



narrm ngarrgu Library and Family Services

Date: 4 June 2024
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City of Melbourne Libraries



Acknowledgement of Country





CONTENTS

- Aboriginal Culture and Heritage
- Collaboration with Family Services
- Operational Model
- Level 1 – Reading Room/Makerspace, including CALD
- Level 2 – Main Library
- Level 3 – Children's Library, Family Services, Rooftop Terrace
- Achievements so far
- Video
- CoM Social Work Program



ABORIGINAL CULTURE AND HERITAGE

- Consultation with Wurundjeri Council from outset
- First Nations artworks throughout
- Woi-wurrung language used to name key areas

Project Control Group/Project Working Group

Project Lead – Justine Hyde
(Creative City)

Architects – Six Degrees

Project Manager – Manoj Sharma
(City Projects)

Libraries Lead – Anne-Maree
Pfabe

Family Services – Lynne Smith

Other specialists include:

Technical and Digital Services

Parks

Safety and Wellbeing







Insight 1

Connecton to Aboriginal culture and country

Munro as an inclusive space *for* Aboriginal communities and *about* indigenous culture and history. Connection is integrated and seamless rather than feeling like a 'bolt-on'.

**Connection to
Aboriginal culture is
integrated and
seamless rather than
feeling like a 'bolt-on'.**

Insight 2

Role in the city's recovery

The library plays a role in attracting residents and visitors back into the municipality. Creates a community hub that fosters social connection.

The library plays a role in attracting residents and visitors back into a precinct.

Insight 3

Customer-centric staffing model

Libraries of the future are customer service focussed and staffing models need to reflect a shift. The balance of back-of-house and front-of-house roles required needs reviewing.

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Insight 4

Align to community needs and expectations

The community is clear on its needs and expectations – a space that is inclusive and accessible, that is innovative and at the fore-front of technology and offers a diverse collection and programming options.

A space that is inclusive and accessible, that is innovative and at the fore-front of technology that offers a diverse collection and programming options.



LEVEL 1

- Concierge
- Public PCs
- Laptop lending
- Podcast studios
- Makerspace
- Meeting Rooms
- Changing Places facility



LEVEL 2

- Collection reflects diverse community
- Community Languages
- Learn English
- Language Learning
- Magazines
- Quiet Study
- Book Sorter
- Staff Room



LEVEL 3

- Children's Library
- Family Services
- Immunisation
- Playgroups
- Rooftop Terrace
- Meeting Room

Visitors



81,000

New Members



2,500

Print Loans



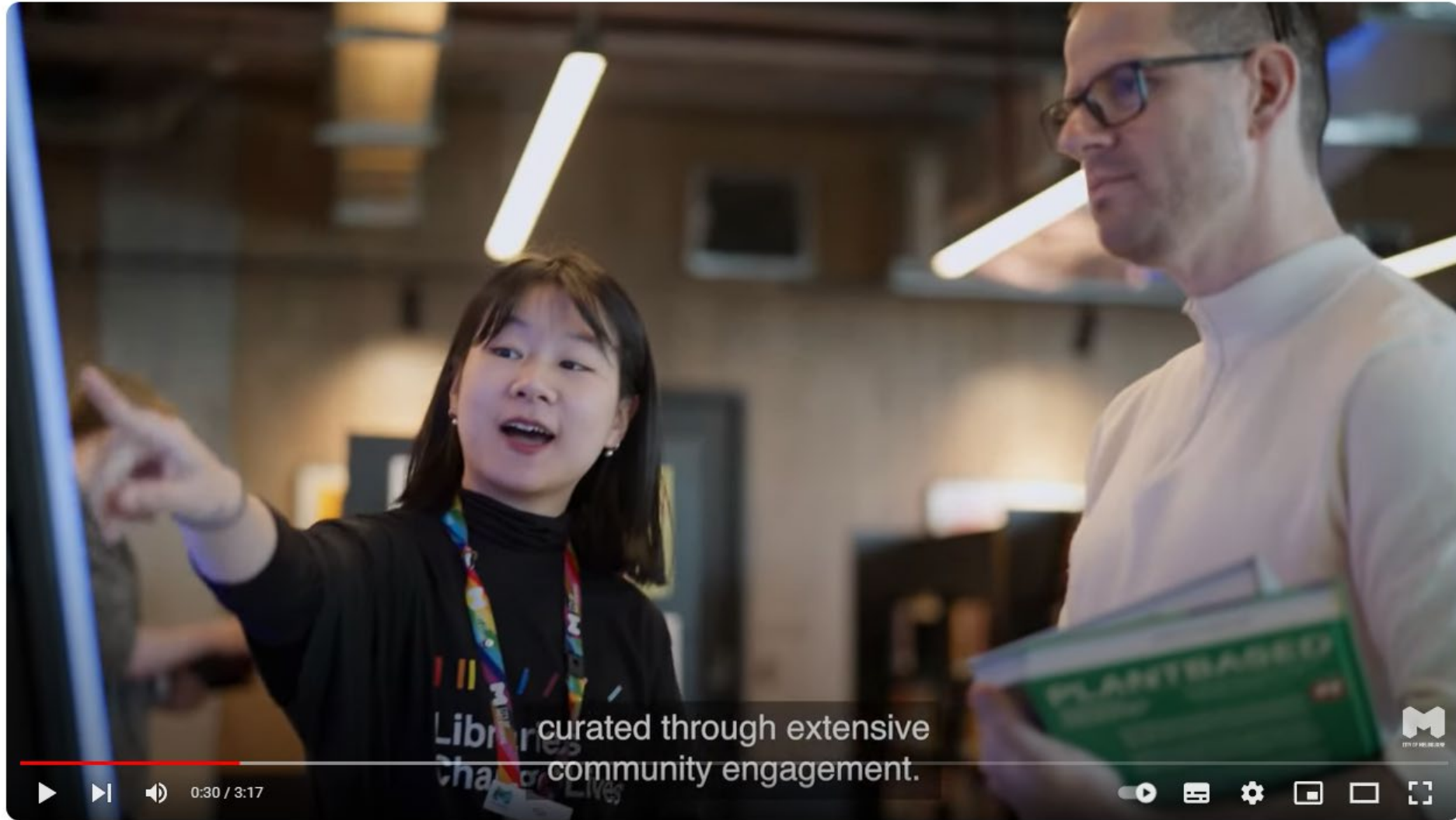
27,000

Partnerships



I feel incredibly lucky to live in a city that provides beautifully-designed, free public services like this for everyone to enjoy.

The narm ngarrgu Library is an absolute must-visit; a stunning space to study, relax and find peace in.



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