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**ORDINARY MEETING  
OF  
STRATEGY AND POLICY COMMITTEE  
AGENDA**

**Time:** 9:30am  
**Date:** Wednesday, 28 October 2020  
**Venue:** Ngake (16.09)  
Level 16, Tahiwī  
113 The Terrace  
Wellington

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**MEMBERSHIP**

Mayor Foster  
Councillor Calvert (Deputy Chair)  
Councillor Condie  
Councillor Day (Chair)  
Councillor Fitzsimons  
Councillor Foon  
Deputy Mayor Free  
Councillor Matthews  
Councillor O'Neill  
Councillor Pannett  
Councillor Paul  
Councillor Rush  
Councillor Sparrow  
Councillor Woolf  
Councillor Young

**NON-VOTING MEMBERS**

Te Rūnanga o Toa Rangatira Incorporated  
Port Nicholson Block Settlement Trust

**Have your say!**

*You can make a short presentation to the Councillors at this meeting. Please let us know by noon the working day before the meeting. You can do this either by phoning 04-803-8334, emailing [public.participation@wcc.govt.nz](mailto:public.participation@wcc.govt.nz) or writing to Democracy Services, Wellington City Council, PO Box 2199, Wellington, giving your name, phone number, and the issue you would like to talk about. All Council and committee meetings are livestreamed on our YouTube page. This includes any public participation at the meeting.*

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## **AREA OF FOCUS**

The role of the Strategy and Policy Committee is to set the broad vision and direction of the city, determine specific outcomes that need to be met to deliver on that vision, and set in place the strategies and policies, bylaws and regulations, and work programmes to achieve those goals.

In determining and shaping the strategies, policies, regulations, and work programme of the Council, the Committee takes a holistic approach to ensure there is strong alignment between the objectives and work programmes of the seven strategic areas covered in the Long-Term Plan (Governance, Environment, Economic Development, Cultural Wellbeing, Social and Recreation, Urban Development and Transport) with particular focus on the priority areas of Council.

The Strategy and Policy Committee works closely with the Annual Plan/Long-Term Plan Committee to achieve its objective.

To read the full delegations of this Committee, please visit [wellington.govt.nz/meetings](https://wellington.govt.nz/meetings).

**Quorum:** 8 members

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## 1. Meeting Conduct

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### 1.1 Karakia

The Chairperson will open the meeting with a karakia.

<b>Whakataka te hau ki te uru,</b>	Cease oh winds of the west
<b>Whakataka te hau ki te tonga.</b>	and of the south
<b>Kia mākinakina ki uta,</b>	Let the bracing breezes flow,
<b>Kia mātaratara ki tai.</b>	over the land and the sea.
<b>E hī ake ana te atākura.</b>	Let the red-tipped dawn come
<b>He tio, he huka, he hauhū.</b>	with a sharpened edge, a touch of frost,
<b>Tihei Mauri Ora!</b>	a promise of a glorious day

At the appropriate time, the following karakia will be read to close the meeting.

<b>Unuhia, unuhia, unuhia ki te uru tapu nui</b>	Draw on, draw on
<b>Kia wātea, kia māmā, te ngākau, te tinana,</b>	Draw on the supreme sacredness
<b>te wairua</b>	To clear, to free the heart, the body
<b>I te ara takatū</b>	and the spirit of mankind
<b>Koia rā e Rongo, whakairia ake ki runga</b>	Oh Rongo, above (symbol of peace)
<b>Kia wātea, kia wātea</b>	Let this all be done in unity
<b>Āe rā, kua wātea!</b>	

### 1.2 Apologies

The Chairperson invites notice from members of apologies, including apologies for lateness and early departure from the meeting, where leave of absence has not previously been granted.

### 1.3 Conflict of Interest Declarations

Members are reminded of the need to be vigilant to stand aside from decision making when a conflict arises between their role as a member and any private or other external interest they might have.

### 1.4 Confirmation of Minutes

The minutes of the meeting held on 22 October 2020 will be put to the Strategy and Policy Committee for confirmation.

### 1.5 Items not on the Agenda

The Chairperson will give notice of items not on the agenda as follows.

***Matters Requiring Urgent Attention as Determined by Resolution of the Strategy and Policy Committee.***

The Chairperson shall state to the meeting:

1. The reason why the item is not on the agenda; and

2. The reason why discussion of the item cannot be delayed until a subsequent meeting.

The item may be allowed onto the agenda by resolution of the Strategy and Policy Committee.

***Minor Matters relating to the General Business of the Strategy and Policy Committee.***

The Chairperson shall state to the meeting that the item will be discussed, but no resolution, decision, or recommendation may be made in respect of the item except to refer it to a subsequent meeting of the Strategy and Policy Committee for further discussion.

## **1.6 Public Participation**

A maximum of 60 minutes is set aside for public participation at the commencement of any meeting of the Council or committee that is open to the public. Under Standing Order 31.2 a written, oral or electronic application to address the meeting setting forth the subject, is required to be lodged with the Chief Executive by 12.00 noon of the working day prior to the meeting concerned, and subsequently approved by the Chairperson.

Requests for public participation can be sent by email to [public.participation@wcc.govt.nz](mailto:public.participation@wcc.govt.nz), by post to Democracy Services, Wellington City Council, PO Box 2199, Wellington, or by phone at 04 803 8334, giving the requester's name, phone number and the issue to be raised.

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## **2. General Business**

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### **FUTURE OF CENTRAL LIBRARY**

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#### **Purpose**

1. This report provides the Strategy and Policy Committee with:
  - a. an outline of the feedback received on the Future of the Central Library consultation which ran from 27 July to 7 September 2020
  - b. the results of the further design work for the three remediation options Low (A), Mid (B) and High (C)
  - c. revised costs for all five options (remediation and new builds).
2. This report recommends Option C, which remediates the existing Central Library to a high level of resilience, is included as Council's preferred option within the 2021/2031 Long-Term Plan.

#### **Summary**

3. The Central Library was closed in March 2019 due to the risks to public safety in the event of a significant earthquake. The Council has since established an interim CBD library network to house the library collection and to deliver library services. The Council also worked through a process with its consultant engineers to establish the range of options to remediate the Central Library building.
4. Three schemes were scoped that offered low, mid and high levels of resilience. On 3 June 2020, the Council considered the resulting engineering advice, along with legal advice on the requirements on the Local Government Act and requested a Statement of Proposal (SOP) for the Council to adopt that would be followed by a Special Consultative Procedure (SCP).
5. The SOP approved by this Committee on 21 July 2020 and recommended to Council for adoption included five practicable options for retaining a Central Library service in Te Ngākau Civic Precinct. Three options were to remediate the existing building to a low, mid, or high level of resilience. The remaining two options were to build a new library on either the existing site or another site within Te Ngākau Civic Precinct. Based on all available information at that time and recognising that public feedback was yet to be heard through the SCP, Option C: High Level Remediation was identified as the preferred option.
6. The consultation and engagement process ran from 27 July to 7 September 2020. This included speaker events (changed to webinars due to COVID-19 Level 2 gathering restrictions), hearings, drop-in events, including the Planning for Growth Tiny House, radio promotions, and social media posts.
7. The consultation process received a strong turnout. People and organisations submitted a total of 1,456 submissions, and Councillors held oral hearings for 54 submissions on 22 and 23 September 2020.
8. An external research agency, Research First, was contracted to conduct an independent survey of 1003 Wellingtonians (753 from Wellington City and 250 from the Greater

Wellington region).

9. The feedback gathered from both the submissions and survey showed that respondents agree on:
  - the importance of the Central Library service to the community now and for the future;
  - the need for a Central Library building which is:
    - safe, resilient, future-proofed and reasonable in cost;
    - well-connected to the wider Te Ngākau Civic Precinct
  - the value of Te Ngākau Precinct and the need to restore this area;
  - taking the time needed on this project to deliver a modern, future-proofed, resilient, library.
10. Respondents were closely split between strengthening the current building to the highest level (Option C) or building a new one on the same site (Option D). Option D received slightly more support in both the submissions and the survey, followed by Option C in second place. Overall, Options C and D were three times more popular than Options A, B, E and other suggested options.
11. The five options in the SOP provided two general choices - remediation (A, B and C) or a new build (D and E). The split between supporters for both remediation, and new build was relatively even across the submissions and the survey. Supporters of both remediation and new build shared almost identical aspirations: safe, accessible, welcoming community spaces that are multifunctional, flexible and future-proofed.
12. The consultation and engagement process provided valuable information on future Central Library services, the interim CBD library network and Te Ngākau Civic Precinct. This information will be used to guide ongoing work, but it is not directly related to the decisions before the Committee today.
13. The Council engaged their consultant team of engineers, architects, quantity surveyors, project managers and building industry contractors to further develop the Central Library building designs for Options A, B and C. The team progressed the concept design to an advanced Preliminary Design level and these designs have been subject to a peer review by a panel of engineering experts.
14. The more developed design enabled costs to be more accurately estimated and the overall level of contingencies has reduced. The resulting cost estimates are substantially more certain and have also been subject to peer review by an independent quantity surveyor.
15. The cost of Council's preferred option, Option C, as identified in the SOP, has significantly reduced as a result of design and construction changes. The difference between Option C and D was previously \$39.1m however this is now only \$4.6m (at the top of the range). Option A reduced in cost, and Option B increased due to design changes. Option D and E increased to reflect the cost of including base isolation and the addition of a +/-5% range. These inclusions mean both these options are now more comparable to Option C.
16. Officers recommend Council includes Option C as the preferred option in the draft Long-Term Plan. The new information on design and construction costs show the design can deliver a safe, resilient, future-proofed Library building, to support a modern Central Library Service at a reasonable cost and that is quicker to achieve than a new build.
17. Officers will continue to progress the project so that it is ready to start once a final decision is made at the culmination of the Long-Term Plan process in June 2021. This

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work will include a procurement process and the development of the design and service level brief that will be reported back to Council in March 2021 for approval.

**Recommendation/s**

That the Strategy and Policy Committee:

1. Receive the information.
2. Receive the reports on the analysis of submissions in Attachment 1 and the survey analysis in Attachment 2.
3. Recommend to Council to incorporate Option C - High level Resilience as the preferred option into the draft Long-Term Plan at a cost of \$178.7m.
4. Agree to delegate to the Chief Executive, Mayor and the Associate Urban Development Portfolio Leader the authority to approve the Council's submission to Heritage New Zealand on its proposed listing of the building as a Category 1 building and include any recommendations agreed by the Council.
5. Note that officers will report back to Councillors on the results of the design and service level brief inclusive of engaging with mana whenua and stakeholders for approval by March 2021.
6. Note that officers will progress the project so that work is able to begin once a final decision is made at the completion of the LTP process in June 2021.

**Background**

18. The Central Library was closed in March 2019 due to the risks to public safety in the event of an earthquake. Council has since established an interim CBD network to house the Library Collection and to deliver library services. Council also worked through a process with engineers to establish the range of options to remediate the Central Library building.
19. The Council paper presented on 27 May 2020 provided details of design schemes and estimated cost assessments to remediate the Central Library building to three different levels – low and medium structural strengthening and a high resilience option. Cost estimates for two new build options were included to provide cost comparisons.
20. Discussion of those options was postponed with Councillors requesting additional advice from officers on options to speed up the process. At the reconvened meeting on 3 June 2020 officers presented revised recommendations and an expedited process. The Council requested officers prepare a SOP for Council to adopt that would be followed by Public Consultation using the SCP as per section 83 of the Local Government Act 2002. In addition, the Council indicated that their current preference is to strengthen and upgrade the existing building. This meeting also agreed that officers would continue work to advance the designs of the three remediation options.
21. At the SPC meeting on 21 July 2020 the Committee agreed to the draft SOP with Option C: High Level Remediation as the preferred option.
22. The subsequent consultation and engagement period ran from 27 July 2020 to 7 September 2020.

## **Discussion**

### **1. Consultation and Engagement Process**

23. As agreed by the Committee, the central question considered in the SOP was: “We don’t have a functioning Central Library Building, what do we do?”
24. As noted above, the consultation period ran from 27 July to 7 September 2020. Alongside formal consultation and promotion, engagement activities were run to widen the reach and range of feedback received. To reduce any risk of bias in analysing the results, an external research agency analysed the free form comments provided in submissions and public comments made on the Council and Wellington City Libraries social media posts.
25. In addition, Research First were contracted to conduct an independent survey of 1003 Wellingtonians (753 from across Wellington city; 250 from greater Wellington) to help capture the views of a cross-section of residents. By incorporating an impartial survey into the SCP process, Officers can provide more data on the public’s views to inform decision-making. The submission form and the survey asked people the same questions. The survey aimed to check the submissions were representative and, while there are some differences, the survey results line up with feedback from the wider consultation process.
26. Engagement originally included three Speaker events, but due to COVID-19 restrictions on gathering size, these events were changed to webinars and held later than envisaged. Other events included Officers attending the Planning for Growth Tiny House to answer questions and provide information about the consultation, and information sessions at some branch libraries.
27. This activity was supported by heavily boosted (advertised) posts across the Council and Wellington City Libraries social media channels, media releases and articles in the Our Wellington and Libraries e-newsletters. The consultation was promoted in channels such as Neighbourly and mentioned in the Planning for Growth advertising. The final week saw heavy radio advertising across all Wellington channels, reminders via the Let’s Talk consultation website newsletter and Library e-newsletter and boosted social media.
28. When New Zealand entered COVID -19 Alert Level 2 on 12 August there was initially concern that the restrictions on gathering size and greater prevalence of working from home would reduce people’s ability to engage and obtain enough information to make their submissions. This however did not turn out to be the case.
29. We engaged with 169 people who visited the Tiny House at various locations in the city and dropped into the library sessions, 11,700 who visited the Let’s Talk website, and 52 viewers of the webinars. Council received 1456 formal submissions (1431 from individuals and 25 from organisations). This is a strong result for a Council consultation and gave the project team confidence about the reach of this process. Councillors heard from 54 submitters over two days of oral hearings on 22 and 23 September 2020.
30. Further detail about the engagement and consultation process is available in the Supplementary Information section of this paper. A full set of all the submissions received is available at <https://wellington.govt.nz/-/media/your-council/meetings/committees/strategy-and-policy-committee/2020/28-oct/central-library-submissions.pdf>

## 2. Summary of consultation feedback

31. The time and consideration given to the questions about what should happen with the Central Library were evident in the detail provided by many submitters in written and oral submissions. The full reference reports for the submissions and the survey are available in Attachment 1 and Attachment 2. Key insights from the reports are presented below.
32. The following quotes are illustrative of the views expressed by people who provided a submission.
- *“No one is arguing about the need for a library – it is a fundamental part of the city that is important to many different people. It needs multiple spaces for different uses, quiet/and group places, places to eat, drink and meet, and places to learn and study.”*
  - *“Let’s get it right so there’s no rebuild in 10 + years.”*
  - *“Taking the time & spending the necessary money is well worth it if the result is a great, resilient space for youth, families and communities of the future.”*
33. The analysis concluded that Wellingtonians agree on:
- the need for a Central Library building that is safe, resilient and future-proofed at a cost that is reasonable
  - the importance of the Central Library service to the community now and in the future
  - the building needs to be well-connected to the wider Te Ngākau Civic Precinct and that the Precinct itself has value and it needs to be restored
  - taking the time to get this project done right for the future.
34. The following themes were identified by Global Research in the analysis of the submissions and are generally in order of the frequency at which the comments were mentioned:
- **The Library as a multi-purpose, multi-use space**
    - The library should cater to various activities and functions and be adaptable to deliver them
    - Main functions for any redeveloped Central Library relate to knowledge acquisition - reading, studying, researching, attending workshops or courses.
  - **The library as a community and social space**
    - Access to a Central Library is an intrinsic aspect of modern, urban life
    - A Central Library should feel welcoming, inviting, and safe for all
    - A Central Library is a place to meet with friends, attend community events like public talks, film screenings, or workshops.
  - **Heritage value questioned more often it was accepted**
    - There was disagreement on heritage value, and how much to spend to retain some/all iconic aspects of the building - 19% of respondents rank cost to rate payers as the top concern
    - Opportunities were raised to incorporate beloved parts of current building into a new one, such as the Nikau Palms.
  - **Opportunity Cost**
    - Length of time without a Central Library, value from the final product, and more pressing Council funding needed for COVID-19 economic impacts, infrastructure replacement or upgrades.
  - **Futureproofing**
    - A desire to repair or rebuild the Central Library with the future in mind
    - Ensuring the building is flexible to cater to the changing needs of the public
    - Accommodate unforeseen societal, technological, and climatic changes.
  - **Te Ngākau Civic Precinct**
    - Broad acceptance of the value of Te Ngākau Civic Precinct
    - Desire to see the space’s potential realised

- Valued for central location and connection to the waterfront and CBD
- Comments reiterated the Precinct’s function as a public place, supported by proliferation of suggestions around desired inclusions.
- **Interim libraries**
  - Acknowledged benefit of interim branches while the Central Library closed
  - Does not replace what was lost - only a temporary solution.

**Remediation versus rebuild**

35. The five options in the SOP provided two general choices - remediation (A B and C) or a new build (D and E). The supporters for both remediation, and new build shared almost identical aspirations: safe, accessible, welcoming community spaces that are multifunctional, flexible and future-proofed.

People who chose...	
<p><b>remediation:</b></p> <ul style="list-style-type: none"> <li>• Preferred the shorter timeframes that the remediation options offer</li> <li>• Expressed a desire to have the library functioning again as soon as possible</li> <li>• Acknowledged the building is an iconic part of the city’s urban fabric and architectural history and were concerned about the impact of Heritage issues on the timeframes for Option D</li> <li>• Option C was praised for its safety benefits and the retention of the existing building.</li> </ul>	<p><b>a new build:</b></p> <ul style="list-style-type: none"> <li>• Expressed support for building a new Central Library</li> <li>• Considered it to be more cost-effective than Option C, with lower risk of further cost increases, and would last longer</li> <li>• Viewed a new building as an opportunity for a more functional, fit-for-purpose and future-proofed library</li> <li>• Considered that a lack of flexibility of the existing building outweighed an “overstated heritage value”, instead this can be responded to by retaining the Nikau Palms.</li> </ul>

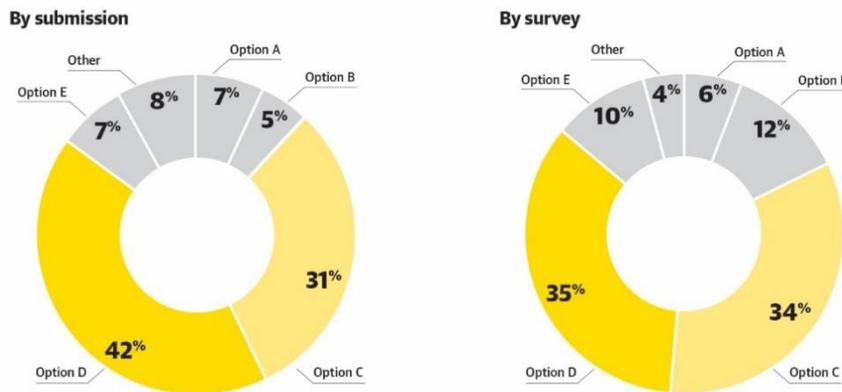
**Social Media Analysis**

36. The most frequent comment was that the cost of the high-level remediation and new build options were too high. Most of the respondents though, were in favour of a new build as it was viewed as being a better, longer-lasting option. A small number of commentators thought remediation was a better use of money. There were several comments on the design of the Central Library, the architect’s images from the SOP that were displayed in Facebook posts, along with suggestions about what could be incorporated into the future design.

**Quantitative Consultation results**

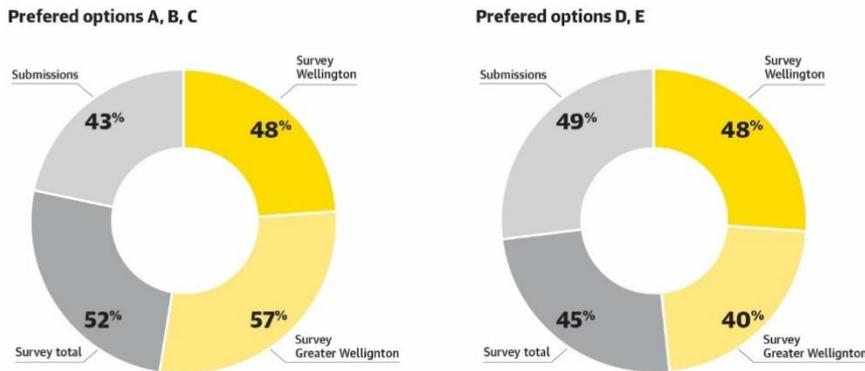
37. Which option did people choose?

Overall, Options C and D were three times more popular than Options A, B, E and other suggested options. Respondents from Wellington City chose Option D first and Option C second in both the survey and submissions. However, respondents from the Greater Wellington region chose Option C first and Option D second.



38. Do people want remediation or new build?

The split between the three remediation options (A, B, and C) and the two new build options (D and E) is similar with only 6-7% difference between submission and survey respondents.



39. What factors influenced peoples' choices?

The top four factors chosen by respondents to the survey and submissions were the same.

- One in three survey respondents ranked safety of the building as most important, which was also as important to submitters.
- One in five survey respondents rated cost as the most important factor and were less likely to choose Option C.
- In the submissions, timeframe and cost were more important to those who chose options A and B. And Cost was ranked 4th for those that chose Option D and 8th for Option C.

40. The timeframe to restore the Central Library service was important to those who commented via social media and media articles before the consultation period. However, the consultation results ranked this lower than other factors - 6<sup>th</sup> in submissions and 8<sup>th</sup> in survey. Cost continued to be commented on regularly in social media and submissions.

		<b>Submissions</b>	<b>Survey</b>
	<b>Safe</b>	<b>1</b>	<b>1</b>
	<b>Future proof</b>	<b>2</b>	<b>3</b>
	<b>Resilient</b>	<b>3</b>	<b>4</b>
	<b>Cost</b>	<b>4</b>	<b>2</b>
	<b>Accessibility</b>	<b>5</b>	
	<b>Sustainability</b>		<b>5</b>

41. Heritage as a factor was ranked 6<sup>th</sup> in the survey and 10<sup>th</sup> in the submissions, however this was the third most commented on theme through the qualitative analysis, both in a positive and negative sense.

42. People who chose either Options C and D were concerned about sustainability for different reasons:

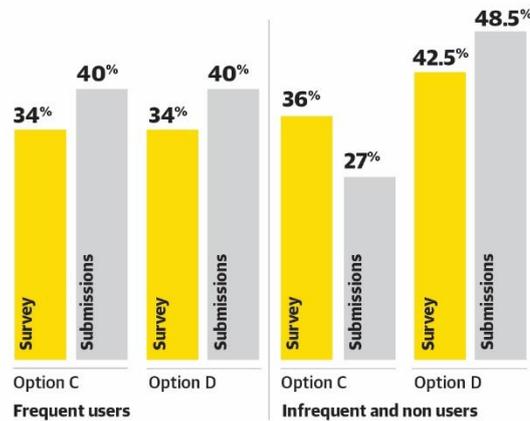
- New build offers more green efficiencies - passive heating, solar gain, energy efficiency, using recycled materials
- High-level remediation lessens the environmental cost to dispose building materials.

43. Other observations

- There was no significant difference across the Wellington City wards. The only exception was Western ward responders supported Option D at more than twice the level of the other wards
- Most survey respondents aged under 55 chose Option D and those over 65 preferred Option C
- People who earned over \$70k favoured Option D whereas those who earned under \$50k preferred Option C
- Three out of four people favour more windows and entrances to create stronger connections to Te Ngākau Civic Precinct and surrounding area
- Over half of the comments about the interim CBD branches were positive and acknowledged it was a good thing to have temporary branches available but indicated that they do not replace the value of a Central Library.

44. What did frequent users think?

- **Frequent users** preferred Option D
- **Infrequent users** preferred Option C in the survey but preferred Option D in the submissions.



### 3. Advancement of Design

#### Description of Design Review Process

45. In addition to the public consultation process, Council has also undertaken other significant work to advance designs for the proposed remediation schemes.
46. For the purposes of the SOP the remediation options (Options A, B and C) were costed based on high-level concept design only. Over the past three months the design team has developed the designs significantly and they are now at a Preliminary Design level.
47. The core design team included structural engineers, building services engineers, architects, quantity surveyors and project managers. To ensure that the work produced by the design team was as comprehensive and robust as possible, specialist resources were added to the design team, including:
- a consulting engineer to provide additional engineering expertise
  - construction and procurement expertise
  - geotechnical engineers.
48. With the procurement of a construction contractor to provide building and market advice, the team was able to:
- review the buildability of the design in consultation with the structural engineer and structural advisor - this resulted in amendments to the design, and in the case of Option C, made it more cost-effective and efficient
  - develop construction methodologies, including temporary works, propping and shoring design and piling methodologies, as well as construction programmes to enhance the accuracy of cost estimates
  - undertake specific cost estimates in consultation with structural steel suppliers, demolition contractors, piling contractors, scaffolding and craneage suppliers to further inform the costs estimates.
49. The value provided by these specialist resources, together with the architectural overlay on the structural design, is significant. They contributed to the wider design team's comprehensive review of the concept designs resulting in several significant changes being made, particularly for Option C (high resilience scheme).

## Remediation scheme options

50. Designs for the remediation schemes, Options A, B and C have been progressed to an advanced preliminary design level. The key design elements for each scheme are below:

### Option A (Low-level remediation)

51. Under this option the structural issues of highest concern are addressed so the building is safe to re-open. The building is likely to be damaged and need repair after a significant earthquake.
52. The mechanical plant supporting the building services will be replaced, however the option does not provide for improvements or modifications to the building that would support a modern library service, or improved accessibility and connection to the wider Te Ngākau Civic Precinct. The Central Library building would look largely the same as it did before it closed.
53. The structural strengthening works involve the following:
- installation of seating members to hollow core units
  - strengthening of the ground floor diaphragm
  - pre-cast façade panel strengthening
  - stair strengthening.

### **Option A – Summary of works**

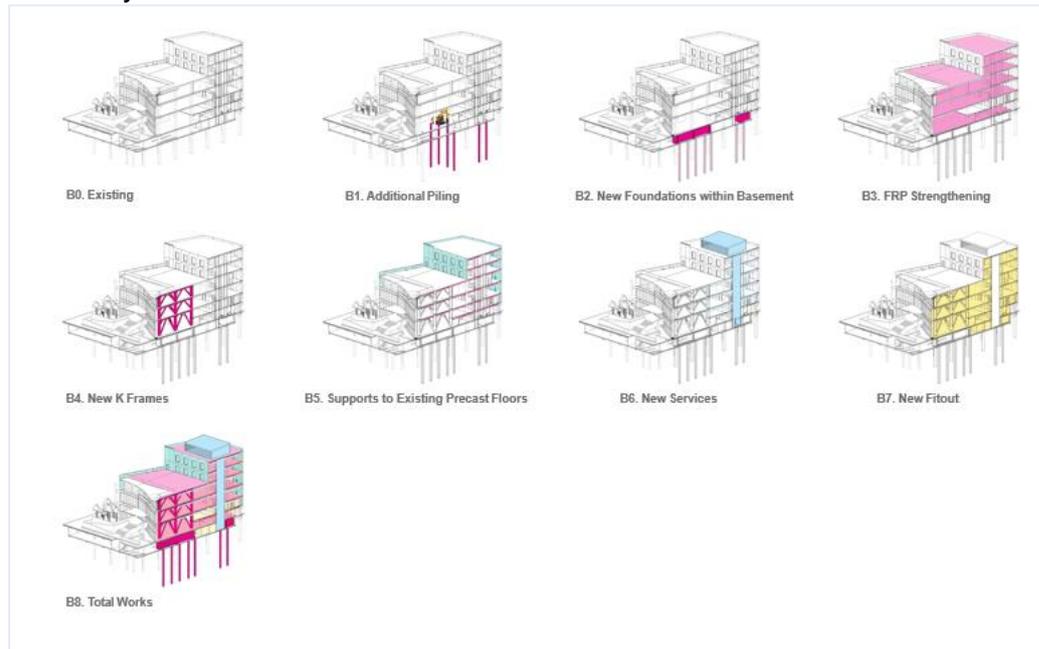


### Option B (Mid-level remediation)

54. Under this option the building would be strengthened to approximately 80% New Building Standard. This option addresses the structural issues of highest concern and increases the building's ability to withstand a significant earthquake. Option B increases the likelihood the building could be re-occupied safely after an earthquake. However, the building could still sustain damage during a significant earthquake.
55. More intrusive construction work is needed so more of the existing fit-out would need to be removed and replaced. This results in a higher level of interior refresh, which in turn provides an opportunity for some service enhancements including new glazing and new entries. This option replaces the mechanical plant and provides for the possibility of improved accessibility, and connections to Te Ngākau Civic Precinct and Harris Street.
56. The strengthening works for this option would involve the following:
- introduction of Buckling Restrained Brace (BRB) Frames and associated foundations
  - installation of seating members to hollow core units
  - strengthening of the ground, first and second floor diaphragms

- pre-cast façade panel strengthening
- stair strengthening.

**Option B – Summary of works**

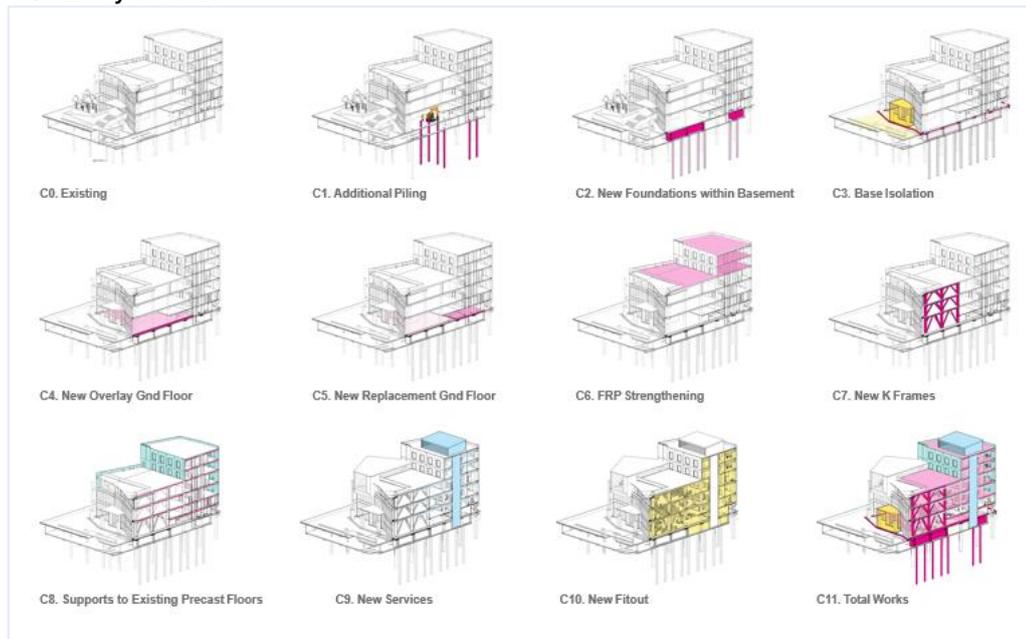


**Option C (High-level remediation)**

57. Under this option the building's structural issues would be mitigated to the highest extent possible. It includes remediation work from the low and mid-range options, plus it base isolates the building. Base isolation would mean the building would be safe to occupy during and after a significant earthquake. It also significantly reduces the risk of future costs arising from earthquake damage or new strengthening regulations.
58. Option C involves the most intrusive construction work and therefore creates the greatest opportunity to fully upgrade the building and immediate surrounds, including connections to Te Ngākau Civic Precinct and Harris Street. This option will modernise how the building works as a library, community and public space for the long term. It also allows Council to maintain the building's heritage, improve accessibility and mitigate some climate change impacts for the future.
59. The High-Level Remediation Scheme will achieve in excess of 100% of the New Building Standard. The structural strengthening works for this option include the following:
- introduction of base isolators and seismic joint at ground floor level, with the ground floor largely replaced
  - introduction of conventional lateral braced frames and associated foundations
  - installation of seating members to hollow core units
  - strengthening of the floor diaphragms in selected areas
  - pre-cast façade panel strengthening
  - stair strengthening.
60. In addition to the interior refresh, this option also includes the replacement of mechanical plant and an opportunity to relocate electrical and mechanical plant outside the basement to provide enhanced resilience to potential flooding resulting from climate change.
61. Some of the potential improvements to the building's interior and configuration that could be made following further consultation with stakeholders include:

- new entrance at the South East Corner
- new children’s entry
- extended mezzanine floor with new bleacher
- additional stair linking levels 1 and 2 with skylight above
- new landscaping in support of the Children’s library
- a cantilevered “Civic Reading Room” addition at Level 2
- new glazing to the North and South façades
- new entry from Harris Street
- new entry at the North East corner
- inclusion of cafes including one on the ground floor.

**Option C – Summary of works**



62. As part of the next phase of work, the Design and Service Brief will need to consider which of the elements identified above will be progressed.

**Structural Design - Peer Review**

63. In order to canvas a wide variety of engineering and construction perspectives on the building’s structural issues, Council Officers hosted a facilitated session in September 2019 with several of Wellington’s most senior engineers as well as representatives from the architecture and construction communities.

64. The outputs from that workshop formed the basis of the design schemes for three performance categories – low, mid and high remediation of the building’s structural vulnerabilities. These categories formed the basis of the three remediation schemes shown as Option A, B and C in the SOP.

65. Following the development of these designs to an advanced Preliminary Design Level, Council re-engaged key engineering firms from the September 2019 workshop to form a structural design peer review panel in October 2020.

66. Officers were seeking two key outcomes from the structural peer review – firstly to verify the technical feasibility of the designs for each remediation scheme and secondly, to identify whether there were any alternative schemes or methodologies in addition to

those featuring in Options A, B and C.

67. The panel agreed that the designs and methodologies proposed by the design team were feasible and sound, albeit they thought that some of the performance measures for NBS ratings were on the conservative side.
68. However, the panel felt that the design team had not sufficiently explored using viscous dampers as an alternative methodology to the ones proposed. The design team was of the view that this type of solution would be a variation of the Option B scheme and although they agreed that such an approach could achieve suitable NBS levels, it would be unlikely to achieve the levels of resilience sought under Option C.
69. They have subsequently tested this view by undertaking a conceptual analysis on a Fluid Viscous Damper (FVD) design by substituting FVD's in for the current frames in the Option B and Option C schemes. Their initial analysis is that they could achieve an improvement on the performance of the Option B scheme but could not achieve the performance of the Option C scheme.

### **3 Cost update**

#### **3.1 Initial costs**

70. The initial cost estimates for the SOP were prepared by a quantity surveyor (QS) but as they were based on high-level Concept Design documentation, they resulted in high contingency allowances and significant uncertainty in pricing.
71. These initial designs related primarily to structural elements and building services and excluded any architectural design. Accordingly, the initial cost estimates included conservative allowances for architectural works relating to both structural impacts and any refresh/remodel of the building and were based on square metre rates only.
72. The Concept Designs had significant works below the basement slab level with large foundations in a tidal zone. This represented complex and risky works which were reflected in the initial costs.

#### **3.2 Revised costs**

73. The design team has now developed designs to an advanced Preliminary Design Level allowing the QS to undertake specific cost estimates and reduce much of the uncertainty that was present in the Initial Costs.
74. The updated designs incorporate significant input from the wider design team including the construction consultant. They include architectural input into the structural design and architectural features to support a modern library.
75. One area of significant uncertainty at the Concept Design stage was the construction methodology. To address this, Officers procured the services of a construction consultant into the design team. As a result, an important change to the concept design was introduced to bring the foundation work largely above the basement slab. In general terms, the biggest risk for any construction project is what is termed 'Getting Out of the Ground' i.e. completing the in-ground foundation works. This risk is now significantly reduced.
76. Further reductions to pricing risk have been achieved by seeking market feedback for pricing of selected elements. For example, demolition, piling, structural steel, external façade elements, temporary works and other contractor costs.

77. Concerns have been raised around the inherent risks in remediation projects. Much of these risks relate to the age of the building, the in-ground works that are required, building methodology, and the maturity of the design. In respect of the Preliminary Designs and costings, these risks are substantially mitigated, due to:

- the building is a 1990s building so accurate as-built drawings of the existing building, and more particularly the building structure, are available for the design team to review when completing their designs for the required works
- foundations are now largely above the basement slab level significantly reducing in ground works
- the introduction of specialist engineering and construction expertise into the design team
- significant design work has now been completed.

78. The updated costs are as follows:

<b>Option</b>	<b>Statement of Proposal</b>	<b>Updated Costs</b>	<b>Cost change</b>
<b>A</b>	\$76.3m – \$90.8m	\$75.2m – \$81.9m	(\$1.1m) – (\$8.9m)
<b>B</b>	\$131.2m – \$151.8m	\$139.4m – \$154.0m	\$8.2m – \$2.2m
<b>C</b>	\$174.4m – \$199.8m	\$161.7m – \$178.7m	(\$12.7m) – (\$21.1m)
<b>D and E</b>	\$156.0m – \$160.7m	\$167.0m - \$183.3m	\$11m – \$22.6m

79. The following points provide some clarification of the costs shown in the table above:

- as provided for in the SOP, the revised cost estimates are expressed as a range. This reflects that variations may still occur as the project is further developed, albeit that the cost uncertainty has now been significantly reduced
- the cost range provided for these revised estimates is +/- 5% - this is a much reduced range from the initial cost estimates reflecting the increase in cost certainty
- the costs include replacement of building services and the various levels of fitout and structure change that are applicable to each of the options
- the new build estimates are still based on industry square metre rates (and include):
  - the cost of demolition where required
  - new building services
  - base isolation
  - interior fit out.

### 3.3 Cost Estimates - Peer Review

80. In addition to the rigorous design and construction review (which included some market testing of the construction pricing), the revised costs based on the Preliminary Designs have been subject to a full peer review by an independent quantity surveyor.
81. The outcome of this review validated the revised cost estimates outlined in this report. The review observed that the estimates are logical, detailed to the appropriate degree and contain no apparent or significant errors, albeit that they appear to be mildly conservative. However, the peer reviewer agreed that this conservative approach was appropriate considering the nature and stage of the project.



## 5. Future Central Library service

82. Whilst the focus of the engagement and consultation process was on the future of the Central Library building, it was important to ask what Wellingtonians wanted for the service that will be offered from a Central Library once it is reopened. New developments, such as Waitohi or Tūranga in Christchurch, are redefining Wellingtonians' conception of a modern library service, and raise expectations for the future Central Library service.
83. The feedback from public consultation supported the modernisation of the library service with 'Future-proofing the library service' the second most important factor in people's choice of options in the submissions. This will be incorporated into the Design and Service level brief that will be presented to Council for approval in March 2021.

### 5.1 Public feedback on the future Central Library service

84. In response to consultation, people said the Central Library was more than just a building and had many roles. It provided equality of access to information and knowledge, supported the development of literacy and skills, and provided a safe, warm, no-obligation place where people can spend time.
85. People said it was important that the future central library provides:
- flexibility and multi-functionality alongside purpose-built facilities for specific functions, for example, maker spaces
  - spaces for activities and community events
  - welcoming and accessible to everyone, with suitable amenities
  - the right technology and digital solutions
  - the ability to withstand changing needs, uses and demands into the future
  - collections and services to support knowledge-acquisition, literacy, play and creativity.
86. People also provided feedback and aspirations for a modern, innovative, sustainable, and iconic Central Library and offered suggestions around:
- the functionality and design of the building
  - improved indoor and outdoor spaces
  - amenities and facilities that should be incorporated
  - consideration of the architectural heritage of the Athfield design

- ways the Central Library could better integrate with Te Ngākau Civic Precinct.

87. Ensuring digital and physical collections, study areas, meeting rooms, break-out rooms, privacy rooms, presentation and lecture spaces, film evenings, and temporary exhibitions were highlighted as important.

## **5.2 Design and Service level brief**

88. Once a preferred option has been identified, a Design and Service Level Brief will be developed. This will ensure delivery of a building and spaces aligned with the vision for future Central Library services.

89. This brief will set the expectations and vision for the Central Library Service and will inform the next phase of design development, construction and fit out to ensure that the vision and objectives are met. It will be a key input for the procurement process for the next stage of the project.

90. The Design and Service Level Brief will:

- consolidate and expand on the findings from the public consultation through further engagement, including with mana whenua
- form part of the business case in addition to guiding and informing the developed design of the preferred option
- define the service levels for the future Central Library offering
- confirm the requirements of the space, to ensure the architectural features and overall design will deliver the agreed service levels, functions and activities required for a modern library service
- consider whether it is feasible to accommodate civic functions, the Council's Service Centre and other partners, such as Capital E, within the building.

91. The brief will also identify and propose any service level changes that require Council approval. This may include:

- overall size
- activities and functions
- opening hours
- retention of Te Pātaka Collection and Distribution Centre to support the wider Wellington City Libraries network.

92. The full design and service brief will be brought to Council to approve the service level in March 2021 and business case operating costs updated and included in the draft-LTP.

## **5.3 Impact of the advancement of design**

93. The advancement of the design of the three remediation options and the levels of structural intervention, particularly in the case of Option C, demonstrates that there are opportunities to incorporate new architectural elements and spatial design that will support a modern library service.

94. Further design development could incorporate a significant refresh and remodel that provides for:

- major layout reconfiguration of collections, facilities and activity spaces
- improved accessibility
- opportunity to deliver new and enhanced services
- new shared spaces for community and civic activities
- stronger connections to Te Ngākau Civic Precinct, Harris Street, City Gallery and the surrounding areas.

## **5.4 Sustainability and Climate Change Considerations**

95. When considering sustainability and climate change there are three broad areas for consideration:
- Building Services and energy efficiency – all five options will see the building services replaced with more efficient systems. This combined with building upgrades should deliver energy-use reduction, reduced emissions and reduced operating costs. These benefits will be largely uniform over the three refurbishment options, while a higher level of energy efficiency is attainable at a reasonable cost with the new build options.
  - Embodied carbon – demolition and new-build options will result in considerably higher embodied carbon emissions and construction waste, compared to refurbishment options.
  - Climate change sea level rise – Te Ngākau is already facing sea level rise-related challenges, with basement level flooding occurring at high tide/high storm events.
96. The current preliminary design for Option C will see the ground floor of the Library lifted by 600mm and there is the opportunity to relocate electrical and mechanical plant outside of the basement. Both these things will provide enhanced resilience to potential flooding resulting from climate change. The building services themselves will be more efficient and sustainable which will significantly improve the energy efficiency of the existing structure. The total lifecycle emissions then skew toward embodied carbon, meaning that Option C will generally have a lower carbon impact than demolishing and building new.
97. Option D will require the building to be demolished and, whilst a new build does provide the opportunity to design the building to high sustainable standards, on balance there is likely to be a negative impact on sustainability objectives.
98. The design brief for the recommended option will include consideration of sustainability requirements. The current design for Option C is likely to achieve a green star 4 rating. To achieve a higher rating will require additional funding. The design process will include identification of itemised priced options for increasing the sustainability of the future building for Council to consider later.
99. Sustainability was one of the factors included in the SOP to assist the public to assess the options. It was ranked 7th in the submissions and 5th in the survey. There were a considerable number of comments about environmental sustainability issues. The common thread was the desire that sustainability be considered to reduce waste and emissions as well as running costs. Of these comments, 2/3<sup>rd</sup>s were in relation to the environmental cost of demolition or the environmental costs of a new building.
100. Supporters of the most popular options D and C both believed their favoured option was more sustainable. High-level remediation lessens the environmental cost to dispose building materials as opposed to a new build which offers more green efficiencies - passive heating, solar gain, energy efficiency, using recycled materials.

## **6. Heritage Considerations**

### **6.1 Heritage Feedback**

101. Heritage was widely discussed by respondents. The heritage value of the Central Library was questioned more often than it was accepted. In spite of some appeals for the protection of the current building, the balance of opinion was that the heritage value of the current Central Library is not sufficient to justify the proposed remediation costs. Thus, most considered it a more prudent option to rebuild.
102. However, heritage value was recognised by respondents who highlighted the spaces within the library and the function the library played in the city. The main architectural heritage recognition was given to the Nikau palms and the light and ambiance of spaces within. Some respondents also highlighted the social value of recognising and preserving one of the larger works of Sir Ian Athfield, as one of New Zealand's most prominent architects.

### **6.2 Heritage New Zealand**

103. Heritage New Zealand is currently undergoing public consultation on its intention to list the building as a Category 1 building. If listed, any resource consent application assessment relating to the Central Library Building will be required to have due regard to the Heritage New Zealand listing as a relevant other matter.
104. Council's submission to Heritage New Zealand will advise which option has been selected. If Officers' recommendation to select Option C is accepted by Council, the submission will make clear Council's wish to retain and remediate this building along with its heritage values and will indicate a willingness to consult with Heritage New Zealand as it progresses the work. If Council chooses Option D, the submission will explain the Council's rationale for its decision not to retain the building. The submission will be completed by Heritage New Zealand's 11 November 2020 deadline.

### **6.3 Heritage impact on the Options**

105. The Central Library Building is an identified non-heritage building within the Civic Centre Heritage Area in the district plan so there is no regulatory impediment to demolition. However, any replacement building, or significant changes to the exterior of the existing building are likely to require a resource consent.
106. Option D does not protect the Heritage value of the building and whilst retention of elements such as the Nikau Palms was seen by many of the respondents as an appropriate way to retain the heritage value of the building, other significant elements would be destroyed. Any decision on Option D (or Option E) requires the Council to specifically address the evidence of the building's heritage values, within the context of the Council's RMA functions. Furthermore, the Council as building owner is likely to face legal challenges adding more time to the project. The indicative opening date has been reviewed against updated advice and the new likely opening date will be March 2026, four months longer than indicated in the SOP and 10 months later than the Option C opening date.
107. Option C would see the Council committing to the remediation and retention of the building, however, the preliminary design does indicate some changes will be made to the building fabric.

### **6.4 District Plan**

108. The District Plan is currently under review and as part of this process the Heritage Area Guides and the list of Heritage Buildings throughout the City will be updated. This process will reflect the final decision made by Council on the best option for the Central Library building.

### **7. Te Ngākau Civic Precinct**

109. A substantial number of respondents commented on the need for the Central Library to relate and integrate with Te Ngākau Civic Precinct. Primarily their comments focused on the need for any library redevelopment to consider the broader look and feel of this area and there was support for attention to be given to revitalising this important space. Many respondents pointed out they missed the activity in the square and a lack of cafes etc in the surrounding buildings, which would contribute to bringing life into the square.

110. This input will both inform the design brief for the Central Library, particularly the activation of the ground floor, input into Planning for Growth and possible future work on buildings in the precinct or the square itself. Architectural images illustrate the opportunities for the remediated building to deliver a future-proofed library.

### **8. Ratepayer and Long-term Plan Impact**

111. This is a significant Capital project that will have implications for the LTP due to the number of financial pressures facing Wellington City Council. These include (but are not limited to) the investment required in Let's Get Wellington Moving, Te Ngākau Civic Square, Te Atakura 3 Waters and Planning for Growth. These investments will have a significant impact on the Council's borrowing constraints (i.e. the debt/revenue ratio).

112. As explained in the SOP, the Central Library project will be funded by debt regardless of the option chosen. Servicing this debt and depreciation on the building will increase the rates paid by Wellingtonians. The priority of this project alongside other Council projects will be explored during the LTP consultation process that runs from March to June 2021.

113. The impact for ratepayers is shown below as a one-off increase for the Average Residential Ratepayer that will continue for each year of the building life. This increase represents the impact of the building capital and operating costs of the Central Library option. The differences in the increases in rates are due to the different capital cost (and resulting interest and depreciation) and the building's life expectancies (each component of a building has a different useful life). The amount is expressed as a range which aligns to the range of capital cost for each option. The increase is based on the Rateable Value (RV) of an average Wellington house.

114. The average annual ratepayer impact for all ratepayers can be expressed as a percentage increase based on the 2018 LTP. For Option C this would be 2.45% to 2.7% and for Option D this would be 2.1% to 2.3%.

115. The current funding policy for the Library services has funding set at 5% user fees and 95% general rates. The general rates are funded 44% by the commercial sector and 56% by the residential ratepayer.

116. Refer to the Summary table below (page 21) for the revised costs, timeframes and building life.

117. The draft LTP budgets will include the operating cost of the three interim libraries and will reflect that they will be closed once the new Central Library opens. Depending on which option is chosen, this cost will vary as the length of time the interim libraries

would be open differs for each option. For example, Option D with the longest timeframe to opening will incur the greatest costs for the interim CBD libraries and Option A would have the least. The closure of the interim CBD services will help offset the additional rates increase described above.

118. As mentioned earlier, the design brief and business case process will explore service level options and, once approved, the final costs will be included in the draft LTP. This will include consideration of the budget required for internal resourcing of this project.

## **8. Summary of Options**

119. The following table provides a summary for each option focusing on what has changed from the SOP. The design cost and ratepayer impact information has been discussed in more detail earlier in the report.
120. The indicative opening dates of the Central Library building were reviewed as part of the project design and construction review process. There were no changes except for Option D where an additional four months was added to allow more time to resolve potential Heritage issues.

Option	Option A Low-Level Remediation	Option B Mid-Level Remediation	Option C High Level Remediation	Option D New build on same Site	Option E New build within Te Ngākau Civic Precinct
<b>Design update</b>	Confirmed no improvement to accessibility and connection to wider Te Ngākau Civic Precinct  Limited modifications that improved Library Services	Confirmed some improvements to accessibility and connection to wider Te Ngākau Civic Precinct  Delivers some Library Service improvements  Relocation of services infrastructure enhances resilience to climate change	Number of improvements to accessibility and connection to wider Te Ngākau included  Full interior refresh will deliver a modern, 21 <sup>st</sup> century library service  Relocation of services infrastructure and raising the ground addresses sustainability and climate change considerations	No design progressed; however base isolation included  Cost based on sqm rates	No design progressed; however base isolation included  Cost based on sqm rates  No location confirmed
<b>Capital cost update</b>	<b>Reduced</b>	<b>Increased</b>	<b>Significant reduction</b>	<b>Increased to provide for base isolation</b>	<b>Increased to provide for base isolation</b>
Previous cost	\$76.3m - \$90.8m	\$131.2m - \$151.8m	\$174.4m - \$199.8m	\$156.0m - \$160.7m	\$156.0m - \$160.7m
New cost	<b>\$75.2m - \$81.9m</b>	<b>\$139.4m - \$154.0m</b>	<b>161.7m - \$178.7m</b>	<b>\$167.0m - \$183.3m</b>	<b>\$167.0m - \$183.3m</b>
<b>Expected Life of the Building</b>					
SOP Years	35	42	50	64	64
New Years	35	45	56	62	62
<b>Increase for Average Residential Ratepayer (one off amount that will continue for each year of the building life)</b>					
Statement of Proposal costs per annum	\$38.9 - \$46.3	\$57.3 - \$67.6	\$74.3 - \$86.2	\$50.6 - \$52.6	\$50.6 - \$52.6
Revised costs per annum	<b>\$36.9 - \$40.4</b>	<b>\$57.3 - \$64.3</b>	<b>\$60.0 - \$67.5</b>	<b>\$51.0 - \$58.1</b>	<b>\$51.0 - \$58.1</b>
<b>Indicative Opening</b>					
	November 2023 - unchanged	September 2024 - unchanged	May 2025 - unchanged	November 2025 – changed to March 2026	November 2025 - unchanged
<b>Public preference for option</b>					
Submissions:	7%	5%	31%	42%	7%
Survey:	6%	11%	33%	36%	10%
<b>Conclusion</b>	Changes and public feedback do not justify recommending this Option	Changes and public feedback do not justify recommending this Option	Option should be considered	Option should be considered	Public feedback does not justify recommending this Option

**9. Options Analysis**

- 121. Wellingtonians have clearly identified that they want a Central Library building that is safe, resilient and future-proofed at a reasonable cost. The progression of the design of the remediation options and costs for all the options has shown that Option C and D can both deliver on the four factors that Wellingtonians rated as most important.
- 122. The advanced preliminary designs for Option C have resulted in a significantly reduced the cost estimate and project risk and this has demonstrated it could support a future proofed Central Library service. However, the addition of base isolation to Option D increased its resilience and the project cost.
- 123. The results of the consultation and engagement process and the advancement of the design, together with the revised costs, support Option C as the recommended option for the Future of the Central Library. As well as the cost of Option D now being similar to C, Option C will deliver the elements that were important to supporters of Option D, such as ability to deliver a future-proofed library service, mitigate climate change and improved sustainability.
- 124. The following table compares the two options to illustrate the differences.

**Comparing Options C and D**

Option	Advantages	Disadvantages
<b>C</b>	<ul style="list-style-type: none"> <li>• Already at Preliminary design stage- Library opened by May 2025</li> <li>• Can deliver a modern 21<sup>st</sup> century library service while retaining heritage value</li> <li>• Retains anchor building in Te Ngākau Civic Precinct</li> <li>• Contributes positively to Council’s sustainability objectives</li> <li>• Reasonable Capital Cost of \$178.7m</li> <li>• Reduces risks from Climate change due to lifted floor and building services relocated</li> </ul>	<ul style="list-style-type: none"> <li>• Does not deliver the public’s preferred option</li> <li>• Highest average annual cost to the Ratepayer (due to life of building)</li> <li>• Remediation projects are complex with risk of increased costs (though somewhat mitigated)</li> </ul>
<b>D</b>	<ul style="list-style-type: none"> <li>• Public’s preferred option – variation of 1% - 10% between both options</li> <li>• Can deliver a modern 21<sup>st</sup> century library service</li> <li>• High level of sustainability can be achieved through design</li> <li>• Lower increase to Average Residential Ratepayer (due to life of building)</li> <li>• Reasonable Capital Cost of \$183.3m</li> <li>• Will be designed to mitigate climate change impacts</li> </ul>	<ul style="list-style-type: none"> <li>• Does not retain heritage value</li> <li>• Timeframe estimated to be 10 months longer</li> <li>• High specifications required for anchor site in the Precinct - likely to affect size and/or cost</li> <li>• Demolition does not contribute to sustainability objectives</li> </ul>

## 10. Conclusion

125. The difference between Options C and D are more apparent when considering the other factors namely timeframes, heritage, sustainability and climate change. Overall, Officers' advice is that Option C delivers a better result considering all these factors.
126. The results of the consultation and engagement process together with the advancement of the design and revised costs support Option C as the recommended option for the Future of the Central Library. With the cost of Option D now being similar to Option C, the other elements that were important to supporters of Option D, such as ability to deliver a future proofed library service, mitigation of climate change and improved sustainability will be delivered by Option C.
127. Officers recommend Option C as it:
- delivers a safe, resilient, future-focused library building to support a modern library service
  - is likely to be more sustainable than Option D as it doesn't require a building to be demolished
  - can reduce impacts of climate change through design
  - will restore the Central Library service quicker than Option D and E
  - has had a significant cost reduction to a level that is more acceptable (\$4.6m less than Option D) although will be tested against other priorities in the LTP process
  - has a reduced project risk and the cost is more certain.

## Options

128. The Committee has previously expressed a desire to make progress on deciding the future of the Central Library. To support that intent, the Committee's options are to agree:
- that Option C be recommended to Council for inclusion in the draft Long-term Plan or
  - that another option be recommended to Council for inclusion in the draft Long-term Plan.

## Next Actions

129. If the recommendation for Option C is adopted, the following next steps are envisaged (should Option A or Option B be selected the steps are the same):
- November 2020 to February 2021 - details of Option C incorporated in the draft LTP
  - November 2020 to March 2021- Officers will progress work on the design and service level brief, including engagement with mana whenua and stakeholders, and will report to Councillors in March 2021 for approval
  - November 2020 to June 2021- work will continue on Option C, including a procurement process to ensure it is ready to commence as soon as the LTP is adopted
  - March to June 2021 - LTP consultation. Note that the LTP will describe Option C as well as the other options updated with all the new information, to allow the public to express their view on the project and its relative priority to Council's other priorities and financial position.
  - June 2021 - LTP Decisions. The Council will consider the consultation and make the final decision on the project to be included in the final LTP.
130. If Option D is adopted the following steps are envisaged:
- 1.

- November 2020 to February 2021 - details of Option D to be incorporated in the draft LTP
- November 2020 to March 2021- Officers will progress work on the design and service level brief, including engagement with mana whenua and stakeholders, and will report to Councillors in March 2021 for approval
- November 2020 to June 2021- work will begin on Option D starting with a procurement process for a design team and determining the approach to the resolution of Heritage issues
- March to June 2021 - LTP consultation. Note that the LTP will describe Option D as well as the other options updated with all the new information, to allow the public to express their view on the project and its relative priority to Council's other priorities and financial position.

2.

131. If Option E is adopted the following steps are envisaged:

- November 2020 to February 2021 - details of Option E to be incorporated in the draft LTP
- November 2020 to March 2021- Officers will progress work on the design and service level brief, including engagement with mana whenua and stakeholders, and will report to Councillors in March 2021 for approval
- November 2020 to June 2021- work will begin on Option E starting with the identification of an appropriate site which will be consulted on through the LTP process. At the same time a procurement process for a design team will be implemented. Expressions of Interest in remediating the existing Library building will be sought.
- March to June 2021 - LTP consultation. Note that the LTP will describe Option E as well as the other options updated with all the new information, to allow the public to express their view on the project and its relative priority to Council's other priorities and financial position.

## Attachments

Attachment 1. Global Research Report [↓](#) 

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Attachment 2. Survey results [↓](#) 

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## **SUPPORTING INFORMATION**

### **Engagement and Consultation**

#### ***Submissions***

The SCP consultation provided for both online and paper submissions. Online submissions were made through the library submissions Korero Mai webpage

<https://www.letstalk.wellington.govt.nz/central-library>

Paper submissions were either mailed to WCC or dropped into Library branches and were entered manually by Council staff into the same webpage. A quality assurance process was applied to ensure submissions met the minimum standards set by WCC and entered correctly into the system.

Submissions closed to the public at 5pm, 7 September. Allowance was given for postal submissions to be delivered, with those postmarked up to the 8 September included.

The data was sent to Global Research for analysis. This included:

- 1451 submission form responses, including 12 written submissions from members of the public (not following the questions asked in the submission form). These have been sorted into the most appropriate sections along with the 1451 other submissions. Note: the difference between the total submitters (1456) and what was provided to Global Research was five late submission that were delivered to the wrong Council team.
- 233 Facebook comments

Submissions from individual submitters were incorporated by WCC into a database and securely sent to Global Research for analysis. Facebook submissions were summarised by Global Research.

Global Research identified the high-level themes from the submission feedback by each question in the submission form. (Refer Report included as Attachment One)

#### ***Oral submissions***

The Strategy and Policy Committee heard 54 oral submissions over 22nd and 23rd September 2020.

Several submitters provided Councillors with additional materials to amplify their written submission and, whilst the majority of these supported their written submissions, they provided more detail and, in some cases, justification for their point of view. A large number were able to present their ideas in less than the allotted time allowing Councillors to ask questions to understand further their point of view.

The oral submissions were representative of the full submission pool in that Option D was preferred by the largest group (23/54 or 42.6%, compared with 42% in the submissions and 35% in the survey). However, those supporting Option A were disproportionately represented at oral hearings (11/54 or 20%, compared with 7% in all submissions and the survey).

#### ***Independent Survey***

The use of independent research surveys is a commonly used tool in the Local Government sector, including this Council, to support informed decision making. These surveys help capture the views of people who may not participate in formal submissions or engagement

activities, or face barriers in doing so. By incorporating an impartial survey into the SCP, we will be able to provide fuller data on the public's views to inform decision-making.

The Council engaged an external research agency, Research First, to survey a representative sample of 1,000 city and Greater Wellington residents about their awareness of the options to restore the central library service in the CBD.

The survey was done using a mix of an online survey link and interviewing people by phone. Combining methods provided a more inclusive approach and capitalised on the cost efficiencies of online versus telephone and provided more value for money.

The online component was delivered through Research First's online panel of respondents, allowing for a good representation of the resident profile in the Wellington region by ward, age and gender.

The telephone surveys were conducted from Research First's Christchurch call centre following the online survey to boost under-represented wards, age groups or specific resident profiles.

The key requirements for the survey were:

- To recruit between 600 to 730 Wellington City and 270 to 400 Greater Wellington Region residents. This recognises that those who live in the city were more likely to, but not solely, use the Central Library
- The Research First team made sure a good range of people were invited to do the library survey and that a minimum number of residents in age, gender and ward groups were surveyed
- That similar sized groups of people completed the phone and online surveys.

The questionnaire was designed to be answered within 10 minutes. Respondents were presented information and questions consistent with the SOP and submission form so the results would be comparable. The full questionnaire and sample design can be read in Attachment 1

### **Events**

Three speaker webinars were delayed and moved online, and most library branch events were cancelled, due to restrictions under Alert level 2

The project team joined the Planning for Growth information house which visited most suburbs. During the consultation period we were able to attend 13 engagements and spoke with approximately 169 people. As well as answering people's questions and encouraging them to make a submission we often explained why the Central Library closed, the options, cost estimates, heritage aspects and timeframe differences.

People's comments included: shouldn't have closed; hurry up Council!; restore the spaces quickly; future proof the building; more spaces and seating, meeting rooms; mix of people who liked the design and those who didn't – for example, like the quirky design where others felt it was dark and was unwelcoming, didn't reflect the diverse cultures we have; need more technology and ways to engage people in the collection and spaces; not accessible for many; protect the Nikau palms, wavy wall and water features; people like interim libraries as modern, lighter spaces – but felt too small to support the city.



62 people recorded their preferred option on a poster which showed Option D was most popular and this was mainly due to cost:

- Option A: 9
- Option B: 2
- Option C: 7
- Option D: 34
- Option E: 3
- Other: 7

### **Social Media**

The Council included comments from social media as an official method for the central library consultation process. To be included the social media comment had to be:

3. Posted on either the WCC or WCL social media channel
4. Posted between Monday 27 July and 5pm, Monday 27 September
5. Refer directly to the central library consultation and the options (viable and discarded) included in the Statement of Proposal.

Social media comments meeting that criteria were copied into a database which was included in the paper and online submissions delivered to Global Research for analysis. Global Research identified the high-level themes from the social media commentary. The different nature and intent of social media posts to the submissions and the survey are noted. Comments made on social media are often the start of a conversation that carries on. So, unlike a submission where someone has their say in isolation, in social media, you respond to someone's comment about cost and then a full thread of feedback is created.

### **Treaty of Waitangi considerations**

*Te Wharewaka o Pōneke, Wellington Tenth's trust and Palmerston North Maori Reserve Trust*

Council officers met with Te Wharewaka o Pōneke, Wellington Tenth's Trust and Palmerston North Maori Reserve Trust to discuss the consultation and to receive their submission. The full submission is included in the submissions provided to Councillors. Key points that were highlighted were that the Tenth's Trust is vitally invested in the future of the Central Library; Sir Ian Athfield's relationship with iwi was strong and he took advice and inspiration around the history and importance of the area; Maori heritage of Wellington should reside in the Central Library. It was noted this can be a challenge as there is a natural conflict for Maori with their story being written or recorded. There were also suggestions made about people to include in future planning. Including Maori design within the changes would be a great opportunity to involve young Maori who will be future users of the library.

### **Ngā Aho from the Pōneke branch**

Ngā Aho Māori Designers Network is a national group of Māori designers.

The full submission is included in the submissions provided to Councillors. Ngā Aho's option is that the Wellington City Council gives mana whenua back the land under which the Central Library sits as a contribution towards rectifying past wrongs that mana whenua have had to endure at the hands of the Crown, of which the Council is an agent.

Despite that preference, a new building was preferred over renovation of the existing to enable the development of a space that more fully reflected the Treaty relationship. 'The group generally rejected the idea of keeping the Central Library for heritage reasons. There is currently much effort put into retaining colonial heritage with much less of a focus on acknowledging the far longer presence of Maori in this place. The latter needs to be prioritised in future uses of the site [...]'

**Financial implications**

The proposed Option has significant cost implications for Council and is included in the body of this paper. Once a final option is chosen by Council the project costs will be included in the draft 2021-2031 LTP

**Policy and legislative implications**

Legal advice was reflected in the design of the Special Consultative Procedure.

**Risks / legal**

The advancement of the design process was designed to provide more detail and therefore more certainty about the design and the resulting costs. The use of a multi-disciplinary team to take the design from concept to preliminary design allowed for a range of views to be incorporated which resulted in confidence about the three remediation schemes and the costs. This was then subjected to peer review processes which has confirmed that the designs are feasible and the costs are reasonable. This has led to a significant reduction in the project risks. The paper provides more details on the processes followed.

The Heritage advice was reviewed by internal and external experts including the council legal team.

**Climate Change impact and considerations**

The climate change impacts of the options were included in the Statement of Proposal and the issue have been discussed in the body of this paper.

**Communications Plan**

A communications plan will be developed as the project progresses.

**Health and Safety Impact considered**

Life safety was a key factor used to evaluate all the options provided in the Statement of Proposal. In both the submissions and survey Wellingtonians ranked safety as the top factor that influenced the decision about their preferred option.

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Global Research  
Turning Information Into Insight

# Wellington City Council

PUBLIC ENGAGEMENT: Central Library Redevelopment

5 October 2020

Prepared by Global Research Ltd  
For

Absolutely Positively  
**Wellington** City Council  
Me Heke Ki Pōneke

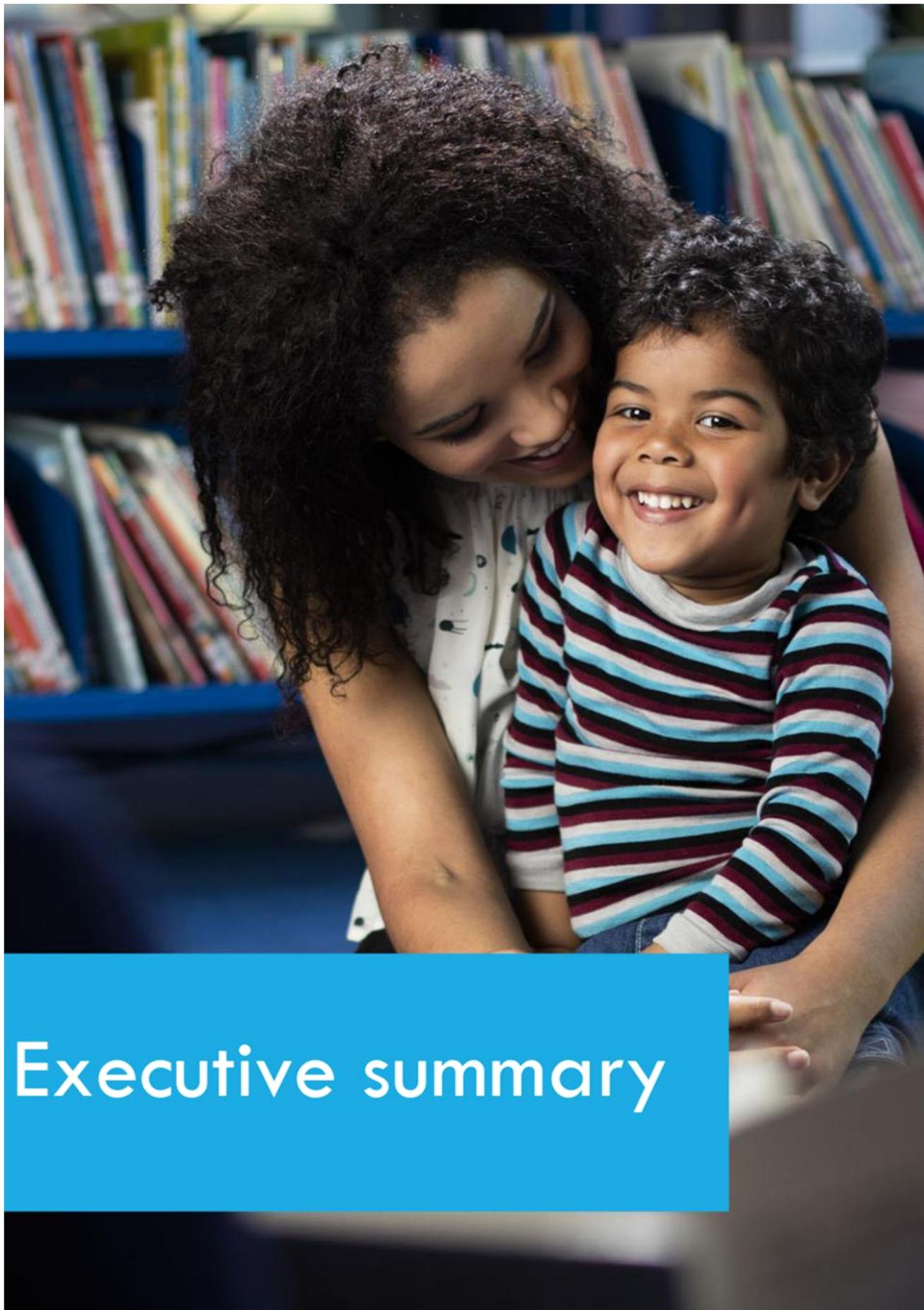
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# Executive summary

# INTRODUCTION

## BACKGROUND

Planning for the future of the Wellington Central Library needs to determine the extent to which the current building features in its redevelopment. The Central Library was closed to the public in March 2019 due to new guidelines for concrete buildings revealing a high level of potential failure in a significant earthquake.

A public engagement consultation running between 27 July and 7 September 2020 sought to find out the public's preference for the Central Library redevelopment. The consultation is stage 1 of a 3-stage process:

**Stage 1.** Consultation results inform Council decision on option to be included in the proposed Long-term Plan.

**Stage 2.** Confirming the Long-term Plan (LTP). In March and April 2021 WCC will seek public opinion on how this project should be prioritised against the others in the draft LTP. This will feed into the Council's final decision on the LTP in late June 2021.

**Stage 3.** Work begins (post-June 2021).

The consultation process invited the public to comment on five options for a redevelopment of the Central Library, three with different levels of remediation, and two which propose a rebuild.

Option A – Low-level remediation

Option B – Mid-level remediation

Option C – High-level remediation (WCC preferred option)

Option D – New build on same site

Option E – New build on another Te Ngākau Civic Precinct site

Interest in the consultation was high, with a total of 1463 people contributing to the consultation through 1451 online or paper submissions<sup>\*</sup> completed by the public, and 12 independent submissions<sup>\*\*</sup> from members of the public. Additionally, there were 233 Facebook comments.

<sup>\*</sup> Note that WCC elicited responses from the public by releasing a submission form/survey during an engagement period from 27 July to 7 September. Where the terms *submission* or *submissions* are used, this refers to the submission form released through the Wellington City Council website at <https://www.letstalk.wellington.govt.nz/central-library>. The submission form was also available in paper format.

<sup>\*\*</sup> *Independent submissions* were written documents sent to WCC in alternative formats (not directly answering the submission form questions mentioned above).

## SUMMARY OF FINDINGS

The summary below presents the key insights gained from this research, generally in order of the frequency at which they were mentioned across submitters' written comments.

### THE LIBRARY AS A MULTI-PURPOSE, MULTI-USE SPACE

- Submitters have a vision of a versatile, multi-use space that caters for various activities and functions, with spaces that can be used and adapted for these varying purposes. The main functions of any redeveloped Central Library are related to knowledge acquisition, that is, reading, studying, researching, and the ability to attend workshops or courses.

### THE LIBRARY AS A COMMUNITY AND SOCIAL SPACE

- There was a sense from submitters that having access to a Central Library is an intrinsic aspect of modern urban life. Submitters agreed that the Central Library should feel welcoming, inviting, and safe for all. They wanted to be able to use the Central Library as a place to meet with friends, or attend community events like public talks, film screenings, or workshops.

### HERITAGE

- Heritage was widely discussed by submitters. The heritage value of the Central Library was questioned more often than it was accepted. In spite of some impassioned appeals for the protection of the current building, the balance of opinion was that the heritage value of the current Central Library is not sufficient to justify the proposed remediation costs; thus, most considered it a more prudent option to rebuild.

### OPPORTUNITY COST

- Submitters expressed concern at the costs associated with the Central Library redevelopment. Costs were felt to be too great considering the length of time the city will be without a central library, and the value they will get from the final product. Submitters expressed the view that there were more pressing needs for Council funds. This was particularly the case in light of COVID-19 and the large, and likely lasting, economic impacts it may have, and the need for infrastructure replacement or upgrades.

### FUTURE-PROOFING

- Submitters urged WCC to repair or rebuild the Central Library with the future in mind – ensuring that the building is flexible enough to cater for the changing needs of the public. Comments on this theme reflected community impressions of an uncertain future, one in which designs must be sufficiently flexible to accommodate unforeseen societal, technological, and climatic changes.

### TE NGĀKAU CIVIC PRECINCT

- There was broad acceptance of the value of Ngākau Civic Precinct. Submitters wanted to see the space's potential realised and they considered the area vital because of its significance as both a central location and the connection it provides between the foreshore and the CBD. Comments on the precinct reiterated its function as a public place for people to use; this was evident in the proliferation of suggestions around desired inclusions.

**INTERIM LIBRARIES**

- Submitters acknowledged the benefit of having interim CBD branches available while the Central Library remains closed. However, it was agreed that these interim branches do not replace all that has been lost in the Central Library, and it should therefore only be a temporary solution until the Central Library is back up and running.

**REBUILD OR REMEDIATE?****IN FAVOUR OF A NEW BUILD**

- More comments expressed support for building a new Central Library from scratch than for remediation of the existing building. Comments made in support of a new build suggested that it was a more cost-effective option than WCC's preferred option, Option C. These comments also suggested that a new building would provide an opportunity for a more functional, fit for purpose and future-proof building.

**IN FAVOUR OF REMEDIATION**

- Comments made in support of remediation communicated that they preferred the shorter timeframe that remediation offered compared to a new build, expressing a desire to have the library up and functioning again as soon as possible. Mid-level remediation received less support than low-level remediation (praised for its quick timeframe) and high-level remediation (praised for its safety benefits and the retention of the existing building).

**COMPARISON OF SUBMITTERS WHO SELECTED OPTIONS C OR D AS THEIR PREFERENCE****SIMILARITIES**

- Proponents of Option C and of Option D shared many similar aspirations for the role and function of the Central Library. Both groups desired a safe, accessible, welcoming community space in the central city for all Wellingtonians to use and enjoy. They also sought a similar range of multifunctional, flexible and future-proof spaces and services.

**DIFFERENCES****Heritage**

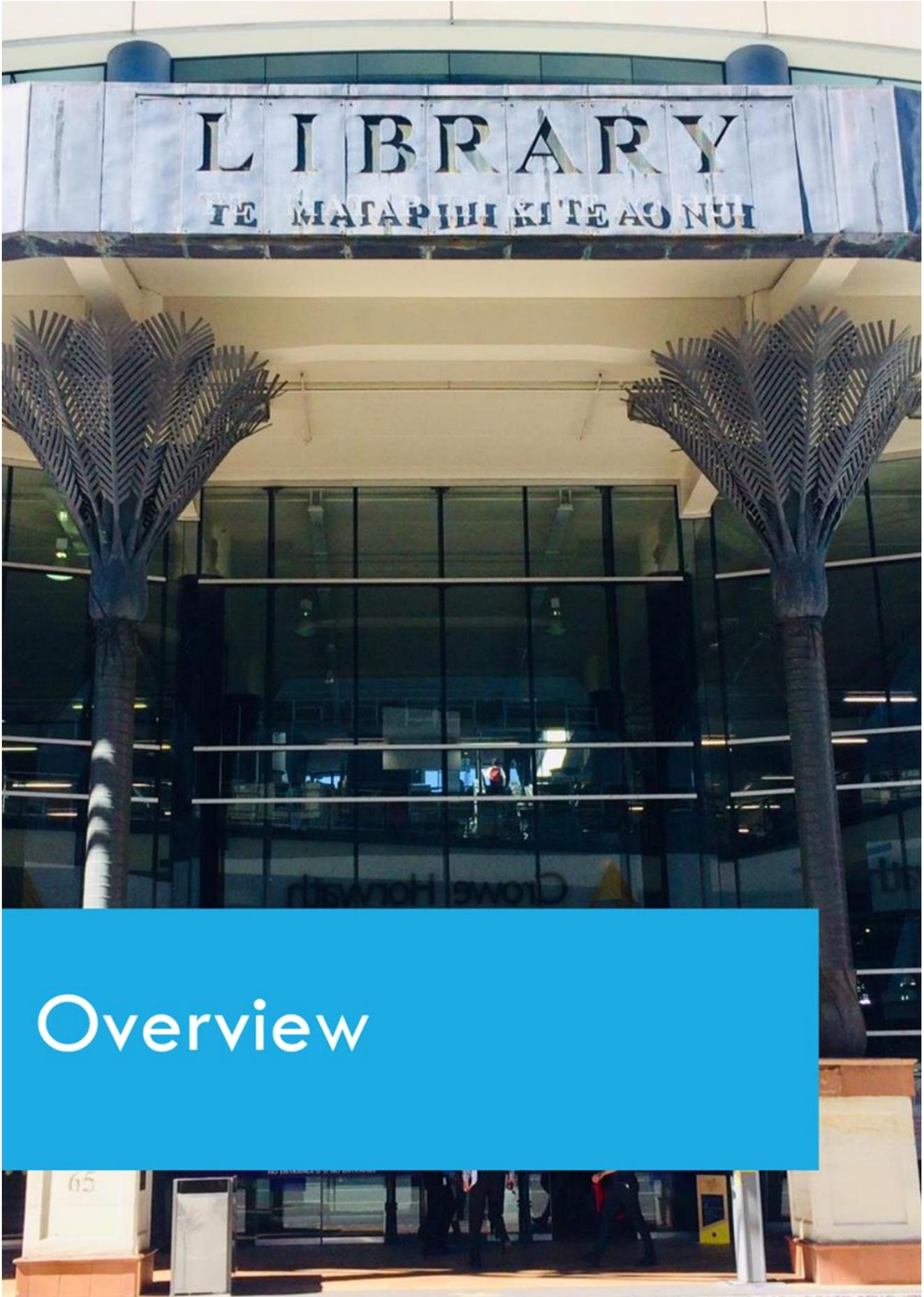
- Proponents of Option C regarded the Athfield-designed building as an iconic and vital part of Wellington's urban fabric and architectural history. These submitters made the point that Option C acknowledges the high cultural heritage value of the existing library and noted potential legal issues relating to heritage status that may arise and substantially delay a new build.
- Proponents of Option D claimed the lack of flexibility of the existing building far outweighs its heritage value, which they felt is 'overstated'. It was suggested a 'clean slate' would allow for a more future-proofed Central Library. Submitters also argued the heritage value and a nod to the past can be achieved through reusing the much-loved iconic nikau palm sculptures by incorporating them in a new building.

**Cost**

- Proponents of Option C expressed concern about the cost of repair and cost estimates relating to Option C, with several submitters stating they would support a rebuild if it was the cheaper option.
- Proponents of Option D argued that a rebuild is cheaper, more cost-effective, will last longer, will be purpose-built, have a lower risk of budget blowouts, and still be able to incorporate much loved heritage elements.

**Resilience and future-proofing**

- Proponents of Option C argued that a high level remediation needs to be structurally safe and resilient, not compromise on safety, and take sustainability into consideration (regarding the environmental costs of demolition and dumping).
- Proponents of Option D expressed the view that a new building design would better cater for safety and the future than a retrofitted solution. Submitters also discussed sustainability, noting a new building must be designed with sustainability in mind and be carbon-neutral when operating.



# Overview

## PROJECT BACKGROUND

The Central Library has been our city's living room and a vital part of our vibrant inner city for decades. The building itself isn't safe to use. While the Central Library was not damaged in the Christchurch and Kaikoura earthquakes, it was reassessed after a change to the Government's seismic performance assessment criteria guidelines for concrete buildings. The new guidelines, which were developed by the engineering community and the Ministry of Business, Innovation and Employment (MBIE), found the Central Library structure and floor system design would pose a high level of potential failure in a significant earthquake, and met 15-20 percent of the National Building Standard. On that basis, the Council's Chief Executive closed the building (including the public car park and the footpath around the library) to the public on 19 March 2019.

The Wellington Central Library redevelopment consultation represents a once-in-a-lifetime opportunity to set up the Central Library to continue to support Wellington's diverse communities for at least the next 50 years.

The consultation period closed at 5pm on 7 September 2020, with 1451 people submitting via online or paper submission forms, and 12 independent submissions from members of the public (not directly following the submission form questions). Submitters were asked to comment on the following proposed options for redevelopment for central library services in Te Ngākau Civic Precinct:

- Option A - Low-level remediation of current building
- Option B - Mid-level remediation of current building
- Option C - High-level remediation of current building (WCC preferred option)
- Option D - New build on same site
- Option E - New build on another Te Ngākau Civic Precinct site.

### THE SUBMISSION FORM

The submission form asked for the following demographic information:

- > Name
- > Email or postal address
- > Whether or not the submission was as an individual or on behalf of an organisation (and the organisation's name)
- > Whether or not the submitter would like to make an oral submission to the Councillors.
- > Where the submitter currently lives
- > Age group
- > Gender.

The substantive questions asked about the following topics:

- > What functions people thought a central library should have
- > What the submitter's preferred option was
- > Which factors were important to them in selecting a preferred option
- > The connections with Te Ngākau Civic Precinct
- > The level of use of library services in general
- > Their experiences with the interim CBD branches.

## ANALYSIS

In total, WCC received the following:

- 1451 submission form responses
- 12 written submissions from members of the public (not following the questions asked in WCC's submission form). These have been sorted into the most appropriate sections along with the 1451 other submissions
- 233 Facebook comments

Submissions from individual submitters were incorporated by WCC into a database and securely sent to Global Research for analysis. Facebook submissions were summarised by Global Research.

Below is a breakdown of how the analysis was conducted for each of these data sources.

### QUANTITATIVE ANALYSIS

The percentage of submitters who selected various options was collated, presented in charts, interpreted, and are displayed in Section 1.

Responses to the following closed questions were analysed quantitatively:

- Q2. There are several different options to deliver a functional Central Library building. Which of these is your preferred option? Please tick one
- Q4. Thinking about your preferred option for the central library building, what factors were most important in your decision? (Please rank your top 5 in order of importance, with '1' being most important through to '5' for the fifth most important.)
- Q6. Thinking about how the Central Library building connects with the Te Ngākau Civic Precinct how appealing or unappealing would you find the following?
- Q8. On average, how often have you accessed library services in Wellington in the past 12 months (in person or online)?
- Q9. There are interim CBD libraries in Manners St, National Archives and on Brandon St. Which of the following have you visited in the past 6 months? (Please tick all that apply)

### QUALITATIVE ANALYSIS

Qualitative analysis of the six open-ended responses was undertaken by Global Research analysts.

- Q1. Redeveloping the Central Library building for the next 50 years presents many opportunities. What could the Central Library be like, and what could it provide to support the community? This could include anything from physical spaces, services, programmes or partnerships with other organisations
- Q3. Submitters who selected the option "none of the above – I prefer an alternative" for Q2 were then asked: You have indicated you do not prefer any of the five options we have put forward for consultation. We would like to hear from you what option you would like explored further. This could include one of the options that were not deemed practicable and were excluded (listed below) or another different option

Q4a. If you selected 'other' above (for Q4), what other factor was important in your decision?

Q5. Is there anything else you would like to tell us about the future of the Central Library building?

Q7. Te Ngākau Civic Precinct has traditionally played an important role in Wellington, both as a public space in the central city and as the home of the City Council chambers and the Library. Is there anything you would like to share with us about the role Te Ngākau Civic Precinct has or could have in terms of a public and democratic space in the central city?

Q10. What do you like about the interim CBD branches? Is there anything you would improve or change?

Every written idea submitted by the public and each demographic question answer was formatted and included within NVivo analysis software. Responses were organised (coded) into topics by analysts, the results of which are presented question by question in this report.

In reading, analysis and synthesis every effort was made to consistently group points made into the most logical topics. The goal has been to deliver a thorough and objective presentation of the range of ideas, points and opinions expressed.

Comments were coded into themes that arose during the coding process. This iterative process uncovered a series of subtopics under each of the key topics and these are all presented and discussed throughout the body of the report. To ensure consistency, coding was peer-reviewed.

## SOCIAL MEDIA ANALYSIS

Wellington City Libraries and Wellington City Council published posts to Facebook, Twitter and Instagram during the engagement period to help inform the public about the Future of the Central Library consultation.

Comments from these posts have been recorded, analysed and presented in Section 2.5 of the report. The comments collected from each of the posts were similar in nature and have been sorted (coded) together into a number of common themes. No comments were made on Twitter or Instagram, so this analysis includes only Facebook comments.

Analysis of the reach and engagement with these social media posts are presented in a table on page [112](#).

## REMEDiate OR REBUILD

Though none of the qualitative questions within the submission form specifically asked submitters to comment further on their preferred options, submitters consistently made comments about the different options across all qualitative questions. All of these comments were coded into two categories: those in support of remediation of the current building (Options A, B or C); and those in favour of a new build (Options D or E). These comments have been discussed thematically and are presented in Section 3 of this report.

*Note: Because options C and D were the most popular choices amongst submitters, additional analysis has been done from the perspective of those who selected either Option C or Option D as their preference. This analysis can be seen under Section 2.2 – "Is there anything else you would like to tell us about the future of the Central Library building? ".*

## REPORT STRUCTURE

This report commences with an Executive Summary presenting the main themes and topics that arose from the consultation.

Following this is a project overview including details of the submission form and background of the project.

The report then presents engagement findings under three main sections:

- > **Section 1: Quantitative analysis**  
The percentage of submitters who selected various answers were collated, presented in charts and interpreted.  
A couple of these questions contain written discussion that was connected to the quantitative questions. These results have been kept together in order to ensure that the context of what submitters were responding to is maintained.
- > **Section 2: Qualitative analysis**  
Questions that elicited written responses have been discussed thematically in Section 2. Each subsection begins with a summary box which succinctly describes the content of the submission points on that theme. Analysis of social media comments have also been included in this section.
- > **Section 3: Remediate or rebuild**  
This section contains analysis of written comments discussing the merits of both remediation and a new build.

The final section of the report is the appendix, which contains additional information about the options being considered for the Wellington Central Library redevelopment, the submission form, and the Facebook posts that drew the comments in this analysis.

Note that although each question in the submission form covered a distinct topic about the Central Library redevelopment, peoples' responses in many cases offered up similar themes. Rather than being repetitive, this can be viewed as a reinforcement of which topics were of the greatest import to submitters.

Throughout discussion of written comments, the number of points made on particular topics have been consistently represented by the amounts described below:

- > A very large number = 150+ comments
- > A large number = 100 – 149 comments
- > A sizeable number = 75 – 99 comments
- > A substantial number = 50 – 74 comments
- > A considerable number = 25 – 49 comments
- > A moderate number = 15 – 24 comments
- > Several comments = 8 – 14 comments
- > A small number = 4 – 7 comments
- > A few = 3 comments
- > A couple = 2 comments

The number of comments made on each topic are noted in headings. The following descriptions are also used to describe the number of comments on particular topics within sections: one quarter, one

third, half, two thirds, and three quarters. These descriptors apply to the content under the immediate sub-heading unless otherwise specified.

Direct quotes from submitters are presented throughout the report to illustrate particular points made. Quotes are italicised and indented from the margin. Note that spelling mistakes and grammar are only corrected in direct quotes where changes do not affect the meaning.

# Section 1: Quantitative analysis

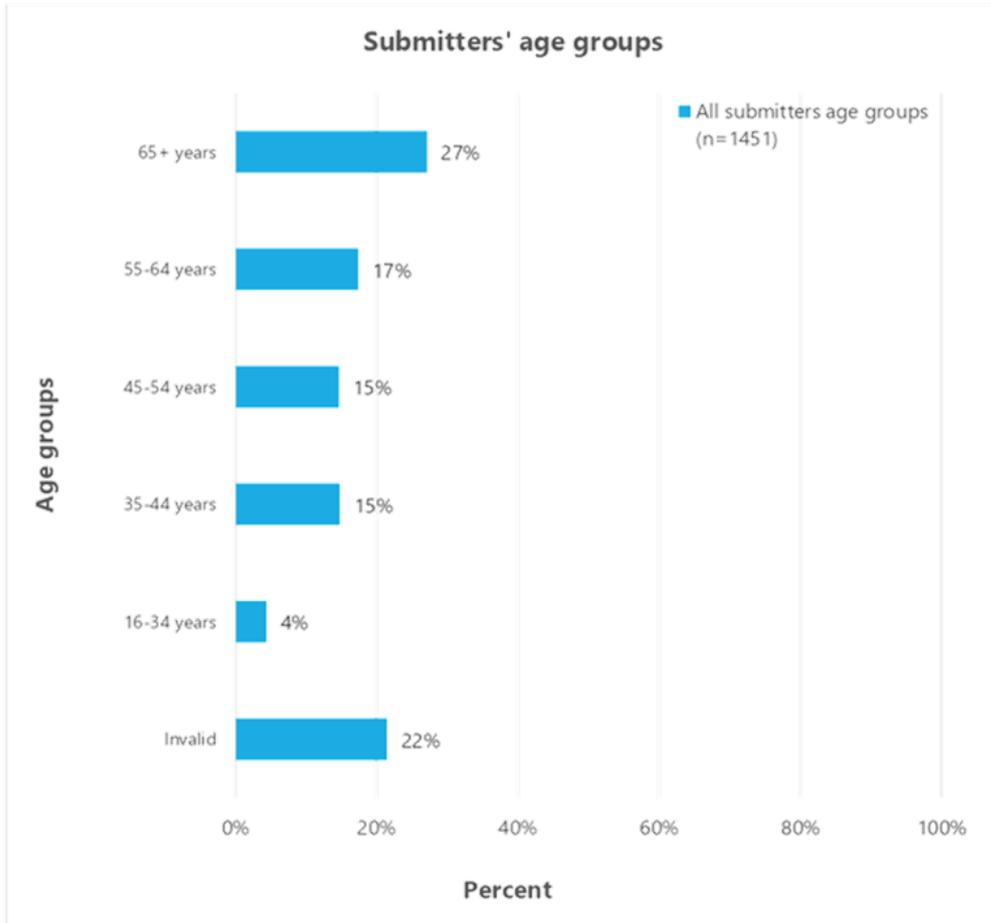


## 1.1 DEMOGRAPHIC PROFILE OF SUBMITTERS

FIGURE 1: SUBMITTER AGE GROUPS

Submitters were asked: *What year were you born?*

Submitters were grouped into the categories below.

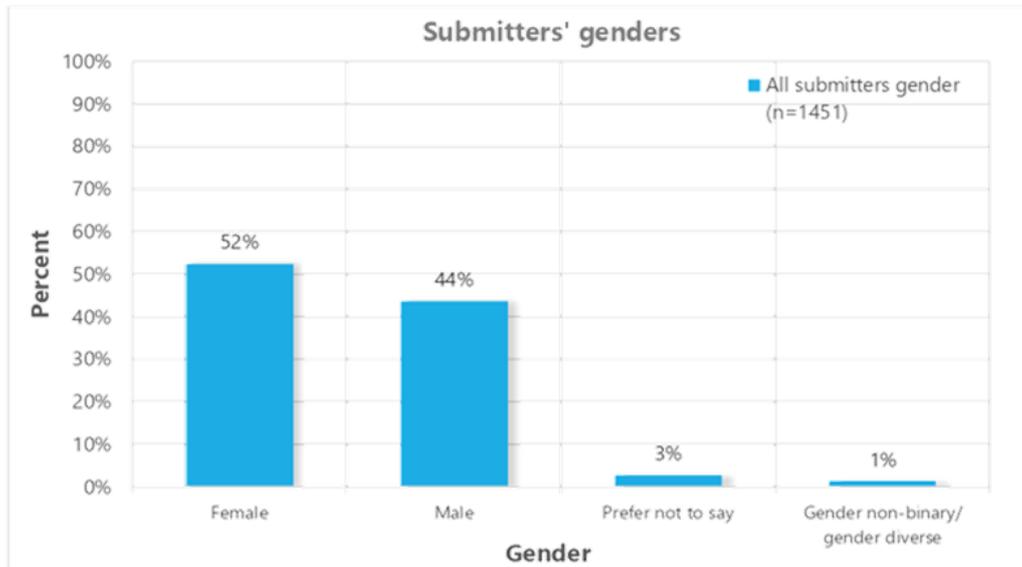


Key findings:

- > There was a relatively even spread of age among those who completed submission forms.
- > The age groups most commonly represented were the 65+ years age groups (27%).
- > Forty percent of submitters were over 55 years of age.
- > Thirty percent of submitters were aged between 35 and 64 years of age.
- > The smallest group of submitters were 16-34 years of age.

FIGURE 2: SUBMITTER GENDERS

Please choose the gender that best identifies you

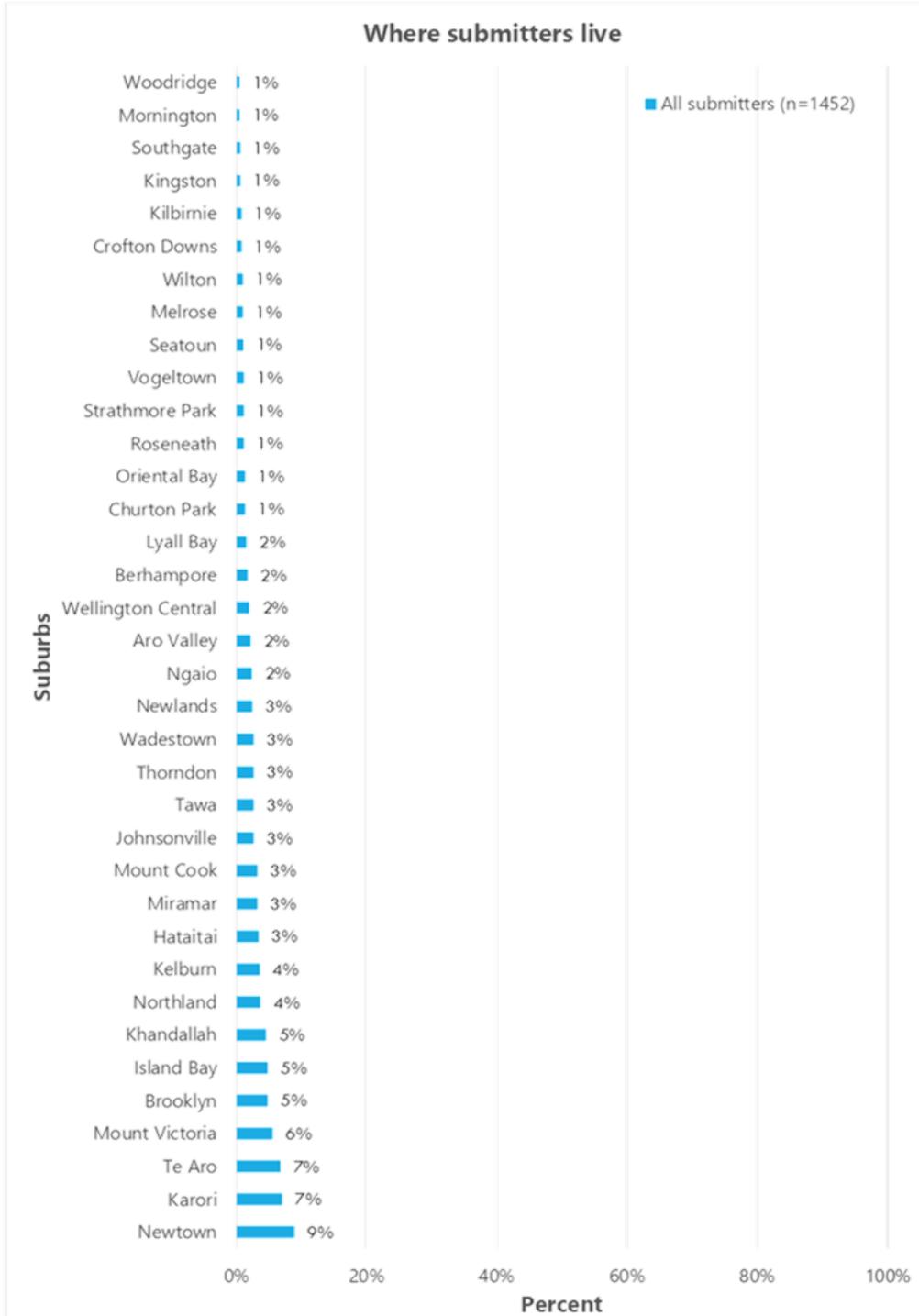


Key findings:

- > Females were most represented within this group, comprising half of submitters (52%).
- > Males were 44% of submitters.
- > The remaining 4% of submitters preferred not to disclose their gender, or were gender diverse/gender non-binary.

FIGURE 3: WHERE SUBMITTERS ARE FROM

Where do you currently live?

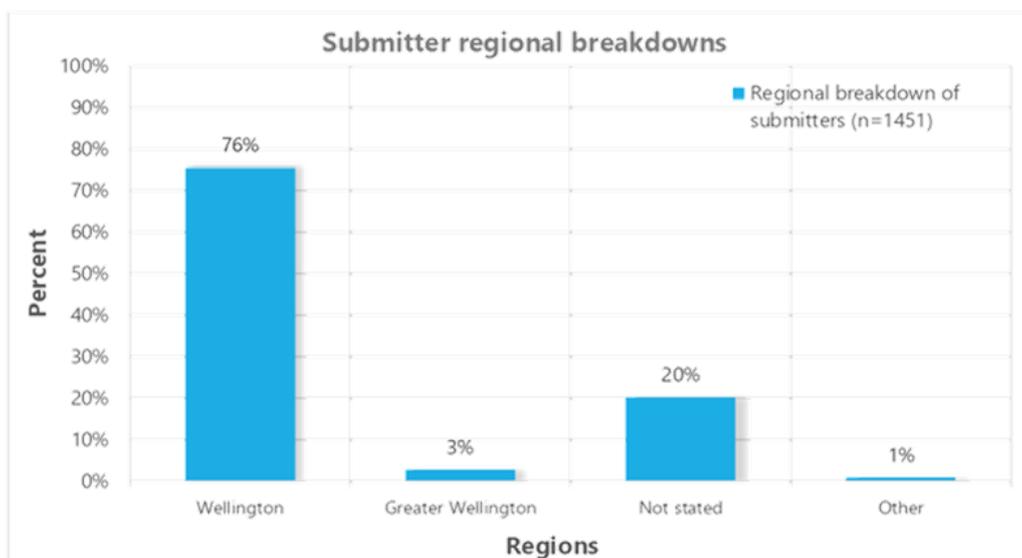


Key findings:

- > Newtown was the suburb that the most submitters were from (9%).
- > No more than 9% of submitters came from any one suburb.
- > Closely following Newtown were Karori and Te Aro (7% each).
- > Fewer than 1% of submitters recorded their place of residence as the following suburbs: Paparangi, Houghton Bay, Pipitea, Rongotai, Highbury, Owhiro Bay, Glenside, Breaker Bay, Broadmeadows, Grenada Village, Karaka Bays, Takapu Valley, Grenada North, Kaiwharawhara, Makara, Makara Beach, Maupuia, Moa Point, and Outside Wellington City.

FIGURE 4: WHERE SUBMITTERS ARE FROM (REGIONS)

Where do you currently live?



Key findings:

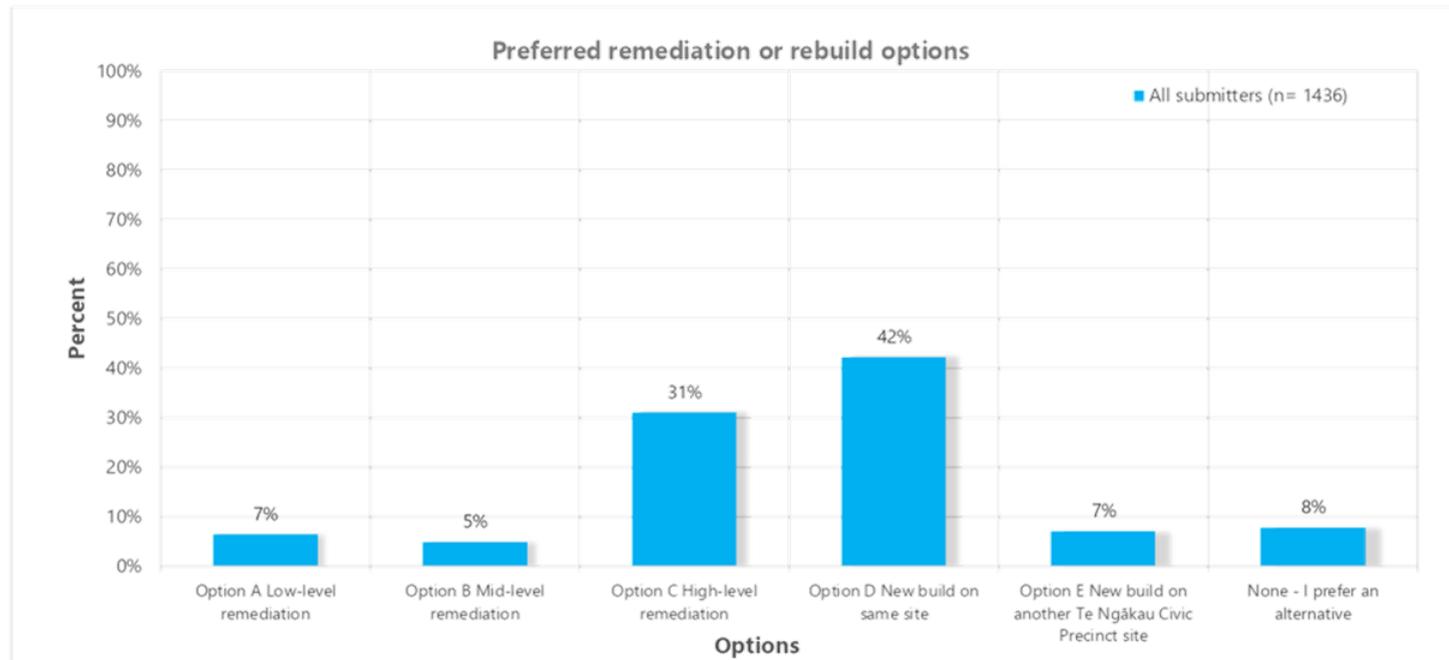
- > 76% of submitters were from Wellington.
- > 3% of submitters were from Greater Wellington.

## 1.2 OPTIONS FOR THE FUTURE OF THE WELLINGTON CENTRAL LIBRARY BUILDING

Submitters were asked to select their preferred option out of the five options being considered for the Wellington Central Library renewal project.

*There are several different options to deliver a functional Central Library building. Which of these is your preferred option? Please tick one.*

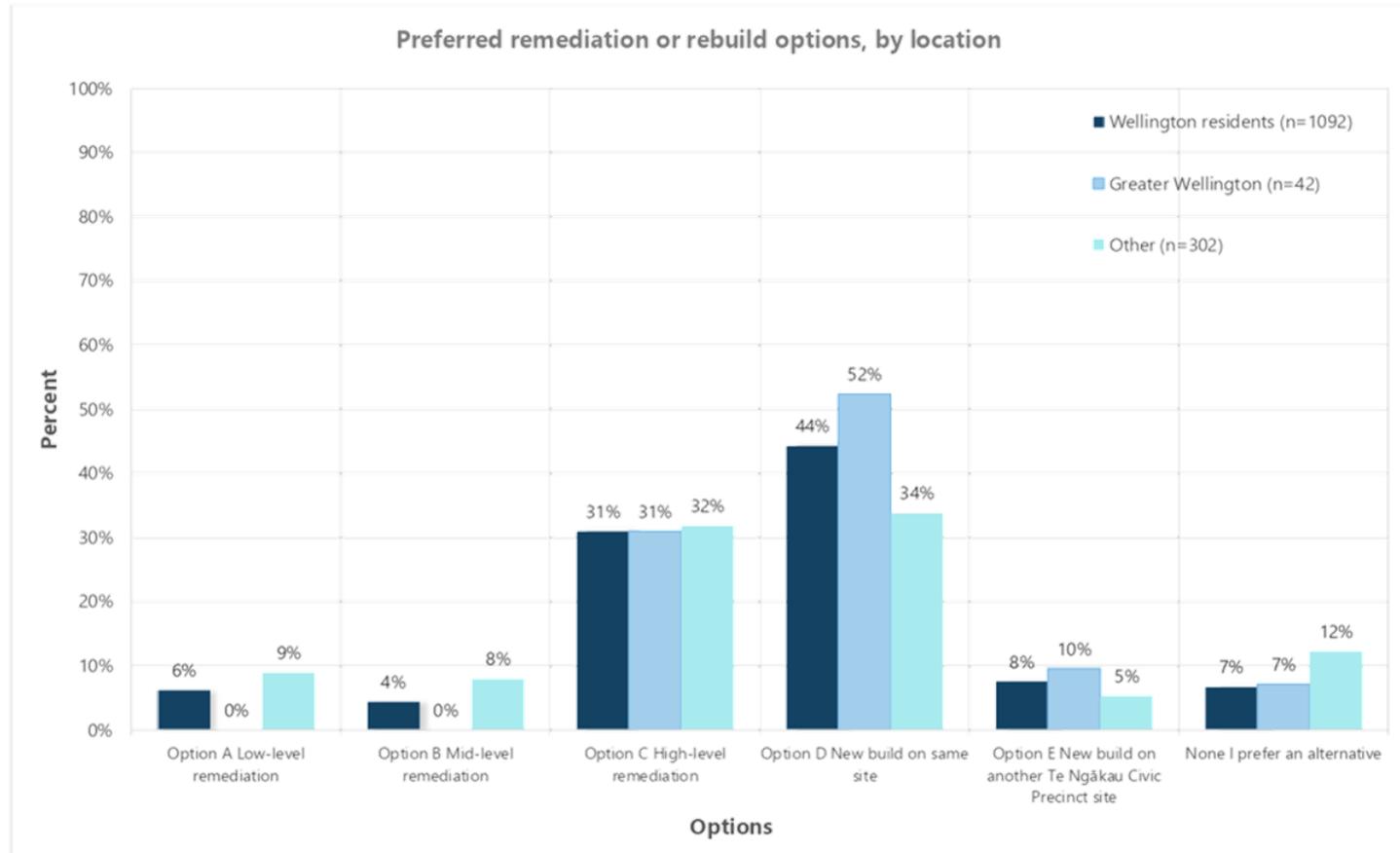
FIGURE 5: PREFERRED REMEDIATION OR REBUILD OPTIONS



## Key findings:

- > 1436 people answered this question.
- > There was more overall support for a rebuild than there was for remediation, with almost half (49%) of submitters preferring Options D or E and 42% in favour of remediation – Options A, B or C.
- > Eight percent of submitters preferred none of the proposed options and instead preferred an alternative.
- > Option D (rebuild on the same site) was the most popular out of the five options, supported by 42% of submitters. The second most popular individual option was Option C, supported by 31% of submitters.
- > Options A (low-level remediation) and E (rebuild on a new site) were supported by 7% of the submitters.
- > Option B (medium-level remediation) was the least popular option (5%).

FIGURE 6: PREFERRED OPTIONS FOR LIBRARY REMEDIATION OR REBUILD, BY LOCATION



## Key findings:

- > Note that a high proportion of submitters were from Wellington City (1092, 77%) compared to Greater Wellington (42, 3%) and Other locations (302, 21%), so the comparison of results based on location should be considered cautiously.
- > There was strong support from Wellington City residents for rebuilding a library on the same site, with 44% of these submitters supporting this option.
- > While the number of Greater Wellington submitters (42) was small, there was also strong support for a rebuild of a library on the same site, with 52% of Greater Wellington submitters supporting Option D.
- > Other submitters were those who did not state where they were from or were from parts of New Zealand outside the Greater Wellington area. This group of submitters were slightly less supportive of a rebuild on the same site, but Option D was still the preferred option for 34% of these submitters.
- > For all groups, the second most popular option was option C, with 31% to 32% of submitters in each of these three groups supporting Option C – High-level remediation.

FIGURE 7: DEMOGRAPHIC BREAKDOWN OF PREFERRED OPTIONS

	Option A - Low-level remediation	Option B - Mid-level remediation	Option C - High-level remediation	Option D - New build on same site	Option E - New build on another Te Ngakau Civic Precinct site	None of the above - prefer an alternative	Total responses
<b>Gender</b>							
Female	5%	5%	38%	<b>40%</b>	7%	6%	685
Male	7%	5%	25%	<b>46%</b>	8%	8%	604
Gender diverse/gender non-binary	0%	0%	38%	<b>43%</b>	10%	10%	21
<b>Age</b>							
16-34	2%	3%	<b>53%</b>	34%	6%	2%	64
35-44	2%	4%	36%	<b>48%</b>	7%	4%	215
45-54	2%	2%	29%	<b>51%</b>	10%	6%	212
55-64	8%	5%	28%	<b>46%</b>	8%	5%	252
65+	10%	7%	32%	<b>34%</b>	8%	9%	390
Invalid	9%	6%	25%	<b>41%</b>	4%	15%	303
<b>Top 6 Wellington suburbs</b>							
Brooklyn	2%	2%	<b>54%</b>	35%	4%	4%	52
Island Bay	0%	12%	31%	<b>48%</b>	6%	4%	52
Karori	4%	8%	16%	<b>57%</b>	12%	4%	76
Mount Victoria	8%	3%	33%	<b>44%</b>	5%	7%	61
Newtown	16%	5%	<b>34%</b>	<b>34%</b>	4%	6%	96
Te Aro	4%	5%	31%	<b>44%</b>	8%	8%	75

Key findings:

- > These findings are based on all submitters (n= 1451), although not every submitter answered all questions.
- > Option D was the preferred option for all subpopulations, apart from submitters who were 16-34 years of age or from Brooklyn, who preferred Option C. Note that there was an even split of preference among Newtown submitters who evenly supported Options C and D.

FIGURE 8: PREFERRED OPTIONS FOR LIBRARY REMEDIATION OR REBUILD: GENDER, AGE AND TOP 6 SUBURBS



Key findings:

- > These results are to be read from left to right, as they represent the percentage of total submitters in each category who supported each option. For example, 40% of all female submitters preferred Option C.
- > Option D was the most preferred option for both females (274) and males (278). 51% of males and 42% of females preferred Option D, whereas 40% of females and 28% of males preferred Option C
- > Option D was the most preferred option for all age groups, apart from those aged 16 to 34 years of age who preferred Option C over Option D.
- > Note that the suburb comparisons are based on relatively small numbers of submitters. Submitters from Karori, Te Aro, Mt Victoria and Island Bay preferred Option D. Submitters from Brooklyn were more in favour of Option C, and submitters from Newtown were evenly split between Options C and D.

Item 2.1 Attachment 1

STRATEGY AND POLICY COMMITTEE  
28 OCTOBER 2020

Absolutely Positively  
Wellington City Council  
Me Heke Ki Pōneke

FIGURE 9: PREFERRED OPTIONS FOR LIBRARY REMEDIATION OR REBUILD, BASED ON FREQUENCY OF LIBRARY VISITATION

Option	Non user (n=46)	Infrequent (n=402)	Frequent (n=935)
Option A Low-level remediation	11%	6%	6%
Option B Mid-level remediation	4%	4%	5%
Option C High-level remediation	28%	26%	34%
Option D New build on same site	50%	47%	40%
Option E New build on another Te Ngākau Civic Precinct site	4%	8%	7%
None	2%	8%	8%

Submitters were asked how often they visit the library.

To calculate frequency of use these responses were grouped together: *Frequent*: monthly or weekly; *Infrequent*: once every few months, once or twice a year, less than once a year; and *Non user*: never.

Key findings:

- > Option D was the most preferred option for all submitters based on library visitation frequency. Again, for all groups, Option C was the second most preferred option for all groups based on visitation.

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WCC Library Redevelopment Public Consultation Analysis

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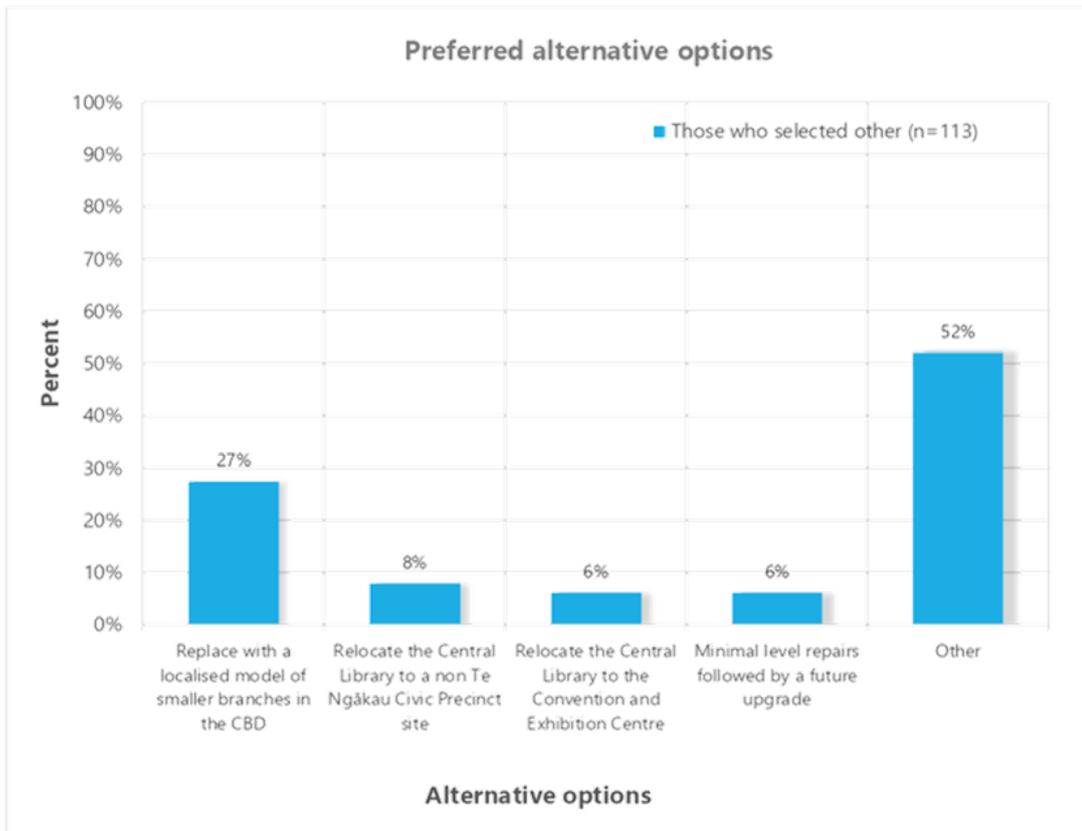
Item 2.1, Attachment 1: Global Research Report

FIGURE 10: SUBMITTERS’ PREFERRED ALTERNATIVE OPTIONS

The 113 submitters who selected the option “none of the above – I prefer an alternative” in Question 2 were then asked:

*You have indicated you do not prefer any of the five options we have put forward for consultation. We would like to hear from you what option you would like explored further. This could include one of the options that were not deemed practicable and were excluded (listed below) or another different option.*

Below are the responses. Breaking this small population into sub-populations would result in meaningless and possibly misleading analysis.



Key findings:

- > Of the four additional options given, the most support was for the Central Library to be replaced with a localised model of smaller CBD branches: 27% of those who did not select the WCC-provided options preferred this additional option. Note that this group comprised only 31 submitters.
- > However, over half of the people for whom none of the five WCC-provided options were suitable wrote their own response (discussed below), indicating that there is little support for the additional options. This group comprised 59 submitters.
- > 8% wanted to see the Central Library relocated to a location outside of Te Ngākau Civic Precinct.
- > 6% wanted to see minimal repairs to the Central Library, followed by an upgrade.

- > 6% wanted to see the Central Library relocated to the Convention and Exhibition Centre.

#### Other (please specify)

Submitters who selected 'other' gave a range of different responses. A considerable number of other suggestions were offered, most of which were variations on options already provided within the survey. A few submitters noted that they required further information, details or research before they were able to comment on their preferred option. Examples of the types of responses received follow:

*Maintain existing distributed library infrastructure or relocate to convention centre if the building can be reconfigured at a low cost.*

*I do not have a preference of options presented. Instead, I would like to see smaller branches in the CBD and surrounding areas, elevated at least by 2 metres above sea level.*

*We favour minimal level repairs followed by future upgrade to the option C which would finalise the high level of remediation, but not immediately, due to the Covid situation and immediate costs involved. Also the cost would impact heavily on low income rate payers as well as disabled rate payers.*

*Bulldoze the Central Library and put the library back in the Civic Gallery.*

*Relocate the Central Library to a non Te Ngakau Civic Precinct site, seek a long-term lease on an appropriate central city building being repurposed from retail.*

A few other comments offered unique solutions, such as:

*Demolish and put something there that brings in money. This is not the right economic time to be spending MILLIONS of dollars on a central library. Where is the judgement of councillors?*

*I don't have expertise or strong views on this - but essentially if the city can buy an existing commercial building or warehouse - this can be refit .*

## 1.3 FACTORS THAT INFLUENCED SUBMITTERS' PREFERRED OPTIONS

Thinking about your preferred option for the central library building, what factors were most important in your decision? Please rank your top 5 in order of importance, with '1' being most important through to '5' for the fifth most important.

Notes on analysis:

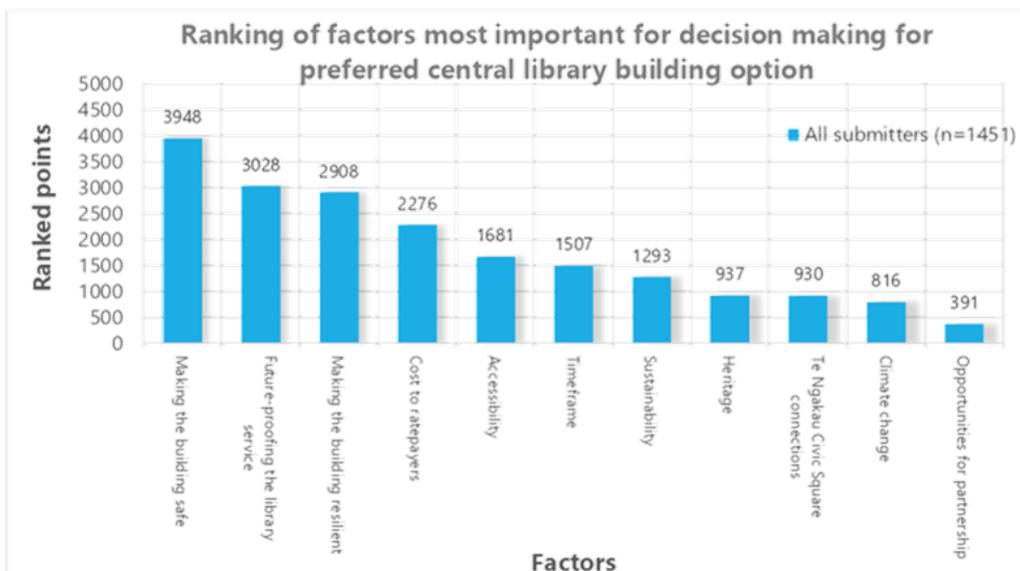
To reach the numerical figures shown in the chart, Figure 11: Top Ranked Factors, the following steps were taken:

1. Submitters' top 5 ratings of each factor were counted.
2. To give greatest value to rank '1' selections, each of these were multiplied by 5, and following this pattern the second ranked factor, rank '2', was multiplied by 4 down to rank '5' selections being multiplied by 1.
3. Numbers were tallied for each factor to give overall totals. This number represents the relative importance assigned to that factor and is the number shown in the chart below.

To complete the additional analysis for FIGURE 12: TOP RANKED FACTORS FOR EACH OPTION (WEIGHTED) this additional analysis was completed.

4. Results were filtered by the repair/rebuild option each submitter preferred, so comparisons could be made between each group. Each set was then weighted in proportion to the number of submitters in each group compared to the total number of submitters. This made meaningful direct comparisons between options, making it possible to understand the impact of particular factors on Option preferences.

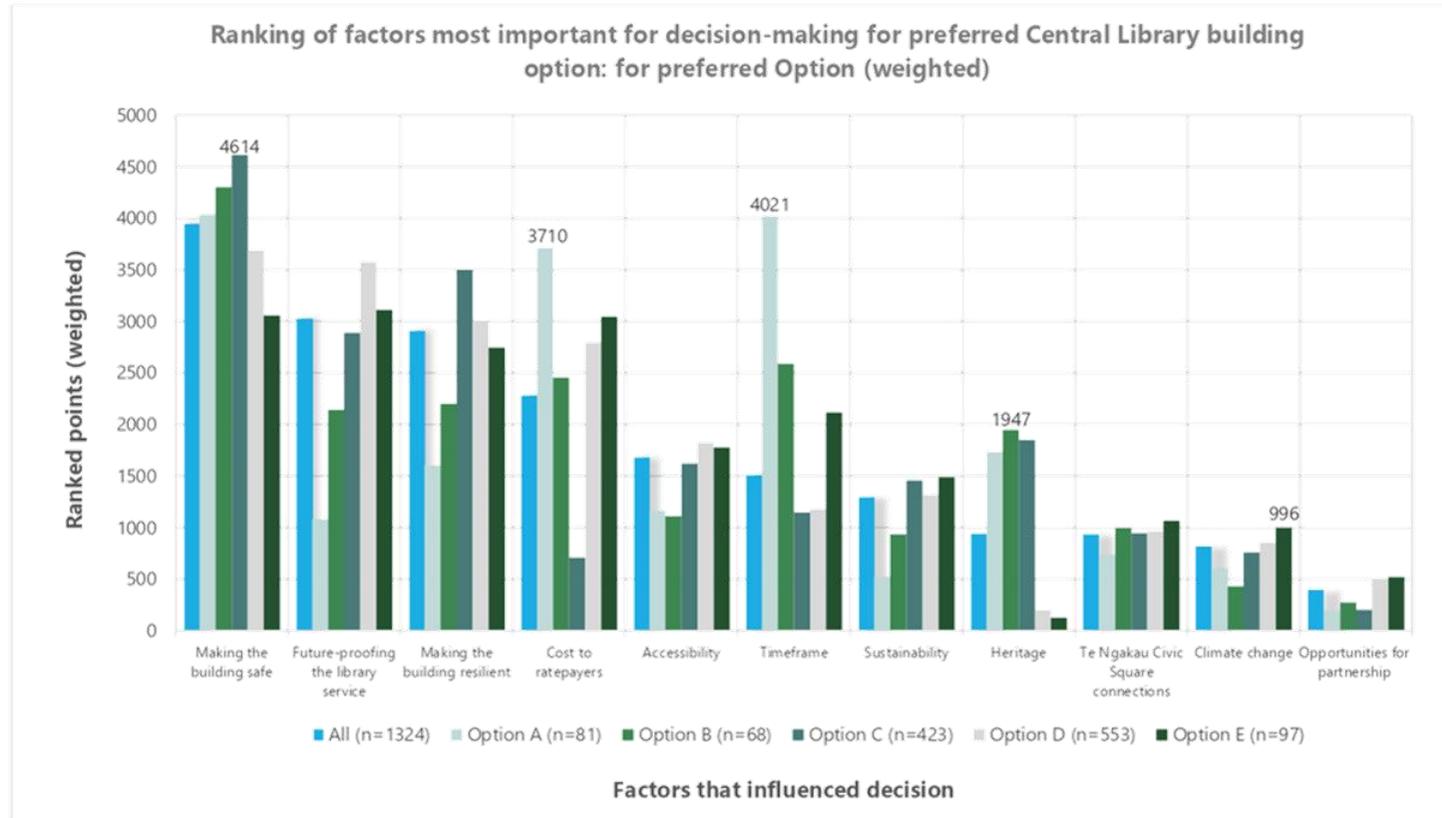
FIGURE 11: TOP RANKED FACTORS



## Key findings:

- > The factor most often ranked as important in the selection of a preferred option was 'making the building safe'. This factor was significantly more important to submitters than the next most important factor.
- > The second most important factor in people's decisions was 'future-proofing the library service'.
- > This was closely followed by 'making the building resilient'.
- > The only other importance factor with a 'score' over 2000 was 'cost to ratepayers'. Even so, this factor's impact was only three-quarters that of 'making the building safe'.
- > Accessibility, timeframe, sustainability, heritage connections to Te Ngākau Civic Square and climate change were the factors assigned the least importance in decision-making about option preferences.
- > The factor least often ranked as important was 'opportunities for partnership'

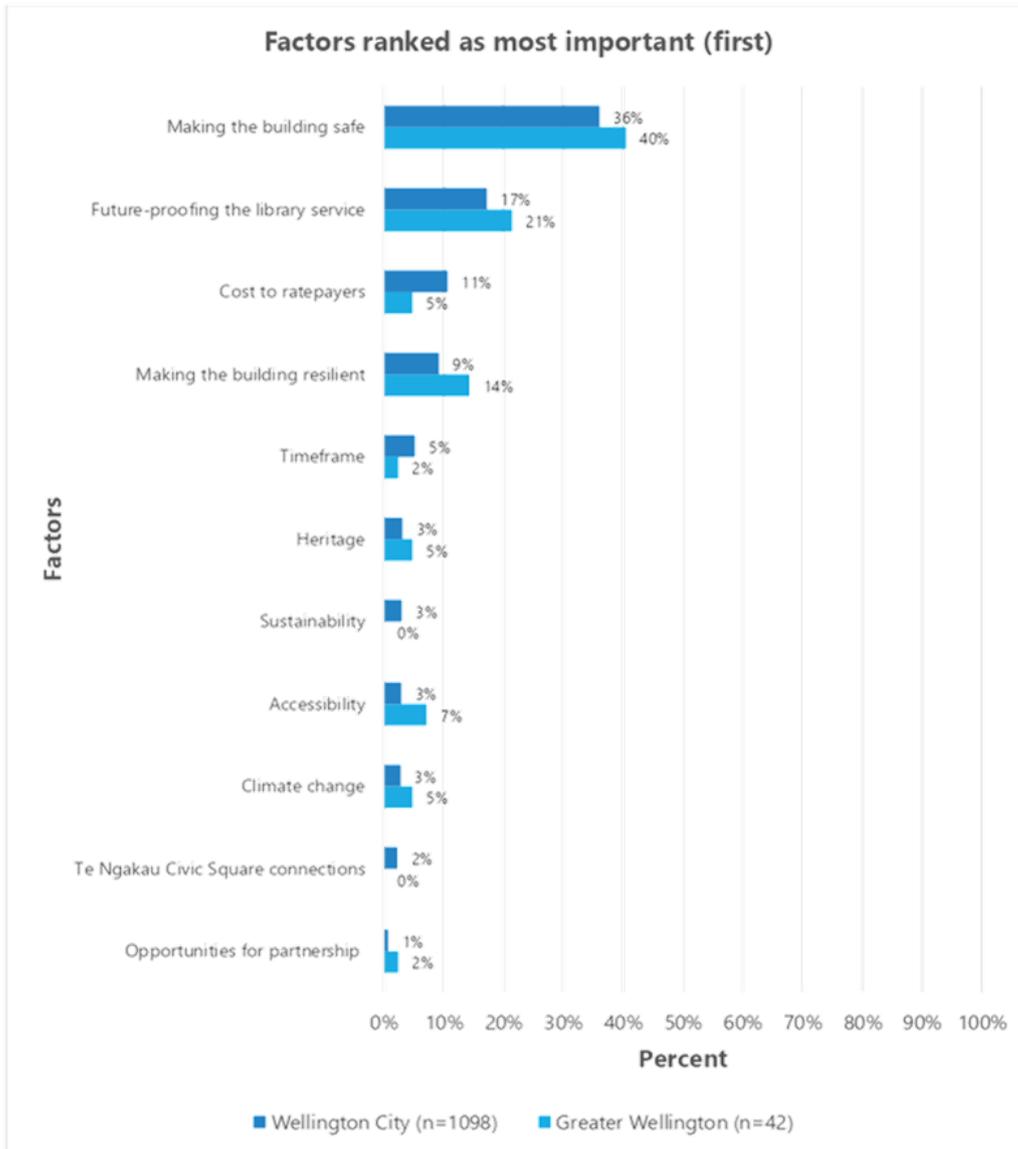
FIGURE 12: TOP RANKED FACTORS FOR EACH OPTION (WEIGHTED)



## Key findings:

- > *Making the building safe* was the most significant factor for nearly every Option preference group, with the exception being those who preferred Option E who felt that future-proofing the library service had more influence on their decision.
- > *Making the building safe* was most important for those who selected Option C, compared with other Option preferences.
- > *Future proofing the library service* was more important to those who preferred Option D, with those who preferred Option E also considering this an important factor. Those who preferred Option A considered this factor less important.
- > *Heritage* was significantly more important to those who selected Options A, B or C, compared to those who selected Options D or E.
- > *Cost to ratepayers* was a lot less important to those who selected Option C, compared to those who selected either of the other four Options.
- > *Timeframe* was a particularly important factor for those who preferred Option A.

FIGURE 13: FACTORS RANKED AS MOST IMPORTANT, WELLINGTON AND GREATER WELLINGTON SUBMITTERS



Key findings:

- > While there was a high proportion of submitters from Wellington City (76%), the factors that submitters ranked first were similar regardless of the regions that submitters were from.
- > 27% of the 1098 Wellington submitters ranked *Making the building safe* the number one factor in their decision.
- > The other top five factors were *Future-proofing the library services* (13%); *cost to ratepayers* (8%); *making the building resilient* (7%); and *timeframe* (4%).

## OTHER FACTORS THAT IMPACTED SUBMITTERS' PREFERENCE OF OPTION

Submitters were asked to justify their selection if they chose 'other' above. Below is the analysis of the responses to:

*If you selected 'other' above, what other factor was important in your decision?*

## Summary

- Aesthetics and design were the most frequently raised factors in submitters' option choice. Submitters described how they would like the library to look and feel, and suggested desired inclusions. Some submitters appreciated the heritage aspects of the library, while others rejected the idea of any inherent heritage value.
- The second most commonly discussed topic was that of community value. These comments consistently conveyed the sentiment that a Central Library fulfils an essential need for the city.
- A moderate number of submitters were concerned that there be continued provision of a good library service.
- The delivery time of the library redevelopment was an important factor when considering options; submitters commonly argued for the redevelopment to be completed as soon as possible.
- Submitters noted that future-proofing the library service, sustainability, climate change and safety were factors in deciding upon their preferred choice (this was despite these being offered as options to rank in Question 4).
- A small number of submitters referred to cultural considerations as factors, such as Te Aranga Principles.
- Lastly, many responses simply restated the answers for Question 4, and did not make any further comment.

## Aesthetics and design

52 comments

A substantial number of submitters made comments about aesthetics and design being important factors in their decision for their choice of preferred option. Some submitters described the atmosphere they wished the library design to achieve, such as welcoming, friendly, and "feels good to be in".

Several submitters described the design style they wished to see in the renewed library, whether it be a new build or remediation, including: better, modern, beautiful, vibrant, user-friendly, and well-designed. Comments about the look and feel of the design include the following:

*One-off chance: a new build offers a unique chance to create a beautiful and modern building - fit for purpose and as eco-friendly as possible.*

*It should be iconic and beautiful and welcoming, where learning and shared knowledge is valued.*

Submitters also discussed opportunities for specific design features for the library redevelopment. These included the following: using New Zealand wool products; high specification safety; better carpet; being full of light and space; having better wheelchair access; and being eco-friendly.

Several submitters commented on the heritage value of the library; however, these responses were divided in their opinions on it. A couple of submitters argued the building has no heritage value, and some suggested protecting certain design elements from the original building, and paying tribute to Athfield through the new design. A few submitters argued for the heritage value of the original design

as an important factor in their choice of preferred option. Comments about the heritage value of the building include the following:

*The Athfield Library was the most user friendly in every respect that I have ever used in over 60 years of regular library use in NZ, far better, for example, than the new Christchurch central library.*

*I think all other considerations should come before any potential heritage status of the building, because I do not believe the building as a whole warrants heritage status. However certain design elements could warrant this status.*

### Community value

38 comments

There was a considerable number of submitters who expressed community value as being an important factor in their choice. These comments were generally similar and succinct, expressing a desire for the library to be a community hub, a place for the community to meet, and a multifunctional space to meet community needs.

Submitters proposed the space should be a friendly, supportive, responsive, inclusive, useful, wonderful, family-friendly, and heart of the community place that is community-focused and has ability for growth. Comments about the community value as an important factor of submitters' choices can be represented by the following:

*That it operates as a community centre, as a place for people to meet and share and spend time together, which is how libraries naturally operate.*

*Providing a facility that can host the services of value to the community.*

*Community amenity/social resilience*

*Prior to the library closing it was moving closer to the community and experimenting more. I hope that creativity continues.*

*The Central Library performed an important and wonderful function for Wellington City and Wellington Region. This should be restored and enhanced.*

### Cost

31 comments

A considerable number of people referenced the cost as being an important factor in choosing their preferred option. Most comments were concerning the cost to future ratepayers. Other comments said that they wanted value for money, that it doesn't make economic sense to strengthen the building, highlighted the risk of cost blowout that comes with remediation, that the costs may balloon over the timeframe, and that there are other priorities that the money should go towards at the moment. Comments concerning cost include the following:

*Making room to put 'cost' last. build it once, build it right.*

*Financial risk to ratepayers by the council owning the library building (continuing the abysmal track record of council owned buildings and council construction projects)).*

*The library is only 2 stories high. Get this much used and needed facility operational at the best possible cost to benefit Wellington rate payers and everyone.*

## Library service

20 comments

A moderate number of submitters highlighted the library service as being an important factor in their choice of option for the library redevelopment. Most of these comments expressed that providing the best possible library service for the community was an important factor for them.

Some submitters stated that having a great book collection, accessibility of the material, more storage space, full collections, and providing a facility that can host services of value to the community were important factors to them. There was a strong emphasis within these comments on the importance of having physical books in the library, and as many as possible. Comments about the library service include the following:

*Making sure the building keeps being used for its original purpose. The space needs to be used for books and other information sources - not for fancy displays while the books are shunted off to inaccessible storage, or the landfill!*

*Providing the best possible library service to the citizens of Wellington.*

*The thing that is most important to me is that the central library is built to house as many books as possible. We need to make books accessible to everyone on a large scale, so there is something for everyone.*

*Actually delivering services to more Wellingtonians- the city is more than the CBD!*

## Delivery time

14 comments

A moderate number of submitters mentioned the delivery time of the library redevelopment as being a factor in their choice of preferred option. Submitters urged that the library be built or reopened as soon as possible; there was little variation in the sentiments of comments under this topic. Comments about the delivery time can be represented by the following:

*Getting the library back in operation in the shortest possible time.*

*Please do something quickly to save the culture of our central library. A generation is at risk of losing this amazing resource. As proven by the Town Hall - people have no idea how we use this as it has taken too long and has taken too much money.*

## Future-proof

13 comments

Several submitters made comments relating to "future-proofing" as being an important factor in the selection of their preferred option. Comments in this topic varied, suggesting redefining what a library looks like in 2020 and building for the future, such as having flexible spaces. A couple of comments that spoke of "future-proofing" were critical of the term, stating it is not possible to "future-proof" the library services as they are rapidly evolving. The following points were made about future-proofing:

*Opportunity to build for the future.*

*Empty jargon means that none of those possibilities properly reflect the proper priorities. you can't "Future-proof" library services. They are rapidly evolving, and will for the foreseeable. And they are what matter - not a building.*

## Climate change and sustainability

13 comments

Several submitters discussed climate change and sustainability as important factors in selecting their preferred choice, even though these were offered as choices in Question 4. Some submitters

explained that they thought these factors should be combined together or with future-proofing, or should be a given in a new or renewed library building.

A few people expressed concern with sea-level rise or the fact it is in a tsunami zone, and stated these as factors in choosing their preferred option. Comments regarding climate change and sustainability include the following:

*Te Ngakau Civic Square is going to be vulnerable to rising sea level, and I do not support long-term investment at that site for a new build, and consider it is a chance to relocate Council to a more resilient location - to create a new Civic Square.*

*Including that when a new location or building structure will be designed the fact that it is in a tsunami zone can be taken into account.*

A few submitters expressed more detailed comments about sustainability as an important factor for their preferred choice, which included the benefits of being able to build an energy efficient building.

### Safety

12 comments

Although "making the building safe" was an option given for submitters to rank as a factor of why they chose their preferred option, several submitters still mentioned it in response to this question. Some of these comments offered further detail, such as building to the highest specifications of safety, safe in/after a tsunami, and to prioritise base isolation strengthening.

Some of these comments stated that legally the building must be safe, so this should not be a ranked factor. Comments about safety include the following:

*Great location but we want a fresh future focused building which lasts long term and is safe.*

*Making sure it is brought up to the highest standard we don't want a repeat of what has happened throughout Wellington re the codes.... not giving the engineers a right to change the codes down the track!!*

### Cultural

5 comments

A small number of submitters mentioned cultural factors, such as the following:

*Mana whenua engagement, which would inherently include sustainability, climate change, accessibility and future proofing, as these are intrinsic values of Te Ao Maori.*

*Te Aranga Principles, to enhance the protection, reinstatement, development and articulation of cultural landscapes enabling all of us to connect to and deepen our 'sense of place'.*

### Reiterations of choices

27 comments

There were a considerable number of comments by submitters that restated the rankings of their choices from Question 4. Some people stated there was a fault in their online submission form and it was not working. These comments were consistent in nature, and the following are examples:

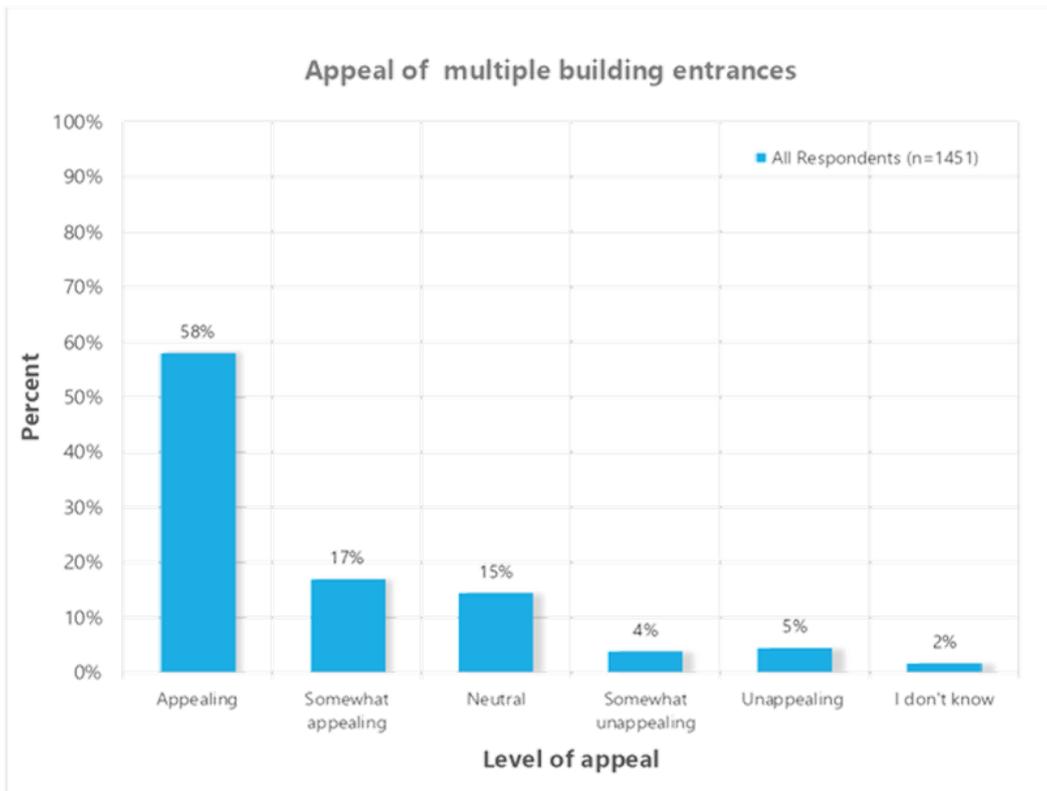
*Making building safe, Making building resilient, Accessibility & Cost to rate payers.*

*Making the building resilient, Heritage, Accessibility including transport, future proofing the library service, Timeframe.*

## 1.4 CONNECTION TO TE NGĀKAU CIVIC PRECINCT

Thinking about how the Central Library building connects with the Te Ngākau Civic Precinct how appealing or unappealing would you find the following?

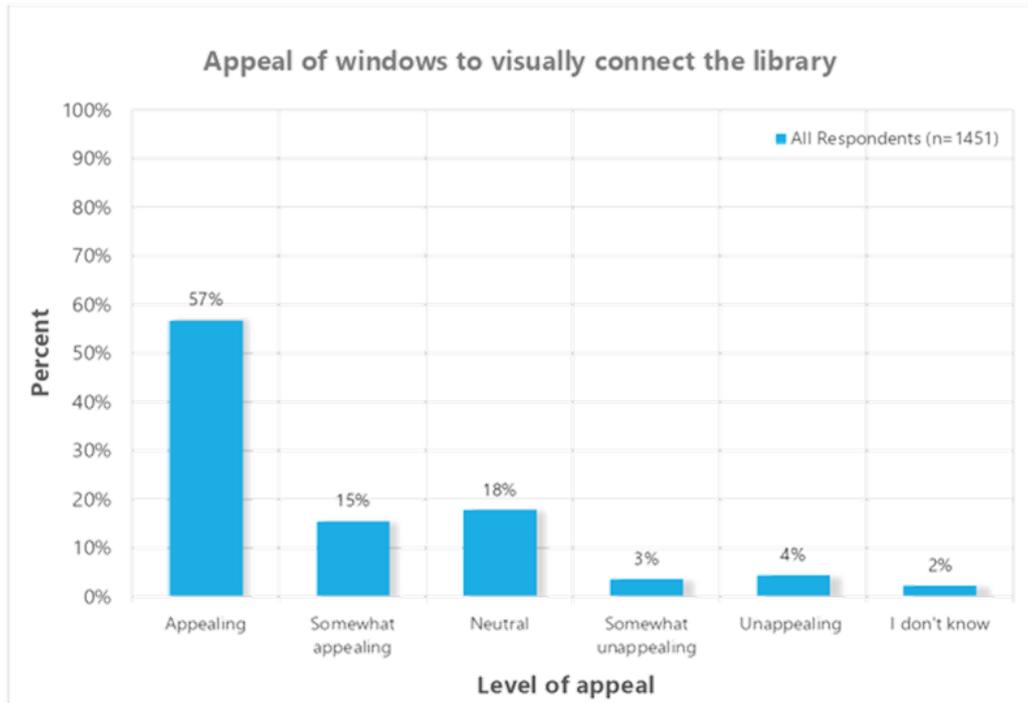
FIGURE 14: HAVING MULTIPLE ENTRANCES TO THE BUILDING FROM CIVIC SQUARE, THE PRECINCT, AND/OR SURROUNDING STREETS AT GROUND FLOOR LEVEL



Key findings:

- > There was widespread support for having multiple entrances to the building.
- > Three-quarters (75%) of submitters to this question felt that having multiple entrances to the building would be appealing (58%) or somewhat appealing (17%).
- > Less than 10% of submitters thought having multiple entrances would be at least somewhat unappealing.

FIGURE 15: MORE WINDOWS TO HELP CONNECT THE LIBRARY VISUALLY TO THE SQUARE AND SURROUNDING STREETS



Key findings:

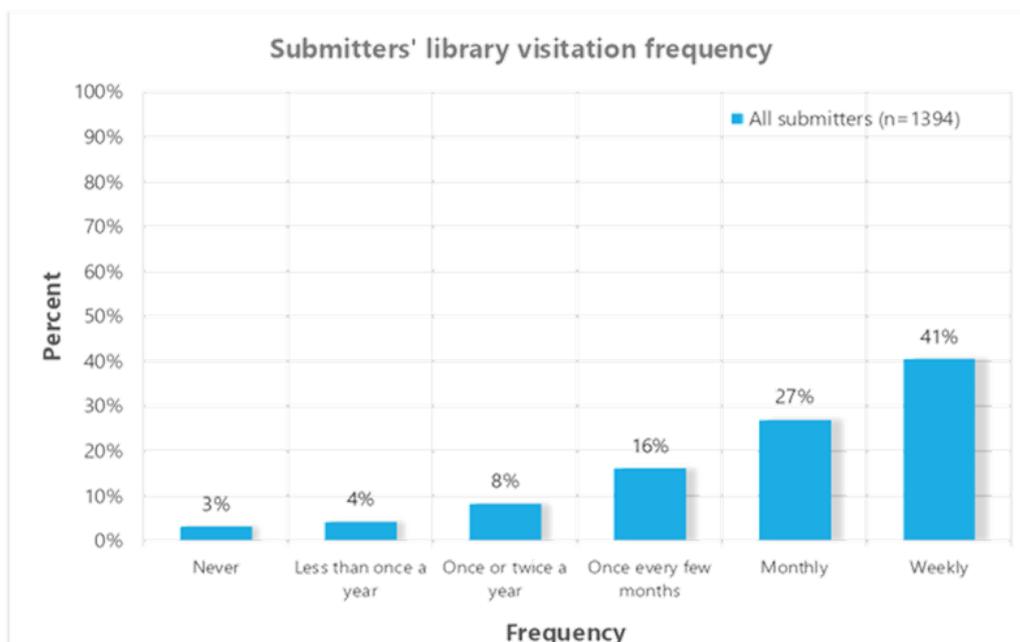
- > There was widespread support for having more windows to help connect the library visually to the square and surrounding streets.
- > Just under three quarters (72%) of submitters thought that having more windows would be appealing (57%) or somewhat appealing (15%).
- > Seven percent (7%) of submitters thought that having more windows would be at least somewhat unappealing.

## 1.5 USE OF LIBRARY SERVICES

This section discusses the frequency that submitters have accessed Wellington City Library services in the last 12 months, including the three interim CBD branches: *Arapaki Manners Library and Service Centre, He Matapihi Molesworth Library, and Te Awe Library Brandon and Panama Streets.*

FIGURE 16: FREQUENCY OF ACCESS TO WELLINGTON CITY LIBRARY SERVICES

On average, how often have you accessed library services in Wellington in the past 12 months (in person or online)?

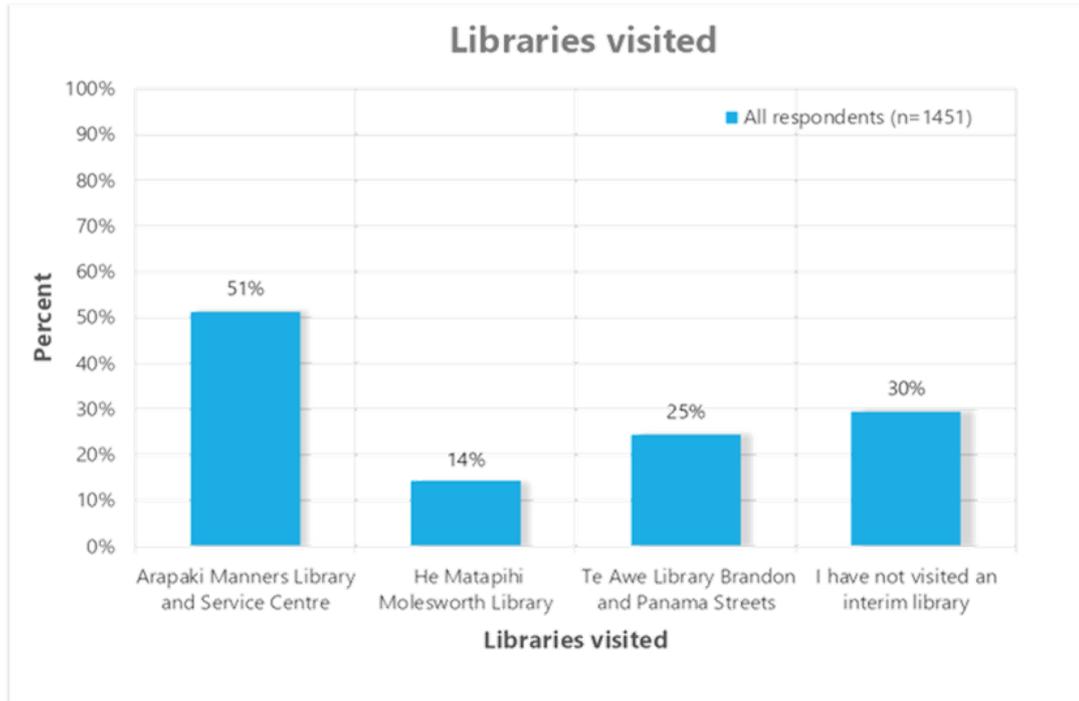


Key findings:

- > Over two-thirds of people (68%) who completed the submission form had accessed a Wellington City Library at least once a month over the previous year.
- > Over a third (41%) of submitters reported accessing a Wellington City Library weekly in the previous 12 months.
- > Just under a third (31%) of submitters only accessed a Wellington City Library fewer than once every few months.
- > 7% of submitters reported either never accessing a Wellington City Library or accessing it less than once in the last year.

### WHICH INTERIM CBD BRANCHES SUBMITTERS HAVE VISITED

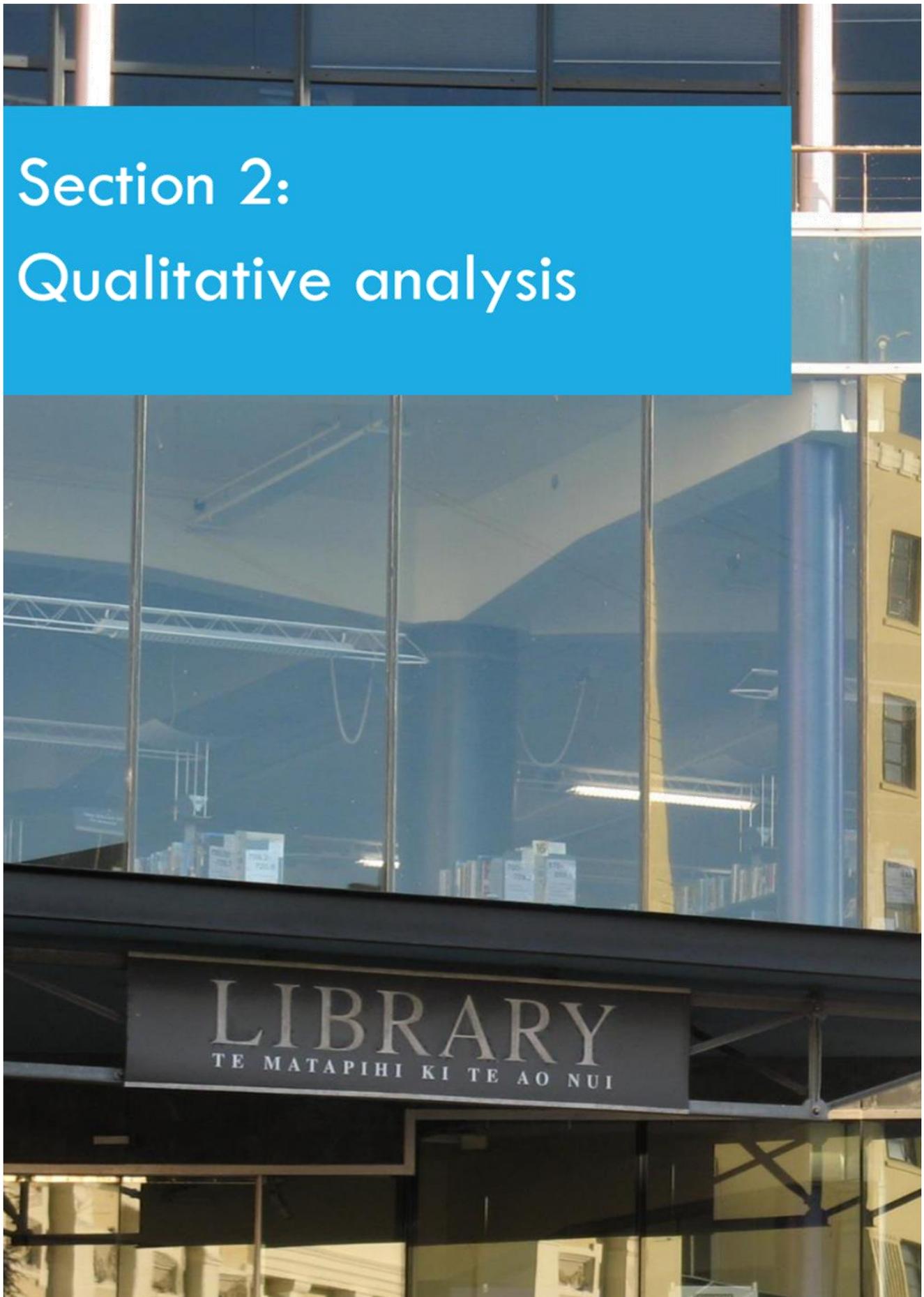
There are interim CBD libraries in Manners St, National Archives and on Brandon St. Which of the following have you visited in the past 6 months? Please tick all that apply



#### Key findings:

- > Seventy percent of submitters had visited an interim library.
- > The most frequently visited library was the Arapaki Manners Library and Service Centre, with over half of submitters (51%) reporting having visited.
- > One-quarter of submitters (25%) had visited the Te Awe Library.
- > 14% reported they had visited He Matapihi Molesworth Library.

Note that submitters could have visited more than one library.



## 2.1 WHAT SUBMITTERS THOUGHT THE NEW CENTRAL LIBRARY COULD BE LIKE

*Redeveloping the Central Library building for the next 50 years presents many opportunities. What could the Central Library be like, and what could it provide to support the community? This could include anything from physical spaces, services, programmes, or partnerships with other organisations.*

### SUMMARY

- The most frequently raised topic was the functionality of the Central Library, which received over 800 comments.
  - o A common theme was that submitters wanted the space to be multi-use and flexible, to accommodate a wide variety of uses.
  - o Commonly mentioned activities or uses for the Central Library included: studying; learning; researching; meeting or enjoying a coffee with friends; playing; attending events; and other 'traditional' library services such as reading and borrowing books, and accessing computers and internet.
- Another very frequently mentioned element that submitters wanted to see in the Central Library was 'community space'.
  - o Submitters wanted everyone to feel welcome in the Central Library, including all age groups and members of vulnerable populations such as homeless people, older people, and those from lower socio-economic circumstances.
  - o A sizeable number of submitters also expressed a desire for community meeting spaces to be designed into the renewed Central Library building.
- Submitters urged that designs concerning the physical space within and surrounding the redeveloped Central Library be cognisant of the range of functions that people want it to serve. These ranged from the desire for purpose-built spaces to ensuring good/easy access to/from and within the building, that suitable amenities by way of seating and restrooms be provided, and that heritage factors be acknowledged.
- Central Library's ability to withstand changing needs, uses and demands into the future was mentioned by a very large number of submitters, including resilience to climate change.
  - o Submitters were concerned about how the redeveloped library would perform as the need and uses for public libraries evolve over time.
  - o A substantial number of submitters also made comments about the need to keep up with changes to technology, and offer up to date digital services such as fast, reliable Wi-Fi, plenty of charging points and access to computers, tablets and e-readers.
- A large number of submitters made comments about what the library means to them, and the desire for a welcoming, inclusive and safe Central Library.
- A large number of submitters praised the design and functionality of Christchurch's Tūranga Library, offering it as an example of what a great library can be.
  - o To a lesser extent, the Johnsonville Library was offered as an example of what a redeveloped Central Library could include.

## FUNCTIONALITY OF THE LIBRARY

846 COMMENTS

The most frequently mentioned element in response to this question was the varied scope of what people wanted to be able to do in the library. Comments also discussed a desire for the library to be a community space; the features that they wanted the building to have; the need for the Central Library to be future-focused; and what the library means to the people of Wellington. Submitters used other libraries around New Zealand and the world as examples to illustrate what a modern library could be like.

## What people want to be able to do in the library (236)

Over one third of all comments about the functionality of the library related generally to the various different things that submitters wanted to be able to do in the library. In addition to typical library services (such as provision and loaning of books, access to computers and the internet, and librarian advice/help), which are discussed in a section below, submitters simply felt that the library should be a place for a multitude of activities.

A very large number of comments were made discussing the various things that submitters thought should take place within the Central Library. Overwhelmingly, submitters felt the space should cater for a wide range of activities, passions, and needs. The following type of comment was very common amongst this group of submitters:

*A space to share! An inspiring space. A quiet space, a play space, a social space, space for learning, connecting, and having a coffee.*

A large number of submitters made comments that included multiple activities that they felt should be supported in the Central Library, often focusing on the need for different spaces to provide an appropriate environment for the various functions. Examples of such comments include:

*No one is arguing about the need for a library - it is a fundamental part of the city that is important to many different people. It needs multiple spaces for different uses, quiet/and group places, places to eat, drink and meet, and places to learn and study.*

Among the most commonly mentioned things that people wanted to be able to do in the library were: learn; read; study; work; research; meet with friends; relax; play; attend events such as public talks, cultural events; book readings; workshops, film screenings or art exhibitions; and to make or create things.

A number of additional suggestions were also made, including spaces to rent different items such as kitchen equipment, tools, sewing machines; sleep pods; and:

*Independent small-scale publishing/printing.*

*Bookbinding studio.*

*Community rooms with kitchen.*

Many of these suggestions would require specific spaces or amenities to be designed into the space. These include a film screen or projector that could be used to screen films; small, quiet study spaces where people can work/study undisturbed; larger, bookable rooms for collaborative work; and cosy workspaces. Some comments illustrating this include:

*It must have quiet areas for studying as well as spaces where youngsters are free to interact without disturbing others.*

*There could be study areas which are acoustically quiet, light, and laptop-ready, with power-points.*

A couple of submitters also reported support for the Central Library providing a quiet prayer room. One of these comments read:

*We would love to see a prayer space in there again as this was utilised by many Muslims working in the city and was a great service for us.*

A place for learning (115)

A common theme amongst submitters was the notion that a library should be a place of learning. This was discussed in broad terms by a large number of submitters and covered things such as studying, tutoring, learning, continuing education (for adults), and workshops or courses on a range of different subjects.

A considerable number of submitters called for designated study spaces within the library. Often, submitters specified that they wanted these areas to be quiet. Several responses suggested that study booths or nooks where people could go to study alone would be a good idea. Several submitters also called for spaces that could be used by small groups for group study or tutoring.

Courses or workshops that submitters wanted to see available at the Central Library included: research skills and information literacy; computer skills; Microsoft Office; financial literacy; adult literacy; "life skills"; and:

*Educational programmes on internet use-e.g. safety, searching for trusted news/info sites.*

Other comments were more general and called simply for the provision of space that could be used to educate people:

*You could consider including a classroom(s) that could be used for community education.*

*It should form as a place for public education. New adult education would be a great addition.*

*I would like the Central Library to be a community hub, offering a safe learning space for all people.*

Café and other food and drink outlets (109)

Prior to the Central Library closing, the interior café appears to have been highly valued and frequently utilised by the public. A large number of comments called for a café to be included in the renewed Central Library. Almost all of these comments simply stated that they wanted a café in the Central Library but did not provide additional detail. A few more detailed comments about cafés include:

*Cafe with more meal options (like Johnsonville) to encourage staying longer with more revenue to support library operations.*

*...as well as meet friends and colleagues over coffee and cake - how I miss it all!*

*Keeping the large children's area as well as the cafe helps make sure that the library is a central meeting point for many kinds of people, and not just for reading or studying but for family time and other socialisation.*

*A cafe to have a tea, coffee and a muffin, would be nice, to encourage people to come over.*

A few submitters suggested other food/drink outlets or options, including a juice bar, restaurant, and vending machines. These comments include:

*More family space and whanau area for eating and engaging in community spaces.*

*Also, healthy vending machines for those wanting to stay in the library late after the cafe has closed.*

Traditional library services (125)

A large number of submitters noted services they wanted the Central Library to provide which were considered 'traditional' library services. These included: the provision and loaning of books, audiobooks, magazines, CDs and DVDs; access to computers and internet; access to knowledgeable library staff; and a place for reading. Interestingly, the number of comments about traditional library services was smaller than those about the varied functions mentioned above. This may be because some submitters took for granted that traditional library services would be catered for and chose to discuss additional services.

A significant number of these comments were accompanied by implications that these traditional library services should be the core focus of the Central Library. Below are a few comments that illustrate this sentiment:

*It is a Library and should stick to its core functions of delivering the full scope of Library Services, which includes book lending, reading areas, research capabilities, children and young people areas.*

*A new library for Wellington should focus strongly on being a library, rather than filling the gaps in many other services that people may wish to add to the mix. It should not deviate from its core mission to store and shelve as many books as is humanly possible, because a full library is a thing of beauty. But it can do this in creative ways, with flexible spaces.*

*Ultimately, this is a central library, and first and foremost the most important thing should be carrying large quantities of books.*

A moderate number of submitters went further with the assertion that the core function of the Central Library should be to provide traditional library services, by expressly noting that the library does not need all of the extra services or facilities that people have suggested.

Generally, these comments suggested that additional services and facilities beyond traditional library services were either unnecessary; should not be the responsibility of the library to provide; or would increase the cost of the building too much. Examples of such comments include:

*People were very happy with the way it was. As a minimum, we should be aiming to restore that. People have had enough of grandiose projects that become a financial millstone for ratepayers, especially consider the impacts that the pandemic will have.*

*It should be a library not a communal living room.*

Civic services and partnerships (non-library services) (99)

A sizeable number of submitters wanted additional services to be available within the Central Library, such as Citizens Advice Bureau, WCC services and other civic services:

*It should be inclusive and welcoming; it should be a hub of civic support (e.g. house the Citizen's Advice Bureau or something similar).*

The most commonly desired non-library service was Citizens Advice Bureau (CAB), which was mentioned in over a third of the comments about civic-services or partnerships. This appeared to be a service highly valued by submitters. Other services that submitters mentioned wanting included: Justice of the Peace (JP) services; Community Law; i-SITE; ESOL language support; Ministry of Social Development (MSD) services; and WCC services. One submitter stated that they wanted:

*Greater collaboration with outside organisations/other council services. One benefit of the Arapaki Manners pop-up is the co-location of the library with council helpdesk. Could have a space in the new library for organisations to come on a rostered basis and have a place to be visible/help the public. e.g. JP services.*

Partnerships were discussed more generally by a moderate number of submitters. These comments were varied, with several submitters suggesting partnership ideas with community organisations and businesses that they felt would benefit the library and its users. These comments include:

*Connecting outwards: the Library should be supported to foster partnerships with the creative sector, community organisations, and in education and literacy.*

*I also think it should be aligned with what is happening in the rest of the city (partnerships with organisations that can attract new visitor groups).*

*Partner with the likes of the Sustainability Trust, multi-cultural organisations, corrections department to provide free education programmes around social issues.*

*If the national music centre goes ahead there are so many exciting opportunities for partnerships For the Library to deepen engagement with the NZSM and the NZSO benefiting all Wellingtonians. The diversity of NZSM's offering including Toanga Puoro Suite could offer so much to locals and people visiting Wellington.*

Meanwhile, a small number of submitters expressed reservations about partnerships, making comments such as:

*Have doubts about the 'partnerships with other organisations' - the library needs to focus on its own services and programmes.*

*No private partnerships.*

*We must not outsource our library service to any outside/ private parties. The library needs to remain a council organisation.*

Like the old library (89)

A sizeable number of submitters made comments about the current Central Library building, noting that they simply wanted existing services resumed. These comments include:

*I loved it as it was- returning to a safe version of that would tick my boxes.*

*The existing library has proved itself to be a well-functioning building which should be left largely as is.*

*The present range of services is excellent.*

A considerable number of these comments contained some small suggestions about things submitters would add or change about existing services, such as:

*What we had was fine plus more rooms where can convene great quality zoom community meetings*

*Existing services but some better community meeting rooms.*

Other Library services (69)

A substantial number of submitters made comments relating to the services they would like to receive at a redeveloped Central Library. These comments were varied and included suggestions about the library collections, opening hours, and other library services.

The library collection was discussed by a considerable number of submitters, who made varied comments on what books and other resources they wanted to see in the Central Library. Several submitters noted the types of books they wanted to see, mostly calling for variation and a wide range of subjects from New Zealand history to technical books and "how to" books, to children's literature and foreign language collections. A few other comments mentioned wanting other types of information and resources to be available, aside from books. One comment stated:

*Provide good access to all forms: books, paper, e-books, CDs, DVDs etc.*

The following comments are examples of submitters' observations about the library collection:

*What I have particularly missed since the Central Library closed is the range of religious, philosophical, and historical books that it held.*

*Would like to see more technical books, STEM, seems to be a shortage at the moment*

*Large DVD section with foreign film festival movies as well as mainstream movies.  
Foreign language learning section.*

*More books for the trades and kids' books*

*Aotearoa NZ texts should be prioritised.*

A moderate number of additional submitters discussed the service they wish to see at the Central Library, including ideas for book borrowing, operating hours, and staffing.

A small number of submitters called for longer opening hours, including all day hours on Sunday:

*...in the new CBD Library I wish the Council to have all day Sunday opening...Wellington was one of the few libraries NOT to have all day Sunday opening which is really poor as after all we are the capital and hundreds of people stood outside the doors waiting for the library to open.*

A few other comments were made for ways that the library could improve its service, including:

*More efficient online services (i.e., a coherent website).*

*Easier maps for finding books (although the staff are so helpful).*

*No charge if returning books to other local library (e.g. borrow from Newtown but return to Wadestown).*

Several submitters suggested that as technology is advancing, libraries should adapt and focus on increasing the availability of online or digital services, some even suggesting that the Central Library should house fewer books than before, and move the collection online instead.

Though several submitters held similar views, a small number of submitters also emphasised the need for physical books and spaces within the library, as well as friendly, knowledgeable, and helpful staff to help library users. One comment that summarises this well reads:

*It is also important that, while technology should progress with the times, there needs to be in person librarians available to assist and lend their thoughts. There should not be a fully automated library system. That's not what people go to a library for. The human element of visiting the library is incredibly essential.*

Another comment mentioned changes to the staffing of the Central Library:

*Consider staff areas as important as the users - make it a happy place as well as efficient to work in; clear and easy returns and check out.*

## COMMUNITY SPACE

522 COMMENTS

### General aspirational comments (299)

Overwhelmingly, submitters wanted the library to be a community space. Over half of responses under this theme made general aspirational comments about how a centrally located library should be a "community hub" or a "community space".

Though comments varied in how they expressed this, all comments on this topic agreed that the library should have a focus on community, and that all people should feel welcome at the Wellington Central Library. Several comments suggested that community was perhaps the most important aspect of the library, even more so than books themselves.

Comments expressing the value of libraries as a community space include:

*It isn't about the money. It is about the community.*

*The role of libraries will become less about physical books and more about community connection, critical thinking and civic engagement.*

*The library needs to be a free, community space that provides education and accessibility for our entire community, both present and future.*

*The library was seen as a place that equalises people; a place for the whole community.*

*Libraries should be equalisers - regardless of economic circumstances, they should be a space where children and adults can relax and have opportunities to learn - also providing facilities that some people may not have at home e.g. internet access, guidance with how to find information.*

In the same vein, one submitter noted that the library should have:

*Facilities to support low socio-economical demographics and under privileged populations.*

Other specific community groups or activities were frequently mentioned by submitters and are discussed below in order of most to least frequently mentioned.

#### Meeting spaces (84)

Meeting spaces where community groups can gather were called for by a sizeable number of submitters. These comments were often general in nature and did not provide much detail, simply noting that the Central Library should have "meeting spaces" available for public use.

Several submitters made more detailed comments about meeting spaces, explaining how they thought these spaces should be run, or what they should be used for. These comments include:

*There should be plenty of break-out spaces/meeting rooms available for public use and group hireage and listening/viewing of audio/visual material.*

*I think that having closed rooms / spaces that community groups could book for meetings etc would be helpful.*

*More shared spaces, including more private rooms for meetings, teaching, study, music.*

*Having a room that people can book to meet, who have a common interest.*

*Access to bookable meeting rooms for the public.*

Comments indicated that these bookable meeting spaces should be free or cheap to access, so that they can be used by various community groups.

#### Children and young people (82)

A sizeable number of submitters called for spaces within the Central Library dedicated to children and young people, alongside programmes and activities for these groups. The majority of these comments related to children, while one fifth of comments discussed teenagers or youth. Several responses also mentioned wanting a "family friendly" Central Library more generally.

Comments relating to dedicated children's spaces and programmes were varied, but included several responses calling for the inclusion of children's spaces in the building's design.

*Have multi-purpose spaces and a large space for kids to get creative and have fun on rainy days - e.g. like the Lego pits for various ages, slides, kids' books, games and dancing.*

A small number of submitters suggested separating the children's area from quieter areas, with a few suggesting soundproofing the room so that children could play freely without disturbing other library users.

Submitters who commented on children's spaces wanted areas where children could engage in various activities, from reading, to play. Suggestions include:

*Kids - Interactive learning with colour/puzzles/toys/books and community reading sessions (where young mums can come read together with the children).*

*It needs to make space and have space for children to read and to be read to (and it needs staff qualified in this area), where kids can simply be around books.*

*In addition, the library could look at adding a younger children's interactive area that allows younger children to play and learn.*

*Revamped children-teen areas to hook children on reading.*

Several submitters called for children's programmes, though these comments were often general in nature and did not specify the types of programmes they wanted to see.

A few submitters made comments about the children's spaces in the old Central Library or existing suburban library branches, expressing a desire for these to be incorporated in the new design:

*Wellington City Libraries were an absolute LIFESAVER when I had small children; having capacity for existing programmes is key.*

*We use our local library every week and have active reserve lists. My children attend activities, and love playing with the rockets and blocks, and we find out what is going on in our community. If the central library was open we'd use it too, and my son's creche used to visit all the time*

### Homeless people (24)

Homeless people were specifically mentioned by a moderate number of submitters. These submitters noted that public libraries are one of the only warm and comfortable spaces that people can use for shelter without needing to spend any money. This, submitters noted, is why libraries can be a popular place for homeless people.

Comments that mentioned homeless people were generally supportive of the centrally located library providing space for people without homes to relax, be warm and dry, use bathroom facilities, and access library services. Comments that demonstrate this sentiment include:

*Another aspect that I had not considered before but was made clear in the consultation document was that the library was an important refuge for people living on the street.*

*Another community facility the library could provide in its capacity as a community hub would be shower and laundry facilities -- these could be used both by the homeless, and by travellers.*

*Shower facilities would be good, anything that can help out the more vulnerable members of the community who might not have access to these resources elsewhere.*

One submitter even went on to suggest creating a dedicated shelter for homeless people within the Central Library, stating:

*I think that it is possible to develop a dedicated shelter for people living on the street, and a place to provide a refuge during the day so that they do not have to spend their time on the streets, and instead somewhere with compassion and socialisation, so that they do not have to feel ostracised from the rest of the city.*

Another submitter suggested a partnership to help care for homeless people without making the Central Library a hub for this:

*Another possibility is to double up and help the city mission with areas for homeless to spend their days allocated for them - the library is for everyone, but sometimes they can dissuade other members of public from finding items in the library.*

### Cultural awareness (19)

A moderate number of submitters wanted to ensure that various cultures were considered in the redesign, particularly Māori and Pasifika cultures. Comments on this topic were split between comments about the design of the building, and comments about the function of the Library. From a design perspective, several submitters expressed that Māori culture should be incorporated into the design of the building. Suggestions on this topic include:

*Any future designs / layout etc - consideration of Te Ao Māori - how the spaces and services can facilitate different ways of thinking / learning / engaging.*

*I would also like this opportunity to be used to incorporate Te Ao Māori/Pacific/Pākehā/multicultural/disability worldviews into the architectural design and flow and function of the spaces so it becomes a safe space for all families and a reflection of people of the city.*

*A space that reflects and tells the stories of mana whenua and tangata whenua.*

A couple of submitters state they wanted to see iwi involvement in the planning process for the redeveloped Central Library.

*Any iwi that fall within the Wellington City Council jurisdiction should also have their needs prioritised. Please refrain from any tokenistic gestures to Māori that lack integrity, cultural awareness, or understanding.*

One submitter made the following comment when discussing the Tūranga library in Christchurch about iwi involvement in the design process:

*The partnership with Ngāi Tahu in building it has also been a strength, and I would like to see local iwi involved in the design of the Wellington library.*

A small number of other comments referenced wider cultural awareness, such as:

*Make sure you work with community groups (esp. Māori, Pasifika and new immigrants) to make sure the library gives them what they need.*

*Services within library to cater for the multi-cultural community that makes up Wellington. Design with cultural awareness.*

*Offer services which are welcoming to the many cultures of Wellington.*

### Older people (13)

Several submitters expressed that older people should be considered in the redevelopment, both in terms of how physical spaces could best accommodate this group as well as continued education, workshops, courses, and activities that could engage older people. Comments that mentioned older people were varied, but included the following ideas and suggestions about what the Central Library should be/provide for older people:

*User friendly spaces for families and elderly persons to come and read and enjoy*

*Elderly - Loneliness is prolific among our elderly community members. How do we create spaces where they can meaningfully engage?*

*Classes for the elderly on smart phones*

## THE BUILDING

395 COMMENTS

Submitters discussed aspirations for a modern, innovative, sustainable, and iconic Central Library and offered suggestions around the functionality and design of the building. This included ideas for desired types of indoor and outdoor spaces, the amenities and facilities that should be incorporated, issues of accessibility, a consideration of the architectural heritage of the Athfield design, and ways the Central Library could better integrate with the surrounding Te Ngākau Civic Precinct.

### The design of the physical space (151)

A range of purpose-built spaces (37)

Within the building, the need for a wide range of purpose-built, adaptable and flexible spaces were identified by a considerable number of submitters.

Room was sought for the digital and physical collections, study areas, meeting rooms, break-out rooms, privacy rooms, presentation and lecture spaces, film evenings, and temporary exhibitions. Common suggestions for the functional spaces required include:

*The central library should provide space to work or study, hangout, read and meet people; space for teaching, films, children's activities. There should be a range of formal and informal spaces.*

*Open warm welcoming place, with a variety of quiet spaces for people to sit / read / work, as well as meeting spaces of different sizes.*

*As well as providing a large home for books and the traditional reading and study space, I'd like to see meeting spaces for community groups, a cinema and lecture rooms.*

*I think it should include a coworking space since a lot of people are choosing to work in their office less.*

The need for spaces to be adaptable and flexible over time was discussed by several submitters:

*A contemporary public library has to have the ability to spatially adapt over time as Library functions grow and new, related programmes are developed.*

*Flexibility and options with library furniture and spaces - needs are bound to change with the decades so go for options that allow max flexibility (e.g. library spaces now that have shelving that can't be moved, or PowerPoints in certain areas and not others).*

One submitter suggested the adaptability and flexibility of space also needs to take into consideration the ways in which the library is used throughout the day and week:

*spaces can be temporal as well as physical – so when we talk about different spaces in the new Central Library, this might mean 'after hours' space vs the 'working day' space, or weekday vs weekend, for the same physical space.*

Build a central city landmark/icon (28)

The desire for the architecture of the Central Library to be bold, memorable, iconic, and sustainable – both internally and externally - was expressed by a moderate number of submitters:

*It is currently the hub of the city, and the location provides an opportunity to not only provide a great facility, but to create a memorable architectural building akin to some iconic buildings around the world.*

*The new building needs to stand out architecturally and be welcoming to readers young and old.*

*It should be light, modern, welcoming. It should be designed using sustainable building practices and should be an example of a green building that we can all be proud of.*

A few submitters noted this goal could be achieved through the selection of an appropriate architect, with one submitter suggesting:

*If we are not pressed for time, why not have an International Architectural Design competition.*

More natural light and better lighting (16)

A moderate number of submitters discussed the lack of natural light and windows in the existing library, describing it as “dark and dank”. One submitter also noted that the incandescent lighting was sub-standard. These comments stated a need for more natural light, more windows and better lighting within the Central Library:

*Lighter areas - very full of metal previously and often dark - often noisy - not calming for many and difficult for elderly or those with special needs to manage*

Parking for bikes and cars (16)

The need for adequate and suitable car parking, bicycle storage and bicycle stands was expressed by a moderate number of submitters in response to question 1.

Comments about short-term car parking, free parking and mobility parking include:

*It deters access to pay \$5-15 parking each time we visit the CBD libraries. At the time, we choose the smaller local branches just to save on parking but would rather go to a larger facility with more resources depending on the subject needed.*

Comments about bicycle storage and parking focused on security, safety and sustainability issues:

*The ability to safely and securely park bikes will be key to supporting low-emissions transport options.*

One of these comments suggested that access to bike sheds could be granted with library cards to ensure bikes are secure.

Quiet/noisy spaces (14)

The provision of dedicated quiet or sound-proofed spaces was discussed by several submitters. They desired high-quality acoustic design to make it easier to study as well as make larger, noisier spaces more comfortable aurally:

*I think a future library needs to take that into account - there need to be a range of spaces where people can be quiet and get on with things or be louder and spend time with people without disturbing the people who are looking for quiet.*

An earthquake resilient building (11)

Several submitters made the point that a future Central Library needs to be safe and resilient in an area of seismic activity. Comments were exemplified by the following submitter:

*By building an entirely new building it will allow us to set a sustainable earthquake safe example for development in the city. There are many risks that the structure will have to face in future... It must also be built to withstand shakes, hence, base isolation would be strongly recommended regardless of the option chosen.*

An open layout (10)

Several submitters articulated their preference for the Central Library to have an open plan layout to make the space welcoming and flexible:

*Stay as open plan as possible to retain maximum flexibility for the future.*

A few submitters noted the opportunity (with a remediation or rebuild) to improve the overall layout of the building and improve links to Te Ngākau Civic Square.

Materials, elements or styling to be used (9)

Specific materials, supply sources, aesthetics and upgrades were desired by several submitters for incorporation in any repair or rebuild work. Suggestions included: using New Zealand made materials, building with laminated beams, installing suspended ceilings, upgrading escalators, improving the heating and cooling systems, and installing a central staircase. One submitter urged better use of colours:

*Most of all I want to see colour and light in the library. Neutrals may seem safe, but they're dull and soporific. No more beige, grey, navy and burgundy. They're not welcoming colours - they're the colours of bureaucracy, of government departments - a library shouldn't feel like that. Aotearoa New Zealand is a nation of vibrancy, its libraries should reflect.*

Safe and interactive spaces for children (5)

A safe, dynamic, and interactive children's area was sought by a small number of submitters. One comment made reference to the circular shapes in the Te Awe library, noting that 'large moveable blocks' and other interactive design elements could make the space more fun for children.

Size or footprint (4)

A small number of submitters noted that the options being considered for the building's remediation or replacement seem to assume that the renewed building will remain the same size as the existing building. These submitters argued that a smaller library could be built instead. A couple of submitters indicate that the plan to build office space within the library at the ratepayers' expense is something that should be more openly discussed, and that a smaller building dedicated solely to library functions rather than offices would be more appropriate.

Access to library and connections to surrounding areas (71)

A substantial number of submitters made suggestions as to how access to the Central Library and connection to the surrounding urban form could be improved through better physical access and urban design.

Two thirds of submitters discussing this topic specifically raised the need for better physical access and connectivity to Te Ngākau Civic Square. The desire for the Central Library to better integrate with the existing public square is illustrated in the following comments:

*You can build a great library but without pedestrian connections drawing people in the building won't realise its potential. This is one way that the current building fails. You need to really consider the role that civic square will play. Everything should be redesigned as a precinct, not as discreet elements. Everything must be in harmony together.*

*The existing building fails to actively connect to Civic Square, instead essentially having its back to the Square, with the main entrance on Victoria Street, a busy traffic lane with minimal foot traffic.*

*I always loved the Central Library design and I was essentially happy with how the interior space worked, except for the poor linkage to Civic Square area, via the cafe. This is where the design could be improved.*

*Ideally I would like to see openings from the library into Te Ngākau Civic square to better connect the library with the City Art Gallery, town hall, civic square and the Michael Fowler centre.*

*Integrated better with Civic Square to create a space that feels like an anchoring project to the city, not just a library*

As well as connecting to Te Ngākau Civic Square, several submitters suggested the Central Library could fulfil the role of a gateway from the CBD to the waterfront:

*Redesigning and integrating the new library with the waterfront will heighten its appeal and add to the experience, making it another attraction in the central city.*

*I'd like to see the solution include clearer walkways between library, civic square and the sea. Although the current way finding is lovely, it's VERY convoluted and indirect for people using wheelchairs, pushchairs and bikes.*

Several submitters argued the existing Central Library design resulted in an inactive edge and poor connections to surrounding amenities. Some of the more detailed comments about active edges include:

*The current library looks nice, but creates a sterile edge where nothing happens (that's a feature of the whole civic precinct, even before it was closed off due to quake concerns).*

*The new Christchurch library is a good example of success. No need to re-write the book - let's replicate their model - specific to Wellington. The old library was 'inward facing' and never really activated the precincts surrounding it. Let's ensure the new one is a catalyst for wider regeneration and activation.*

*I would like a library that is integrated with the streets around it, rather than just presenting a blank face to the street. There could be shops, cafes, or just the library itself. Anything other than a bare wall*

*It should provide active facades and connections to the spaces around it.*

In discussing how patrons would gain access to the Central Library, two submitters rejected the need for multiple entrances and more windows, with one arguing the current options are adequate:

*ICW does not accept additional entrances and windows are necessary IF they will add significantly to the cost. We also question whether adding multiple entrances could limit the way space can be used efficiently and effectively.*

The importance of incorporating connections to public transport in any future design was expressed by several submitters, with some suggesting the Central Library be a stop on transit routes, whether as a bus stop or transit hub:

*I also ask for the plans to take into account the possibility of the Library becoming a stop on an underground rail connection between the Railway Stn and Courtenay Place. I have long been promoting this idea and believe it would help reduce traffic in the city as well as improve PT connections in the city.*

#### Accessibility (49)

Ensuring that the redeveloped library is accessible to all, including those with mobility issues or other disabilities was a priority for a considerable number of submitters. Those who made comments about accessibility shared the belief that any central library should be easily accessible to everyone, including those with mobility issues, those from lower socio-economic circumstances, those from diverse cultural backgrounds, and those with physical or intellectual disabilities. The following comments exemplify this:

*Accessible access and accessible spaces for all - disabled, elderly, Maori, Pasifika, other community groups.*

*I'd like to see the solution include clearer walkways between library, civic square and the sea. Although the current way finding is lovely, it's VERY convoluted and indirect for people using wheelchairs, pushchairs and bikes.*

The majority of comments on this topic focused on access in relation to mobility, though a couple of comments also made recommendations on how the library could cater to people with other needs, including:

*Quiet booths where dyslexic people can use speech to text and text to speech without disturbing others would be great.*

*Quiet room for people who have sensory issues/overload, community room/space.*

#### Athfield's original design and heritage (43)

The heritage, aesthetics, and functionality of the Athfield Architects design were discussed by a considerable number of submitters.

Around half of the comments discussed here were intense in their praise for the Athfield design, noting its architectural importance, iconic status, suitability for future use, and contribution to Wellington's built heritage. Comments that exemplify this praise include:

*We are a young country not yet as aware as we should be of our built heritage. A 40 year old building being described as obsolete, would be regarded as absurd by most*

*developed countries. Religious worship has changed so why aren't the Indian Government demolishing the 'obsolete' Taj Mahal? 'Let's start again' people are generally functionalists who don't value the beauty of a building and don't understand the emotional connection people make with wonderful architecture.*

*This is a wonderful opportunity to maintain an important post-modern building designed by Ian Athfield which is, as Kate Linzey of the Architecture Centre has described it 'essentially a decorated shed' which has 'plenty of scope to adapt to future needs'.*

*The current design forms part of a vibrant whole that makes up the precinct designed and realised with old and new buildings to form the Civic Centre - an architectural masterpiece in landscape and townscape design by Ian Athfield. We must maintain this in our architectural heritage.*

A quarter of responses on this topic offered a counterview, arguing that the Athfield design was not fit for purpose, not economic to save, or not of architectural significance, making comments such as:

*Do not waste our taxpayer dollars on remedial works to a library building that has never been fit for purpose. The old building is dark, difficult to navigate, old fashioned and is not what we expect in 2020 from a library.*

*As an architect, and long time Wellingtonian, the existing building was ok in its time, however I don't believe this is worth saving for the sake of saving.*

Specific mention of retaining, salvaging, or reusing the nikau palm sculptural elements were made by a quarter of submitters, with the following comments typical:

*I think save the iconic trees and integrate them as a sculptural item within the new building.*

*Build a new one in the same place, keeping/recycling the two best features. These are the palm trees and a spacious entrance foyer.*

*The Athfield design is a core part of Wellington's architectural history- important to maintain the exterior - especially the Nikau Palms.*

### Seating and furniture (40)

A considerable number of submitters discussed the furniture, in particular seating, that they wished to see in the renewed Central Library.

A range of seating and table designs catering for comfort, different functions, and allowing flexibility were sought by submitters, with many specific ideas provided. The following responses are representative of these comments:

*Seating opportunities such as stadium seating, cushion corners, high top tables - specific seating for different modes of working.*

*The Library needs spaces that work for the different ways that different people sit (or stand) and work – and I note that Tūranga in Christchurch seems to do this very well – e.g. not all the same one or two models of chair throughout the building, but different seating options so that users have choice; perhaps blinds that can be lowered or raised*

*(against afternoon sun, or for optimal screen viewing), and lighting that can be adjusted; small tables that can be used singly or pulled together for more communal work.*

*Lots of seating of various types, some that can be easily moved around by customers to suit, some that are fixed and some modular type seating that can be set up by library staff for multiple purposes. Lots of comfy reading spots. Chairs with and without arms.*

*Good use of stairways and wall and window space for incidental seating.*

### Green space and outdoor space (24)

Submitters called for inclusion of green spaces, outdoor spaces, water features and viewshafts in a remediated or rebuilt Central Library. The desire for good quality indoor-outdoor spaces was expressed by several submitters:

*I believe strongly that the library should open out into Civic Square having an indoor outdoor feel.*

*The library could create an indoor-outdoor public space at ground level that encourages pedestrian access into civic square and the waterfront.*

*Some green space around it with a playground.*

A small number of submitters also offered suggestions for use of the roof space:

*The Christchurch library in Cathedral Square could be used as a model for creating rooftop sheltered viewing spaces. This would highlight the vistas looking east, capturing Saint Gerard's Monastery, the slopes of Mount Victoria, and the Remutaka Range silhouetting the far-eastern horizon.*

*By redesigning the building there is even the possibility to integrate a green roof and other natural features that help break up the city scape, rather than the current Soviet looking structure. Integration of nature into design is what truly helps citizens feel at home. Many of our older buildings fail to achieve this feat.*

### Toilets and other bathroom amenities (21)

A moderate number of submitters called for the Central Library to provide toilets, parents' rooms, showers and laundry facilities:

*What did the old one lack which needs consideration: - more lavatories and more stalls within the women's lavs.*

*Showers for the public and staff.*

*Another community facility the library could provide in its capacity as a community hub would be shower and laundry facilities- these could be used both by the homeless, and by travellers.*

A few submitters made the point the Central Library was one of the few public spaces in the central city still providing toilet and baby changing facilities:

*As well as providing all Library facilities are the norm now, it is necessary to provide toilet facilities with continuous servicing as there are few places in Wellington city now that provide same.*

*We need somewhere to change babies nappies in central Wellington! The library was about the only place. With the library closed are stuck having to use horrible public toilets or have to ask cafes or bars if we can use their toilets!*

### Engaging with the community (5)

A small number of submitters called for community input into the design process, as a way of delivering a welcoming Central Library fit for purpose and future-proofed. One comment called for effective consultation with community groups during the detailed planning phase to discuss opportunities for shared facilities/physical spaces in the library.

### FUTURE FOCUS

189 COMMENTS

There was a general sentiment that the renewed library should be focused on providing a service to the community that lasts into the future. A very large number of comments were made on this theme.

### Future-proofing (76)

Submitters wanted a Central Library that is flexible and prepared for the future and the various library uses that may arise. Comments on this topic all suggested that a redeveloped central library needs to take into account the changing needs of the people, and the evolving role of libraries, which seem to be moving further from traditional library functions as technology evolves. One comment sums up this general sentiment:

*How libraries are used have changed significantly since the existing closed library was completed 29 years ago. Online services and electronic systems mean there isn't the same need for people to even visit the library regularly like they may have done in the past. Previous Council surveys have also determined a number of issues with the current Library layout in meeting current use.*

A considerable number of submitters expressed concern that a library that isn't designed with the future in mind may need to be changed or updated again, or become unfit for purpose too soon. The solution put forward by a moderate number of submitters was to create a flexible space that can be adapted to cater for different uses and activities as needed. The following comments are typical examples:

*I think we could use this opportunity to have a fresh start and to be mindful of technology changes.*

*Multi-use educational centre - need to think about future functions of libraries.*

*Should be future planned to be a flexible space which can be adaptable to meet changing community needs.*

Several submitters extended this argument by questioning whether a Central Library is even necessary at all. These comments include:

*Libraries are dying out as community physical spaces, with the new generation going online. I'm an avid book reader who is 50 years old, and even for me half of my books*

*are now online and I'm keen to go 100% online when it comes to reading. I'm using the library less and less.*

*Do we need a central library?*

*Are they a thing of the past?*

*We need to rethink whether we need a traditional library, and perhaps invest in a building that provides a broader service for community.*

A small number of submitters indicated that the WCC's goal of providing a Central Library that would last for the next 50 years was inadequate, suggesting that WCC should aim for a longer lifespan for the building. One submitter underlined the words "the next 50 years" and wrote "only?", while another commented:

*What could it be like? Well it could last more than 50 years for a start!*

A few additional submitters made comments suggesting that it is naïve to think that we can build a library now that will still be fit for purpose in 50 years' time:

*Anyone who thinks they know what a good library for a city like Wellington should be like in 20 years' time let alone 50 years is sadly mistaken.*

*Given the rapidly changing digital landscape it would be foolish to try and design a future library today.*

### Technology (69)

A substantial number of submitters discussed technology as an important part of what a 21st century library is. Particularly, there was consensus that a redeveloped Central Library should be a place with reliable internet access, computers, and other digital services are accessible.

The most commonly mentioned technological aspect people wanted the Central Library to have was reliable internet access/Wi-Fi. These comments tended to be very general, and simply stated that the library should have "Wi-Fi" or "internet access". Some submitters went on to specify that they wanted "fast", "free", and "reliable" internet access.

In addition to internet access and computers, several submitters suggested that the library should provide access to (updated) computers, and have plenty of power points and USB outlets so that people can easily charge devices. Other desired technology or digital facilities were mentioned by a small number of submitters and included: audio-visual equipment and recording studio; Microsoft Office software; 3D printing; Virtual Reality (VR) equipment; and access to tablets and e-readers.

A small number of comments simply called for an increased focus on technology, making comments such as:

*Please include a digital space.*

*Multi-media and digital zones.*

*Cutting edge technology.*

*The building should be fit for purpose. Technologically innovative and highly accessible.*

Meanwhile, one submitter made the following comment, suggesting that traditional library functions, namely the provision of books, should be prioritised:

*Cyber facilities could be given secondary prominence.*

*Quiet study spaces with latest technology i.e. TV screens with HDMI, chrome, etc.*

### Sustainability (23)

Sustainability issues and climate change were raised by a moderate number of submitters. Comments about these issues were varied, with some simply calling for “sustainability” or “more sustainability”, while others offered more detailed comments about the sustainability of the build/repairs, including the environmental costs of demolishing the existing building and sending it to landfill; running the library with sustainable practices; and considerations of sea-level rise and a changing climate.

Some of the more detailed comments around sustainable building practices include:

*Green sustainable low-energy use build.*

*It should be light, modern, welcoming. It should be designed using sustainable building practices and should be an example of a green building that we can all be proud of.*

*It should be designed to the highest environmental standards.*

*Make it as eco-friendly as possible and have turbines/solar added to generate its own electricity.*

Another submitter noted that local materials should be used:

*Fitout should be NZ made and sustainable. Such as NZ wool carpets insulation and acoustics.*

The following comments are examples of submitters who focused on climate change specifically:

*A significant opportunity to create a sustainable, low-emissions and resilient community hub. Ensuring the library is able to adapt to climate change will be key.*

*Design the building to account for sea level rise, liquefaction risk and to improve stormwater drainage at the site, with future flexibility as sea level rises.*

### Digital access for all (16)

Libraries were seen as a place for people who do not have access to devices or digital services at home to have equitable access to information and services. A moderate number of submitters made comments about equitable digital access or the ‘digital divide’. The general sentiment of these comments was that everyone should be able to access technology and other digital services, regardless of their individual circumstances. Comments that illustrate this include:

*It should also be a place for providing access to technology (computers, e-readers) to those who cannot afford such luxuries.*

*A big focus should be on digital inclusion - too many people don't have internet access or the skills to use it. The library is an important part of solving this issue with free access to the internet and staff who can help (to at least some extent!).*

## WHAT A CENTRAL LIBRARY MEANS TO THE PEOPLE OF WELLINGTON

137

### COMMENTS

Submitters made comments about what the Central Library means to them, to the city of Wellington, and to New Zealand. These comments were extremely varied, ranging from general aspirational comments about what the library should represent to how submitters wanted a new library to be perceived. Below are some examples of what the Central Library means to submitters:

*I would enjoy a modern and landmark redevelopment of the inner-city civic library that is unique amongst NZ and captures Wellington's essence.*

*The central library is right at the heart of the city, and the redevelopment is a prime opportunity to build something of lasting cultural value.*

*Library is a jewel in the Wellington crown and just needs a refresh.*

A small number of submitters made comments about what the Central Library should say about the city of Wellington.

*A capital city should have a library that reflects the nation's pride in its culture, its learning and its identity. It should be a temple of knowledge, open and available to all citizens as much as is possible. It should, particularly, be a place that welcomes children - a place that they will go out of their way to come to.*

*any City, not just a Capital city, would be sending a terrible message if it didn't have a central library. The local libraries are great for accessibility but they're a reflection of the area they're in and can in no way replace a comprehensive central library.*

A few other comments discussed the importance of having a centrally located library for the people of Wellington. These comments generally expressed that a central library was an integral part of the city, and that it added value and character to Wellington.

*A free public library is an essential service for the public good, for the education, entertainment, information and inspiration of the citizens of all ages.*

Finally, a few comments also discussed the opportunity that Wellington has been presented with, to create a world-class Central Library and shared the following ideas and suggestions:

*With this rare chance to reimagine our central library, let's think services first, building second.*

*We could really make the library fit for purpose and for Wellington's future - this is an opportunity to re-imagine what a library can be.*

*It is critical to think outside the square - consult and engage widely. Be bold and brave.*

### Character/atmosphere (97)

A sizeable number of submitters made comments that expressed the character, atmosphere, or feeling that they wanted to experience in a redeveloped Central Library. Throughout these comments, similar words were mentioned frequently; this group of submitters wanted the Central Library to be a place

that is inviting; safe; cosy; warm; comfortable; and most of all, welcoming to everyone. Examples of comments sharing the desired character of the Central Library include:

*A safe haven for lonely souls.*

*Libraries are great levellers of social hierarchy. They bring people from all walks of life together. The physical library is just a building. But it should be designed in a way that facilitates so much more. It should be the soul of our city. It should symbolise what Wellington is - open, egalitarian, friendly, supportive, green.*

*The Central Library should be an empowering, loving, community space for all. I want to feel loved, and accepted as soon as I walk in.*

*A future-proofed community facility that encourages and enables peaceful enjoyment of books and audio media in a single central location.*

*It should be a tolerant, friendly space.*

Quietness was also mentioned in a moderate number of comments. Submitters generally agreed that libraries should provide quiet spaces for users to exist in peace. However, there was a general consensus amongst submitters on this topic that it is unrealistic to expect the entire library to be quiet, instead favouring the inclusion of quiet zones.

## OTHER LIBRARIES AS EXAMPLES

123 COMMENTS

### Using other libraries as inspiration (90)

Drawing inspiration from other libraries was a common amongst a sizeable number of submitters. Overwhelmingly, this group of submitters commented on the new Tūranga library in Christchurch, which received resounding praise. Tūranga was mentioned in over three quarters of comments that discussed successful examples of other libraries around New Zealand and the world.

Praise for Tūranga varied, ranging from specific comments about the overall design or functionality of the building, to generic praise such as "use Christchurch as an example of what is possible" or "look at the new Christchurch library. That's what we need!".

Specific elements that were praised included: the community and meeting spaces; makerspaces and other creative spaces; 3D printing facilities; public space for talks, lectures, and events; and the varied seating and furniture options. Examples that represent frequently praised elements follow:

*I really like the new library in Christchurch and its narrative engagement with the city and rohe [area] as well as the sewing rooms and other excellent civic living room extensions.*

*The new Christchurch library has succeeded in creating a vibrant community hub, and Wellington's library can do the same (and also learn from that space to make ours even better!!)*

*I also think it's important the Central Library includes a Makerspace similar to Tūranga, and even what Johnsonville library has.*

Several submitters suggested that Tūranga shows what can be done with a clean slate, suggesting that a new build is a better option than remediation of the existing building.

*Christchurch's new and incredibly successful library is a shining example of what a new, modern design could offer, and would also offer far greater value for money than millions spent on unseen remedial works*

*The new Johnsonville Library, not to mention the new Christchurch Central Library, show what can be done when starting with a clean slate. I am at a loss to understand why a new building is not the preferred option.*

One submitter offered criticism of the new library in Christchurch however, stating it was “pretentious, noisy and overwhelming”.

Also mentioned in around one third of comments on this topic was the new Johnsonville Library. These comments often referenced the makerspace in the Johnsonville Library, calling for something similar to be included in the Central Library. The majority of comments about the Johnsonville Library were complimentary, though a small number of comments noted elements they did not like about it, including the smaller collection of books and the system used to organise the collection. Comments discussing what not to do in relation to the Johnsonville library include:

*Keep a separate large space for sci-fi/fantasy books, don't mix them into general fiction like at Johnsonville.*

*A real library, with more space dedicated to books than anything else. Johnsonville library is a travesty with a minimal set of low shelving and pitiful stock.*

*Johnsonville is good in many respects but still lacks work areas and much comfortable seating.*

Other libraries that were mentioned were the Palmerston North library, Christchurch South Library, Waitohi, the Porirua Library, and libraries “in Europe” generally, including Finland.

### Reimagining the Central Library – “little libraries model” (33)

A considerable number of submitters discussed the merit of focusing on establishing a network of smaller, localised branches around the CBD and/or Wellington suburbs instead of a large Central Library. Generally, this group of submitters felt that focusing such extensive resources on one centralised location is no longer the best way of operating the WCC library network, and that focusing instead on providing better local libraries would be a more equitable and effective approach for more people. The following comments are representative of the comments from this group:

*I think we could decrease the size of the Central library and make the suburb libraries bigger and better. The Island Bay library is very, very small.*

*Smaller targeted locations bringing access to library services closer to people. Central library is an obsolete model that is inconvenient to access due to the time taken to travel to it. smaller locations allow more regular access.*

*Don't do this. It's such a waste to centralise all of this in a CBD that is being used less post COVID. De-centralise and distribute the library services more broadly across the city so that more people have access to better facilities.*

Several of these comments were related to the projected cost of the Central Library redevelopment, and smaller, localised libraries were presented as a cheaper alternative that would yield similar benefits for the community. A typical example reads:

*I appreciate that not everyone in the population has access to internet and devices at home. I see this as the real value of the library facility but firmly believe this could be achieved through smaller local centres as is currently occurring. The expected spend on this project could furnish a vast proportion of the low decile school population with computers and internet access.*

A couple of submitters felt that the site of the existing Central Library could be better used, suggesting:

*Yes I do support the continuation of physical library services in the suburbs, but we don't need an expensive central library on expensive central city real estate. The site should be sold for development as a hotel or apartments.*

*Demolish it and put something there that brings in money. Use local libraries. More intimate, more locally focused.*

Meanwhile, some submitters did support a Central Library in the Wellington CBD, but also commented on the smaller interim branches that have been opened since the Central Library's closure, making comments such as:

*I absolutely agree that Wellington should have a Central Library, but I love the little pop up libraries around town. I'd very much like these to continue.*

*I think that the network of pop up libraries is fine for the time being. I would leave it at that for the time being while Council invests in other higher priorities over the coming years.*

*Libraries will look quite different in the future. The Te Awe Library space feels more like a library space for the future. It is practical yet accessible. The option of developing many diverse library spaces around the city feels like a good move for inner city Wellington.*

## OTHER

60 COMMENTS

### Cost (28)

A considerable number of comments discussed issues relating to the cost of the Central Library redevelopment. Comments included the sentiment that ratepayers were unhappy with the amount of money predicted to be spent on this project and concerns about Wellington's ability to afford such a large project, particularly during the current Covid-19 economic climate. In addition, several comments suggested that there were other, more pressing things that WCC money could be spent on at this time.

Several submitters expressed concern about the city's ability to afford such a large Central Library redevelopment project at this time, with some highlighting the impact that Covid-19 is having/may have on the economy and the people of Wellington. A small number of comments also included suggestions of things that submitters felt should be prioritised above a new library.

*Wellington needs a first-rate library, but we need to be sensible about the amount of money we spend on repairing or building a new central library.*

*Other essential infrastructure requirements such as water improvements and minimising rates increases, given COVID-19 impacts, mean Wellington ratepayers cannot afford a new library at present.*

*As our city grows and becomes more densely populated, we will need a library that will suit our needs for the future. We also need to be aware that we are currently going into a time of recession with Covid and fiscal responsibility is also important. With the fantastic 'pop up' libraries we have a present, the decision is not one that needs to be rushed.*

*Money should be spent on infrastructure before frills.*

*Yes but we need to be able to afford it and everything else. What about the 100 year old sewer pipes that keep breaking.*

A small number of comments suggested that the responsibility of funding the Central Library redevelopment should not fall squarely on ratepayer's shoulders, with some suggesting the opportunity to involve other organisations to help fund the project.

*Rates should not fund the upgrade but other organisations should get involved.*

*You need to understand wider community concerns about continuing to raise rates when financial concerns are building everywhere. Our rates are high, and we have infrastructure to deal with as well. A gold plated library used by a shrinking non-digital pool of ratepayers is not a priority right now.*

*Don't just replace the library, create a multi-function building with additional income to offset its costs.*

A few other comments expressed concern about potential budget overspends, with one submitter stating:

*The issue of cost uncertainty is not addressed. The project planning is at a very early stage, and estimates are inevitably low. Also indirect costs such as infrastructure requirements haven't been identified yet. The likely costs will be 50-100% greater than those given.*

#### Want library services restored ASAP (26)

A considerable number of submitters made comments expressing that they simply wanted the Central Library to be re-opened as soon as possible.

*The library is a centre of learning and an important community asset. The functionality needs to be restored as soon as practicable.*

Often, these comments conveyed a tone of frustration, showing that these submitters just wanted regular library functions restored, and did not care about the extra services or add-ons proposed. Examples of such comments follow:

*Quickly get a fully functioning public library with all its resources available. Stop wasting time trying to predict the future.*

*Just open it safely at minimum cost. Keep the upgrade costs separate. Get moving!*

*I'd like it to be functional at the earliest possible time. The closure has caused major disruption and loss of value of Wellington as a cultural capital.*

A few of the comments specifically addressed the estimated timeframes for the various options:

*For the capital city, to be without a central library for another five year is intolerable and would be seen as a clear sign that Wellington no longer even goes through the motions of boasting that it's the 'Cultural Capital'.*

### Comments about the process (13)

Several comments were made about the process of this engagement and wider library redevelopment project. These comments varied from acknowledgement of the proposal document put forward by WCC and agreement with statements made by WCC to criticisms of the consultation process or WCC generally. Examples of such comments include:

*WelCAB has read the proposal and noted the Council preference.*

*I am generally on board with the stated aims in the Statement of Proposals.*

*ICW contends the process of consultation thus far has been substantially flawed.*

*As ratepayers, we wanted to know much more precisely which option provides the best value for money over the lifetime of the building, which is the way we believe the options should have been presented – i.e. 'apples with apples'! We note that the written consultation document does not contain the information that the 'new build' options do not include base isolation, and this was only registered on the website after ICW raised the issue. Most folk we have spoken to assume that the 'new builds' do include base isolation.*

*I actually liked the Central Library, whatever you decide on. (I doubt filling out forms like this achieve anything, the ratepayers are not listened to).*

*I regret I lost patience with the portal for online submissions on the Library proposals.*

### General supportive comments (5)

A small number of generally supportive comments were made, such as:

*THANK YOU for considering public comments and working towards a long term plan for an invaluable community learning resource! We appreciate your hard work!!*

### Other comments

Remaining points grouped under other topics were generally one-off comments, and frequently not directly focused on the rebuild of the library.

## 2.2 OTHER THINGS SUBMITTERS HAD TO SAY ABOUT THE FUTURE OF THE CENTRAL LIBRARY BUILDING

*Is there anything else you would like to tell us about the future of the Central Library building?*

### SUMMARY

*Note:* the topics presented here were not imposed by the question. Submitters were free to discuss any topic

- The most frequently raised topic was that of heritage, which received just over 300 comments.
  - o The strongest opinion was that the heritage value of the current Central Library is not sufficient to justify the proposed remediation costs
  - o There was significant support for the existing nikau Palm sculptures to be used in any new design; these were generally viewed as sufficient representation and recognition of the original Athfield design
  - o Around 20% of heritage-related comments made when answering this question supported retaining the existing building – they generally cited the current Central Library building’s architectural and cultural importance
- The second most popular topic raised in responses to this question was in relation to the existence of a centrally located library per se. Eighty percent of the comments on this topic reiterated the intrinsic importance of a central library to the community, while fewer than 20% questioned the need for such a project.
- There was broad support for a redevelopment option that was future-proofed. This included calls for:
  - o A general desire for longevity of design aesthetic, function, and durability
  - o A design that represents environmental sustainability and resilience
  - o Resilience to earthquake events and climate change impacts
  - o A design that can adapt to changing population demographics and ways of livingAmongst these comments were a moderate number which maintained that it is impossible to build a completely failsafe building and to be wary of setting expectations too high.
- Cost was a big issue for a large number of submitters. Concerns included:
  - o The high costs associated with remediation. These comments were often paired with statements expressing confusion about remediation being more costly than a new building
  - o High costs generally, and the need to be frugal in uncertain economic times
  - o Fear that remediation costs will “blowout”
  - o The opportunity costs of spending on the library at the expense of other vital infrastructure projects
- A large number of submitters noted aspects and functions that they would like to see in a redeveloped library. Around half of the comments called for a community space which is welcoming to a diverse range of people. Other comments addressed the library collection (with emphasis on the enduring need for physical books), expressions of frustration at a library that attempts to be ‘too much’, and the need for a café, quiet spaces and car parking
- The topic of the current building and its surrounds garnered a large number of comments, with Te Ngākau Civic Precinct receiving the most attention. People wanted to see a library connected with the space, and the area as a whole revitalised.
- Consultation matters were raised by a substantial number of submitters, mostly in the context of calls for WCC to look to other recent library developments for inspiration. A number of current consultation process matters were also raised.
- Lastly, a considerable number of submitters argued for an innovative, visionary library that would be a ‘statement’ build and make Wellingtonians proud.

### COMPARISON OF ARGUMENTS BETWEEN THOSE WHO SELECTED OPTIONS C AND D

### Similarities

Proponents of Option C and of Option D shared many similar aspirations for the role and function of the Central Library. Both groups desired a safe, accessible, welcoming community space in the central city for all Wellingtonians to use and enjoy. They also sought a similar range of multifunctional, flexible and future-proof spaces and services.

### Key differences of opinion

#### Heritage

Proponents of Option C regarded the Athfield designed building as an iconic and vital part of Wellington's urban fabric and architectural history. They made the point that Option C acknowledges the high level of cultural heritage value of the existing library and noted potential legal issues relating to heritage status that may arise and substantially delay a new build.

*"The Athfield designed building is an important piece of our architectural history. We are at real risk of losing a huge part of our history if we demolish this building. I hope that the council will choose to keep the feeling of the building, both the internal and external features that are so iconic."*

Proponents of Option D claimed the lack of flexibility of the existing building far outweighs its heritage value. They stated the existing building is 'not so special' and that the heritage value is overstated. It was suggested a 'clean slate' would allow for a more future-proofed Central Library. Submitters also argued the heritage value and a nod to the past can be achieved through reusing the much loved iconic nikau palm sculptures by incorporating them in a new building.

*"It is ridiculous to keep a building that does not function as a 'heritage' issue. This building simply does not fit that criteria. It is not of historical importance, particularly old, a one of a kind, culturally significant or attractive."*

#### COST

Proponents of Option C expressed concern about the cost of repair and cost estimates relating to Option C, with several submitters stating they would support a rebuild if it was the cheaper option.

Proponents of Option D argued that a rebuild is cheaper, more cost-effective, will last longer, will be purpose-built, have a lower risk of budget blowouts, and still be able to incorporate much loved heritage elements. This view was exemplified by these comments:

*"Option D, perhaps with many of the "heritage" features and design replicated, that can be built for \$20M less seems better use of money than Option C."*

*"It's not cost effective to renovate, refurbish and strengthen the existing space. Plus it will take too long."*

*"How can the council justify a \$200 million pack and sack remedial option, when for \$40 million cheaper we can have a modern, practical fully functioning library."*

Proponents of Option D were also critical of previous council project cost overruns and Councillor decision-making.

*"The Town Hall and many other remediation projects have highlighted the increasing costs of those repairs across the time."*

*"It is staggering that the majority of Councillors recently favoured the most expensive repair option instead of a cheaper new replacement"*

RESILIENCE AND FUTURE PROOFING

Proponents of Option C argued that a high level remediation needs to be structurally safe and resilient, not compromise on safety, and take sustainability into consideration (in relation to the environmental costs of demolition and dumping).

*"The cost should not outweigh people's safety. People and the environment are more important than money."*

Proponents of Option D expressed the view that a new building design would better cater for safety and the future than compromise with a retrofitted solution. Submitters also discussed sustainability noting a new building must be designed with sustainability in mind and be carbon-neutral when operating. Submitters commented that a new building provides the best available opportunity to build to the highest environmental standards and effectively incorporate modern technologies and techniques such as passive heating, energy efficiency, recycled materials, waste heat recovery, and solar gain.

HERITAGE VALUE OF CURRENT BUILDING

309 COMMENTS

The heritage value of the Central Library was the most frequently raised topic in response to this question. Two thirds of submitters on this topic were consistent on the point that the Central Library, as it is now, does not have sufficient heritage value to justify its remediation. Submitters articulated clearly their impressions that, although some aspects could be retained or referenced in any new design, the building itself was neither aesthetically nor functionally valuable enough to save.

Heritage value not sufficient to save (136)

Almost half of the comments about the heritage value of the Central Library conveyed that its heritage features were not of sufficient value to justify its remediation. The large number of comments clearly made the point that its historical importance was second to its ability to function as a library. The point was often bolstered by the cost involved with keeping the building. The following comments are illustrative:

*Its potential heritage value does not justify the cost of remediation.*

*As well-loved as the building is (myself included) I don't think the building is of sufficient heritage value to warrant retaining it. An intelligent architectural practice would adopt facets of the original design to ensure a degree of continuity.*

*Discussion with friends shows that most ratepayers do not consider that the current library has any heritage worth. They want a new modern and less costly solution than Option C.*

Many simply stated that they did not see the aesthetic value of the Athfield design; the building was described as visually unappealing, flimsy, dated, and of little cultural and aesthetic value (note, see section below titled 'Current building and its surrounds', which includes topics not related to heritage). Many submitters also commented on the ability of a new build to provide a purpose-built space that is not only cheaper but is anticipated to better serve the needs of library users – this was in relation to not keeping the heritage design.

*The current building is ugly, dated and wasteful with space...a new build is the only option.*

*The current building is not an architectural icon.*

*I don't like the style. It is not visually appealing and is not welcoming either inside or out. I don't think we should save the building.*

A common thread within comments was questioning at how such a 'young' building could be referred to as having heritage value. In a small number of cases, submitters noted that the timeframe of remediation could be complicated by the potential heritage scheduling by Heritage New Zealand. This was further evidence to these submitters that the remediation process could be complex, and more expensive than envisaged.

*The consultation document acknowledges that the current Central Library building is not as yet a Heritage site, and honestly the use of the phrase "heritage status", in relation to a 30-something-year-old building is laughable.*

### Nikau sculptures (99)

One third of the comments on the heritage value of the existing Central Library noted the nikau palm sculptures, with all but 3 in favour of retaining these in any new library design. In the vast majority of cases, the nikau palms were viewed as an adequate representation of whatever heritage value there is in the current building. People called for the top be retained, re-used or for them to be saved as iconic representations of any heritage element.

Comments were remarkably consistent on this point; the following examples represent this sentiment:

*The only 'iconic' feature of the existing building that needs saving are the palm trees.*

*Preserving some of the existing Nikau features into a new structure would be nice, but the existing building is not so special that spending potentially an additional 40M is justified or prudent.*

### Heritage value vitally important (70)

In just over one-fifth of comments about heritage, submitters expressed support for the heritage value of the Central Library. These comments ranged from the simply stated, such as "I don't want to lose this building", and "keep the Athfield design", to arguments put forward that described in detail the ways in which the building is perceived to add to the fabric of Wellington.

Comments in support of the current design used the following words to describe it: iconic, beautiful, distinctive, fabulous, special, important, celebrated, much-loved, beloved, significant, a "key piece of history", a "cultural artefact", and of "outstanding architectural importance".

*I really love the building as it is now, and I think it would be a huge loss to the city if it was demolished*

*The building has great heritage value as a jewel in the Athfield-led development of Civic Square and later the wider waterfront. This 1990's chapter of Wellington's story and character is one to celebrate.*

Much of the support came with accolades for its designer, with the architect variously described as a "local hero", "one of NZ's most significant architects", a "prominent architect", and a "visionary".

*It is crucial that we retain this vital piece of Wellington architectural history- additions and alterations should be an extension of the principles Ath first applied when he shook up how we think of what a public library can deliver.*

Several of the comments were passionate and argued strongly for the retention of the current design. The following comment is one example:

*The existing Athfield designed building is an outstanding building. It is an extremely important work of NZ Art. Demolishing it would be like Bilbao demolishing its Guggenheim Museum because the cladding was getting rusty, or like trashing the most important Colin McCahon painting because the colours had begun to fade. Great Art \*does\* cost money to maintain, but it is money a culturally mature society simply must cover.*

## THE UTILITY OF A CENTRAL LIBRARY (IN GENERAL)

239 COMMENTS

A very large number of comments were made about the existence of a central library, and what need there is or is not for this service to be centrally located at all.

### There is need for a central library (203)

The majority of comments on this topic supported the need for a centrally located library. In four-fifths of comments on this topic submitters noted they want, admire, use, and need a functional central library. Many agreed that a large, well-stocked library that caters to the needs of Wellingtonians is necessary.

In most cases, submitters conveyed this need using phrases that showed the loss of a central library was frustrating, and a level of impatience about being without one for so long. They used words and phrases such as "just fix it", "get on with this ASAP", and "I would like the Library reopened as soon as possible".

*Please hurry! My children are teenagers and they need a central library!*

*As a resident of Te Aro for 20+ years & no longer have a local library. As a capital city we no longer have a library. We need a library which is viable into the long term future.*

*Wellington needs its library ASAP... it shouldn't have to wait until 2025 to get its library back.*

*I think it's an important resource and there needs to be a large library in Wellington Central*

Several submitters described their use of the Central Library in the recent past, highlighting the warm, welcoming, and valued nature of the space and the enjoyment that they got from using it.

*As a family with young children...the library was one of the only places we could go that held all our needs in one place – we could find an area for the kids to run about, and then an area to read quietly, grab new books for our insatiable small readers, grab a coffee for a tired Mum and Dad. We would see other families and enjoy a feeling of being part of our Wellington community.*

While many comments referenced the value to the community in having a centrally located library, several of these noted that the space is free to use, and that this is a large part of its value to a community. Additionally, while some comments were made in support of certain options outlined in the consultation documents, many comments were made without specifying a preference for one option over another. This shows the support for the existence of a centrally located library generally.

*Having free to use community space is essential*

*The library is the cornerstone of the community!*

*The library is the heart of the city. The city is bereft without it. The library building is an asset to the city and we owe it the people of Wellington to repair it and reopen it.*

*We need it in some form. It is an integral part of Wellington. Having that communal, community space is really important.*

### Comments questioning the need for a central library (36)

One-fifth of comments on this topic questioned the need for a central library. Several questioned the need for any library, particularly its function of providing physical books in an age where digital information is so accessible. The following comments are indicative:

*50 years from now, library will only exist as an online presence, and there will be no need for anything physical. Any physical books or material will be put off-site, and accessed rarely.*

*I think we should think really carefully about this. Do we really need such a big central library. The future with a lot of people working from home means the city worker numbers will decrease. We don't know the impact of Covid on the use of the library. Perhaps there will be more of a click and collect scenario.*

Several other submitters cited the suburban libraries as sufficient to cater to the needs of Wellingtonians.

*The suburban libraries are variable and don't have any identifiable difference -many functions could be shifted to them. Why do we need a central library?*

## RESILIENCE AND FUTURE-PROOFING

204 COMMENTS

The concept of resilience was raised in a number of contexts: general desire for future-proofing, environmental considerations and resilience, and resilience to earthquakes, climate change, and changing populations. There were also a moderate number of comments conveying the position that it is unrealistic to have expectations of a failsafe building.

### General resilience of future-proofing wanted (65)

A substantial number of comments were made calling for the library redevelopment to be resilient or future-proofed in non-specific ways. Submitters noted the costs involved, and that options that considered the long term were vital if the building were to both last and retain use over time. People spoke generally about wanting a library "purpose-designed for the future", to "rebuild with a more modern focus", and wanting "something quality and long term". The following comments are indicative:

*Option E has expected similar time-frame to other realistic options, and provides for a safe, accessible, resilient, future proof library.*

*Do something that will last for 50 plus years.*

In addition to these, a moderate number of comments were made about taking the time to plan and design a library that will represent a lasting investment. These comments highlighted that although

the budget may be large, if this will ensure longevity and a functional library, it is worth it. There was also an element of 'do it once, do it right' present in these comments.

*Lets' get it right so there's no rebuild in 10 + years.*

*Taking the time & spending the necessary money is well worth it if the result is a great, resilient space for youth, families and communities of the future.*

*I do not want options a, b or c to be considered. Please think long term for the community, library users and city, and rebuild new from scratch and a clean drawing board.*

A few submitters called for building products that are durable in order that any redeveloped library would last longer.

### Environmental sustainability or resilience (38)

A considerable number of comments addressed environmental sustainability issues related to the options. The common thread amongst comments was the desire that sustainability be considered to reduce waste and emissions as well as ongoing running costs.

Of these comments, two-thirds were in relation to the environmental costs of demolishing what is considered a functioning building, and similarly, the environmental costs of a brand new build. One submitter advocated for retention of the current library due to this:

*...preventing the excessive carbon emissions from new construction.*

This sentiment was echoed in other statements showing some discomfort with the waste associated with a rebuild, as the following comments show:

*I equally like options C and D except for the potential embodied carbon impact of knocking down the existing building.*

*The significant environmental cost associated with destroying the building, especially given its demolition would be inconsistent with Wellington City Council's own sustainability policy "Te Atakura-First to Zero", its blueprint for "a zero-carbon capital city".*

Several comments supported the idea of a redeveloped library adhering to sustainability principles, and the opportunity this represents for the city to 'build back better' – to high environmental standards. Encouraging non-carbonised transport to and from the building, not providing (too much) parking, using sustainable building materials, and building 'green' are examples. The following comments are also typical:

*The building should aim to be 100% carbon neutral in operation as technology evolves and the building makes it easy to take up those improvements.*

*And it must be sustainable, carbon-neutral operating and in all construction aspects future-oriented.*

### Seismic resilience (30)

A considerable number of submitters justified their option choice with talk of earthquake resilience. High seismic resilience was generally supported.

Submitters cited base isolators, high earthquake standards, and high seismic resilience as aspects that are desirable in a redeveloped library. Such aspects were viewed as enabling the building and collection to remain safe, and also to reduce repair costs in the event of an earthquake.

*The new Library needs to be constructed to the full design standard and with base isolators to provide a safe environment for this community facility and so the building can be reoccupied straight after any future major earthquake.*

In a small number of cases the Central Library was viewed as a potential hub for Wellingtonians to use in the event of a natural disaster, and for this reason it was deemed necessary for it to be strengthened to the highest standards.

While in most cases simple terms were used to describe support for an earthquake-strengthened library, such as "It's important that it's restored to a safe and resilient standard" – a few comments were more detailed, including the following:

*International best practice would be to create a site-specific model for a high-risk/high-cost project and use this model to create the input design loading. The cost of producing a site-specific model using both geophysics and intrusive investigation is trivial in comparison to the potential cost saving that can accrue from not adopting highly conservative design.*

#### Climate change resilience (24)

The considerable number of comments arguing for any redevelopment to include measures to ensure resilience to climate change most often cited sea-level rise and flooding. The majority of these comments advocated for a new site - one that is on higher ground, while a smaller proportion advocated for sensible design that could withstand climate-related events.

Submitters predicted that the current site could be "under water in the next 30 years", and that Te Ngākau Civic Precinct "could be under water by 2100".

*Given the Council's professed concern with climate change and sea-level rise it beggars belief that the Council would even consider an investment so close to the sea!*

Remaining comments addressed that point that climate considerations are necessary, or a number of ways in which climate events might be mitigated. These included calls to keep the collection safe, keeping the building accessible, and ensuring any option "design for future climate change risks".

Mitigation suggestions included ensuring basement levels are for car parking, or that they act as a buffer between potential flooding sites and the actual library.

#### A 'failsafe' build is unrealistic (22)

A moderate number of submitters argued that there is no such thing as a failsafe building, and that costs must be weighed up against benefits. Comments such as "talk of "100%+ NBS" is extravagance" show that for some, the emphasis was on the cost.

One submitter stated that adhering strictly to building codes was placing too much faith in that system, and that any sizeable earthquake event would render much of Wellington unusable. They went on to state:

*As an engineer and someone who has experienced big quakes I cannot help but think that our city is full of optimists.*

A small number of submitters expressed scepticism around building codes, and their longevity and utility. This was within the broader context of arguing against spending too much on strengthening.

*No matter how much money is spent, we may not end up getting the life from a new library or high level remediation due to future revisions to building codes or earthquakes.*

#### Future-proofed against changing populations (22)

The last group of comments about future-proofing were about the changing nature of populations, their changing needs, and the uncertainty of these factors.

A moderate number of submitters noted that libraries must be adaptable to changes in demographics, work/life patterns, technology, and ways of living that are as yet unknown. Comments expressed a number of factors which may influence library use patterns, including the following:

*Urban densification and changing living/work/ retail patterns in the age of the internet question how the city will be used in the future and the role and location(s) of the public library services.*

*I think it really needs to be future-proofed in terms of use. I know that libraries are still heavily used, but trends change and I would really like to see the central library building remain a community hub by providing other spaces also.*

*The future is an uncertain thing, particularly in these times, therefore a building that was able to be flexible and grow as our City changes would be ideal.*

A small number of submitters raised Covid-19 in comments, stating that the need for physical distancing may apply well into the future, or raising the pandemic as a disruptor to ways of living that needs to be considered when planning large scale developments.

## COST

135 COMMENTS

There was discussion from a large number of submitters about the costs associated with the central library redevelopment.

#### Remediation costs too high (46)

Just over one third of the cost comments questioned the costs of remediation of the current building, particularly when this was estimated to be a greater cost than a new build. The cost of remediation was often used to support the idea of a new, purpose-built library. Submitters frequently expressed surprise that a remediation project would cost more than a brand new building. The following comments are typical examples:

*It's not cost effective to renovate, refurbish and strengthen the existing space. Plus it will take too long. Knock it down and rebuild on the same site from scratch.*

*It makes no sense to repair the Library if this costs more than building a new library.*

*I can't believe how WCC is proposing to strengthen the existing library when a new library that meets current building code conditions and is much safer can be built for considerably less money.*

Additional points around the costs of remediation included that it was the most expensive, and that this could not be justified. Spending so much on remediation was described as irresponsible, a 'waste', and excessive.

Almost half of these comments noted the burden or value for money on rates or ratepayers that the preferred option would confer, as the following comment shows.

*The rebuilding option I understand will be better value for money than remedying the existing building and getting the best value for each ratepayer dollar should be a key Council aim.*

#### Want a more cost-effective solution (34)

Around a quarter of cost comments reported dissatisfaction at the perceived high cost of the options. While several of these simply requested that the cheapest or cheaper option be implemented (e.g., "lowest costs option please"), most expressed shock or disappointment at the cost of such a project.

*Option D would be great but I don't think as a city we can afford it.*

*The cost of this in the middle of the pandemic is eye watering.*

Several submitters cited their status as a ratepayer in their comments, stating that the spending of ratepayers' money needed to be well thought out and justifiable - implying that some of the options provided in the consultation were not. However, most of the comments in support of a cost-effective solution merely sought assurance that costs be balanced with need, and other factors, as evidenced in the comments below.

*We need to prioritise cost and future needs, not maintaining the status quo.*

*Cost to taxpayers should be reasonable and rational.*

*The costings quoted for the options outlined above are unbelievably high. I believe option B is probably all that is required to provide the right mix between realistic upgrade and cost.*

In a small number of cases, Christchurch's Tūranga library was cited as an example of a new build that was accomplished for less cost than the proposed options.

#### Fear that remediation costs will increase (32)

Around a quarter of the cost comments expressed the idea that the costs of remediation can often increase over time, and that this is not reflected in the cost estimates. Several submitters referenced the concept of a cost or budget 'blowout', as seen below:

*Repair could blow out completely, and will it ever be up to the same standard as you'd get with a new build?*

*There is also significantly less risk of unforeseen budget blowouts that can emerge when remediation of an existing structure is undertaken.*

A moderate number of submitters described their impressions that remediation projects can go over budget in other ways, citing probability of cost escalation as high. In some cases, concern was related to the time between planning and implementation, while other submitters referenced previous WCC projects that have gone over budget. The sentiment was clear in these comments that there is suspicion around the remediation costs remaining at the level cited in the consultation documents.

*There is a high probability of cost escalation and schedule slippage on option C.*

#### Other infrastructure projects should be prioritised (20)

A moderate number of submitters raised the idea that the high costs associated with a library rebuild/refit could be better used to upgrade other infrastructure. Submitters were concerned that some vital infrastructure upkeep had been deferred for too long, and that this requires more immediate attention than a new library does.

In addition to general 'infrastructure', submitters argued for spending in the following areas: drains, pipes, water (drinking, waste, and storm), public transport, increased road space, sewerage, waste minimisation, a runway extension, a Peter Jackson museum, an indoor stadium, and, underground infrastructure. The following comments are representative of many made on this topic.

*I would rather that a lower cost option was preferred for the library, leaving the remainder available for the council to spend on other assets like wastewater infrastructure.*

*Spend the money on other projects rather than trying to improve the current building.*

### FUNCTIONS THAT A LIBRARY SHOULD FULFIL

130 COMMENTS

#### Multi-purposed space for use by all (58)

A substantial number of submitters noted in their comments that their ideal library would be able to accommodate a number of different groups, serve a number of functions, and would be welcoming to any member of the community who wished to use it.

Most of the comments were general in nature, simply calling for a place which is for "all parts of the community". One submitter stated a new library "could include additional community space". The following comments are typical of those in favour of the library redevelopment:

*Provide spaces for a wide range of people.*

*Needs to meet the needs of all.*

*This space is for all parts of the community, so not encouraging design to exclude groups that are seen as undesirable.*

While some specific groups were mentioned in the context of the library housing their services (such as the CAB, and Capital E), most comments citing groups that should feel welcome referenced societal segments such as people with disabilities, people with English as a second language, children, older people, and young people. To accommodate people with disabilities, for example, one submitter noted that it is "important to keep it easy for wheelchair situations". Another stated:

*The future library should include Te Reo Māori in all signage and have tikanga/kaupapa Māori integrated into the fabric of library systems, spaces, and layout.*

In addition, certain activities were offered as examples of the types of what should be included in a library. These included makerspaces, "citizen education" spaces, and a place where people can make links with community organisations. Other ideas include:

*Craft space for everyone (not just children).*

*Space could be adapted for movies & small audiences.*

#### Books and library collections (19)

A moderate number of submitters emphasised that the library ought to prioritise books in its redevelopment. These comments were insistent that however important digital technology is (or becomes), there will always be the need for physical books.

The following examples are typical of the comments on this topic, which were quite consistent.

*Please put books to the fore. Digital etc will rise and fall in popularity.*

*It is important to have a copy of each book in the Central library or a good system to make sure they circulate on a regular basis.*

*Please have as many books as possible on shelves, available for the public to choose from.*

Other media were mentioned only in a few cases, this included magazines, CDs, archival material, and research material. A few people noted that access to "the stacks" was important to them.

#### Things a library should not have (15)

Several submitters commented on what a library should not include. A small number of submitters did not want to see the library's function spread over too many aspects. These comments highlighted that the core function should be limited to books and reading, and that too many social or other considerations could diffuse its value.

*Stop trying to add other facilities and amenities to this project that are already well catered to in other buildings around the city...People of the future need not be impressed by its... conference facilities or architectural grandeur. They need only ever remark on how wonderful the LIBRARY SERVICE is. Give us an ordinary building with a great library inside it.*

A small number of submitters did not like the idea of food/beverages in the library.

#### Café (15)

A moderate number of submitters noted that they would like to see a café in the library redevelopment. This was in a number of contexts, including, most popularly, a café, good café, or a café located within the library. Additionally, people called for an affordable café, one serving healthy food, and a café that is relatively quiet. In one comment the library café was referred to as serving the function of an additional meeting place:

*It needs to [be] open to the public. Clarke's performed a great function as a meeting place.*

#### Parking (14)

Several submitters stated they would like to see parking available at the redeveloped library. In one case this was bicycle parking, which was requested to be secure so as to encourage active transport to and from the place. Most comments were in support of retaining some parking for cars, which was said to enable older people and those with children or disabilities to access the library.

People used the following words and phrases in their support of parking: "more parking", "it will need parking", and "dedicated free parking".

### Quiet spaces (10)

Several comments included, often amongst a list of other ideal aspects of a library, that there should be quiet spaces or places within the building. Silent or quiet spaces were mentioned as necessary to co-exist within the broader function of a busy (i.e., sometimes noisy) library. It was envisaged that these spaces be used by students, or those simply seeking some peace.

### Other aspects

Other desired aspects noted in response to the question asking what else people would like to tell WCC about the future of the Central Library building included a small number of comments about the need for the spaces to be light and or bright; the need for toilets that are accessible, "higher", and suitable for non-binary people, and a couple of comments were made in support of the library having good views or outlook.

## CURRENT BUILDING AND ITS SURROUNDS

129 COMMENTS

### Te Ngākau Civic Precinct (57)

A substantial number of submitters raised the issue of the Central Library in relation to its position within and its integration with Te Ngākau Civic Precinct (which was in most cases referred to by submitters as 'Civic Square').

Te Ngākau Civic Precinct was noted in the context that any library redevelopment ought to consider the broader look and feel of this area. The most prevalent comments were those supporting attention to revitalising the space between the city and the shore. Submitters noted that this area is a place with the potential to draw people in, and to be used and valued as an attractive and important space. The library's place in this was not always explicitly described. Rather, it was the broader strategic focus of the area as a whole which was of concern.

*In our view the exact siting of a new library building in Civic Square should be done in the context of an overall plan for the Square that makes the precinct the heart and soul of Wellington.*

The points were sometimes made in relation to current deficiencies in the design of the areas. This included descriptions of it as well located but "poorly used". In addition, other submitters stated:

*The space around the library and including the library is cold, dark and prevents the connection from the city to the bay. Future plans should address this and provide improved public spaces.*

*I'm glad to see consideration given to flow and connection with the square which are not ideal presently.*

The general sentiment was the submitters wished to see Te Ngākau Civic Precinct used, revitalised, and 'brought to life'. The library's redevelopment was viewed as a key, and welcomed, driver for redevelopment in this area.

### Critiques of the current layout (39)

A considerable number of submitters made comments critical of the Central Library's layout. It was variously described as cramped, dark, gloomy, uninviting, unwelcoming, warehouse-like, noisy, difficult to navigate, confusing, dowdy, lacking warmth and atmosphere, and, dated. Impressions of it were conveyed in relatively simple terms, as the following quotes show:

*Current building does not make good use of internal space, high ceilings etc.*

*It is not visually appealing and is not welcoming either inside or out. I don't think we should save the building. It doesn't have any visual references as a library and has cramped feel inside.*

One commentator noted that the entrance area is:

*...an empty area which somehow manages to feel both poky and a wasted space. (Yes, space is necessary in an entrance foyer, but does its design need to feel like a deserted barn?)*

A small number of submitters expressed frustration at the current Central Library being deemed not fit for purpose after so little time since construction. People called for accountability, as seen in the following comment:

*Where is the transparency, what reassurances have been offered to the public that such errors will not be repeated?*

The internal design and layout of the Central Library was deemed in need of improving in any new design. This was considered particularly relevant given that use patterns are forecast to change in the next few decades.

#### Accessibility (16)

A moderate number of comments were made about the accessibility requirements of a library. Some of these were in relation to the current library, while others were aspirational for any new development. Desirable aspects included general accessibility for "the whole community", (easy) access to the building, carparking, lifts, access to public transport, and disability access.

Although accessibility was in many cases not defined, the sentiment was clear that submitters wanted to see a library that was easy to get to, and easy to move about within.

*If the layout is to be remodelled, there should be a great consideration of integrating accessibility in the design.*

*Create better access points and flow through the building.*

#### Admiration for the current library (non-heritage based comments) (16)

A moderate number of submitters made comments about the existing Central Library and what they specifically liked about it. These included the views, the café, meeting facilities, the silence, the kids' space, its "spirit/vibe", layout, volume of books, and lastly, its atmosphere.

One submitter described the currently library in the following way:

*Everyone that I talk to about it agrees that it was such a wonderful, well designed, well used space. I'm sure that there would be things that could be improved, but I'm hard pressed to think of them.*

### CONSULTATION AND SUGGESTED DESIGNS

54 COMMENTS

The substantial number of comments about the consultation are broken into two topics: those urging WCC to look at other libraries done well, and those about the consultation process itself.

### Take note of other libraries (37)

A considerable number of comments urged that examples of other municipal libraries be used as inspiration for any redevelopment. Suggestions were primarily the Christchurch example, Tūranga, which was viewed as a “great example” of both architecture and functionality, and as relatively cheaply done (only one comment was against this example, the submitter likened it to a “theme park”).

Tūranga was described as ideal for it being: extraordinary, innovative, impressive, engaging, a potential source of inspiration, outstanding, fantastic, “enjoyable to explore”, and, the following:

*Christchurch City’s experience in rebuilding its Central Library – Tūranga – is insightful and instructive. Situated in Cathedral Square – Otautahi’s equivalent of Te Ngākau – the new Central library provided a high quality fit for-purpose building.*

It was also admired for its design incorporating the following aspects: multipurpose space, bookable meeting spaces, play spaces (e.g. Lego), 3D printers, and sewing machines. One submitter noted:

*These ‘new’ additions are consistent with international trends in library design and Tūranga embraces these without ever losing sight of its role as a collector and provider of books and archives.*

Other libraries of note were the pop-up libraries in Wellington, which were noted in a few cases, and described as “peaceful and reflective” (Te Awa branch), and the “modern” Johnsonville Library at Waitohi Hub. Examples in Fitzroy, Auckland, and Otago University were also cited as examples of good libraries.

### Consultation process (16)

A moderate number of comments were about consultation generally, both the need to include certain groups in decision making, and the consultation documents.

Comments ranged from those generally urging WCC to “listen to the public” to those wanting to see certain groups better represented. Submitters noted the following groups in relation to engagement: all parts of the community, youth, Māori, and those with disabilities:

*Y’all need more Māori presence.*

The consultation process itself was considered alternately necessary and frivolous. Although the majority called for more consultation, one submitter questioned the purpose of the consultation given that it has “been publicly made clear that the majority of the city is in favour of renovating the existing building”. Another submitter, apparently frustrated with both the timeframe and the perceived outcome; stated:

*The consultation process should have started immediately after the building was closed. Exact costings were not required then, and we certainly don’t have them now, so why the big delay? Why do the council officers get to decide what the preferred option is? Shouldn’t the ratepayers be deciding that?*

Lastly, there was a call for better explanations of both the climate change mitigations proposed for options C, D and E, and what the phrase “opportunities for partnership” means.

BE INNOVATIVE, VISIONARY

46 COMMENTS

A substantial number of submitters took the opportunity to urge WCC to be bold, innovative, or visionary in their design for a redeveloped centrally located library (note that comments about innovation in terms of sustainability are discussed under the heading 'Resilience and future-proofing', above).

While comments varied in their intensity, they consistently conveyed a sense that this represents a chance to produce a special and highly functional library for Wellingtonians to be proud of. General comments include those in which submitters stated in non-specific terms their wish that the redevelopment be visionary, or 'great' in some way.

*I think the council needs to be visionary.*

*This is a once in a lifetime opportunity to reimagine a building that defines our city.  
Make it great, make it who we are, don't waste this opportunity.*

*Needs to be world class, leading in its field, something all city residents can be proud of.*

As with the consultation theme in which WCC were urged to take inspiration from Tūranga in Christchurch, several submitters cited this library in relation to the perception that a library ought to be a key feature of a city. Submitters commenting on this topic agreed that middle-ground or mediocre design was not considered appropriate. A particularly succinct comment which sums up the sentiment of many in this area follows:

*We now have an opportunity to create a new radical space for Wellington that is attuned to our contemporary methods of engagement with information and is also attuned to the diverse needs of our people.*

## OTHER TOPICS

28 COMMENTS

### Involvement with private sector (15)

Several comments included discussion around the potential for involvement in a redevelopment project including the private sector. Submitters uniformly expressed scepticism about this, as the following example illustrates:

*It is my belief that privatising the restoration would jeopardize the future of the central library, as there is a stronger incentive to prioritize profit over quality in private enterprises.*

A couple of isolated comments expressed a preference for local, Māori, or New Zealand 'talent' or organisations to be the preferred partners.

*Wellington based and New Zealand owned firms must be given priority to contract this project.*

### Convention centre (7)

The convention centre was raised in a small number of comments as a warning against excessive spending and potential budget overspends. Covid-19 was raised as an unforeseen factor influencing the demand for large projects, and lastly, the Convention Centre was put forward as a potential temporary library.

*If not C then repurpose the wasteful Convention Centre as a library with some housing.*

#### General support (6)

A small number of submitters expressed general support for the WCC. This came in the form of a couple of people giving their thanks, one statement about loving "the design", and the following:

*I'm looking forward to the next chapter for the Wellington Central Library.*

*It's really important! Thank you!*

Remaining points grouped under other topics were generally one-off comments, and frequently not directly focused on the rebuild of the library.

## 2.3 THE ROLE OF TE NGĀKAU CIVIC PRECINCT

*Te Ngākau has traditionally played an important role in Wellington, both as a public space in the central city and as the home of the City Council chambers and the Library. Is there anything you would like to share with us about the role Te Ngākau Civic Precinct has or could have in terms of a public and democratic space in the central city?*

### SUMMARY

- The most frequently raised topic in response to this question was that of specific improvements to Te Ngākau Civic Precinct
  - o The most frequent suggestion was for Te Ngākau Civic Precinct to host more events and activities in the space.
  - o There was significant support for having more cafés, restaurants, food trucks and coffee carts in Te Ngākau Civic Precinct. It was also frequently suggested that there should be more shelter, shade, green space, and seating.
  - o Submitters generally felt that making these specific improvements to Te Ngākau Civic Precinct would give a more vibrant feel and bring life back to the space.
- A sizeable number of submitters commented on the general importance/unimportance of Te Ngākau Civic Precinct, 80% of which felt the space was important to have in the city and community. A considerable number of submitters expressed they felt the importance of Te Ngākau Civic Precinct came from its connection to the library and the surrounding buildings.
- The third most popular topic raised in responses to question 7 was in relation to the community value of Te Ngākau Civic Precinct. It was commonly said that the space is the heart of the city, is a valued meeting place, and an important democratic space.
- There was a general desire for the connectivity of Te Ngākau Civic Precinct to be improved, both within the space and to the library and the waterfront. Accessibility of and around the space was also an aspect frequently discussed in this topic.
- Submitters articulated a feeling that Te Ngākau Civic Precinct is under-utilised and lacking life. Although many put this down to the current absence of the library and other civic services, a desire to make Te Ngākau Civic Precinct a vibrant space was commonly expressed.
- Improving the design of Te Ngākau Civic Precinct was also heavily suggested by submitters, around a third of which recommended redeveloping the entire Te Ngākau Civic Precinct.

### SPECIFIC IMPROVEMENTS TO TE NGĀKAU CIVIC PRECINCT

276 COMMENTS

There was a very large number of comments that suggested specific ways to improve Te Ngākau Civic Precinct. These varied in detail and expressed a range of different ideas. It was reported that hosting more events and activities, having more cafés and food outlets in the space; improving shelter, shade and seating, and increasing greenspace and landscaping efforts would all contribute to making Te Ngākau Civic Precinct a more vibrant, appealing place for people in the Wellington community to spend time in. These topics are ordered in the frequency they were discussed.

#### Events & Activities (49 comments)

A considerable number of submitters discussed events and activities in relation to Te Ngākau Civic Precinct. Some suggested the space is great for events because of its central location. To improve it there should be more event spaces, it should be multi-purpose and large enough for events, and the library should be designed to support events in the space. Submitters also noted that having a variety of events will attract people to Te Ngākau Civic Precinct.

A wide variety of events were suggested by submitters including library events, music events, activities, pop-ups, open air concerts, lectures, food trucks/markets, light shows, community events, exhibitions, cultural activities, artistic and historic events, debates, outdoor movies, and, yoga. There was a general feeling in the comments about events that submitters want Te Ngākau Civic Precinct to be a place where there is always something going on. Comments supporting the space as an event and activity hub included the following:

*The square is great for music and gatherings. Enabling it to be another regular marketplace would be great too especially with the loss of the Underground market.*

*This space should be used more for public events and concerts. It's an amazing central location.*

*It could be more of an ongoing well-used community space for things like markets, promotions by community groups, art projects, and pop up cafes/food carts.*

*It needs to become the town square again, with frequent events and reasons for people to go there.*

#### Cafés, Food & Drink (38 comments)

A considerable number of comments were made with specific mention to cafés and food/drink outlets in Te Ngākau Civic Precinct. Submitters expressed that there should be a café in the library as there previously has been, more cafés should be added in Te Ngākau Civic Precinct, or there should be food trucks, coffee carts, ice cream stalls, or restaurants for dining. Submitters felt this would liven up the area, make it more vibrant, enhance the feeling and create more active edges. Comments suggesting cafés, food and drink for the space include the following:

*Cafés opening into the square to encourage people to congregate.*

*Cafés exiting onto the square that extend outside, with tables etc, some business allowed to add colour and life (i.e., florists etc); would all make it more appealing for the public, workers and tourists.*

*And maybe some cafés facing onto the square to really enliven it.*

#### Shelter & Shade (29)

A considerable number of responses to the Te Ngākau question included suggestion of shelter and/or shade as a specific improvement to the precinct. Submitters acknowledged the harsh weather in Wellington as inhibiting use of the space, and suggested having sheltered spots from wind and rain.

Having more trees for shade on sunny days, umbrella type shelters, a roof covering some open space, or shelters around the perimeter to limit wind, traffic noise and pollution were other suggestions made by submitters. These comments include the following:

*It's either windy and rainy or you get sunburnt there. Some shelter would be good.*

*Civic Square could have a roof on it like old Victorian railways stations so it can be used in all weathers.*

*The central Civic Precinct can be very windy and needs more sheltered spots for small and large gatherings.*

### Green space (25)

A considerable number of responses discussed adding green space to Te Ngākau Civic Precinct, suggesting this would make the space more welcoming, that improving the landscaping would naturally attract more people to the area, that it could be a nice picnic spot, and, that it would be a safe space for children living in the city to play.

Some submitters suggested the library or other damaged buildings in Te Ngākau Civic Precinct should be demolished and be replaced with green space or a park. Further specific suggestions included having plants on surrounding buildings, green walls, more trees, tubs of greenery, flower beds, and planting New Zealand natives. Comments regarding green space include the following examples:

*This space needs to be retained, and maybe landscaped a bit better with more seating and trees.*

*Not to have it built up extensively, but keep the green space in the square with more trees or a garden view. Is a real sun trap & should be preserved with its outdoor spaces.*

### Seating (24)

A moderate number of submitters expressed a desire for improving seating options in Te Ngākau Civic Precinct, so that people can sit and eat lunch, have casual meetings, and congregate. It was noted that people wanted more seating in the space, some of which is sheltered or under shade, and it was also stated that the seats do not necessarily need to be permanent fixtures. There were suggestions for bean bags, for example.

The following comments are illustrative of these points:

*Would be nice to have multi-use seating for lunch timers. Often people just sit along the ledges and bricks. [It] doesn't have to be permanent seating, but even temporary and changing 'pop up' fixtures in summer could be great.*

*Love Civic Square - more shade to provide even more comfortable seating/lounging areas would be great.*

### Art and performance space (20)

A moderate number of comments were made suggesting increased art and performance space in Te Ngākau Civic Precinct. Submitters suggested a range of ideas, including a permanent stage area, an outdoor performance space for music and theatre, as well as showcasing areas for art pieces from the gallery and community artists. The following comments are indicative:

*It should be an opportunity to also showcase art pieces as it happens outside Te Papa.*

*I would like to see it used for outdoor theatre performances in the summer.*

### Remediating surrounding buildings (21)

There were a moderate number of comments that discussed the need to remediate the buildings in Te Ngākau Civic Precinct. Submitters made comments that the space will work well once surrounding buildings are fixed, 'sorted out' and occupied once again, such as the Town Hall and the Library. Many of these comments were similar, the following being an example of these:

*Completing refurbishment & building of all the other building around the precinct, ie old town hall & civic offices, would help restore its place in the fabric of the public life of the city.*

### Artificial grass (17)

A moderate number of submitters made comments referencing the artificial grass in Te Ngākau Civic Square. However, submitters were split in their attitudes towards the Astroturf. More people articulated dislike for the artificial grass. They stated it is: ugly, worn out, too much, an eyesore, and, that it should be removed.

A smaller number of submitters were supportive of the artificial grass, stating it makes the space more friendly, more usable, and that it is good for sport.

### Fern ball (11)

Several submitters expressed a desire for the Fern Ball sculpture to be restored in Te Ngākau Civic Precinct. Comments of this nature were consistently expressed. The following comment is representative:

*Please bring back the fern ball sculpture, I miss it.*

### Other specific improvements to the space (42)

There was a considerable number of comments that made specific reference to improving Te Ngākau Civic Precinct. These comments included the following (in order of frequency): making the space larger; making it a space for skateboarding/adding bicycle parking; adding a playground; restoring the city to sea bridge; removing the 'Quasi hand' sculpture; keeping the space well maintained; having a car park; making it a smoke-free area; having more waste bins; and, retaining the nikau sculptures.

## IMPORTANCE OF THE SPACE

148 COMMENTS

A very large number of submitters commented on the importance of Te Ngākau Civic Precinct, the majority of which viewed the space as being an important part of the city. A smaller portion made the point that they felt Te Ngākau Civic Precinct was unimportant, or that it should not be prioritised over other projects. Some submitters stated their impression that the importance of Te Ngākau Civic Precinct came from the library and the surrounding buildings, and would love to see these open as soon as possible.

### Generally important to have the space (96)

A sizeable number of comments were made that spoke of the general importance of having Te Ngākau Civic Precinct, most of these comments contained little or no supporting arguments, simply conveying a general sentiment of appreciation for the space.

It was recognised as important by submitters to have a large central public gathering space, a central hub for meeting friends, entertainment, a place to sit and eat lunch, and for the community and people of all ages to enjoy. The following comment is representative of this:

*The role of Te Ngākau as a unifying public space and link to the waterfront is vital to our shared sense of being Wellingtonians and needs to be restored and developed to improve its ability to function in this role.*

Many submitters noted the central location of the Te Ngākau Civic Precinct as a key part of its importance. The range of uses of the space and being sheltered from the wind were reasons given to

preserve the important space. Te Ngākau Civic Precinct was referred to as a “crown jewel”, treasure, asset, and as essential to providing a high quality living environment. The following comments were illustrative of the notions about the general importance of the space:

*Just make sure we continue to have the square/public space in future and not redeveloped into a building. The open space in the sunshine is lovely.*

*I value the function of the precinct in the city.*

*Essential that the public space is preserved and enhanced.*

*I have loved the way the square has developed as a space for the public to use, both in its attractiveness and function. I hope the spirit of that intention is preserved with any future changes.*

There were a number of comments that stated Te Ngākau Civic Precinct should continue to retain its important role and should be used as it currently is, however, submitters also acknowledged that the space working well is contingent on the surrounding buildings being occupied.

#### Space generally unimportant (27)

A considerable number of comments were made that expressed a feeling that it is generally unimportant to have the Te Ngākau Civic Precinct, or that, although important, other things should be prioritised above the space. Some of these comments were simplistic in nature and did not give reasoning for why they felt the space lacked importance. Responses include the following:

*It's not important at all.*

*There is zero importance about this space. Zero. No one goes “oh yes, Civic Square is a totally important place in Wellington”.*

Other submitters that expressed the lack of importance of Te Ngākau Civic Precinct gave reasoning to support their opinion, such as the windy weather, lack of cafés, the Council building no longer being in the space, and the waterfront area being preferred. The following comments are examples of these:

*The square is nice but due to climate it's often not that nice a place to spend time - more of a connecting corridor. I would only go to the council buildings for a specific service. So it's just not a place that I would think of to go and spend some time (other than in the library).*

*Well designed public facilities are essential to a vibrant city; however these can be anywhere in the city, there is no requirement to be in one precinct.*

There were additional comments about other priorities such as the library, and fundamental developments for the city such as affordable housing.

#### Importance comes from the library and surrounding buildings (26)

There were a considerable number of responses that discussed the importance of Te Ngākau Civic Precinct being linked with the library and surrounding buildings, including the Council buildings, the Art Gallery, and Town Hall. These comments noted the vital role the library and the surrounding buildings play in the success of the space.

The following comments are illustrative of this idea:

*If one wants to improve the space one should first focus on making sure that the buildings like the central library are open and capable of making it the important centre of our city.*

*I believe the Library plays a vital part in the success of this space.*

*I LOVE Te Ngākau - used to spend lots of time there - and want to see it brought back to life by keeping Central Library there.*

*The library was an essential part of this precinct. Without the library it is not an attractive or enticing area.*

## COMMUNITY VALUE

121 COMMENTS

A large number of submitters recognised the community value that Te Ngākau Civic Precinct offers Wellington City. A substantial number of these responses expressed sentiments recognising the space as the heart of the city, while other comments noted its role as a meeting space, a democratic space, and its role as one of the few urban spaces in which money need not be spent.

### Heart of the city (56)

A substantial number of responses spoke of Te Ngākau Civic Precinct as being the heart of the city. These comments stated that the space is at the heart of the city, is an essential heart to the city, that the city is missing its heart, or it has the potential to be the heart of the city. The following responses were representative of these comments:

*The civic centre has been gifted the name Te Ngākau, which translates to "the heart". The revitalisation of our community hubs should stem from this project, in the same manner that blood is pumped through the body by the heart.*

*I would like to see the precinct revitalised as the heart of the city (socially, culturally, democratically).*

*This precinct is one of the nicer precincts in Wellington, it is wide, sunny, close to both the city and waterfront. There are ample opportunities to regenerate this space again, back to the heart that it once was.*

*It feels like the heart of the city. Please keep this feeling alive.*

### Democratic space (36)

There were a considerable number of comments that highlighted the importance of Te Ngākau Civic Precinct as a democratic space in the city. Many submitters repeated aspects of the submission form question, for example, noting the importance of democratic accessibility and the proximity of the space to the library. Submitters made the point that Te Ngākau Civic Precinct is a place of public participation, and a gathering place for marches, protests and speeches. It was further expressed that Te Ngākau Civic Precinct is the most important and necessary democratic space in the city, which is also due to its proximity to parliament. The following statements illustrated this appreciation for of Te Ngākau Civic Precinct as a democratic space:

*Te Ngākau is often where large protest groups, the voices of our nation, gather before marching to parliament. So it is not just the heart of our city but in a sense, the heart*

*of our nation. For this reason it should be given the time, money and respect of our city when considering its future.*

*It should be the centre of democracy in our national capital. Make it feel that way. As important a presence as Parliament.*

*The Te Ngākau Civic Precinct is a significant historical and wonderful space for public and democratic meetings - large enough to be an important and accessible for many. It is very important we preserve this space for future cultural, social and democratic events in Wellington*

Some submitters suggested that adding further access points to prevent protests from "bottle-necking" in the space and adding a public forum space would help Te Ngākau Civic Precinct develop further as a democratic space.

#### Meeting space (24)

A moderate number of submitters referred to Te Ngākau Civic Precinct as a meeting space. Many of these comments stated the importance of having the meeting space, mentioned potential for Te Ngākau Civic Precinct to become more of a meeting space, or that larger space could be provided to meet community needs. A few comments were made that suggested having indoor spaces for groups to access as meeting spaces. These comments include the following:

*The whole area with library is like the old village square. A meeting place inside and out and a place where ideas can be exchanged, art can be exhibited, etc. Vibrant!*

*Important to have spaces different groups can access for meetings.*

#### Non-commercial space (9)

Several submitters noted the importance of Te Ngākau Civic Precinct as being a space to be where there are no costs involved. The limited availability of non-commercial spaces in the CBD was recognised by some submitters. Comments supporting the cost-free space include the following:

*It's one of the only places in a city where one can exist and not have to pay money to do so.*

*It's really nice to have a space in the central city that is free for everyone to enjoy.*

#### Safe space (4)

A small number of comments expressed a desire for Te Ngākau Civic Precinct to be a safe place, particularly the library. Submitters said the space should be a safe place to work and study for those who do not have room at home and those who do not have somewhere else to go.

### CONNECTIVITY OF TE NGĀKAU CIVIC PRECINCT

111 COMMENTS

A large number of comments discussed accessibility and connectivity within and around Te Ngākau Civic Precinct. Submitters reported a desire for increased access from both the surrounding streets and within the space for people with disabilities. Submitters expressed a desire for Te Ngākau Civic Precinct to have better connectivity to the buildings around it, particularly to the library and the waterfront.

### Accessibility (32)

A considerable number of submitters commented that they felt it was important for Te Ngākau Civic Precinct to be accessible. This was discussed in both terms of access for people with disabilities, as well as general access for pedestrians into Te Ngākau Civic Precinct. Comments frequently lacked detail, and what was meant by "access" or "accessibility" was often unclear. Despite this, there was still a general sentiment conveyed by submitters that it is important both the Central Library and Te Ngākau Civic Precinct are accessible for all people.

The following comments were typical of those discussing accessibility in the space:

*More open, inviting and accessible the better.*

*It could be better set up for people with disabilities - the lift system nicer and more obvious for instance.*

*Maintain this role of as an accessible third space and improve the entrance and exit points for better pedestrian flow and street appeal of accessing and using the space.*

### Connectivity (26)

A considerable number of submitters expressed a desire for improved connectivity to and within Te Ngākau Civic Precinct. Needing more connections within the space was frequently noted by submitters, alongside improved connectivity to the city and surrounding streets. Improving the "flow" within the space and opening up access points that are currently closed was suggested by submitters. Comments about connectivity of Te Ngākau Civic Precinct include the following:

*Would love to see the construction completed soon to allow more through traffic to better connect the city and the sea. Whenever those facilities reopen, allowing for more entrance and ground-level engagement should be a priority*

*The precinct needs more connectiveness - it is an ideal pedestrian space for a range of city activities*

### Te Ngākau Civic Precinct's connection to the Library (28)

Submitters made a considerable number of comments regarding the connection of Te Ngākau Civic Precinct to the library. Some reported that having better, more open, and easier access from the library to Te Ngākau Civic Precinct will draw a more diverse group of people into the library and invite higher numbers of people into the library. Further comments suggested there should be access points from multiple sides. The following comment was made about its connection to the people.

*At the moment the present building design cuts off Te Ngākau Civic Precinct. A new building is required that makes an open connection. Te Ngākau Civic Precinct should have a main entrance to the library.*

Some thought that there should not be excessive linkages or access points, and a small number of submitters rejected the notion that the library needs to have a connection to Te Ngākau Civic Precinct.

### Te Ngākau Civic Precinct's connection to the waterfront (17)

A moderate number of submitters commented on the link between Te Ngākau Civic Precinct and the library. Some of these comments were in appreciation of the connection from the space to the waterfront, with one calling the link an "asset". Others stated the current library and buildings

obscured the view of the waterfront, but most comments on this topic suggested improving the connection from Te Ngākau Civic Precinct to the waterfront. The following comment was typical:

*Te Ngākau needs to be more connected to the city with the ability to more easily pass through the surrounding buildings to connect the city to the water.*

#### Other specific connections (7)

A small number of submitters commented on specific links around Te Ngākau Civic Precinct, including having the Council Chambers entrance be from Te Ngākau Civic Precinct, links from the library to the City Art Gallery, Town Hall, Council Offices, Capital E, and the Information Centre. It was also suggested that the connections from the side of the Town Hall, MOB, and Mercer Street be restored.

### SPACE ACTIVATION

109 COMMENTS

Submitters shared their opinions on the space activation of Te Ngākau Civic Precinct, with many stating the space is under-utilised, some expressing they would like to see the space revitalised, and others noting it is fine the way it is and will be back to normal once the library and civic services return to Te Ngākau Civic Precinct.

#### Under-utilisation of the space (49)

There was a considerable number of responses that referenced the current under-utilisation of Te Ngākau Civic Precinct. Comments regarding the under-utilisation of the space were varied, with some people saying the space is currently lifeless, and others expressing that it has always been a redundant and unappealing place. Descriptive words such as desolate, dead, uninviting, derelict, degraded, underused, empty, disgraceful, ghost town, and dull were used to illustrate submitters' feelings about the space.

Many submitters also gave reasons as to why Te Ngākau Civic Precinct is currently under-utilised, including the exposure to weather. However, most associated the under-utilisation of the space and the decay of Te Ngākau Civic Precinct with the vacant buildings surrounding it and the relocation of the civic services elsewhere. The following comments illustrate sentiments shared by submitters regarding the space:

*No one utilises the space - Civic Square has the potential to be a thriving European square.*

*Restore what Te Ngākau means to the city. Over the past 10 years it has degraded due to earthquakes and lack of public use. It is a well-designed space and needs to be integrated back into the community, and respond to the needs of Wellingtonians.*

*It's a valuable public space that feels dead at the moment.*

*It is a windswept space between 2 access points to the library for me and my family. Always feels like a thoroughfare and never a destination in its own right.*

#### Improve vibrancy of the space (40)

A considerable number of submitters expressed a desire for Te Ngākau Civic Precinct to be a vibrant space. Many of the comments illustrated a notion that the space needs to be the centre of civic life again, and descriptive words were used to convey this, such as needing vibrancy, light, and energy. Submitters maintained the space needs to be inviting, attractive, welcoming, and uniting.

Some submitters stated that the library should be designed in a manner that brings vibrancy back to the space. It was suggested having a café could help with this, and making it a friendly space would encourage more families to picnic and more people to have their lunch in Te Ngākau Civic Precinct. Comments regarding making the space more vibrant include the following:

*Make it somewhere that is always full of life and available for use.*

*Civic precinct could become a vibrant gathering place for in particular inner city residents as the housing intensifies.*

*The space is in a prime position in the centre of the city but is designed in a way that prevents natural connection and flow to the ocean and Wellington's natural beauty.*

*It's cold, uninviting and underutilised. Changing the design of the library and the adjoining area can bring life back into the space.*

### Currently functions well (20)

A moderate number of submitters reported being happy with Te Ngākau Civic Precinct and how it currently functions. Submitters expressed the following positive evaluations of the space: it is fine the way it is, leave it alone, and, that it is working well. Some predicted that it will return to greater functionality once the library and surrounding civic services return to Te Ngākau Civic Precinct. These comments include the following examples:

*It is already an attractive and useable space - or will be once all of it is operational once more.*

*I think the precinct worked well prior to the library closing.*

### IMPROVED DESIGN

93 COMMENTS

A sizeable number of comments were made on the design of Te Ngākau Civic Precinct and the library as a part of that. Submitters complimented some aspects, stated what they disliked about the current design of the space, and made some suggestions to consider in the redesign of the library and Te Ngākau Civic Precinct.

Submitters expressed the following criticisms in relation to the current design of Te Ngākau Civic Precinct, stating that it:

- > Fails to deliver
- > Needs a re-think
- > Doesn't have flow
- > Is lacking active edges
- > Is an "ugly mess"
- > Has no architectural connections between its elements
- > The layout is far too compact
- > Is a "windswept concrete jungle".

However, there were also many comments suggesting how the space could be developed, including:

- > Make it open, inviting and accessible;
- > Have indoor-outdoor flow and connectivity;
- > Use innovative building designs;
- > Improve cohesion between the buildings in the space;

- > Be modernised yet retain older aspects;
- > Emphasise Māori heritage;
- > Be a usable design;
- > Have improved layout; be a design that considers weather;
- > Repair the bridge;
- > Ensure visibility of the library from the square.

Submitters also offered comments about the library, both what they disliked about the building or hoped to see in the redevelopment of it. The current design of the library was variously described as: fake, tacky, uninviting, cold, dark, and terrible. It was also said that it: blocks the square; is integral to the square; is lacking active edges; does not optimise space; is prone to echoes; and that it has difficult and clumsy access.

Suggestions made for improving the design in the redevelopment included the following: if new it should be iconic and brave architecture; have interactive features; have more natural light; a reading room outside; have indigenous design elements; should not visually block of the square; have the imposing steps removed; and, have more windows.

Comments about the design of Te Ngākau Civic Precinct were varied in nature, and responses include the following:

*Yes, it needs to have more indigenous design as a key component as well as local history drawn into, designed into and made more obvious to visitors and locals about the true heritage of our city, Māori & Pakeha.*

*Please use the Library opportunity to build a cohesive and well planned Civic Square.*

*Have more indoor/outdoor flow - rather than a bunch of buildings with a square in the middle. Make it really easy to get there and out - make it a genuine 'hub'. Ask yourself how different types of citizens can get there and use the space well.*

*Need to have a bigger view of library builds so that integrates with the other buildings and functions around the civic square so that this space is better utilised.*

### Redevelop the whole precinct (26)

A considerable number of comments about the design of Te Ngākau Civic Precinct made the point that the whole space should be redeveloped. Many of these comments mentioned the vacant buildings and how this is a unique opportunity to redevelop the entire space and use well thought out design. Submitters claimed the space needs revitalising, extreme remediation and strengthening, and that the needs of the community are changing. The following comments are illustrative of these statements suggesting redeveloping the whole of Te Ngākau Civic Precinct alongside the library:

*The Civic Precinct should be part of a larger precinct urban design concept. It would be such a missed opportunity to simply strengthen the existing building, no matter its "heritage" credentials.*

*So many buildings vacant - wasted at present. Knock them down and start again.*

*With all the issues associated with the town hall and council building and the possibility of a super city, it may be worth considering the bigger picture and reconsidering the whole square precinct for redesign. Wellington could have a stellar precinct that would be the envy of others.*

## CIVIC SERVICES

44 COMMENTS

A considerable number of submitters made comments that referenced civic services in relation to Te Ngākau Civic Precinct. Most submitters expressed support for civic services being located together in the space, and several people noted that they felt the absence of the Council Chambers in Te Ngākau Civic Precinct. Submitters also made the point that the relocation of the civic services has contributed heavily to the decay of the Te Ngākau Civic Precinct. The following comments are examples of comments about civic services:

*At the end of the day though, Civic Square is irrelevant without the services that people need.*

*Having the library in this location and having it be a place where people can get information on how to access their rights (such as being pointed toward the Citizens Advice Bureau or the tenancy tribunal or their local labour union) would have the effect of giving Wellington a stronger democracy.*

*I would like the Wellington City Council to share their plans for Te Ngākau Civic Precinct. Currently it is run down and the least inviting it has ever been. I think the Library needs to be there, the WCC offices need to be part of the precinct as does the Information Centre and the Art Gallery.*

A small number of submitters rejected the notion that civic services needed to be in the space. The following comment illustrates this point:

*In the future, I see the City Council chamber has a lesser role to play in the Precinct. The Precinct could be used for cultural or educational purposes rather than as an office space or meeting place.*

## TIMELINESS

20 COMMENTS

A moderate number of comments were made regarding timeliness. Comments on this topic were consistently similar, and mostly expressed wish was for both the library and other buildings within Te Ngākau Civic Precinct to be opened as soon as possible. Submitters stated they did not want to wait another 5-10 years for the library to be open, using phrases like "just open it" and "sooner the better".

## LOCATION

15 COMMENTS

A moderate number of submitters commented on the location of Te Ngākau Civic Precinct. Opinions given that referenced the location were varied, with some stating there is no need for Te Ngākau Civic Precinct to be located where it is, and it can be moved anywhere in the city. Some submitters stated that the library could be moved elsewhere, such as to the convention centre, and a few people expressing their appreciation of the current location of Te Ngākau Civic Precinct and the library within that.

## COST

13 COMMENTS

Several submitters commented on the cost of the library redevelopment, whether that was the cost of remediation or the cost of the rebuild. Some submitters stated that costs should be saved, or money should not be wasted on an unsafe building. A couple of submitters urged the process to be sped up due to the potential for costs to increase.

### CLIMATE CHANGE

13 COMMENTS

Several comments were made that referenced aspects of climate change in relation to Te Ngākau Civic Precinct. Submitters urged that sea-level rise be considered and suggested changing the location of the whole Te Ngākau Civic Precinct due to these concerns. Others suggested that if the library is rebuilt in the space it should be "climate change resistant".

### EARTHQUAKE RISK

11 COMMENTS

Several comments were made on the earthquake risks associated with Te Ngākau Civic Precinct. These ranged from pleas for all buildings in the space to be safe to requests for earthquake-prone buildings in the space to be demolished, and a note that the library windows could be an earthquake risk. Some expressed fears for Te Ngākau Civic Precinct's ability to withstand risks associated with earthquake and liquefaction and suggesting moving the square.

## 2.4 LESSONS FROM THE INTERIM CBD BRANCHES

*What do you like about the interim CBD branches? Is there anything you would improve or change?*

Note: The three interim CBD branches are:

- o Arapaki Manners Library and Service Centre (referred to as Arapaki Manners)
- o He Matapihi Molesworth Library (referred to as He Matapihi Molesworth)
- o Te Awe Library Brandon and Panama Streets (referred to as Te Awe/Brandon Street)

### SUMMARY

- Comments often did not specify which of the three interim branches they were discussing, however, when branches were specified, there was notably more praise for the Te Awe branch than either of the other two.
- Over half of comments about the interim CBD branches were positive, acknowledging that it was a good thing to have temporary branches available.
- Positive feedback about interim CBD branches was varied.
  - o Submitters liked the locations on offer and the accessibility of the interim branches; the design and use of space; and the general library services that have remained available to the public since Central Library's closure.
- Under half of comments made about the interim CBD branches gave criticisms or suggestions relating to these branches.
- Arapaki Manners Library received significantly more negative comments than the other two interim branches.
- The suggestions and criticisms were consistent:
  - o Submitters felt that the collection of books available at interim branches was too limited; the library buildings were too small; and the limited services available did not meet all of their needs.

### SUPPORT FOR INTERIM CBD BRANCHES

524 COMMENTS

Note: Comments often did not specify which of the three interim branches they were discussing, however, when branches were specified, there was notably more praise for the Te Awe branch than either of the other two.

*Te Awe - the most recent addition - is the only one that has anywhere near the feel of a Central City Library - but it is still a poor substitute for the strengthened, refurbished and recovered Central Library building.*

#### General support for interim branches (69)

A substantial number of submitters expressed their appreciation for the interim branches and voiced how much they liked them. These comments were relatively simply stated but uniformly displayed gratitude for the existence of the interim libraries. Specific compliments will be addressed in the following sections. Examples of general appreciation include:

*They are very well done. Made me feel proud in what the city has achieved with these.*

*I just love that you did this! Thank you!*

*I LOVE these interim libraries. Congratulations.*

*Was a good initiative. Helped to especially keep kids connected with Library and their access to books. Thanks.*

#### Accessibility or location (118)

A large number of submitters stated they liked the locations of the interim branches and their accessibility. Many submitters commented that the interim branches met their needs well and allowed them to visit easily from home and/or work.

Comments included that the central location of the branches was favourable; submitters appreciated that they were located in the heart of the city and were close to shops and public transport. The fact that there were multiple branches was also admired. The following comments are typical:

*They make the library and its services feel infinitely more accessible. The Brandon St interim library in particular feels like a very valuable space in the CBD especially if working in that part of the city and I know many people who are really enjoying it.*

*They are dotted through the city, which makes them more accessible.*

*I like their proximity to different parts of the city with their own existing concentrations of commercial, professional cultural activity. It is useful both for accessibility of traditional library services as well as meeting spaces and a general community reference point.*

Beyond the location itself, submitters expressed that interim branches were accessible and user-friendly with the provision of parking, good signage, and visible street frontage.

#### Space or design (111)

A large number of submitters commented on the interim libraries' space and design. Responses to this segment seldom noted a specific branch, however, where specified Te Awe received considerable praise. Comments included praise for the spacious design and how light, airy and fresh the building felt. Equally, many submitters included that they enjoyed the cosy, warm and inviting feel of the interim libraries.

*Te Awe is particularly nice. It is a welcoming and comfortable space and well laid out, with lots of seating.*

*Fresh, modern feel is great.*

*So much thought has gone into the new Te Awe, it is very cosy with the new cafe, quiet workspaces, couches, working tables, window tables and meeting rooms. It is very well thought out and we go every week. We would love for it to stay!*

*It is modern and very inviting. The Te Awe Library is the most impressive combining social refreshment and new layout.*

*Love the new decor and bright engaging wall graphics.*

#### Library functions and services (88)

A sizeable number of submitters commented on the function of the interim libraries and their provision of services. These comments were varied with submitters appreciating a wide array of different library services. Submitters particularly liked the inclusion of WCC services at the library as well as the fact that books could be ordered and returned to any library. Having new books, children's

areas, computers and a space to study, meet or rest was also commended. The opening hours of the branches was also frequently praised. Examples below represent typical examples:

*I like that books can be ordered and returned to any branch without fees.*

*Love how the books/records/dvd's are all so fresh and new, not worn out. Love the clean new children's areas.*

*The Te Awe Library is a really good example of a small library and has many of the features I would expect to see in the new library.*

*I really appreciate the provision of these interim services. The long opening hours at Te Awe, until 8pm weekdays and all day weekends, are brilliant.*

### Staff (63)

Submitters were resoundingly complimentary of the interim library staff. Submitters agreed that staff were helpful, friendly, and attentive. These comments were consistently positive.

*The staff are outstanding.*

*All of the staff are incredibly friendly and always point me in the right direction.*

*The staff are consistently friendly and helpful.*

### Atmosphere (43)

A considerable number of submitters mentioned the atmosphere and 'feel' of the new libraries. Typically, the atmosphere was described as relaxing, inviting or comforting, with submitters noting that this is exactly what is desired from a library.

From the colour scheme to the views, the atmosphere was appreciated, as the comments below show:

*I really like the windows that face the street - seeing a uni student studying next to someone I usually see sitting on the street reading a book is a great representation of central Wellington. I like the bright yellow colour scheme.*

*People unwind and can think in this atmosphere.*

### Cafés (32)

The café at Te Awe was mentioned by a considerable number of submitters as valuable addition to the library. Submitters reporting liking that it provided a mixture of activities and made the library more attractive to a variety of users.

*We like how Brandon St has a cafe that is very connected to the library space so you get the hum and energy.*

*I was blown away by the sense of space when I went to the Brandon St one, and the change of atmosphere by having a cafe there too. I'm not a big cafe user, but it changed the feeling of welcome and ability to linger in the space which is completely missing at Arapaki.*

WHAT SUBMITTERS DID NOT LIKE OR WOULD CHANGE ABOUT THE INTERIM  
BRANCHES

451 COMMENTS

Note: Where submitters specified which of the three interim branches they were discussing, Arapaki Manners Library received significantly more negative comments than the other two interim branches.

## Suggestions for the interim branches (141)

A large number of submitters offered suggestions to help improve the interim libraries. The comments here were extremely varied and were often attached to, or in the form of criticism, such as the following comments.

*The lack of natural light in Te Awe is a turn-off.*

*Arapaki is very crowded, needs more seating.*

*Put after hours return slots at both the Panama St and Brandon St entrances, to save the hassle of walking another block further than necessary.*

*Ideally, I would like more seating areas (though I understand space is limited) and a more extensive café at Te Awe (e.g. with lunch options).*

The four most common suggestions have been discussed in the sections below.

## Limited collections (127)

The limited number of books and resources available at the interim libraries was noted in over one fifth of comments about elements submitters would change about the interim branches. The majority of comments on this topic made statements such as "very limited collection", "not enough books" or "more books". A considerable number of submitters specifically expressed disappointment at not being able to access the main collection of books from the Central Library, while others made a range of comments, all suggesting that the lack of books was a significant issue.

Submitters reported being unable to find what they needed; wanting to be able to access older books as well as the new ones that seem to dominate the shelves in the interim branches; wanting a bigger variety of books and genres; and wanting an improved selection of magazines. A few submitters commented on the issue of book rotation, suggesting that the collections should be rotated more frequently or across the different branches.

*I had got to the stage where I had read most of the things I wanted to at Arapaki.*

*Still desperately waiting on access to the non-fiction collection.*

Several comments suggested that the limited collections at interim branches meant they did not use them.

*An inadequate quantity of books doesn't make it worthwhile to visit.*

*Have been to Manners St only once. The collection was so small we won't bother going*

While some submitters praised the focus on New Zealand books in the collection, a small number of submitters suggested that He Matapihi Molesworth Library's New Zealand focus is too limiting:

*I'm not sure if the materials are rotated, sometimes it seems like it's mostly the same stuff there all the time, and it would be good to have different books.*

*I only visited the Molesworth branch once and was very disappointed that it only had reading material relating to New Zealand so left without borrowing anything.*

Although comments on this topic varied, the overall sentiment was that these interim branches were not an adequate substitute for the Central Library.

*They're fine as small off-shoots - but have tiny collections so are not remotely a substitute for the Central Library*

*While we really like Te Awe, its library collection is fairly limited and does not compare with what the central library used to have.*

*I wish they had more books, but there really is no replacing the central library so they're as good as they probably can be.*

### Size (99)

A sizeable number of submitters felt the interim libraries were too small to accommodate the needs of their users. Comments on this topic were remarkably consistent, and suggested that the small size of the interim branches, in particular the Arapaki Manners Street branch, was off-putting and inadequate. Comments include

*No space to work, very small. But at least there is an option.*

*Poky, not all that conducive to relaxing with a book or working on a laptop.*

*It would be nice to have more spaces to sit and read.*

*Manners Street, cramped and hardly enough space to breathe.*

### Library functions and services (59)

A substantial number of comments were made that discussed the services available at the interim branches. These comments were varied and discussed things from the opening hours and borrowing system, to the general functionality of libraries. Several comments were simply offering suggestions as to how these interim branches could be improved, though others were more critical in nature. Examples of more suggestive comments include:

*I love the Te Awe library and have visited about six times since it opened. It is modern and spacious. The returns box inside needs to be more visible.*

*There should be after hour return slots at both Arapaki and He Matapihi.*

*Hours aren't that good for Molesworth.*

*There should be more standing desks that allow catalogue searching - at Te Awe there were just internet or staff access while standing, and the iPads are much slower and more cumbersome to do a quick search.*

*Would be good to be clearer about where to get help. Where to issue books. Etc.*

Other more critical comments detailing perceived problems within the interim branches include:

*They're not a proper library and the service centre was less than helpful. They feel like a shop, not a hub for community activities that take place in libraries.*

*Too small, not enough seating and co-location of other council services decreases the functionality of the space for library services.*

*The air is bad and easy to get sick when you have people with bad personal hygiene.*

## HOW SUBMITTERS FELT ABOUT THE INTERIM BRANCHES

296 COMMENTS

A very large number of comments were made by submitters that indicated how they felt about the interim branches.

### Felt they were good to have (150)

Around half of these comments suggested that though it was generally agreed that they were not a sufficient replacement for the closed Central Library, submitters were grateful to have the interim branches available. These comments acknowledged the benefit in having the services available while the Central Library is closed. Examples of this type of comment follow:

*I think they have been a really effective and necessary interim measure, but I don't think they are in any way a suitable replacement for the Central Library.*

*They have been great to have but I don't actively seek to hang out there like I would do at the old Central Library.*

*Great that some library services can still be provided in the city*

*The Manners St one small and doing its best.*

*They are there. And that is positive.*

Other comments were more outrightly positive, praising WCC and the efforts made by library staff to ensure that the public can still access library services:

*I really appreciate the efforts that WCC and the library staff have made to ensure that the interim CBD branches can operate during Level 2.*

*They're a fantastic way of allowing us to keep using the library.*

Around one third of these comments were less positive in nature, though still noted that there was some benefit in having the interim CBD branches. This group of comments expressed the sentiment that the interim branches were "better than nothing" or "fine" but did not offer explicit praise of their services. Examples of such comments include:

*They adequately serve the purpose but they are no substitute for a fully operating Central Library.*

*They lack soul, energy, identity - interim means temporary but they are much better than nothing.*

*They're ok for what they are.*

### Discussed the Central Library (63)

A substantial number of comments discussed the existing Central Library. The majority of these comments were expressing a desire for the Central Library to reopen, or simply stating the importance of having a Central Library.

*Wellington is the capital city and needs a Central Library.*

*We need our central library back asap.*

*Don't waste the money already spent on these hubs. More hubs like this can be added as the opportunity arises (at a cost that ratepayers can handle in the current conditions). I don't like the big open air libraries with a lot of empty / wasted internal floor to ceiling spaces.*

Other comments were varied, but include:

*I have found that my usage of the library has dropped dramatically since the closure of the central library post quake, mainly due to the far more restricted collections at the smaller drop-in centres.*

*for me it is preferable to have one large library to create a community focus and provide all services.*

*It does show that a library can be built in an existing building. This isn't one of the options given for the new library, but perhaps should have been considered.*

*I really miss the old Central Library, the café and the ready access to the City Council offices.*

### Did not use the interim branches (37)

A considerable number of comments were made by submitters who did not use the interim CBD branches. Several of these comments suggested that submitters preferred their local branches and continued to use those instead of heading to the CBD as they used to when there was a large Central Library.

*I haven't used them but have accessed my local community library more.*

*I visit my local library instead but when a new central library is built, I will go there.*

*I haven't used as interim CBD branches as I'm an easy walk to my local branch library, but I've heard good things about them!*

Others suggested that submitters avoided using the interim CBD branches due to negative perceptions of the services they provide.

*Haven't visited any as they don't offer what the central library did.*

*For book borrowing services small suburban branches with the ability to order from offsite/ get materials in from elsewhere make much more sense to me.*

Several comments indicated that the location and opening hours of the interim CBD branches were a barrier that stopped some submitters from visiting them.

*I haven't been able to access them due to not being open on the weekends.*

A few submitters indicated that they were unaware of the interim CBD branches altogether.

*I wasn't aware these interim libraries were open.*

#### Wanted the interim branches to continue (21)

A moderate number of comments called for the interim CBD branches to be retained, even after the Central Library is opened; a small number of submitters even suggested that they could replace the Central Library altogether. Suggestions that specifically named interim branches that they wished to see retained mentioned Te Awe Brandon Street Library and He Matapihi Molesworth Library.

*I like how they are part of the city and how I can return books easily as there seems to be one nearby. Dare I suggest that some might remain even when the main library is reinstated!! I would like to think that the Council is mindful to keep rates at a reasonable level.*

*Love them, would be good to have this in addition to the central library*

*When the library closed I availed myself of the online services of the library. They are the future of library services, not buildings that you think will be useful in 50 years time. Who is advising the council on this matter?*

A couple of submitters suggested how these interim branches could be used for different purposes after the Central Library is opened:

*I would encourage the Council to use these interim branches for purposes such as exhibition, educational services, on-line forum, or family activities.*

*The Arapaki library feels more like a service space with some books (though really appreciate that they have the foreign language books) and I would almost consider making this a dedicated service and study space.*

#### Did not like the interim branches (21)

Remaining points grouped under other topics were generally one-off comments, and frequently not directly focused on the rebuild of the library.

## 2.5 SOCIAL MEDIA ENGAGEMENT

Below is an analysis of social media engagement, including analysis of 233 comments collected from three Facebook posts by Wellington City Libraries and Wellington City Council.

### TOTAL SOCIAL MEDIA ENGAGEMENT STATISTICS:

#### Wellington City Libraries

Facebook		
Posts		8
Comments		155
Likes/reactions		393
Reach		32,313
Engagement		2197
Shares		99
Twitter		
Posts		12
Likes		46
Retweets		58
Instagram		
Posts		1
Likes		36

#### Wellington City Council

Facebook		
Posts		6
Comments		78
Likes/reactions		149
Shares		39
Twitter		
Posts		12
Likes		83
Retweets		102

#### Total

Facebook		
Posts		14
Comments		233
Likes/reactions		542
Shares		138
Twitter		
Posts		24
Likes		129
Retweets		160
Instagram		
Posts		1
Likes		36

Social media comments from seven Facebook posts by Wellington City Libraries and Wellington City Council (below) have been recorded and analysed below. The comments collected from each of the posts were similar in nature, and have therefore been sorted (coded) together into a number of common themes.

*Note:* The total number of comments above includes replies from WCL and WCC, though these replies have not been counted in the analysis below. Note also that comments from the public have been included verbatim.

## SUMMARY OF FACEBOOK COMMENTS

- The most frequently mentioned topic within social media comments was the cost of the project. Submitters generally suggested that the projected cost of the library remediation/rebuild was too high.
- Submitters made comments about the different options; most were in favour of a new build as opposed to remediating the existing building.
- Several comments were made about the potential design of the Central Library, some of which made suggestions about elements which could be incorporated into the building, while others related to the design concept images displayed in the Facebook post by WCL.

## COST (35)

The most commonly mentioned factor within these Facebook comments was cost. A moderate number of comments were made discussing the potential cost of repairing or rebuilding the existing Central Library, most of which were negative in nature and expressed concern at the large amount of money forecast to be spent and the impact this could have on ratepayers.

A few comments were passionate in their opposition to spending such a large sum of money on the Central Library, some offering ideas of where the money could be better spent, such as Wellington's waterways.

Comments often suggested that rebuilding was a more economically favourable option as it is cheaper and may yield a better, more sustainable building.

*I'm for building a new one. Repairing a damaged building ALWAYS works out massively exceeding the planned costs. Sad to see the current one a go but let's look forward.*

*Take the cheaper option, knock down the library...The \$40 million saved on doing up the old one can be used on other urgent projects, the rate payers do not have deep pockets and endless cash supply especially in these uncertain times. PLEASE make the right call on this and demolish the current eyesore but retain the best part, the palms!*

Conversely, a small number of submitters suggested that repairing the existing building would be a better use of money.

*Renovation is better & save money.*

A few comments were made about the current Covid-19 pandemic and the resulting financial difficulty facing Wellington, New Zealand and the world at large:

*This can't continue and as such you need to ask councils what kind of crisis does it take to pullback on your expenditure and projects.*

One submitter did however note that spending on this library was necessary, stating:

*Libraries ARE essential expenditure if we want to live in a democracy (and I do)...*

## COMMENTS ABOUT THE DIFFERENT OPTIONS (28)

A moderate number of comments were made that expressed a preference for one or some of the options provided (Options A-D) within the consultation.

Over three quarters of these comments supported a new build of some sort, often inspired by the cost factor of rebuilding versus repairing. Comments include:

*If it's cheaper to rebuild with a new safer building, then that's what should be.*

*Drop it and start again. It's cheaper and you have an opportunity to get community buy in to any new design. Win win.*

*Definitely build a new library. The way in which people use public libraries has changed. This is a great opportunity to rethink design principles to ensure form fits function. Tūranga, the Christchurch Library is a fine example of what can be achieved...*

A small number of comments were made in support of repairing the existing building. These include:

*Fix the existing one and update it - it's an iconic building, I'm so tired of Wellington pulling down its buildings and replacing them with nondescript boring buildings*

One submitter made an alternative suggestion, stating:

*Why don't you take over the archives building when they shift out. Ideal space close to transport hubs will save ratepayers millions*

## DESIGN (20)

Comments about the design were also made by a moderate number of submitters. These comments were varied, ranging from comments about the design concept posted on the WCL Facebook page, to suggestions or ideas about design features submitters wanted or did not want to see on the renewed Central Library building.

Comments about the design concept image include:

*Modernism has taken all agency away from architecture these days. Can't believe they'd just make everything white like that.*

*Love the outdoor reading area option.*

Other design suggestions included aesthetic elements as well as practical elements such as facilities and amenities people wanted to see.

*Can you consider having a changing places facility in the library. I am also sure they can make funding available for such a facility. The city doesn't have suitable toilet facilities for a lot of people who are in wheelchairs or a disabled toilet is not accessible ...for them.*

*When u build a new one 🙌🙌.. for goodness sake make it architecturally different 🗺️ put us on the map !!!! please not just a boring box 🙄🙄🙄 make it an*

*artistic & creative for all & put an art gallery in it for the people to show their designs 🏠🏠🏠 I know you can do this 🙌🙌🙌🙌.*

*Definitely build a new library. The way in which people use public libraries has changed. This is a great opportunity to rethink design principles to ensure form fits function. Tūranga, the Christchurch Library is a fine example of what can be achieved. There are other fantastic libraries here: <http://designinglibraries.org.uk/index.asp>.*

A few submitters made comments calling for the existing building to be demolished and replaced, except for the nikau palms, which they wanted retained.

*Keep the nikau, ditch the building.*

A couple of comments discussed the design of the current building, noting that the lack of sunlight on the site makes the current building look worse.

## COMMENTS ABOUT THE PROCESS (16)

A moderate number of submitters made comments about the engagement process.

One Facebook user made a series of comments indicating some scepticism about WCC's plans, suggesting that the results of this consultation would not be properly considered because WCC had already 'made up their mind'. This was echoed by another few comments that suggested that the consultation was done to "tick boxes" rather than to help dictate the outcome for the library.

In some instances, WCL or Council staff replied to Facebook comments, suggesting that submitters share their feedback via the online submission form as well. A couple of Facebook users replied to such comments with comments like the following:

*Could the council take these FB comments \*as\* submissions? Why ask people to duplicate their effort?*

Along similar lines, one submitter expressed dismay at having to make another submission to WCC after having a difficult time with a previous submission:

*When I finish that submission (fairer rents for council tenants) I am not sure I will be capable of another emotive consultation process.*

Another comment expressed the following concern:

*Why are some comments filtered out? Lawyers involved??*

WCL replied:

*It is a Facebook setting which shows "Relevant" comments by default. If you go to the top of the "Comments" section for any post, you will see a triangle on the right-hand side. When you click on the triangle a drop down list will appear with: "All comments"; "Relevant comments"; and "Oldest comments" - you can choose which ones you'd like to show up.*

One comment suggested that the rendered images of a "flash new library" used to promote the consultation may bias the results.

### TAGGING FRIENDS (13)

Several submitters tagged their Facebook friends in the WCL posts. This is done as a way to alert friends or family about the post so that they can read it themselves. These comments did not contain any additional information.

### GENERAL NEGATIVE COMMENTS (8)

Several comments made general negative statements, including criticism of WCC. These comments generally expressed that submitters felt WCC did not have their best interest in mind.

### FUTURE FOCUS (7)

A small number of comments were made about the need to future-proof the Central Library building, both in terms of the functionality of the library, as well as potential climate change risks or natural disasters.

*Invest in a new building. Ensure that it is a space that reaches out to future generations. It must be more than just housing book collections. Young people use multimedia to learn. New Plymouth has done an awesome job with the Len Lye Centre.*

*Hope it's going to be earthquake proof. 😊😊*

The environmental impact of this project was also mentioned by one Facebook user:

*<https://www.bbc.com/news/business-53642581?fbclid=IwAR2fzMqbG9D1uYxts3HeT1dpeNHysrT3KESpZAZo2VM8SPN8IyXAaCZwvA> Environmental considerations should be an important part of this. Much more environmentally friendly (less carbon released) to refurbish existing buildings rather than demolish and rebuild.*

### GENERAL POSITIVE COMMENTS (5)

A small number of submitters made generally positive comments about the proposed redevelopment of the Central Library. These contained praise for the design concept images included in the post (see appendix and general praise for the project).

*Positive that a good job will be done whichever way you go. Happy to have either but in an innovative and safe way. Please sign me up for updates 😊*

### JUST WANT A LIBRARY ASAP (5)

A small number of submitters made comments calling for WCC to make quick progress on this project as they wished to have Central Library up and running again as soon as possible. These comments were passionate and showed a level of impatience.

*Please can we have our LIBRARY back.... !!!!*

## HERITAGE

A small number of comments were made about heritage. Most of these comments suggested that the heritage value of the building is low and that the cost of remediation and safety of the building should be put above protecting the existing building. One submitter sought clarification about why such a young building is being considered a heritage building.

## ACCESS AND ACCESSIBILITY (4)

Four comments were made about the accessibility of the Central Library. These comments called for sufficient, affordable parking for library users, noting a lack of this in the existing library before it was closed.

## OTHER (28)

Remaining points grouped under other were generally one-off comments, and frequently not directly focused on the rebuild of the library.

# Section 3: Remediate or rebuild

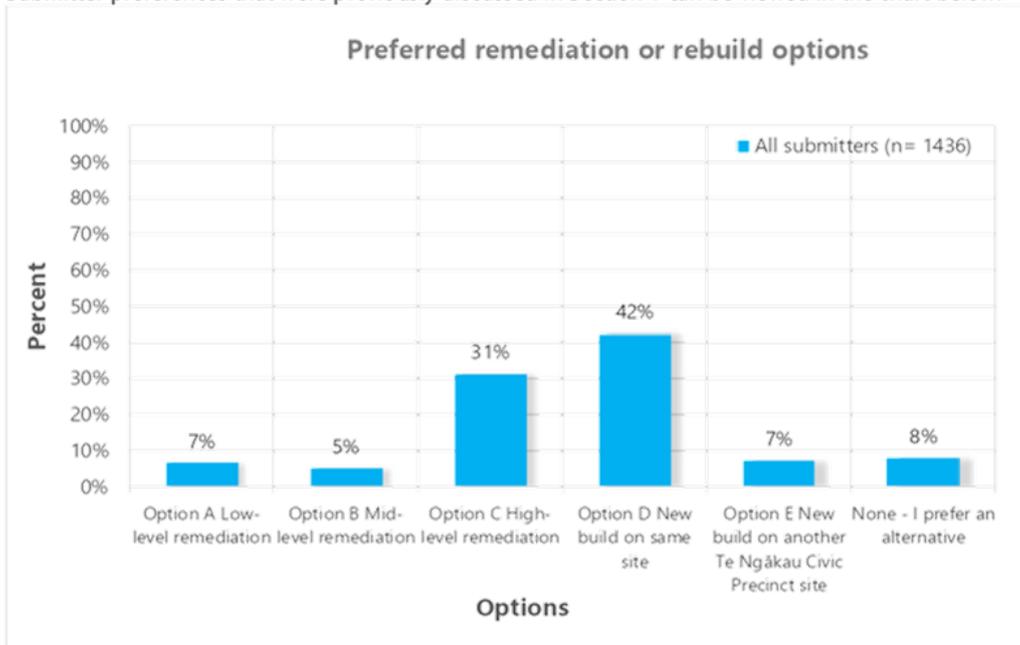


### 3.1 ARGUMENTS FOR OR AGAINST REBUILD OR REMEDIATION

Question 2 of the submission form asked submitters to select their preferred options out of the five available options below:

- Option A – Low-level remediation
- Option B – Mid-level remediation
- Option C – High-level remediation (preferred option)
- Option D – New build on same site
- Option E – New build on another Te Ngākau Civic Precinct site.

Submitter preferences that were previously discussed in Section 1 can be viewed in the chart below:



Though submitters were not asked to justify or comment further on their choices specifically, submitters consistently made comments about the different options across all qualitative questions. All of these comments have been coded into two categories: those in support of remediation of the current building (Options A, B and C); and those in favour of a new build (Options D and E). These comments have been discussed thematically in this section of the report.

## SUMMARY

- More comments were received that expressed support for building a new Central Library from scratch than for remediation of the existing building.
- Submitters who supported a new build did so for a number of key reasons:
  - o It was a more cost-effective option than WCC's preferred option, Option C.
  - o A new building would provide an opportunity for a more functional, fit for purpose and futureproof building.
  - o Those who commented wanting a new build also expressed concerns about sea-level rise and earthquake risk, suggesting again that a new build will provide the opportunity to mitigate these risks better than remediating an existing building.
- Submitters who supported remediation of the existing building gave different reasons for their support:
  - o Comments made in support of remediation indicated that they preferred the shorter timeframe that remediation works had compared to a new build, expressing a desire to have the library up and running again as soon as possible.
  - o Mid-level remediation received less support than low-level (praised for its quick timeframe) and high-level (praised for its safety benefits and the retention of the existing building).

## REBUILD

151 COMMENTS

More comments were received that expressed support for building a new Central Library from scratch than for remediation of the existing building. The most common arguments for rebuilding the Central Library were related to cost; the opportunities to create a purpose-built library that caters to various needs; and concerns about earthquake safety, rising sea level and other environmental factors.

One comment that sums up the overall sentiment is:

*Taking the opportunity to get the facility built from scratch right at time of design that will be modern & interface with the surrounding building and provide the best most cost effective & timely outcome possible for lowest overall cost*

A substantial number of comments did not specify which option they preferred but instead made general comments in support of a rebuild, or opposing remediation. Where submitters did specify a preference between Option D (rebuild on the same site) and Option E (rebuild on a new site), there was more support for Option D.

Reasons that submitters favoured Option D were varied, but included both the cost and its connection to Te Ngākau Civic Square and Precinct. Comments that represent this are displayed below:

*Key reasons for this include: providing the greatest alignment and enablement of the long term vision for the library and plans for the civic square (integration and activation etc); the financial cost being materially less than option C with materially similar timeframes.*

*And a new building built on the same sight with good connectivity to all side including City Art Gallery.*

*Purely from an aesthetic view, I favour demolishing the current building and rebuilding with a library that connects in a better way with Te Ngākau Civic Square. Currently, the building sits there like a monolith that doesn't belong. It shadows the entrance from Mercer Street and creates an uninviting and narrow space between it and the City Gallery. I would love to see a ground level entrance to the square which goes directly into the library space.*

Some of those who specified a preference for Option E did so on the basis that the current site is at risk of sea-level rise, and therefore a new site would be more suitable.

*It is a sea level site on reclaimed land. Between earthquakes and sea level rise, this would be a stupid place to put essential services like the library and council. With landlords failing to remediate buildings around the city as the quake strengthening deadline approaching, there are plenty of sites in town where a library could be that are less risky.*

*Given the cost to life ratios of the options, I am afraid the best is a wholly new build on the same site. Finding another site provides the possibility of further resilience as sea levels inevitably rise. If the same building remediation is the decided upon plan, then I cannot agree to anything more than the mid-level remediation.*

A few submitters also felt that Option E would provide an opportunity to redesign a more sustainable building that would address not only the issue of sea-level rise, but also be more efficient to run, therefore decreasing the impact on the environment long term.

*I choose Option E because it will enable a much better designed sustainable building and connections with the Civic Square.*

Proponents for Option E also felt that it offered the most reasonable timeframe versus cost scenario, noting that it would be cheaper than Option C, and quicker than Option D.

*I chose option E because the time to open is fastest, costs to taxpayers lowest, and it enables a full redesign of the building.... I am concerned option C is described as the preferred option when it costs more, takes longer to open, and leaves us with a current building that is already known to have faults, which will be remediated at great expense.*

Additionally, a few submitters who selected Option D as their preferred option made comments such as "I would like to give equal ranking to Option D and Option E" or "I have ticked Option D, but equally would be happy with Option E". Comments such as these suggested that a rebuild in general would be preferable, regardless of whether it was on the existing site or a new site.

Another concern for several submitters was safety. Comments that mentioned safety suggested this was an important factor they wanted in the Central Library. A couple of these submitters also suggested that remediations would not result in a building as safe as if it were built new.

*The rebuild must be the cheapest option to the taxpayer with the quickest rebuild time. The partial remedial options are not viable as they don't make the site fully safe, and the full strengthening option is too expensive and will take too long.*

*Please don't waste money saving an unsafe building. Spend less, build better.*

Although a new build is the second-most expensive of the five options, submitters who commented on Options D and E noted that the benefits gained from these options outweighed those of the high level remediation (Option C) that would be more expensive. Submitters noted other ways that the money saved by choosing a new build rather than the preferred option C could be better spent, and also noted concerns about the likelihood of budget overspend in remediation works.

*I would be happy with option D, E or B in that order. I think the Councils current preferred option (C) is ridiculously expensive. I am very opposed to that option. There are so many more important things to spend our rates money on, particularly water and waste infrastructure etc.*

*When a remediation is over 20-30% of the new-build cost, it is time to reject the remediation, because there are inevitable unforeseen costs with remediation - a prime example is the old Wellington Town Hall where the costs of the remediation have just gone up and up - remediation is just a can of worms.*

*Any attempt to remediate the existing building will lead to compromised long term outcomes. Remediation work also carries higher risk of project delays and cost blow outs.*

Comments that discussed the design opportunities in building a new library tended to argue that a new build would allow WCC to build a more flexible, fit for purpose building that would be adaptable and more future-proofed than a remediated building could be. Some examples of comments that express these views follow:

*A new build on the same site is the best option in my view. The current layout of the library is not the best, especially the entry from Civic square. A new build means a much better entrance and internal layout could be designed, while still paying respect to the character of the area and the external appearance of the current building.*

*The current library is not fit for current purpose, and would be better replaced with a new more modern building better suited for the way that people access information and services.*

*A new build provides the greatest opportunity to design the space as a library and community facility for the long term...Now is the opportunity to develop facilities appropriate for future demand while providing best value to already financially stretched rate payers.*

*I think you should be thinking further ahead than 50 years. If the library is rebuilt rather than patched up, it could be future-proofed and last far longer for future generations*

A small number of submitters also suggested that while they felt a new building was the best option, they also supported the retention of some iconic elements of Athfield's original design, especially the nikau palms.

*In the cases of options D and E we should still acknowledge the history of the site. Efforts could be made to reuse the plinths and nikaus among other elements.*

*Rebuild a new library but keeping and incorporating the lovely Nikau Pillars.*

Several comments were made about sustainability, with the main argument being that with a new building, there are more opportunities to build a sustainable, long-lasting and energy-efficient building.

*A new build offers the opportunity to use sustainable resources and implement new technology that reduces the impact on the environment in its day to day operation.*

*Retrofitted buildings are often not as strong as new buildings in the event of a disaster and new builds also have the advantage of being able to incorporate the latest knowledge, conditions and technology for the preservation of valuable collections, making the building, its collections and services sustainable.*

Meanwhile, acknowledging the sustainability issue with demolishing an existing building and building, one comment stated:

*The sustainability objective that is identified as a disadvantage for Option D is, in my view, a red-herring. Regardless of what option is chosen there will be significant demolition, yet this option is the only one that mentions this factor.*

## REMEDICATION OF EXISTING BUILDING

108 COMMENTS

### Option C - High-level remediation

Within the group of submitters who favoured remediation over rebuilding, there was significant support for option C. Comments about option C were often short and general, such as:

*I endorse what Option C - High-level Remediation would give the city of Wellington.*

*Please DON'T go for the cheapest option, but the BEST option, which in the long run is definitely Option C.*

A couple of submitters made more detailed comments about the reasons they favoured Option C.

*I hope that option C reduces the risk of future extended closures being necessary.*

*I chose option C as it seems to be the option that can be done most quickly.*

### Option B - Medium-level remediation

Only a few comments were made in support of Option B. These were backed up by the cost of Option B relative to other options, the timeframe and the building safety standard.

*I would prefer Option B for our library. I believe this option is a much better choice than the most expensive repair or rebuild option.*

*The new build on same site would be another good option but would take longer than the mid-level remediation. I always liked the current building - which to me also makes it less necessary to build a new building. The low-level remediation at 40% NBS sounds unsafe to me, but 80% feels okay. Hence my choice of option B.*

A couple of comments that specifically mentioned Option B suggested that the cost of mid-level remediation was not worth the benefits and would therefore be "a waste of money". A comment that sums this up reads:

*Mid-level remediation - At only 80% NBS and moderate resilience (no base isolation), and 'nominal' (not specified) increase in the building's life expectancy, while the cost of \$151.8m quoted for this option is clearly inflated, the minimal improvements in level of safety, resilience and sustainability achieved do not justify the investment.*

#### **Option A – Low-level remediation**

The main argument in support of Option A's low-level remediation was that this was the option that would see the Central Library restored and back in use the soonest. The low cost of this option was also a factor that submitters valued. However, some submitters who discussed option A did acknowledge that it would likely require further remediation or replacement in the future.

*I would largely like to see a low-level remediation with greater strengthening. I'm not sure why the building can't be properly strengthened while maintaining the interior design and aesthetic that has existed for so long.*

*I would love to see the Central Library strengthened and restored to use quickly and effectively as possible. We don't need to add a lot of new features at the same time, which may slow the process or add undue cost. We need to allow room for new things to happen in the future, but don't need to decide all that stuff right now.*

*The Option A "quick fix" allows for a rapid return to business as usual and then allow for planning for a longer term upgrade to the building at a time that the city can afford this higher level of investment in Option C*

*Lowest cost option please.*

Several submitters made comments about the existing building, indicating that they wanted this building restored and retained. Reasons included a fondness for the existing building and/or design.

*The existing Central library was superb, and its loss of service and site damaging to the community. Please restore.*

*To be honest I think the library was perfect at it was, so I am going to choose Option A, though if there were an option to maintain the iconic aesthetics of the old library while providing the earthquake strengthening of Option C I would be in favour of that. I am just concerned about losing what was a great design and has a special place in my heart having grown up with it.*

*The building itself is a Wellington icon and needs to be retained.*

*I'm assuming that option C will allow a radically different internal layout with the possibility of new floors and mezzanines, openings and better use of the internal volume. It is on this basis that I prefer option C. I really like parts of the existing building, especially the glass facade and Nikau palms, and feel that it should be retained as one of few good post-modern public buildings in New Zealand.*

A small number of comments directly suggested that remediation would be a more environmentally friendly or sustainable option than building a new library.

*Option C is likely to have the lowest associated carbon emissions as;*

- 1. Strengthening the existing building will mean the embodied emissions of the original building materials are not wasted, and the substantial embodied carbon of*

*the materials required to build a new library can be avoided.*

2. *This high level of structural remediation improves the library's resilience to future seismic events substantially, which will increase the lifespan of the building and have a positive effect on the overall lifetime emissions of the building.*

*The opportunity to sustainably reuse an existing building and avoid the carbon emissions associated with constructing a new library.*

Another submitter made a comment that echoed an overall sentiment amongst a few submitters about the wastefulness of demolishing the existing building

*A last note: any new build is not only wasteful in an economic and cultural sense, but in an environmental sense as well. I would strongly oppose options D or E, or any option that involves demolition and new construction.*

## OTHER

10 COMMENTS

Undecided or support multiple options (6)

A small number of comments expressed support for more than one option. The most common pair of options that submitters discussed were Options C and D. The main factor swaying submitters to Option C was the shorter timeframe predicted for remediation versus rebuild. Examples of some such comments include:

*I also am supportive of Option D but think it might take more time to this, hence Option C is my preferred option*

*I am undecided between option C and option D. In order to wholeheartedly support option C I would like to see some effort to quantify option D environmental costs (e.g. landfill, CO2 estimate).*

*Either Option B, or Option D make sense, both result in a building that is safe and resilient. The additional cost simply to base isolate the existing building does not make sense compared to the cost of Option D.*

A small number of submitters did not expressly choose one preference, instead discussing the merits of remediation generally.

*I support a combination of both Options A and C, with the cost effective seismic "quick fix" upgrade of the building in the short term as proposed in Option A and a later full "base isolation" seismic upgrade and wider interior and exterior modifications of Option C.*

*I would be happy to see Option B or Option C.*

None of the options preferred (5)

A small number of submitters noted that they did not support any of the options provided.

*The options provided do not fully reflect my position. I would prefer a new library but cost is an issue as well as time. Therefore, I am inclined to the low remediation. I am totally opposed to high level remediation. It doesn't provide for a future proofed library. It is high cost with no control over cost – see the town hall example. It will take time.*

*I don't support any expensive rebuild or remediation. The current situation is fine.  
Will hard copy books be published in 50 years time?*

One submitter detailed their reasons why none of the options presented were particularly appealing to them, but made the following statement:

*So I am resigned to a choice between a new building that may not be particularly distinguished and 5 years away, and a restoration that might be thorough but will be needlessly delayed by fiddling with internal spaces and connections with its environment. In the light of that I am inclined to say: Make the temporary annexes as fully functional as possible.*

Same location – preferred option not specified (3)

A few comments were made in support of re-opening the Central Library on the same site but did not specify whether they meant a remediated building or a new building.

*We love the library! We really want a library reinstated on the same location.*

*The library needs to come back on the same site as quickly as possible.*

*It could be in a safer building, in the same location.*



## THE OPTIONS AT A GLANCE:

### OPTION A

<b>Cost</b>	<b>\$76.3m-\$90.8m</b>
Increase for Average Residential Ratepayer each of 35 years of building life	\$38.70-\$46.30 pa
<b>Indicative opening date</b>	<b>November 2023</b>

### OPTION B

<b>Cost</b>	<b>\$131.2m - \$151.8m</b>
Increase for Average Residential Ratepayer each of 42 years of building life	\$57.30-\$67.60 pa
<b>Indicative opening date</b>	<b>September 2024</b>

### OPTION C

<b>Cost</b>	<b>\$174.4m - \$199.8m</b>
Increase for Average Residential Ratepayer each of 50 years of building life	\$74.30-\$86.20pa
<b>Indicative opening date</b>	<b>May 2025</b>

### OPTION D

<b>Cost</b>	<b>\$156.5m - \$160.7m</b>
Increase for Average Residential Ratepayer each of 64 years of building life	\$50.60-\$52.60pa
<b>Indicative opening date</b>	<b>November 2025</b>

### OPTION E

<b>Cost</b>	<b>\$156.5m - \$160.7m</b>
Increase for Average Residential Ratepayer	\$50.60 - \$52.60pa
<b>Indicative opening date</b>	<b>November 2023</b>

## SUBMISSION FORM QUESTIONS

### We don't have a functioning Central Library building - what do we do?

<p>1. Redeveloping the Central Library building for the next 50 years presents many opportunities. What could the Central Library be like, and what could it provide to support the community? This could include anything from physical spaces, services, programmes or partnerships with other organisations.</p>												
<p>2. There are several different options to deliver a functional Central Library building. Which of these is your preferred option? <i>Please tick one</i></p> <p><input type="checkbox"/> Option A - Low-level remediation</p> <p><input type="checkbox"/> Option B - Mid-level remediation</p> <p><input type="checkbox"/> Option C - High-level remediation</p> <p><input type="checkbox"/> Option D - New build on same site</p> <p><input type="checkbox"/> Option E - New build on another Te Ngākau Civic Precinct site</p> <p><input type="checkbox"/> None of the above, I prefer an alternative</p>												
<p>3. <i>If you have selected a preferred option above, please move on to the next question.</i> You have indicated you do not prefer any of the five options we have put forward for consultation. We would like to hear from you what option you would like explored further. This could include one of the options that were not deemed practicable and were excluded (<i>listed below</i>) or another different option.</p> <p><input type="checkbox"/> Minimal level repairs followed by a future upgrade</p> <p><input type="checkbox"/> Replace with a localised model of smaller branches in the CBD</p> <p><input type="checkbox"/> Relocate the Central Library to the Convention and Exhibition Centre</p> <p><input type="checkbox"/> Relocate the Central Library to a non Te Ngākau Civic Precinct site</p> <p><input type="checkbox"/> Other (<i>please specify</i>)</p> <p>_____</p> <p>_____</p>												
<p>4. Thinking about your preferred option for the central library building, what factors were most important in your decision? <i>Please rank your top 5 in order of importance, by writing '1' next to the most important through to '5' for the 5th most important</i></p> <table><tr><td><input type="checkbox"/> Making the building safe</td><td><input type="checkbox"/> Te Ngākau Civic Square connections</td></tr><tr><td><input type="checkbox"/> Making the building resilient</td><td><input type="checkbox"/> Climate change</td></tr><tr><td><input type="checkbox"/> Heritage</td><td><input type="checkbox"/> Sustainability</td></tr><tr><td><input type="checkbox"/> Accessibility including transport</td><td><input type="checkbox"/> Cost to ratepayers</td></tr><tr><td><input type="checkbox"/> Future-proofing the library service</td><td><input type="checkbox"/> Timeframe</td></tr><tr><td><input type="checkbox"/> Opportunities for partnership</td><td><input type="checkbox"/> Other (<i>please specify</i>)</td></tr></table> <p>_____</p> <p>_____</p>	<input type="checkbox"/> Making the building safe	<input type="checkbox"/> Te Ngākau Civic Square connections	<input type="checkbox"/> Making the building resilient	<input type="checkbox"/> Climate change	<input type="checkbox"/> Heritage	<input type="checkbox"/> Sustainability	<input type="checkbox"/> Accessibility including transport	<input type="checkbox"/> Cost to ratepayers	<input type="checkbox"/> Future-proofing the library service	<input type="checkbox"/> Timeframe	<input type="checkbox"/> Opportunities for partnership	<input type="checkbox"/> Other ( <i>please specify</i> )
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<input type="checkbox"/> Accessibility including transport	<input type="checkbox"/> Cost to ratepayers											
<input type="checkbox"/> Future-proofing the library service	<input type="checkbox"/> Timeframe											
<input type="checkbox"/> Opportunities for partnership	<input type="checkbox"/> Other ( <i>please specify</i> )											

5. Is there anything else you would like to tell us about the future of the Central Library building?

6. Thinking about how the Central Library building connects with the Te Ngākau Civic Precinct how appealing or unappealing would you find the following? *Please circle one*

<b>A.</b> Having multiple entrances to the building from Civic Square, the Precinct, and/or surrounding streets at ground floor level.	1 Unappealing	2 Somewhat unappealing	3 Neutral	4 Somewhat appealing	5 Appealing	6 Don't know
<b>B.</b> More windows to help connect the library visually to the square and surrounding streets	1 Unappealing	2 Somewhat unappealing	3 Neutral	4 Somewhat appealing	5 Appealing	6 Don't know

7. Te Ngākau has traditionally played an important role in Wellington, both as a public space in the central city and as the home of the City Council chambers and the Library. Is there anything you would like to share with us about the role Te Ngākau has or could have in terms of a public and democratic space in the central city?

**About you**

<p>8. On average, how often have you accessed library services in Wellington in the past 12 months (in person or online)? <i>Please tick one</i></p> <p><input type="checkbox"/> Weekly</p> <p><input type="checkbox"/> Monthly</p> <p><input type="checkbox"/> Once every few months</p> <p><input type="checkbox"/> Once or twice a year</p> <p><input type="checkbox"/> Less than once a year</p> <p><input type="checkbox"/> Never</p>
<p>9. There are Interim CBD libraries in Manners St, National Archives and on Brandon St. Which of the following have you visited in the past 6 months? <i>Please tick all that apply</i></p> <p><input type="checkbox"/> Arapaki Manners Library and Service Centre</p> <p><input type="checkbox"/> He Matapihi Molesworth Library</p> <p><input type="checkbox"/> Te Awe Library Brandon and Panama Streets</p> <p><input type="radio"/> I have not visited an interim library</p>
<p>10. What do you like about the interim CBD branches? Is there anything you would improve or change?</p>

**11. Where do you currently live?**

<input type="checkbox"/> Aro Valley	<input type="checkbox"/> Khandallah	<input type="checkbox"/> Paparangi
<input type="checkbox"/> Berhampore	<input type="checkbox"/> Kilbirnie	<input type="checkbox"/> Pipitea
<input type="checkbox"/> Breaker Bay	<input type="checkbox"/> Kingston	<input type="checkbox"/> Rongotai
<input type="checkbox"/> Broadmeadows	<input type="checkbox"/> Lyall Bay	<input type="checkbox"/> Roseneath
<input type="checkbox"/> Brooklyn	<input type="checkbox"/> Makara	<input type="checkbox"/> Seatoun
<input type="checkbox"/> Churton Park	<input type="checkbox"/> Makara Beach	<input type="checkbox"/> Southgate
<input type="checkbox"/> Crofton Downs	<input type="checkbox"/> Maupuia	<input type="checkbox"/> Strathmore Park
<input type="checkbox"/> Glenside	<input type="checkbox"/> Melrose	<input type="checkbox"/> Takapu Valley
<input type="checkbox"/> Grenada North	<input type="checkbox"/> Miramar	<input type="checkbox"/> Tawa
<input type="checkbox"/> Grenada Village	<input type="checkbox"/> Moa Point	<input type="checkbox"/> Te Aro
<input type="checkbox"/> Hataitai	<input type="checkbox"/> Mornington	<input type="checkbox"/> Thorndon
<input type="checkbox"/> Highbury	<input type="checkbox"/> Mount Cook	<input type="checkbox"/> Vogeltown
<input type="checkbox"/> Houghton Bay	<input type="checkbox"/> Mount Victoria	<input type="checkbox"/> Wadestown
<input type="checkbox"/> Island Bay	<input type="checkbox"/> Newlands	<input type="checkbox"/> Wellington Central
<input type="checkbox"/> Johnsonville	<input type="checkbox"/> Newtown	<input type="checkbox"/> Wilton
<input type="checkbox"/> Kaiwharawhara	<input type="checkbox"/> Ngaio	<input type="checkbox"/> Woodridge
<input type="checkbox"/> Karaka Bays	<input type="checkbox"/> Northland	<input type="checkbox"/> Outside Wellington City
<input type="checkbox"/> Karori	<input type="checkbox"/> Oriental Bay	
<input type="checkbox"/> Kelburn	<input type="checkbox"/> Owhiro Bay	

**12. Which of the following ages groups do you belong to?**

<input type="checkbox"/> Under 18	<input type="checkbox"/> 55 to 59
<input type="checkbox"/> 19 to 24	<input type="checkbox"/> 60 to 64
<input type="checkbox"/> 25 to 29	<input type="checkbox"/> 65 to 69
<input type="checkbox"/> 30 to 34	<input type="checkbox"/> 70 to 74
<input type="checkbox"/> 35 to 39	<input type="checkbox"/> 75 to 79
<input type="checkbox"/> 40 to 44	<input type="checkbox"/> 80+
<input type="checkbox"/> 45 to 49	<input type="checkbox"/> Prefer not to say
<input type="checkbox"/> 50 to 54	

**13. Please choose the gender that best identifies you**

<input type="checkbox"/> Male	<input type="checkbox"/> Gender diverse/gender non-binary
<input type="checkbox"/> Female	<input type="checkbox"/> Prefer not to say

## FACEBOOK POSTS

Below are examples of social media posts that drew comment from the public. These posts were published on the Facebook accounts of both Wellington City Libraries and Wellington City Council.





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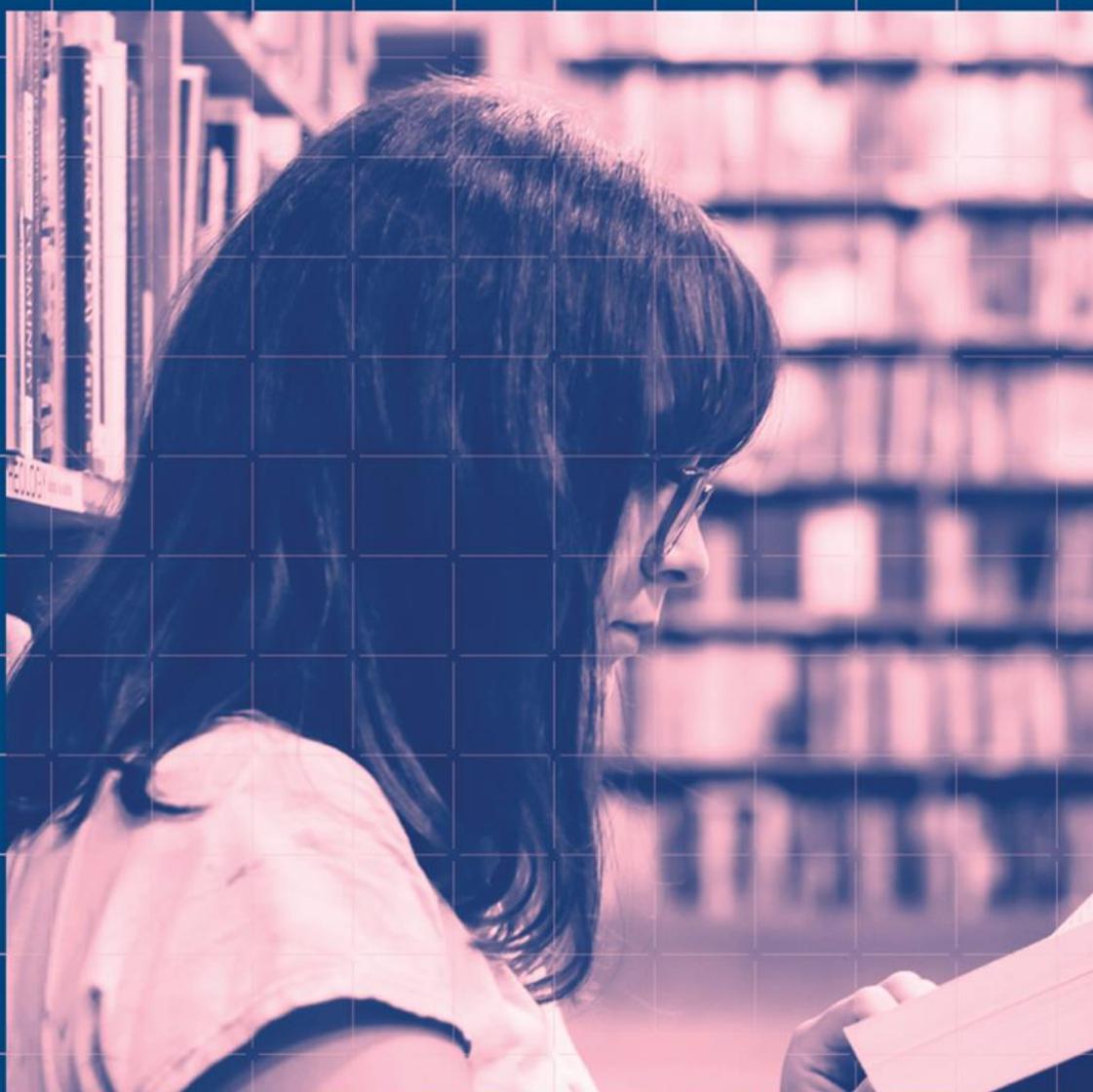
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# Wellington City Council Central Library Research

Research Report | September 2020





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Wellington City Council  
Central Library Research  
Research Report | September 2020



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**Disclaimer:**

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## Key Findings

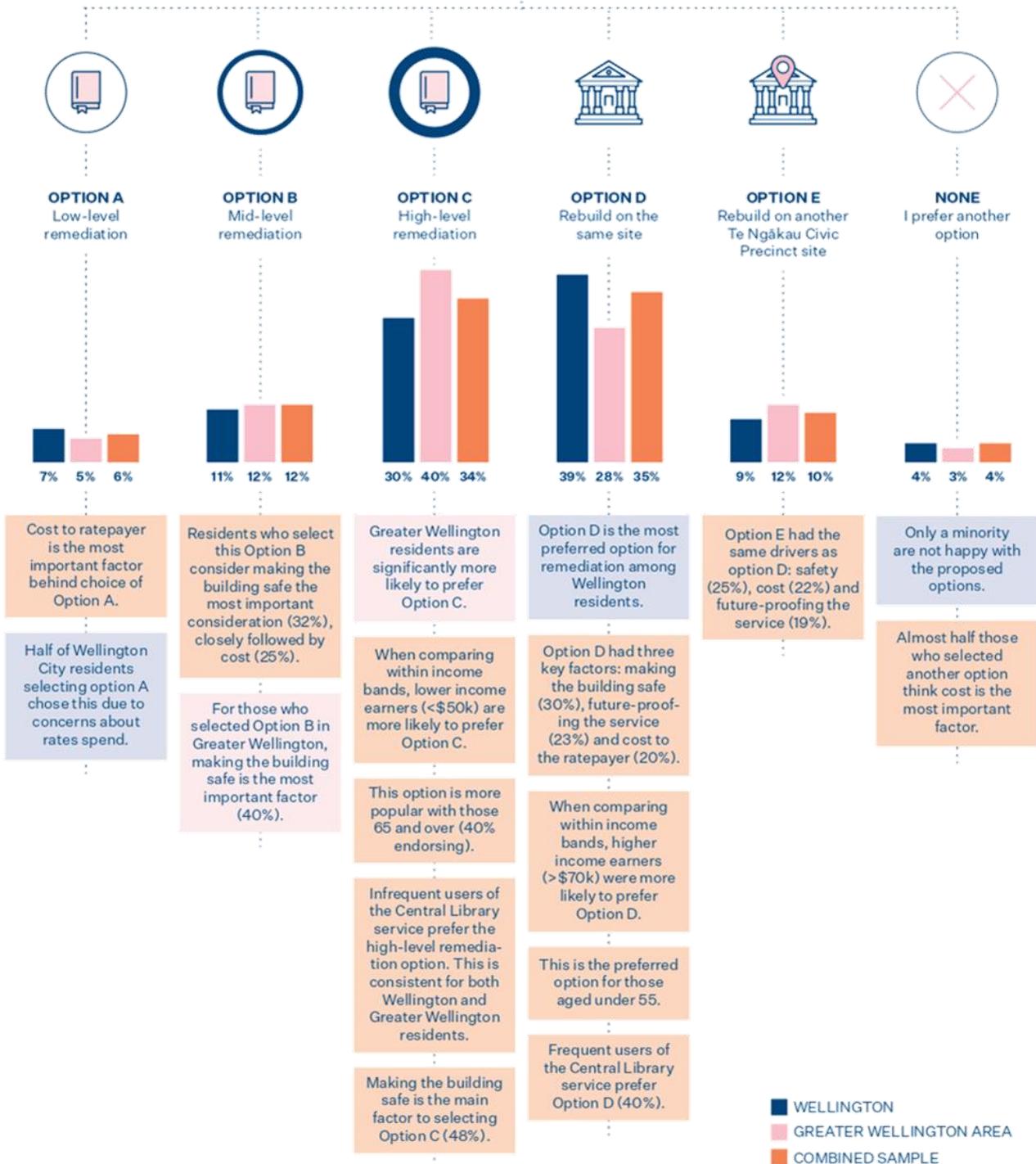


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PREFERRED OPTION FOR  
**LIBRARY REMEDIATION**



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## Context



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Wellington's Central Library building is an integral part of the city's landscape and civic heart. The Kaikōura earthquakes caused significant structural issues that mean the building currently cannot be used. The Wellington City Council (WCC) needs to engage with residents to help work out what to do.

WCC has conducted a formal consultation process, with submissions gathered from the 27th of July to the 7th of September 2020.

Research First was commissioned to produce a representative survey of resident views across the city and Greater Wellington region. This survey was written to complement the formal consultation process.

For information about the method, please see Appendix One.

## 2.1 Sample

The sample structure was designed to acknowledge that Central Library users will be spread across the Wellington region. The survey includes both residents of City wards (sample of 753) and Greater Wellington Region wards (sample of 250).



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## Remediation Options

3

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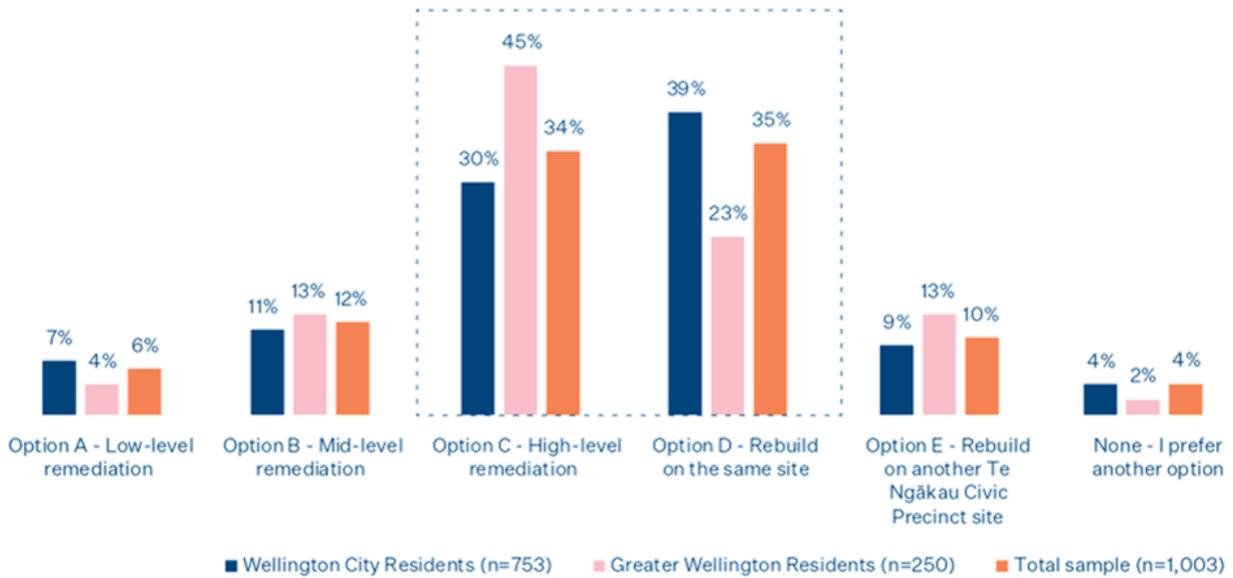
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### 3.1 Preferred Option

Respondents were shown a table which outlined five options for the Central Library remediation<sup>1</sup>. This table included information such as cost to the ratepayer, anticipated timeframe and the seismic safety rating. After reviewing the table, respondents were asked to select their preferred remediation option.

Residents of Wellington City and Greater Wellington have competing views about the remediation of the library. Wellington City residents want to see a complete rebuild of the Central Library on the same site (39%). Greater Wellington residents prefer high-level remediation of the current building (45%). The differences between these two groups of residents is statistically significant.

Figure 2 Preferred Remediation Option, by Location



<sup>1</sup> To see the full version of this table, see Appendix Two.

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There are some key demographic differences between those who select Option C and Option D. Most notably, there is an increase in support for Option D as the respondents personal income increases. Those earning over \$70,000 are much more likely to support Option D than those earning \$20,001 - \$50,000.

There are minor differences in age: those who are 65 years or older are more likely to endorse Option C, while those who are 45-54 are more likely to support Option D. These differences are not statistically significant.

Indicatively, there is greater support for Option D in all wards of Wellington City, but particularly the Northern Ward, Onslow/Western Ward and Lambton. These differences are not statistically significant.

Table 1 Demographic Breakdown of Preferred Option, Total Sample (n=1,003)

	Option A	Option B	Option C	Option D	Option E	None of the above	Total responses (n)
Male	6%	12%	34%	35%	9%	5%	453
Female	6%	11%	34%	36%	11%	2%	543
16-34	6%	10%	33%	36%	13%	2%	303
35-44	7%	12%	31%	36%	9%	5%	182
45-54	6%	10%	29%	43%	10%	3%	157
55-64	6%	10%	37%	37%	9%	2%	161
65+	5%	16%	40%	25%	7%	7%	194
\$20,000 or less	8%	7%	40%	28%	14%	3%	129
\$20,001 - \$50,000	6%	14%	41%	24%	11%	3%	264
\$50,001 - \$70,000	6%	15%	34%	37%	4%	5%	199
\$70,001 or more	6%	10%	26%	43%	11%	3%	315
Northern Ward	7%	13%	28%	39%	11%	3%	165
Onslow/ Western Ward	6%	12%	31%	41%	5%	5%	175
Lambton Ward	5%	8%	29%	46%	9%	4%	175
Southern Ward	7%	13%	28%	34%	13%	6%	104
Eastern Ward	10%	11%	34%	34%	7%	4%	134

Note: statistical significance is noted between the value of the cell versus the average of the total sample. Blue denotes when a number is statistically higher, pink denotes when a number is statistically lower. For example, it shows \$70,001 or more is significantly more likely to select Option D, compared to the average.

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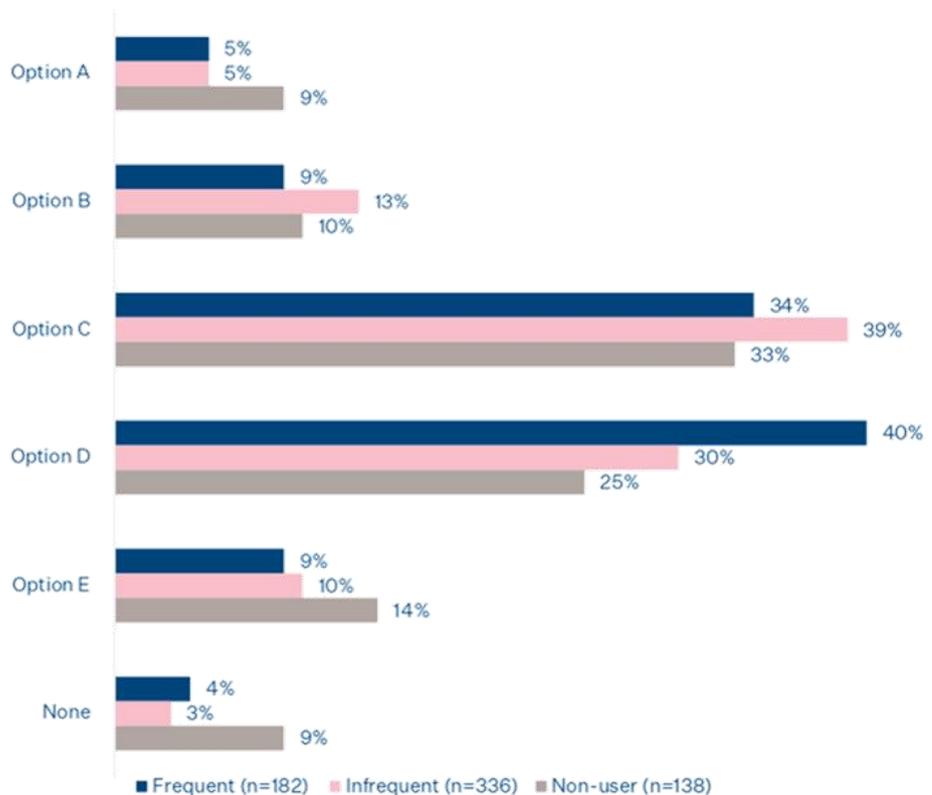
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Residents were also asked if they had used the Central Library service in the last 12 months. Residents were split into:

- Frequent users: users who have used the service in the last month
- Infrequent users: users who have used the service but not within the last month
- Non-users: who have never used the Central Library service

Frequency of Wellington Central Library use does affect which option is more desirable. Frequent users are statistically more likely to prefer Option D compared to other groups. Infrequent users and non-users are more likely to endorse Option C, however these are not statistically significant differences

**Figure 3 Preferred Remediation Option, by Frequency of Wellington Central Library Use**



A small portion of residents are interested in an alternative option suggesting there is an appetite for almost all residents among the top five provided options. For more information, see Appendix Three.

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**SPOTLIGHT***Who are the Central Library Users and Non-Users?*

Most Wellington City residents have used the Central Library services at least once in the last year (84%). Those who earn \$20,000 or less are more likely to be users of the library service than those who earn \$70,001 or more.

**Frequent users**

A third of Wellington City residents use the library monthly at a minimum. This third are an important audience group, they are likely to want to have input in the day to day running of the library service. Wellington City residents are statistically more likely to be frequent users (33%) than Greater Wellington residents (15%).

Those who are aged between 35-44, and those 65 and over, are most likely to be frequent users at 35%. When diving into what future services or facilities they would like on offer, 35-44-year olds offer a range of possible suggestions. These include physical meeting spaces (22%), a range of books, eBooks and DVDs (22%), physical spaces for study (22%) and children and youth activities (15%). This demonstrates the diversity of life stage within the frequent user bracket and the need for the library to provide a diverse community space for work, study and family. Those 65 and over have similar suggestions, with over a third wanting a large variety of books, eBooks and DVDs (34%). Females are significantly more likely to be frequent users, compared with males.

**Infrequent Users**

The vast majority of people who have used the Central Library in the last 12 months have done so infrequently. 53% of respondents had visited the library, but not in the last month.

Infrequent users are less certain about what future services they would like to see; a third (30%) did not know or provided no feedback about possible facilities and services. For the rest, the most desired resources matched the profile of frequent users: physical spaces for meetings (26%), physical spaces for study (25%) and a range of books, eBooks and DVDs (22%).

**Non-users**

Those aged 55-64 are most likely age group to be non-users in the last year. They are significantly more likely to comment that the Central Library should remain unchanged. Their primary concern for future services is providing a range of books, eBooks and DVDs (34%).

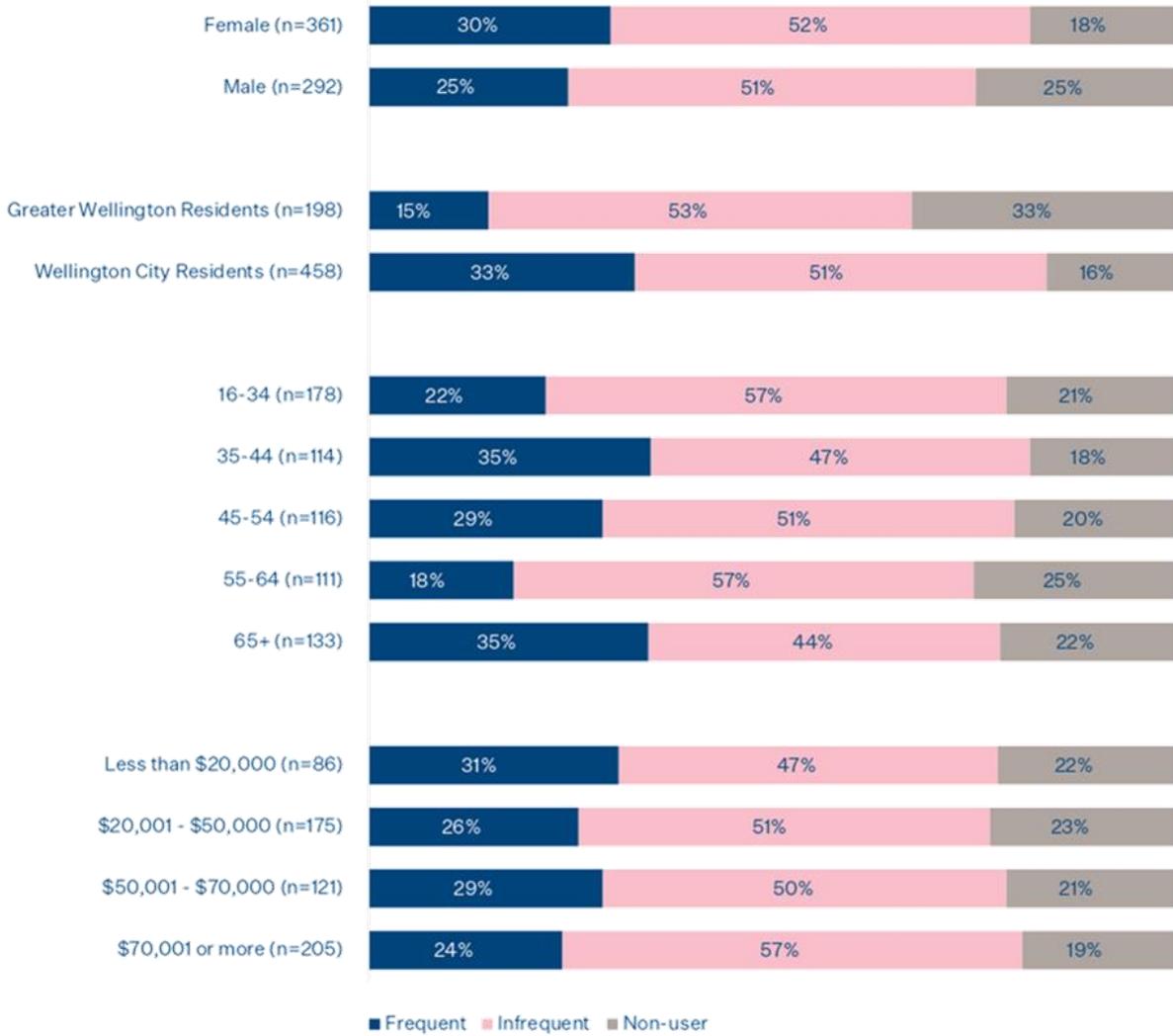
Greater Wellington residents are statistically more likely to be non-users of the Central Library service (33%) than residents of Wellington City (16%)

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Figure 4 Demographic Profile of Central Library Usage, Total Sample



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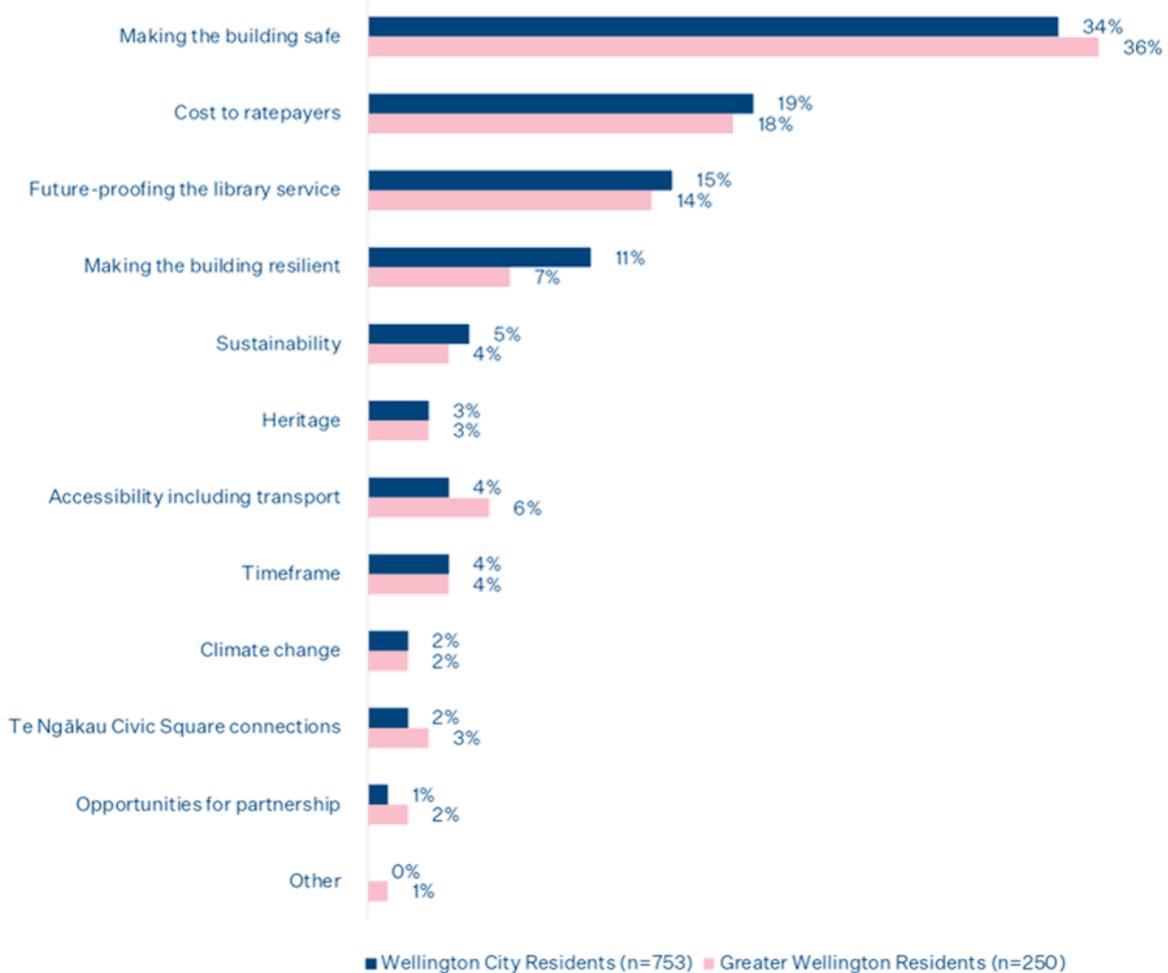
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### 3.3 Key Considerations

Residents were asked to rank the factors that were most important when determining their preferred option. A list of 12 options was provided and respondents were asked to rank their top five.

One third of residents rank 'making the building safe' as their most important factor (34% for Wellington City residents and 36% for Greater Wellington residents). Cost to ratepayers, future-proofing the library service and making the building resilient are also important factors. There are no statistical differences between Wellington City and Greater Wellington residents.

Figure 5 Factors Ranked as Most Important (First), by Location



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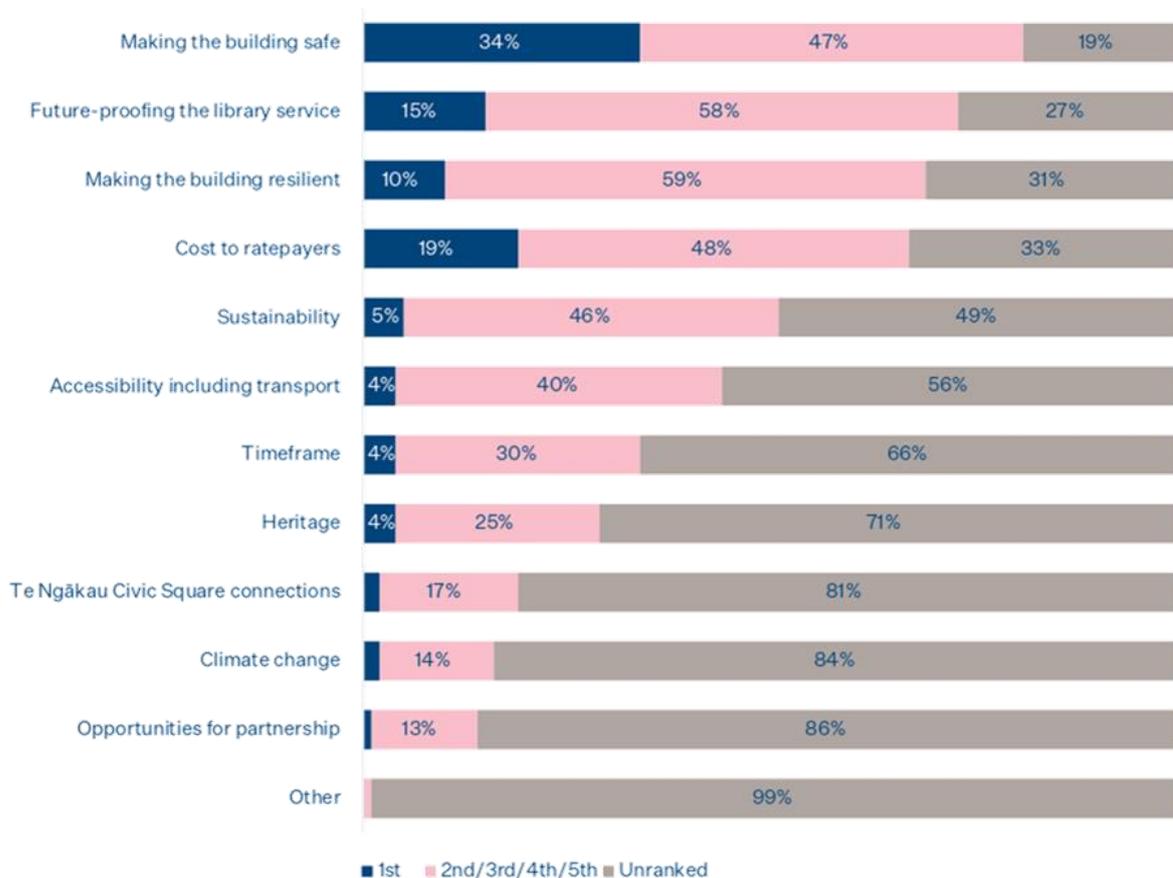
We can also see what percentage of residents rank a factor in their top five considerations, providing their relative popularity. When considering the total sample, making the building safe is the top factor affecting decision making. Four out of five residents ranked this factor in their top five concerns (81%). Other factors which are highly valued are future-proofing the library service (73%), making the building resilient (69%) and cost to the ratepayer (67%).

Over half of the respondents did not place the following factors in their top five:

- Accessibility including public transport
- Timeframe
- Heritage
- Te Ngākau Civic Precinct connections
- Climate Change
- Opportunities for Partnership

For further information, including a breakdown of rankings by each region, as well as a full list of rankings, refer to Appendix Three.

Figure 6 Proportion of Rankings for Each Factor, Total Sample (n=1,003)



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**SPOTLIGHT***Most Important Factor Deep Dive***Making the Building Safe**

One in three residents feel that 'making the building safe' is the most important consideration for the library remediation. This is significantly more likely to be true for female residents.

If making the building safe is most important, those residents are significantly more likely to want high-level remediation of the site (48%) compared to the average.

There are no noticeable differences by age or income.

**Cost to the Ratepayer**

Cost to the ratepayer is a highly ranked factor due to the number of residents who put this as their most important consideration (19%). The number of residents who ranked this as their second, third, fourth or fifth factor is considerably lower than for safety, future-proofing and resilience, so it's relative importance is lower. However, for those who think it is important, it is really important. These people are likely to have much louder voices in the conversation, as they are more passionate about cost.

Residents who select cost to the ratepayer are statistically more likely to be male. As personal income increases so does the importance of cost as a factor.

Those who selected cost to the ratepayer as the most important factor are significantly less likely to endorse Option C – High-level remediation. They are significantly more likely to select Option A or None of the above.

**Future-proofing the Library Service**

Those who select future-proofing the library service are significantly more likely to endorse Option D. They are significantly less likely to support Option A and B, compared to the average.

There are no significant demographic differences for future-proofing the library service.

**Making the Building Resilient**

There are no significant differences noted for making the building resilient. This is most likely due to a low number of residents putting this as their most important factor.

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Table 2 Most Important Factor Demographics

	Making the Building Safe	Cost to the Ratepayer	Future-proofing the Library Service	Making the Building Resilient	Total responses (n)
Male	30%	25%	16%	9%	453
Female	38%	14%	14%	12%	543
16-34	35%	17%	12%	10%	303
35-44	31%	18%	13%	10%	182
45-54	31%	25%	17%	9%	157
55-64	37%	19%	15%	11%	161
65+	36%	17%	18%	12%	194
\$20,000 or less	37%	15%	10%	12%	129
\$20,001 - \$50,000	36%	15%	17%	9%	264
\$50,001 - \$70,000	36%	23%	11%	8%	199
\$70,001 or more	31%	21%	16%	11%	315
Option A	18%	45%	3%	5%	60
Option B	32%	25%	5%	7%	116
Option C	48%	7%	11%	10%	338
Option D	30%	20%	23%	12%	353
Option E	25%	22%	19%	12%	99
None of the above	8%	51%	5%	3%	37

Note: statistical significance is noted between the value of the cell versus the average of the total sample. Blue denotes when a number is statistically higher, pink denotes when a number is statistically lower.

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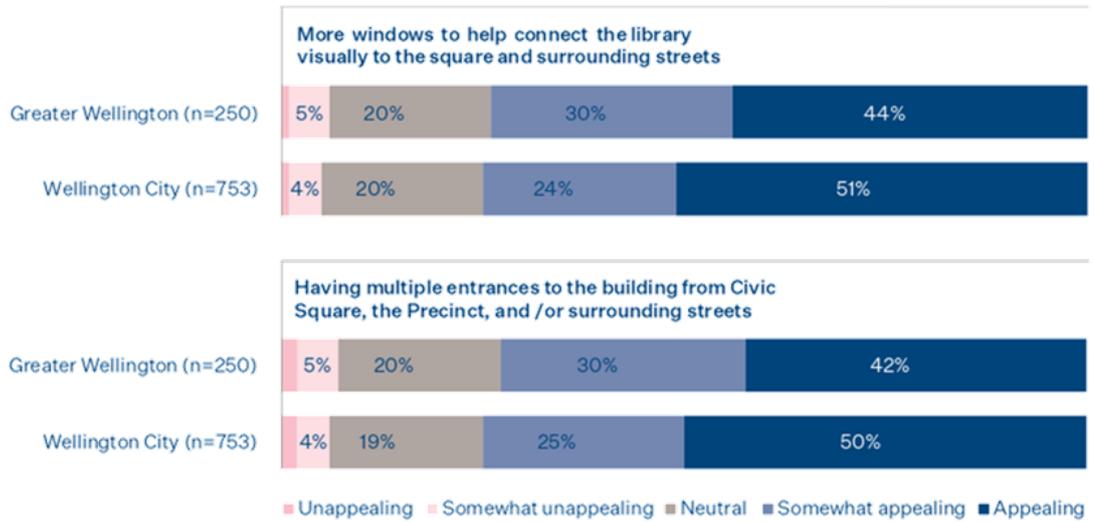
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### 3.4 Te Ngākau Civic Precinct

Most residents support the idea of having multiple entrances and a large number of windows to help connect with the Te Ngākau Civic Precinct. Wellington City residents find the prospect of these options more appealing; three out of four Wellingtonians support both concepts.

Figure 7 Appeal of Connection Options with Te Ngākau Civic Precinct



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## Future-proofing the Library Service



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“ A disability-friendly environment; rooms available for community organisations to use/ hire; computer and internet access for those without access at home; partnering with education organisations to offer adult and community education classes.

– WELLINGTON CITY RESIDENT

“ A good selection of books that can be accessed by other libraries in the region. Foreign newspapers and magazines as well as New Zealand ones. Help for people who have trouble with modern devices. Reading programmes for toddlers and children.

– GREATER WELLINGTON RESIDENT

Residents have a wide variety of suggestions for the future of the library service. Functional spaces are prioritised over catalogues. One in four want physical spaces to read and study (28%) or for meetings and activities (28%). A café, events/training capability and children’s spaces were also all important.

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**Table 3 Suggestions for Future Services and Facilities at the Central Library, Total Sample**

Physical space to read/study/work	25%
Physical space for meetings/activities	24%
Books/eBooks/DVD's	22%
Activities for children/youth	16%
Community events/training	13%
Café	12%
Computers/computer services	11%
Wi-Fi/Internet Access	10%
Keep it the same	8%
Research facilities	5%
Citizen Advisory Bureau	3%
Information Centre	2%
Online access	2%
Social/Book Clubs	2%
Partnerships	1%
Other	4%
Don't know	26%
Don't use/need/care	1%
Nothing	5%
Total responses (n)	1,003

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## 4.2 Other Feedback

One third of Wellington City residents provided other feedback about the library remediation.

“ [There is an] opportunity to design the building [with] new technology and [the] changing needs of the community... COVID-19 is hurting us all, so every dollar saved is now as important...The council must be responsible with spending in current economic status.

**Table 4 Other Comments for Library Remediation, Wellington Residents**

Get on with it	8%
Stop wasting money/Spend wisely	5%
Te Ngākau Civic Precinct access/Central location	4%
Safe/Earthquake resistant	3%
Do not preserve the building	2%
Keep the Nikau palms	2%
Libraries are important	2%
Future-proof/Future focus	2%
Accessibility	1%
Parking	1%
Don't repair	1%
Café/Closed café	1%
Spaces/Quiet spaces	1%
Technological advances	1%
Repair instead of demolishing	1%
Make it bigger	1%
Other	4%
Don't know	14%
Nothing	52%
Total Responses (n)	753

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Just under a quarter (23%) of Greater Wellington residents provided other feedback about the library remediation.

**Table 5 Other Comments for Library Remediation, Greater Wellington Residents**

Get on with it	6%
Library is important/miss my old library	6%
Modern Technology/Architecture	3%
Spend wisely	2%
Accessibility	2%
Meeting/Events space	2%
Cultural/Heritage/Eco-friendly	1%
New Building/Safer Building	1%
Parking	1%
Other	2%
Don't know	17%
Nothing	58%
Total Responses (n)	250

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## Interim Library Use

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25

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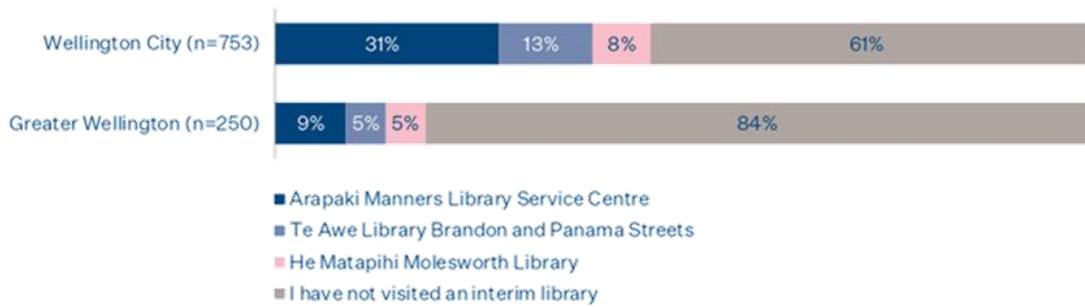
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“ [They] are good spaces and [it] is good having multiple locations.

“ I actually don't like them. They aren't nice spaces, they don't get a lot of natural sunlight, and I hate that there are less options on the weekends.

Wellington City residents are much more likely to have visited interim CBD libraries than Greater Wellington residents. The Arapaki Manners Library and Service Centre has been the most popular over the last six months, with 31% of Wellington City and 11% of Greater Wellington residents visiting the facility.

Figure 9 Interim CBD Library Visit Frequency in the Last Six Months



Note: respondents could have visited more than one library.

Those who have visited the interim libraries were asked to describe either positive aspects or possible improvement areas. Of over 400 who responded, 80 were unsure (20%) and 111 had nothing to report (27%).

Of those who did respond, there are a range of reasons for satisfaction. For most, the interim libraries are seen as 'good' (29%) or they are in convenient locations (24%).

“ I think it's ideal. I use the Island Bay library. Smaller libraries around the city in leased buildings seems to make sense.

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**Table 6 Positive Aspects of Interim Libraries, all Interim Library Users**

Good	27%
Convenient Location/Access	23%
Manners St Library (Overall Positive Perceptions)	12%
Small Size (Positive)	11%
Books and Resources (Positive)	6%
Staff (Positive)	5%
Te Awe (Overall Positive Perceptions)	5%
Brandon St Library (Overall Positive Perceptions)	4%
Cafe (Positive)	3%
After-hours Return (Change)	2%
More Staff	2%
Total Positive Responses (n)	129

There are some areas that visitors would like to see improvements, though response numbers for this question were low. Most negative comments centred around the books and resources (43%) or the size of the interim library (38%).

“ I like the convenience of the central location, but the selection of books and chillout spaces are too small.

**Table 7 Improvement Areas for Interim Libraries, all Interim Library Users**

Books and Resources (Negative)	44%
Size (Negative)	39%
Bad	15%
Cafe (Negative)	3%
Total Negative Responses (n)	76

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## Appendix One: Method



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The research was conducted using a mixed method approach. Mixed method surveys reduce the risk of sampling error and non-response error for a more representative sample.

- A pure telephone method is skewed towards landline owners and the group of cell-phone users that will pick up an unknown number
- A pure online approach (without the ability to promote an open online link to all residents) is limited to those registered on an online panel

Combining the methods provides a more inclusive approach and capitalises on the cost efficiencies of online versus telephone.

The online component of the research was delivered through an online panel of respondents, resident in Wellington. The telephone method was conducted from our Christchurch call centre, following the online survey to boost under-represented wards, age groups and specific resident profiles.

All analysis is separated into two locations: Wellington City and the Greater Wellington Region (GWR). The total sample achieved is representative of the resident population for age and gender, as per the 2018 Census. Prefer not to say has been removed from sub-group analysis, as has any group below 5%, as per standard guidelines.

**Table 8 Gender, by Region**

	Wellington City Residents	Greater Wellington Residents
Male	44%	49%
Female	55%	51%
Gender Diverse	1%	0%
Prefer not to say	1%	0%
Total	753	250

**Table 9 Age, by Region**

	Wellington City Residents	Greater Wellington Residents
18-34	33%	24%
35-44	19%	17%
45-54	15%	19%
55-64	16%	17%
65 and over	18%	23%
Prefer not to say	1%	0%
Total	753	250

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Personal income before tax and ward were also measured. Interest in participating in research about the Central Library decreased the further away the respondents were located.

Table 10 Personal Income Before Tax, by Region

	Wellington City Residents	Greater Wellington Residents
\$20,000 or less	10%	20%
\$20,001 - \$50,000	24%	32%
\$50,001 - \$70,000	19%	22%
\$70,001 or more	34%	25%
Prefer not to say	12%	1%
Total	753	250

Table 11 Ward, Wellington City

Northern Ward	22%
Onslow/Western Ward	23%
Lambton Ward	23%
Southern Ward	14%
Eastern Ward	18%
Total	753

Table 12 Ward, by Greater Wellington Region

Porirua	18%
Lower Hutt	43%
Upper Hutt	20%
Kāpiti Coast	10%
South Wairarapa	3%
Carterton	1%
Master ton	5%
Taranui	0%
Total	250

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## Appendix Two: Remediation Option Information



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Table 13 Remediation Option Information Table as per Survey

	Option A – Low Level Remediation	Option B – Mid Level Remediation	Option C – High Level Remediation (preferred option)	Option D – New Build on same site	Option E – New Build on another Te Ngākau Civic Precinct site
Would the option...					
<b>Make the building safe?</b>	Addresses immediate life safety issues (40% NBS)	Addresses immediate life safety issues (80% NBS)	Addresses immediate life safety issues and a high level of seismic safety (100%+ NBS)	Design to a high level of seismic safety	Design to a high level of seismic safety
<b>Deliver a resilient building?</b>	Low level of resilience. Likely to be damaged and need repair after a significant earthquake. Changes in future building regulations may require additional strengthening work.	Moderate level of resilience. Reduces but doesn't remove likelihood of future building closures after a significant earthquake. Risk of changes in future building regulations may require additional strengthening work.	High level of building resilience with minimal risk of future building closures after a significant earthquake	Design to high level of seismic resilience with minimal risk of future building closures after a significant earthquake	Design to high level of seismic resilience with minimal risk of future building closures after a significant earthquake
<b>Respect Heritage?</b>	Current building retained but at risk due to likelihood of further earthquake damage	Current building retained, some risk of loss of heritage due to likelihood of further earthquake damage	Current building retained and risk of loss of heritage from future earthquakes minimal	Demolition would not protect heritage	Current building retained and heritage can be protected (future use of building unknown)
<b>Be Accessible?</b>	No or limited improvement	Potential for improvement	Potential for significant improvement	Opportunity to align with best practice standards	Opportunity to align with best practice standards
<b>Future-proof the library service?</b>	Minor improvements but at risk of further closures	Some improvement	Significant improvement and opportunity to modernise library services, spaces and facilities	Significant improvement and opportunity to meet future library service requirements	Significant improvement and opportunity to meet future library service requirements
<b>Provide for partnerships?</b>	Minimal opportunities	Potential opportunities	Significant opportunities	Significant opportunities	Significant opportunities
<b>Make a contribution Te Ngākau – Civic Precinct</b>	No or limited changes to connection and activation	Additional connection and activation	Additional and enhanced connection and activation	New and enhanced connection and activation	New and enhanced connection and activation
<b>Respond to Climate Change?</b>	No mitigation	No mitigation	Base isolation provides opportunity to respond to future impacts	Designed to address and mitigate future impacts	Designed to address and mitigate future impacts

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	Option A – Low Level Remediation	Option B – Mid Level Remediation	Option C – High Level Remediation (preferred option)	Option D – New Build on same site	Option E – New Build on another Te Ngākau Civic Precinct site
<b>Improve Sustainability?</b>	Some improvements due to upgraded building services.	Some improvements due to upgraded building services and nominal increase in building's life expectancy.	Some improvements due to upgraded building services; significant increase in building's life expectancy; and opportunity to introduce sustainable elements in construction and fit out.	Probable negative impact due to demolition. Positive impact through incorporating latest sustainable design and construction practices in new building.	Positive impact through incorporating latest sustainable design and construction practices.
<b>What is...</b>					
<b>The overall cost to ratepayers</b>	\$76.3m-\$90.8m	\$131.2m-\$151.8m	\$174.4m-\$199.8m	\$156.5m-160.7m	\$156.5m-160.7m
<b>The average annual \$ increase for residential ratepayers</b>	\$38.90-\$46.30	\$57.30-\$67.60	\$74.30-\$86.20	\$50.60-\$52.60	\$50.60-\$52.60
<b>The Timeframe</b>	Indicative opening date Nov 2023	Indicative opening date Sept 2024	Indicative opening date May 2025	Highly indicative opening date Nov 2025	Highly indicative opening date Nov 2025

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## Appendix Three: Additional Tables

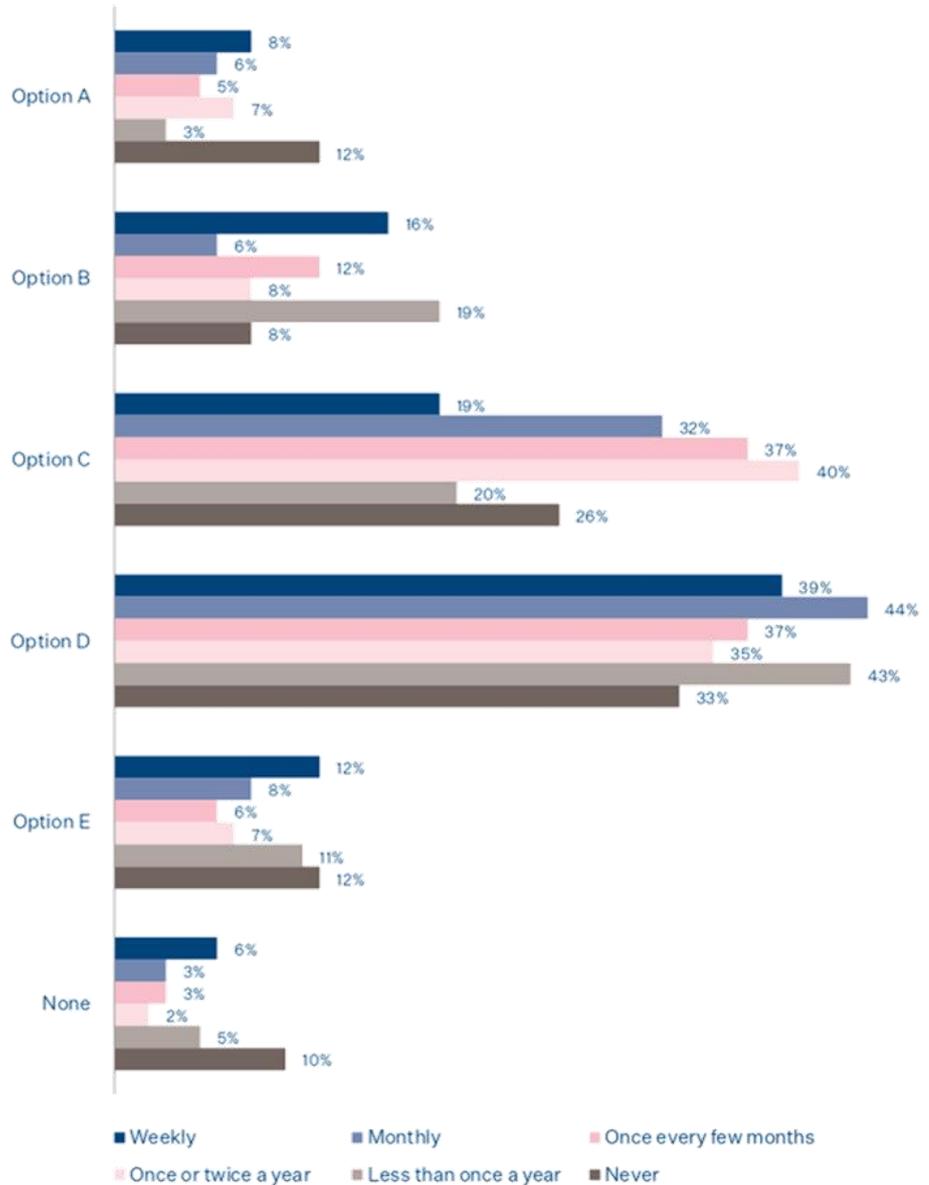


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Figure 10 Preferred Remediation Option, by Frequency of Use of Wellington Library Services (Full Scale), Wellington City Residents (n=753).



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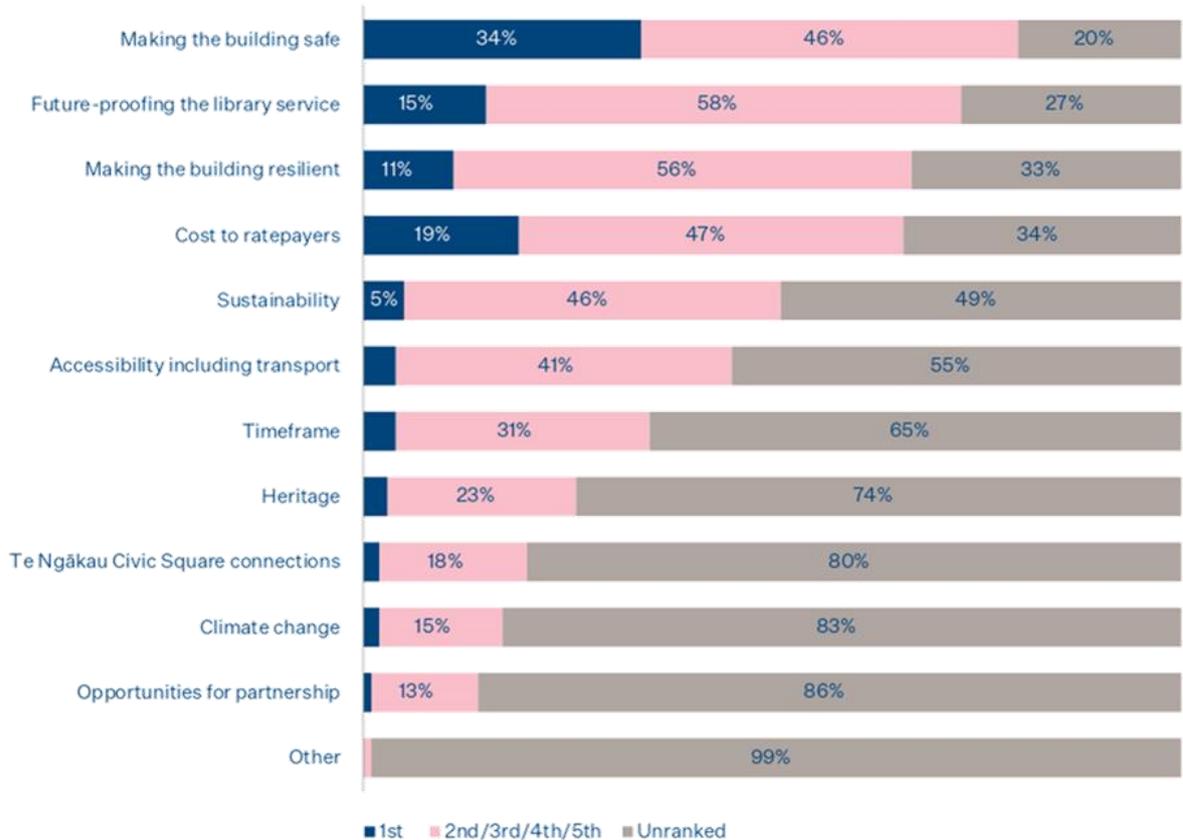
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Table 14 Alternative Options for Library Remediation, by Region

	Wellington City Residents	Greater Wellington Residents
Replace with a localised model of smaller branches in the CBD	28%	40%
Relocate the Central Library to a non-Te Ngākau Civic Precinct site	13%	20%
Minimal level repairs followed by a future upgrade	9%	0%
Relocate the Central Library to the Convention and Exhibition Centre	3%	20%
Other	47%	20%
Total Responses (n)	32	5

Figure 11 Proportion of Rankings for Each Factor, Wellington City Residents Only (n=753)

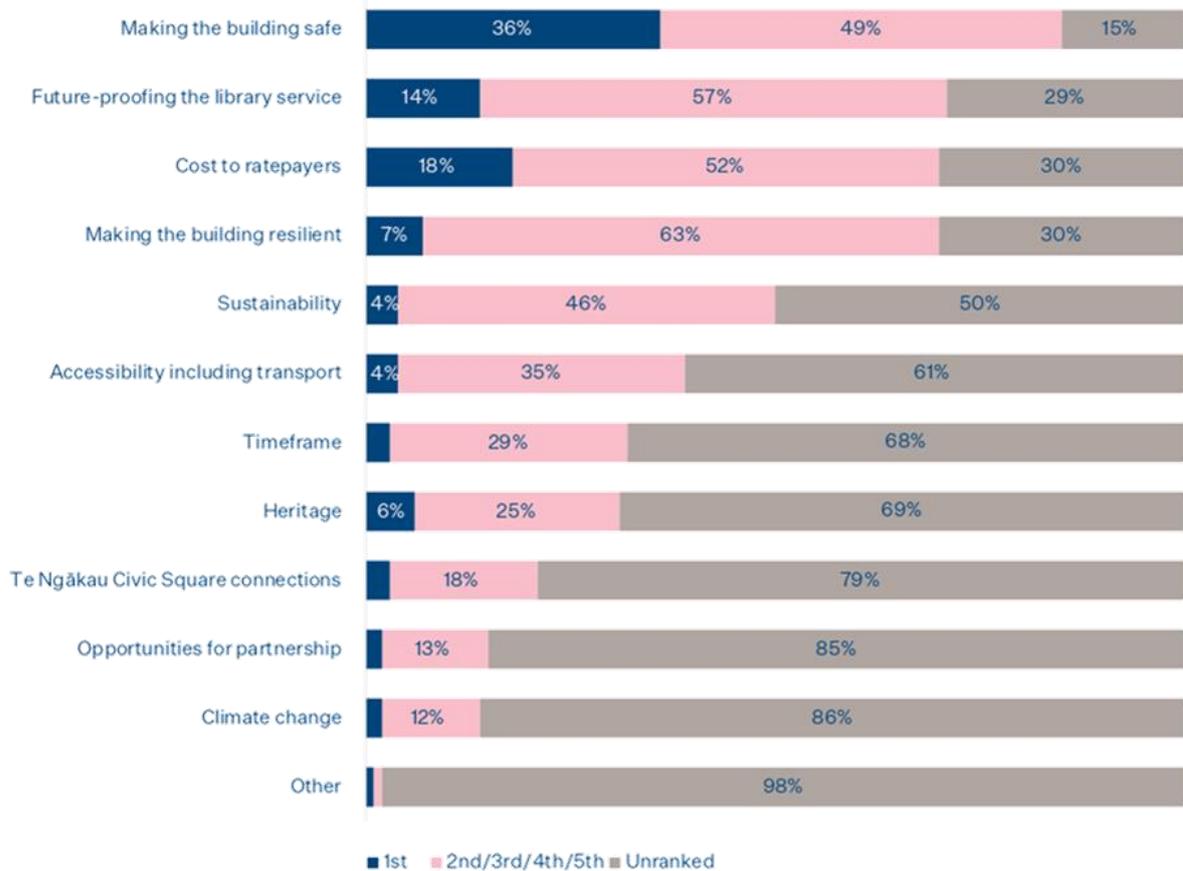


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**Figure 12 Proportion of Rankings for Each Factor, Greater Wellington Residents Only (n=250)**

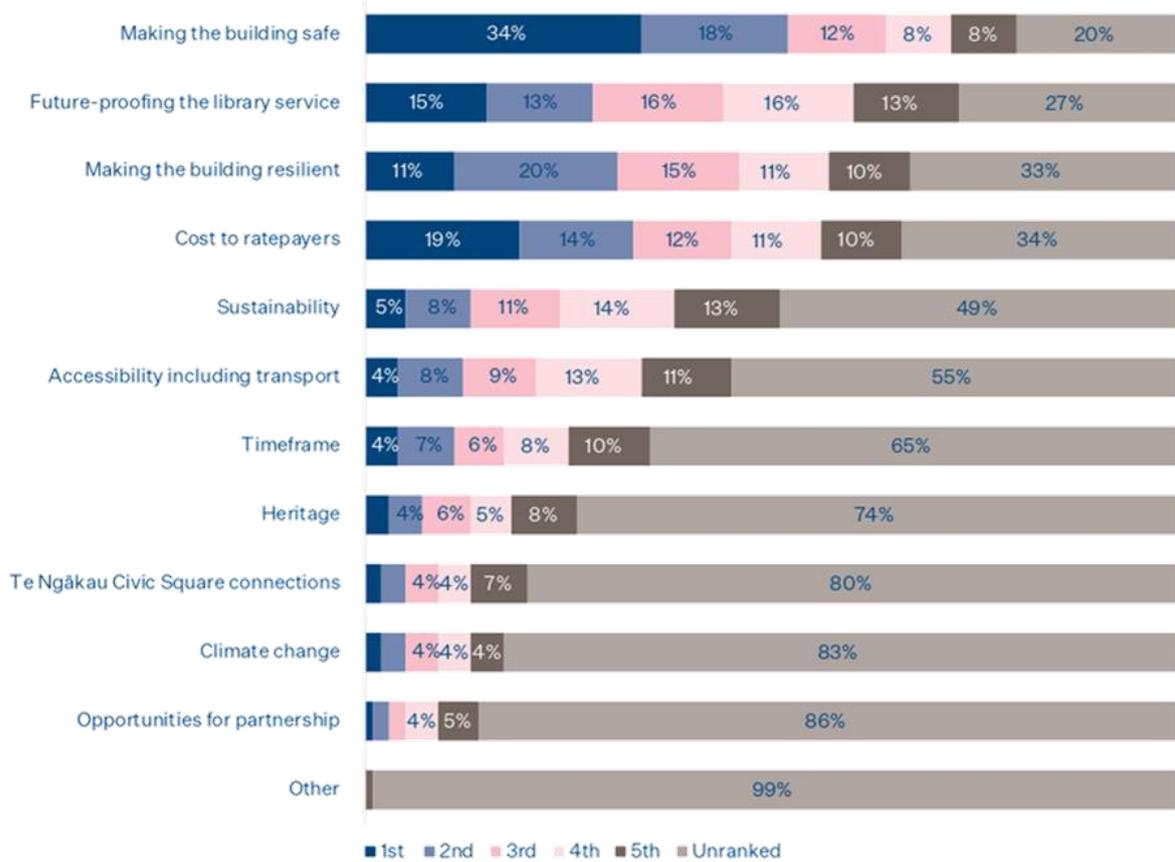


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Figure 13 Proportion of Rankings for Each Factor, Wellington Residents (n=753), Full Scale



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