot in summer (30 | 8%)
- Soundproof or move the Café to an area away from the library so that the noise doesn't disrupt library activities (23 | 7%)

(37 | 10%) Said that nothing is needs to be improved

(60 | 17%) Left this field blank

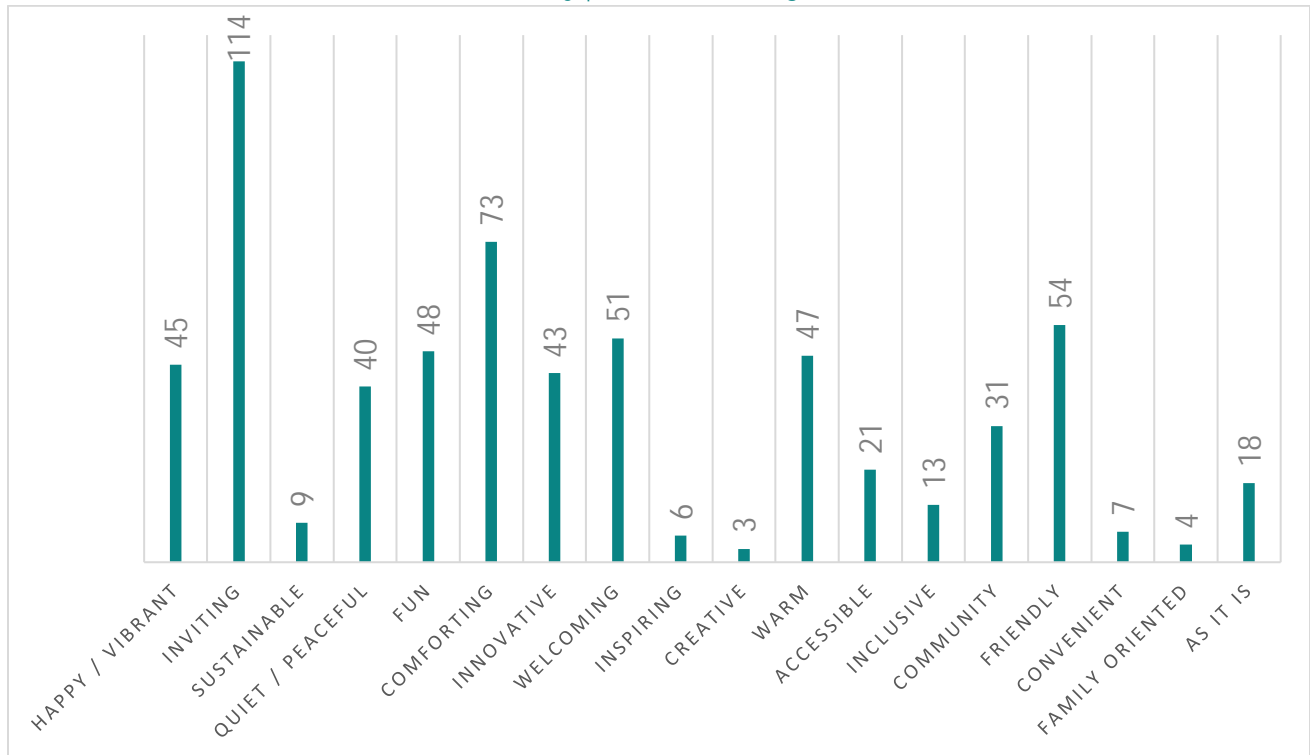
#### How could the facility better reflect the community?

- More connection to Māori values and embracing bi-cultural aspects (67 | 20%)
- Enabling local communities to engage and utilise the space in the library (65 | 19%)

(39 | 11%) Happy with it as it is

(182 | 49%) Were unsure or provided no answers

## Words that describe users ideal South Library | Te Kete Wānanga o wai Mōkihi and Service Centre?



The main words / sentiments that submitters held were that they wanted South Library to be

- Inviting
- Comforting/comfortable
- Friendly
- Welcoming
- Fun
- Happy / vibrant
- Innovative

### Submitter profile

- Submissions were received from 17 relevant organisations including those related to resident groups (1), community groups using the space (13) these include: Ōpāwaho Heathcote River Network, St Peters School and Beckenham Te Kura o Pūroto, Justice of the Peace, the Port Hills Trust, U3A Port Hills and Code Club.
- The majority of submitters came from the surrounding area – Cashmere, Sydenham, Somerfield, Beckenham, St Martins, Spreydon and Ōpawa.

**Disabled Persons** Assembly NZ



July 2022

To Christchurch City Council

Please find attached DPA's submission on South Library and Service Centre Building

## **Disabled Persons Assembly NZ**

Contact:

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**Christchurch Kaituitui**

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## **Introducing Disabled Persons Assembly NZ**

Disabled Persons Assembly NZ (DPA) is a pan-impairment disabled person's organisation that works to realise an equitable society, where all disabled people of all impairment types and including women, Māori, Pasifika, young people are able to direct their own lives. DPA works to improve social indicators for disabled people and for disabled people be recognised as valued members of society. DPA and its members work with the wider disability community, other DPOs, government agencies, service providers, international disability organisations, and the public by:

- telling our stories and identifying systemic barriers
- developing and advocating for solutions
- innovation and good practice

## **United Nations Convention on the Rights of Persons with Disabilities**

DPA was influential in creating the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD), a foundational document for disabled people which New Zealand has signed and ratified, confirming that disabled people must have the same human rights as everyone else <sup>1</sup>. All state bodies in New Zealand, including local and regional government, have a responsibility to uphold the principles and articles of this convention.

There are a number of UNCRPD articles pertinent to this submission, including:

### **Article 9 – Accessibility**

“States Parties shall take appropriate measures to ensure persons with disabilities access, on an equal basis with others, to the physical environment, to transportation, to information and communications.”

## **New Zealand Disability Strategy 2016-2026**

Since ratifying the UNCRPD, the New Zealand Government has established a Disability Strategy to guide the work of government agencies on disability issues. The vision is that

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<sup>1</sup> United Nations Convention on the Rights of Persons with Disabilities, December 13, 2006.  
<https://www.un.org/development/desa/disabilities/convention-on-the-rights-of-persons-with-disabilities/convention-on-the-rights-of-persons-with-disabilities-2.html>

New Zealand be a non-disabling society, where disabled people have equal opportunity to achieve their goals and aspirations, and that all of New Zealand works together to make this happen<sup>2</sup>. It identifies eight outcome areas contributing to achieving this vision, including:

### **Outcome 5 – Accessibility**

“We access all places, services and information with ease and dignity.”

## **The submission**

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DPA is providing this submission for the Christchurch City Council in relation its proposals for upgrading the South Library and Service Centre. DPA welcomes the opportunity to submit on this given the importance of the library and service centre complex to the South Christchurch community and the fact that damage sustained during the 2010-11 earthquakes needs to be finally addressed. We believe that the updated centre will bring the community together and thereby enhance the wellbeing of all members of the local community, including disabled people.

DPA would like to see the South Library and Service Centre upgrade be fully inclusive through incorporating Universal Design (UD) standards throughout as part of the retrofitting process. This will ensure that all disabled people, their wider whanau and communities will be able to access the facility.

We have several recommendations to ensure that the facility can achieve this status and become a truly disability and people friendly space.

As a disabled person’s organisation (DPO) - one run by and for disabled people – we would welcome the opportunity to be involved in all discussions going forward on this development as per Article 4.3 of the UN Convention on the Rights of Persons with Disabilities (UNCRPD). Our Christchurch Kaituitui is available to join in these discussions alongside other members with sufficient notice.

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<sup>2</sup> Office for Disability Issues. (2016). *New Zealand Disability Strategy 2016 – 2026*. Retrieved from <https://www.odi.govt.nz/assets/New-Zealand-Disability-Strategy-files/pdf-nz-disability-strategy-2016.pdf>

## DPA's recommendations

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The Disabled Person's Assembly recommends:

**Recommendation 1:** That there are sufficient mobility car parking spaces to accommodate the growing population in South Christchurch which encompasses disabled and older people living there.

**Recommendation 2:** That there be an accessible entrance for everyone including mobility wheelchairs/scooters and that doorways throughout the facility are also fully accessible and wide enough to admit all users.

**Recommendation 3:** That there are clear visible signs for Deaf/hearing impaired people and also blind/vision impaired people with Braille signage included.

**Recommendation 4:** That visual fire alarms be fitted to ensure that Deaf and hard of hearing people will be alerted about an emergency when it activates. An example of this occurred recently to one of our Deaf members who was in another public facility in the city when a fire alarm was activated resulting in increased anxiety for her.

**Recommendation 5:** That a quiet space be created within the centre for people to retreat to where they can rest and reflect. It will be a space for neurodiverse people, children (especially autistic children) and those who have psychosocial impairment and mental distress to reset themselves as naturally excessive noise can be generated and can overstimulate some people and/or create anxiety.

**Recommendation 6:** That rooms for meetings and study includes such features as suitable lighting which can be easily adjusted to ensure that settings are appropriate for all users, including neurodiverse people. Also, there is a need for audio hearing loops to be installed so that Deaf and hard of hearing users can participate in meetings and activities in those spaces, and that any furniture be ergonomic and accessible for all users.

**Recommendation 7:** That the Library and Customer Service Centre contain such features as accessible counters, appropriate lighting, and appropriate signage including in Braille and that information be available about the South Library and Service Centre in accessible

formats including NZ Sign Language, Easy Read for people with learning disabilities, Braille and large print as well as audio.

**Recommendation 8:** That the upgraded cafe incorporate features including accessible counters, standard height tables and chairs (in addition to any “bar” height tables and chairs) well-spaced tables and easy access to toileting and other facilities.

**Recommendation 9:** DPA would welcome the opportunity to be involved in any further discussions on the South Library and Service Centre development alongside other disability groups and community organisations.



Comments on design considerations for replacement of South Library/service centre  
From the Beckenham Neighbourhood Association  
25 July, 2022

### Introduction

The Beckenham Neighbourhood Association Inc has represented residents in the Beckenham Area since 1982. More than twenty years ago, we were heavily involved in the discussions which led to the construction of the current South Library building in 2000-2003, and use this library and service centre a lot. It is a much-loved and much-used community centre which is very important to the neighbourhood.

Many aspects of the current building work extremely well, including its location, the relation to the riverbank, the size of library, other facilities available (city council contact desk, meeting rooms, cafe), and the then-leading level of sustainability in the 2003 design.

We were initially surprised that the current relatively new building needed to be replaced. But we have attended a public meeting on 27 June about the detailed engineering analysis of repair vs rebuild options, and looked through the “South Library earthquake repair options” document tabled at the 1 June 2022 meeting of the Sustainability and Community Resilience Committee. This spells out the reasons for replacement being necessary, and includes major background on the cost and carbon implications of the various options.

So here we comment on what aspects of the current South Library work well or could be improved. We hope these points are useful in the early design stages.

### WHAT WORKS WELL

- Location – close to Colombo St, looks out over a bend of the river, easy walking distance to houses in Beckenham Loop and Thorrington. For those coming from a little further away there is good parking and easy access off Colombo St. For those walking along the Opawaho-Heathcote river trails, it’s a handy stop with public toilets and a cafe.
- Services – great to have a big and well stocked library with areas for reading, wifi and working on laptops. The meeting rooms are very useful (both the Sydenham room in library at east end, and three rooms of various sizes in the service centre at west end). Also very helpful having the service centre desk, and the cafe is great too.
- Size – library seems to be about right for the number of books it holds and patrons it attracts.
- Parking for cars and bicycles is good, with bike racks right outside the main entrance. There is plenty of space for the bike racks, which is important as there are a lot of e-bikes and cargo bikes in Beckenham used for transporting children, these are bigger than a normal bicycle.

### WHAT COULD BE IMPROVED.

The current building is great, but here are some things that could be improved.

- Moat and outside decks – this is probably obvious, but the “moats” never worked and have not been filled for years. They may have been designed to stop people entering or exiting the building via the outside courtyards (off the Boardroom, cafe, sofa area in the main library, and children’s play area outside the children’s library area) rather than the main doors. It’s unclear if the moats being empty has altered how the outside areas can be used. These outside areas are a mixed bag. The children’s play area to the east is well used, and the open area outside the cafe serves a useful purpose. Both are very good when a parent is there with young kids who are being noisy. It’s unclear if the open area off the Boardroom is used

(have to ask service centre staff). The open areas reached from the main part of the library seem to be little used and not really necessary.

- Lack of visual link to the river: although the north side of the building faces the park and riverbank, inside the library itself you would hardly know the river is there. There should be more windows at intervals along the north wall. At present the only areas with good views towards the river are the four glassed ends of wings of the building: the boardroom (at west end, not normally open to the public), the cafe seating area, and two seating areas in the library area itself (one with sofas facing west, and one with tables facing east). These are very nice spaces and well used (by individuals and, for example, a knitting group), but these spaces are hidden by bookshelves so you can visit the library frequently to get books and not really notice them. There are windows along the north wall, but most are above head height or at ankle level. The new building should have a much better visual link to the riverbank (within the constraints of limiting solar gain along that north wall etc). The cafe should face more out to the north, perhaps by shifting the counter perpendicular to the north wall – this would then separate the cafe off better from the library.
- Child-centric spaces – the children’s section of the library is very good, and well used. But it’s important to keep the area for children’s reading separate from areas with screens. There are several computers in the children's area with children's games pre loaded onto the home screen. These used to be right in the main kids book selection area. They are now divided off a little with a shelf of books, which works better as you can direct the kids away from the computer and also they don't just stare at it while other kids play now. For both adults and kids, moving screens are quite mesmerising. As other Christchurch libraries get 'updated' (e.g. Turanga) they seem to shift further towards more screens and play areas, and less shelves of good quality books. No doubt lots of people like that, but it seems important that the South library also keep good separated reading places. Managing sight lines and internal separation of the spaces will be crucial.
- Child-friendly fitout – another key point is to make sure that children are able to do more in the library themselves. Children love the 'check out penguin' and being able to get their own books out. It would be great to have that level of autonomy and access of use considered in other aspects of the design. The children's outdoor area and indoor spaces could be better connected, at present the big double doors are heavy, hard for kids to use, and swing shut on them. Lighter, smaller doors here would be great.
- It’s good to have a family room (parents’ changing room), but the current one next to the toilets mid-library needs better design. It is poorly ventilated with no windows, smelly nappy bins and a dirty chair for feeding. The taps are very hard for children to use on their own and have high water pressure, with the result that water splashes all over the children, their clothing, and the floor. This has been an issue for many years. As above, careful design of the facilities can enable children to do more things for themselves.
- The cycle parking out front is good, particularly that it’s covered which helps in winter, especially for bikes with child seats. It would help if the bike rack area had level access (more kerb cutdowns). Currently bikes either have to come in via the mobility carparks, or bump up the large curb. Coming up the curb is difficult for bikes with child seats, cargo bikes etc. Beckenham has a lot of families that use cargo bikes and similar for child transports (and in the last Stats NZ Census had the highest percentage of people commuting by cycle of any statistical block in New Zealand), so there is clear demand for this.

- Flexible meeting room spaces – we use one of the two small meeting rooms for Beckenham Neighbourhood Group meetings, but sometimes the room is a bit small for the number in our meeting. That has been particularly an issue under Covid-19 where maintaining some spatial separation is necessary. So firstly perhaps these rooms should be a bit bigger. Also, it would be useful if the two rooms could be opened up to one medium sized room using bifold doors or similar. This should take some of the pressure off the boardroom, which is good but often booked for other users.
- After hours access –as noted above we use the small meeting rooms in the evening for neighbourhood group meetings, and out of hours someone in our group has to push a button to allow other members entry to the building. Once you are in the meeting room itself, there's no way to see if any late attendees are outside wanting to get in. It would be helpful if each meeting room had a window giving a view of the footpath outside the after-hours entrance.
- One or two buildings, one or two entrances? It's somewhat confusing knowing what to call the building (it's both South Library and the Beckenham Service Centre), and which entrance to come in (by day you use the library entrance, by night you use a different entrance). The library and service centre are two different functions, but if the building had a single name it would be simpler to explain to people where to meet. Maybe it could even be designed with a single first entrance (with a second row of doors behind that, with the library ones locked after hours but the service centre meeting rooms accessible).
- The public toilets are back to back, with mens and womens' entrances on opposite sides. It's easy to find one, then realise you are in the wrong place for the one you actually need. It would be easier to "read" the building if their internal layout was flipped, so entrance to both toilets was from the same point in the middle, turning left or right as appropriate.
- Transition arrangements for cafe – during construction, the 18 month gap will be hard for the owners of the current library cafe. We hope thought is being given to including them in whatever temporary library setup is in place during the rebuild.

Dave Kelly  
 chair, Beckenham Neighbourhood Association