



# City of Ipswich

## **AGENDA**

*of the*

## **LIBRARIES AND CUSTOMER SERVICES ADVISORY COMMITTEE**

**Held in the Claremont Room  
8th Floor, 1 Nicholas Street  
IPSWICH QLD 4305**

**On Tuesday, 8 July 2025  
At 3.00 pm - 4.00 pm**

<b><u>MEMBERS OF THE LIBRARIES AND CUSTOMER SERVICES ADVISORY COMMITTEE</u></b>	
Councillor Jacob Madsen <b>(Chairperson)</b> Councillor Pye Augustine <b>(Deputy Chairperson)</b>	Deputy Mayor Nicole Jonic Councillor Andrew Antonioli Councillor Jim Madden

**LIBRARIES AND CUSTOMER SERVICES ADVISORY COMMITTEE  
AGENDA**

*3.00 pm - 4.00 pm on Tuesday, 8 July 2025*

in the Claremont Room, 8th Floor, 1 Nicholas Street, Ipswich

Item No.	Item Title	Page No.
	<b>Declarations of Interest</b>	
	<b>Business Outstanding</b>	
	<b>Confirmation of Minutes</b>	
1	Confirmation of Minutes of the Libraries and Customer Services Advisory Committee No. 2025(01) of 23 April 2025	7
	<b>Officers' Reports</b>	
2	**Springfield Library Planning Report	10
3	Next Meeting	-
4	General Discussion (within the purpose and scope of the committee)	-

\*\* Item includes confidential papers

**LIBRARIES AND CUSTOMER SERVICES ADVISORY COMMITTEE NO. 2025(02)**

**8 JULY 2025**

AGENDA

**DECLARATIONS OF INTEREST IN MATTERS ON THE AGENDA**

**BUSINESS OUTSTANDING**

**CONFIRMATION OF MINUTES**

1. **CONFIRMATION OF MINUTES OF THE LIBRARIES AND CUSTOMER SERVICES  
ADVISORY COMMITTEE NO. 2025(01) OF 23 APRIL 2025**

**RECOMMENDATION**

That the minutes of the Libraries and Customer Services Advisory Committee held on 23 April 2025 be confirmed.

---

**OFFICERS' REPORTS**

2. **\*\*SPRINGFIELD LIBRARY PLANNING REPORT**

This is a report concerning Springfield Library facility planning.

Springfield Library facility planning was identified as a priority area for discussion at the Libraries and Customer Services Advisory Committee on 21 November 2024.

Libraries and Customer Services together with Infrastructure Strategy and Planning have been working together to draft recommendations for future library requirements in Springfield. The current Springfield Library branch continues to be the busiest branch in the network with over 287,000 visitors in 2024 and 67% increase in visitors since 2021. The building has significant structural and facility challenges including insufficient space, building movement and one shared lift with no ground floor entry and event spaces on the top floor.

The Springfield Library Planning Report (confidential attachment 2) outlines the current state of the existing facility and identifies options for the future.

**RECOMMENDATION**

That the report be received and the contents noted.

3. NEXT MEETING

The next meeting is scheduled for Tuesday, 2 September 2025.

---

4. GENERAL DISCUSSION (within the purpose and scope of the committee)

---



**LIBRARIES AND CUSTOMER SERVICES ADVISORY COMMITTEE NO. 2025(01)**

**23 APRIL 2025**

**MINUTES**

**COUNCILLORS' ATTENDANCE:**

Councillor Jacob Madsen (Chairperson); Councillors Pye Augustine (Deputy Chairperson), Deputy Mayor Nicole Jonic, Andrew Antonioli (via teams), Jim Madden and David Martin (Observer)

**COUNCILLOR'S APOLOGIES:**

Nil

**OFFICERS' ATTENDANCE:**

Chief Executive Officer (Sonia Cooper), General Manager Community, Cultural and Economic Development (Ben Pole), Manager Libraries and Customer Services (Samantha Chandler) and Executive Services Manager (Wade Wilson)

**DECLARATIONS OF INTEREST IN MATTERS ON THE AGENDA**

Nil

**CONFIRMATION OF MINUTES**

1. **CONFIRMATION OF MINUTES OF THE LIBRARIES AND CUSTOMER SERVICES ADVISORY COMMITTEE NO. 2024(01) OF 21 NOVEMBER 2024**

**RECOMMENDATION**

Moved by Councillor Jacob Madsen:

Seconded by Councillor Pye Augustine:

**That the minutes of the Libraries and Customer Services Advisory Committee held on 21 November 2024 be confirmed.**

**AFFIRMATIVE**

Councillors:

Madsen

Augustine

Jonic

Antonioli

Madden

**NEGATIVE**

Councillors:

Nil

The motion was put and carried.

---

## **OFFICERS' REPORTS**

### 2. **IPSWICH LIBRARIES 2025**

This is a report providing a current state summary of Ipswich Libraries.

#### **RECOMMENDATION**

Moved by Councillor David Martin:

Seconded by Councillor Jim Madden:

**That the Ipswich Libraries 2025 Report concerning the current state of Ipswich Libraries be received and the contents noted.**

Councillor Andrew Antonioli left the meeting at 3.34 pm.

#### **DISCUSSION**

The committee discussed Ipswich Libraries forward focus including current and possible future locations, as well as current and future library programs and services.

#### **AFFIRMATIVE**

Councillors:

Madsen

Augustine

Jonic

Madden

#### **NEGATIVE**

Councillors:

Nil

The motion was put and carried.

---

### 3. **NEXT MEETING**

The next meeting is scheduled for Tuesday, 8 July 2025.

---

### 4. **GENERAL DISCUSSION** (within the purpose and scope of the committee)

---

## **PROCEDURAL MOTIONS AND FORMAL MATTERS**

The meeting commenced at 3.14 pm.

Councillor Antonioli left the meeting at 3.34 pm.



The meeting closed at 4.12 pm.

---

Doc ID No: A11704804

ITEM: 2  
SUBJECT: SPRINGFIELD LIBRARY PLANNING REPORT  
AUTHOR: MANAGER, LIBRARIES AND CUSTOMER SERVICES  
DATE: 18 JUNE 2025

### **EXECUTIVE SUMMARY**

This is a report concerning Springfield Library facility planning.

Springfield Library facility planning was identified as a priority area for discussion at the Libraries and Customer Services Advisory Committee on 21 November 2024.

Libraries and Customer Services together with Infrastructure Strategy and Planning have been working together to draft recommendations for future library requirements in Springfield. The current Springfield Library branch continues to be the busiest branch in the network with over 287,000 visitors in 2024 and 67% increase in visitors since 2021. The building has significant structural and facility challenges including insufficient space, building movement and one shared lift with no ground floor entry and event spaces on the top floor.

The Springfield Library Planning Report (confidential attachment 2) outlines the current state of the existing facility and identifies options for the future.

### **RECOMMENDATION/S**

**That the report be received and the contents noted.**

### **RELATED PARTIES**

There was no declaration of conflicts of interest.

### **IFUTURE THEME**

A Trusted and Leading Organisation

### **PURPOSE OF REPORT/BACKGROUND**

Attachment 1 is a confidential high-level summary of Attachment 2.

### **LEGAL IMPLICATIONS**

This report and its recommendations are consistent with the following legislative provisions:  
*Not Applicable*

## **POLICY IMPLICATIONS**

There are no policy implications at this time.

## **RISK MANAGEMENT IMPLICATIONS**

Section 2 of the attached report includes an analysis of the existing Springfield Library including the Building function and shortcomings and the Building structure and fitout shortcomings.

The current risks around the existing branch will remain for the foreseeable future.

## **FINANCIAL/RESOURCE IMPLICATIONS**

As this report is a receive and note there are no new financial implications at this time.

## **COMMUNITY AND OTHER CONSULTATION**

Internal stakeholders have been consulted while preparing this report including:

Executive Leadership Team

Gareth Wilson, Richard DeVries and Jayden Cave - City Design

Andrew Hornery and Mark Bastin - Infrastructure Strategy

Samantha Chandler – Libraries and Customer Services

Springfield Library Team

## **CONCLUSION**

There following next steps that have been agreed to by the Executive Leadership Team as part of further investigations:

- 1. Complete Lease v Buy modelling**
- 2. Review Springfield and Ripley land options**

The outcome of these investigations will be provided to a future meeting of this Advisory Committee.

## **HUMAN RIGHTS IMPLICATIONS**

HUMAN RIGHTS IMPACTS
RECEIVE AND NOTE REPORT
The Recommendation states that the report be received and the contents noted. The decision to receive and note the report does not limit human rights. Therefore, the decision is compatible with human rights.

---

**ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS**

	CONFIDENTIAL
1.	Confidential Background Information - High Level Overview
2.	Springfield Library Planning Report

Samantha Chandler

**MANAGER, LIBRARIES AND CUSTOMER SERVICES**

I concur with the recommendations contained in this report.

Ben Pole

**GENERAL MANAGER (COMMUNITY, CULTURAL AND ECONOMIC DEVELOPMENT)**

***“Together, we proudly enhance the quality of life for our community”***