



CUMBERLAND
COUNCIL



Proposed Cumberland Heritage Centre Community Engagement Report

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Introduction

This report provides a summary of the community engagement completed to inform the Cumberland Heritage Centre proposal and report to Council.

Project Background

The current Granville Library located at 8 Carlton St Granville will move operations to The Granville Centre which will open in late 2020.

At the Ordinary Meeting of 20 February 2019, a Notice of Motion - Granville Heritage Precinct was proposed:

"That Council: Seek a report on the establishment of a 'Granville Heritage Precinct' within the environs of the existing Granville Neighbourhoods, so as to acknowledge the preservation and interpretation of the heritage of the heritage representing the 19th and 20th century.

Further, that when considering any future use of the Granville Library, consideration be given to the establishment of a 'Heritage Centre' as an Annexure to the existing library system, acknowledging the extensive catalogue of data presently in the possession of the Granville Historical Society and others enabling a future benefit to the cultural tourism and family history study as desired by Cumberland residents."

As part of this, Community engagement was undertaken to inform the report findings.

Engagement Overview

Community engagement was completed for the proposal between 24 April and 23 May 2019.

Engagement activities included:

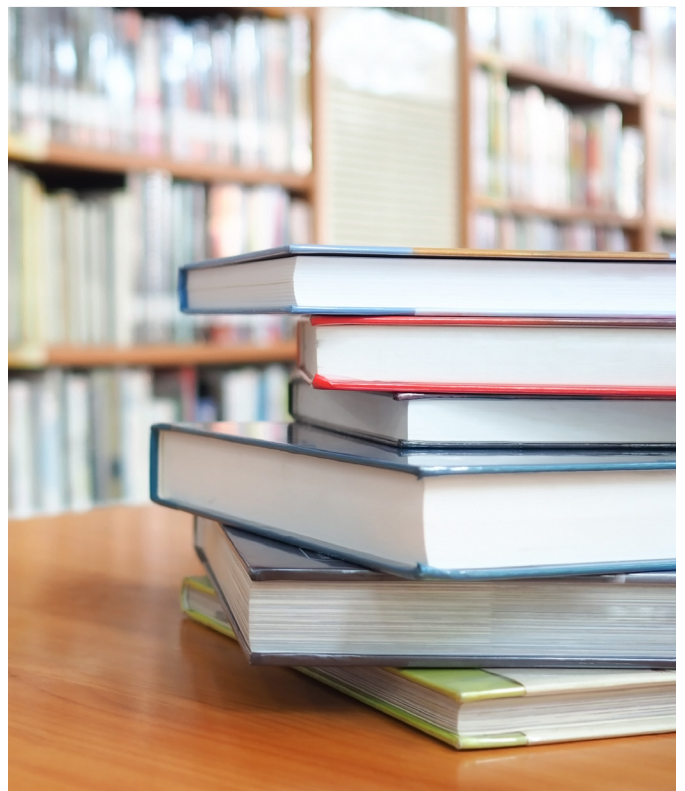
- Site visits and in person meetings with local historical groups.
- Engagement with Council's Library and Heritage Advisory Committee members.
- Engagement with State Library of NSW

- A community workshop, tour and information session at Granville Town Hall.
- Online engagement via Council's 'Have Your Say' website.

Key themes

The key themes that have emerged across all engagement types are:

- Cumberland has valuable history and heritage collections over a number of groups and locations
- Succession planning for local historical groups is key
- Collection Management principles are an important factor moving forward with a Heritage Centre
- Digitisation of records and documents will be important in providing historical research and access.
- A Heritage Centre needs to have a variety of collections, programs and interesting activities to promote Heritage and History to the community.



Stakeholder interview findings

Local historical groups

A number of local heritage group representatives (Linnwood House and Granville Historical Society) were consulted to gain feedback prior to the workshops with a focus on identifying ideas and opportunities for this proposal. The discussions focussed on:

- Their own collection profiles
- Their future plans for the group and its collections
- Technology and collection management practices currently being used.
- Initial thoughts on their interaction with a Heritage Centre.

Key feedback

- Challenges will be evident in assessing collections as they are managed differently across various groups.
- There is a gap in the technology and expertise required to manage collections, and council assistance will be welcomed.
- Each group does focus on a different aspect of history and heritage and would need to maintain their local identities.
- Strong support for the proposal overall, particularly in terms of partnerships and providing access to heritage and historical information to the community.
- There needs to be clear operational guidelines for the Centre and what is held within, as not all physical collections may be able to be housed in this building.
- Meeting spaces, and space for historical / heritage programs are needed in Cumberland.
- Groups felt they had a good relationship with Council and Council officers to be able to form partnerships.

Advisory committees

Both the Council's Library Advisory Committee and Heritage Committee members were contacted to provide feedback via the workshop and Have Your Say, and provide additional feedback.

Key feedback

- The proposal workshop questions were tabled at the respective meetings for further discussion.
- Volunteers in the various groups, their contributions and succession planning are an issue for all local community groups.
- The respective Council committees would like further input and inclusion should the proposal move forward.

Staff

Staff from Libraries, Community, Buildings and Facilities were consulted for their feedback on the proposal.

- Opportunity for specialist Library staff to work on historical / heritage research will be beneficial for the community.
- Opportunities for programs and activities to be undertaken in direct relation to History and Heritage is very positive
- Staff and operational resourcing would be required to run the Centre effectively. (Details : Council report covers operational/ collection and resourcing requirements)
- The building / facility will need some upgrade however, structural / building changes likely not required. (Details: Council report covers the feasibility / estimated costs of these upgrades).
- State Library consultants indicated that should this proposal move forward, funding / grant opportunities should be sought, and they strongly support the project.



Community workshop findings

A community workshop was held on Monday 6 May 2019 at Granville Town Hall.

The consultation workshop information was disseminated via:

- Flyers in libraries and council buildings
- Social media posts
- Direct invitation to the following stakeholders:

Cumberland Councillors, Local and State MP's, State Library of NSW, local historical societies, local heritage groups, local RSL Sub-branches

Members of Council's Executive team, staff from Libraries, Gallery & Cultural Services and Place & Engagement both participated and facilitated discussions at the various tables.

Cumberland Mayor, Clr Greg Cummings introduced the sessions, and then a presentation was delivered by Manager Library services, Nicole Byrn (attachment 1).

The group then participated in a tour of the current facility.

At the engagement activity, the tables were given the following discussion points and questions

- What do you like most about the proposal of a Cumberland Heritage Centre?
- Is there anything you would change about the proposal so far?
- How do you see yourself or your group using this facility?
- What Collections would you like to see at the proposed Heritage Centre?
- What technology would you like to see at the Centre?
- What facilities / amenities would like to see at the Centre?

- What services, programs and activities would you like to see delivered at the proposed Centre? How often would you like to see them held?
- Which days and hours would your group use or be available at the Centre?
- How can Council ensure that the Proposed Centre is accessible to the whole the community?
- What support would your group need to be able to utilise the Centre?
- Tell us about your vision for the proposed Cumberland Heritage Centre



Community Forums – Feedback from group tables

Questions	Responses	Frequency
What do you like most about the proposal of a Cumberland Heritage Centre?	<ul style="list-style-type: none"> One stop shop, consolidating information Good space and Central location Research Centre Provides a succession plan for Historical Groups Combining groups into one location for a better understanding Easy access to others collections Protecting History Shared Strategies 	4 4 3 2 2
Is there anything you would change or add about the proposal so far?	<ul style="list-style-type: none"> Exhibition spaces given more priority Ensure good collection management Provision of smaller spaces within the facility for different groups Good policies and infrastructure Addition of Mayor's list in foyer More detail on operations of the Centre Curator/Library staff to maintain collections properly More parking Properly define 'history' and 'heritage' More of a research than display space Have a network of smaller spaces rather than one large space 	2 3 2 2 7 2
What services, programs and activities would you like to see delivered at the facility?	<ul style="list-style-type: none"> Historical book launches School visits and talks Public local history talks Sponsorship programs Living History Oral History Local personality nominations Local stories and linked programs Exhibitions linked to key dates Recognition of ownership of various items Training spaces Meetings Space for memorabilia collections Definitions of type of collection (i.e. military/family/local, etc.) Local speakers Donations One database for all information Walking tours of the area Front of house customer service A paid research service for businesses 	9 3 2 3 2 2

Questions	Responses	Frequency
How do you see yourself or your group using this facility?	<ul style="list-style-type: none"> • Meeting space • Housing exhibitions • Running training sessions • RSL sub branch contributions • Public talks by Historians • Display area • Physical storage space • Items to stay with the owning groups within the Centre • Groups should do collection inventories • Groups would not change the way they operate, just have knowledge in one place. • All groups should be equally involved • Groups should have access at specific times 	5 3 2 3
What Collections would you like to see at the proposed Heritage Centre?	<ul style="list-style-type: none"> • Collections that facilitate research • Books • Research data • Photographs • Digitised data • Links to other libraries and research centres • Physical items to facilitate interest • Microform • For sale publications • Donations • Categories of collections (Military, family, settlement, house history, built environment, social. Sporting, education. • Priorities for fragile collections • Display collections • Family History Research • Council History 	2 2 2 3 2 2 2 2
What technology would you like to see at the Centre?	<ul style="list-style-type: none"> • Microform readers /printers • Printers • Digital / interactive displays • Audio system • Public PC's • Smartboards • Digitisers, image copiers • User friendly technology • Searchable databases • Projectors 	2 2 2 2 2 2

Questions	Responses	Frequency
What facilities / amenities would like to see at the Centre?	<ul style="list-style-type: none"> • Lift • Affordable access (no fees) • Review Penrith / Parramatta Heritage Centres • Anzac memorial • Seating / furniture • Meeting Rooms • Climate control • Security and access restriction to various areas • User pays for copying and printing (as per current Library fees) • Which days and hours would your group use or be available at the Centre? • Current groups hours of the particular groups • May be able to extend time given the location • Would library staff access material when groups are not there? • Security and access to collections defined clearly 	
How can Council ensure that the Proposed Centre is accessible to the whole the community?	<ul style="list-style-type: none"> • Rotating exhibitions • School students programs • Sufficient marketing of the Centre • Involve all generations • Include history of all nationalities and cultures in the area • Good management of the Centre • Disability access • Possible membership fee 	3 2
What support would your group need to be able to utilise the Centre?	<ul style="list-style-type: none"> • Database training • Library cataloguing / curator • Librarians at the centre • Grant development • Clear donation and collection policy • Council run 	
Tell us about your vision for the proposed Cumberland Heritage Centre.	<ul style="list-style-type: none"> • Educational Centre • Place where people can donate their memorabilia • Not a museum • Creating a Heritage Precinct – bigger picture • Corporate sponsorship • Promoting the History and Heritage of the Cumberland area • Accessibility 	2

Online ‘Have Your Say’ findings

The Have Your Say page included a link to a survey (hosted by Survey Monkey) that included a series of questions about the project. The results from the survey were very helpful for the engagement program, given the specific nature of the proposal initially. Ten questions were posed by the survey. Key results are detailed below:

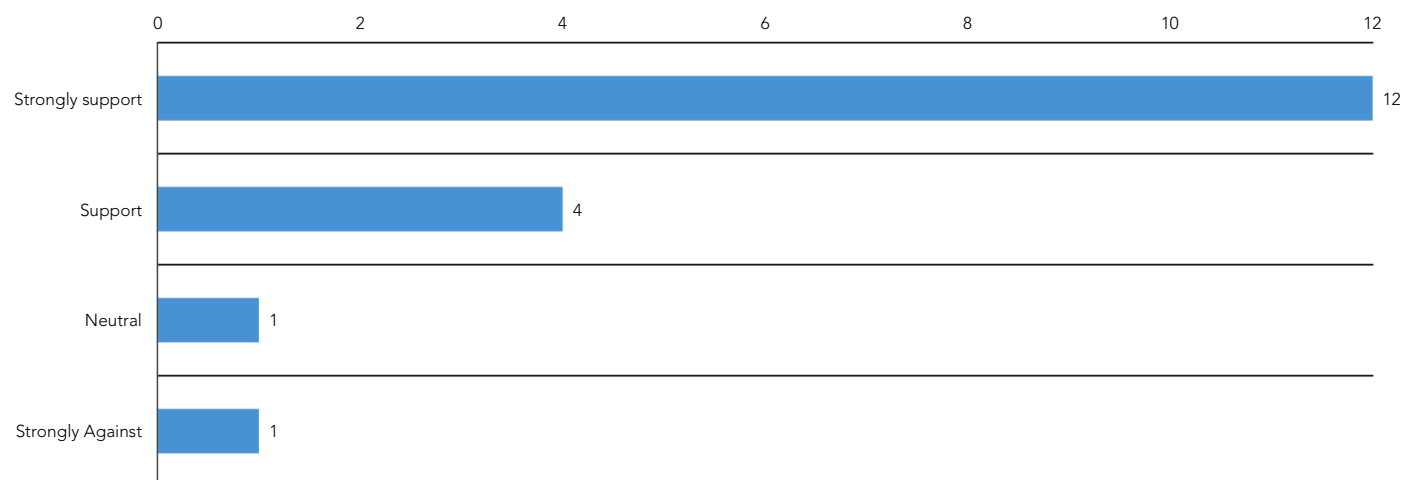
Participant overview

Aware Participants	Visited the page	182
Informed Participants	Viewed or downloaded the page	34
Engaged Participants	Participated in the survey	18

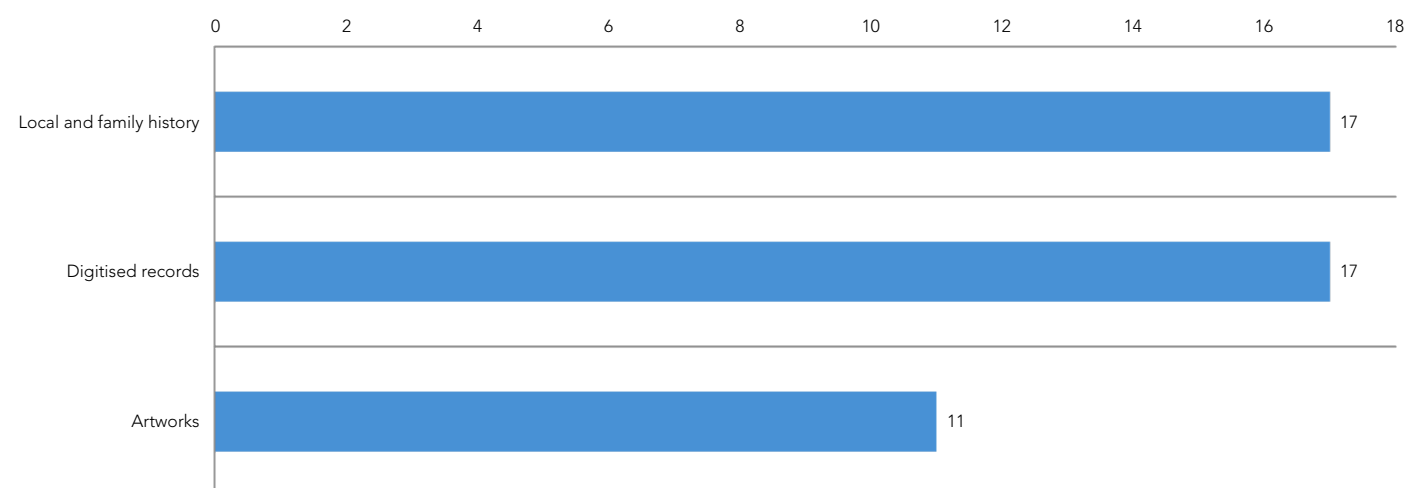


Survey results

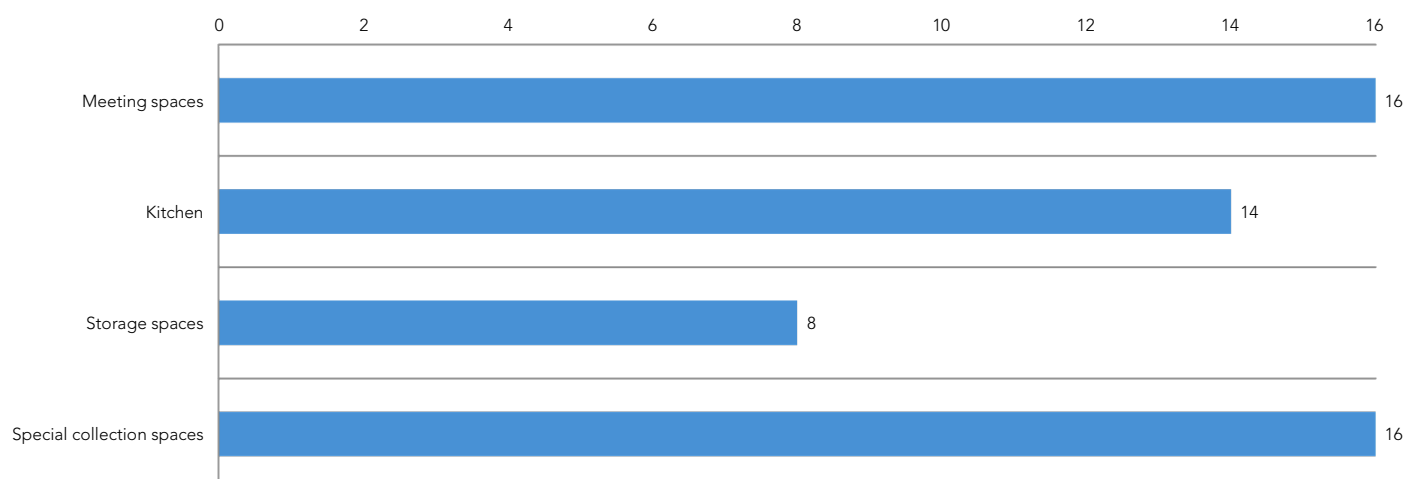
Do you support the establishment of a Cumberland Heritage Centre in the existing Granville Library building?



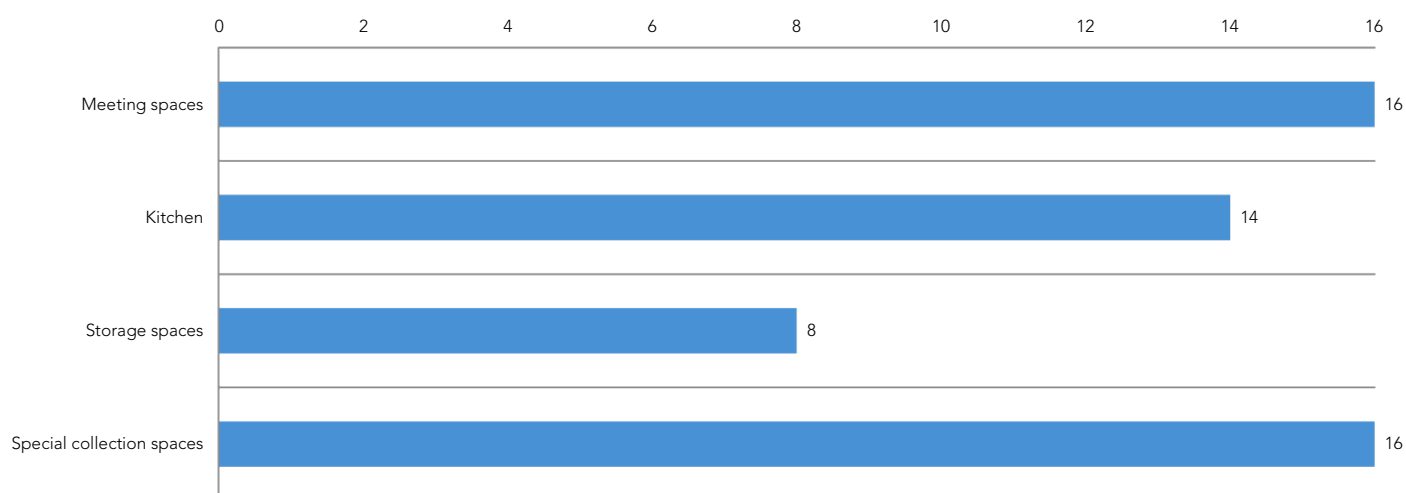
What collections would you like to see at the proposed Cumberland Heritage Centre?



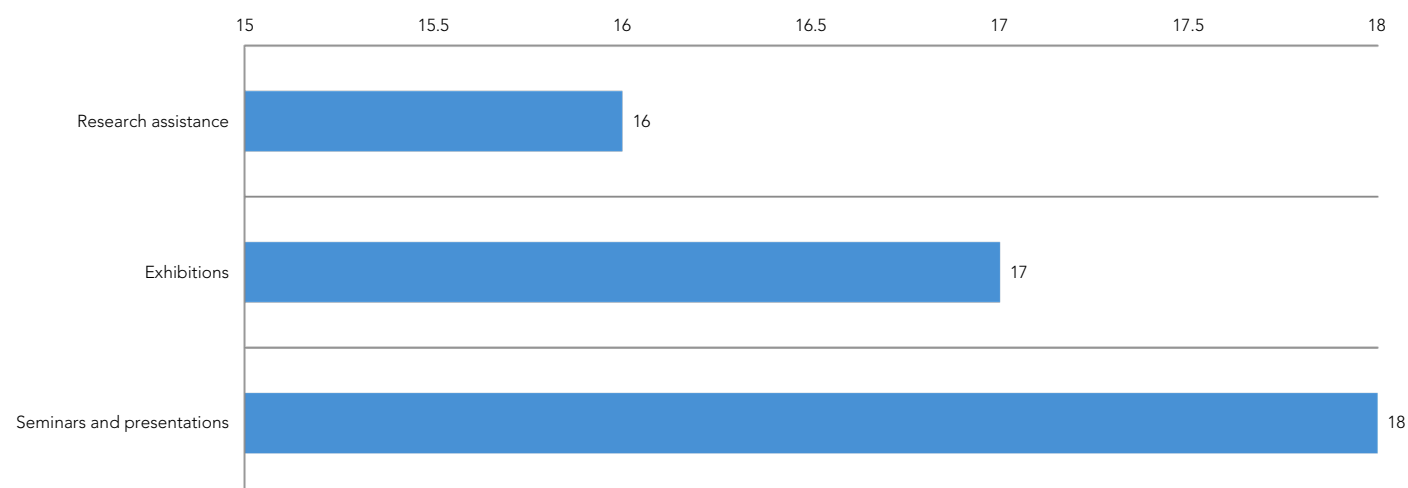
What technology would you like to see at the proposed Cumberland Heritage Centre?



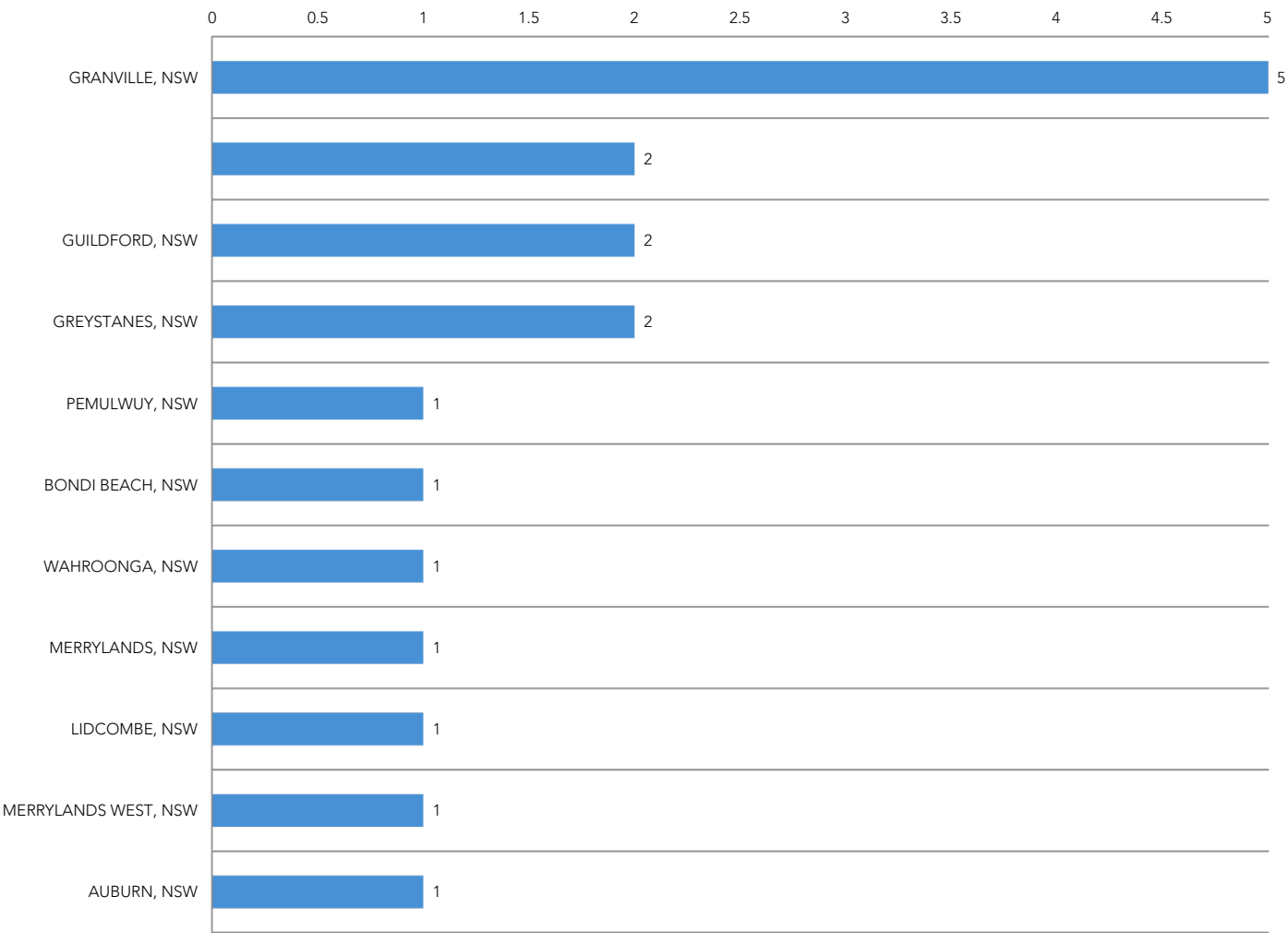
What facilities / amenities would like to see at the proposed Cumberland Heritage Centre?



What services, programs and activities would you like to see delivered at the proposed Cumberland Heritage Centre?



Please let us know which suburb you are from.



Conclusion

Overall, the consultation and engagement indicated strong support for the proposal to move forward. The interviews, forum, and online engagement were helpful in informing this report and what will be presented to Council regarding the overall proposal feasibility.

The most common themes for the engagement were:

- Support shown for a 'one-stop shop' Heritage Centre in what is seen as an appropriate and central location at the former Granville Library site.
- The most frequently mentioned program was School visits and tours.
- Consultation indicated that historical groups in the area main have a need for storage for collections and meeting spaces.
- There was a considerable variety of collections that participants saw in this Centre; however the top two were data / historical research documents and photographs.
- In terms of technology, there was an overall indication that internet access and digitisation equipment were key.
- Accessibility, both in terms of physical accessibility, access to information, and skilled staff were considered important and mentioned often in the engagement.
- Main challenges anticipated for the proposal were considered: lack of space, clarity in policies for collection, and clarity in the operations of the centre with a number of different groups utilising the building.

Overall, the engagement has captured the key stakeholders and partners in the proposal in the initial stages. The information gained though the engagement activities and this report will inform Council in considering moving forward with the proposal for a Cumberland Heritage Centre.





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