

let's talk One team

# Barrow Library Building Revamp

Putting the customer at the heart of everything we do.

Have your say on our £1.4m investment in this important Barrow Building

### IT Suite





Teen Zone

Private Customer Pod

Existing Shelving

Cafe/Group Space

Refreshment Area

Fiction/Non-Fiction Book Storage Box

Reused Shelving

Three Person Work Space

Sensory Room



Lobby

Entrance and Lobby

Informal Group Area

Work Booths

Double Sided Shelving Reused

Main Entrance



# Barrow Library Building Revamp

*"I am delighted that Barrow has been selected as the home of our first flagship customer contact building. As such we are making a significant investment into the Barrow Library building to make it a more flexible space from which we can provide a wide range of services and facilities. This investment will also help protect the future of this historic building now and for generations to come. As well as the services that customers already enjoy – such as libraries and archives – following the building refurbishment we will also be offering new services and facilities such as adult education courses, a new teen zone and a dedicated autism room. These changes are very exciting but we want to make sure we get them right which is why we have produced this engagement as a way for you to have your say on the changes being proposed. I look forward to reading all your comments soon."*



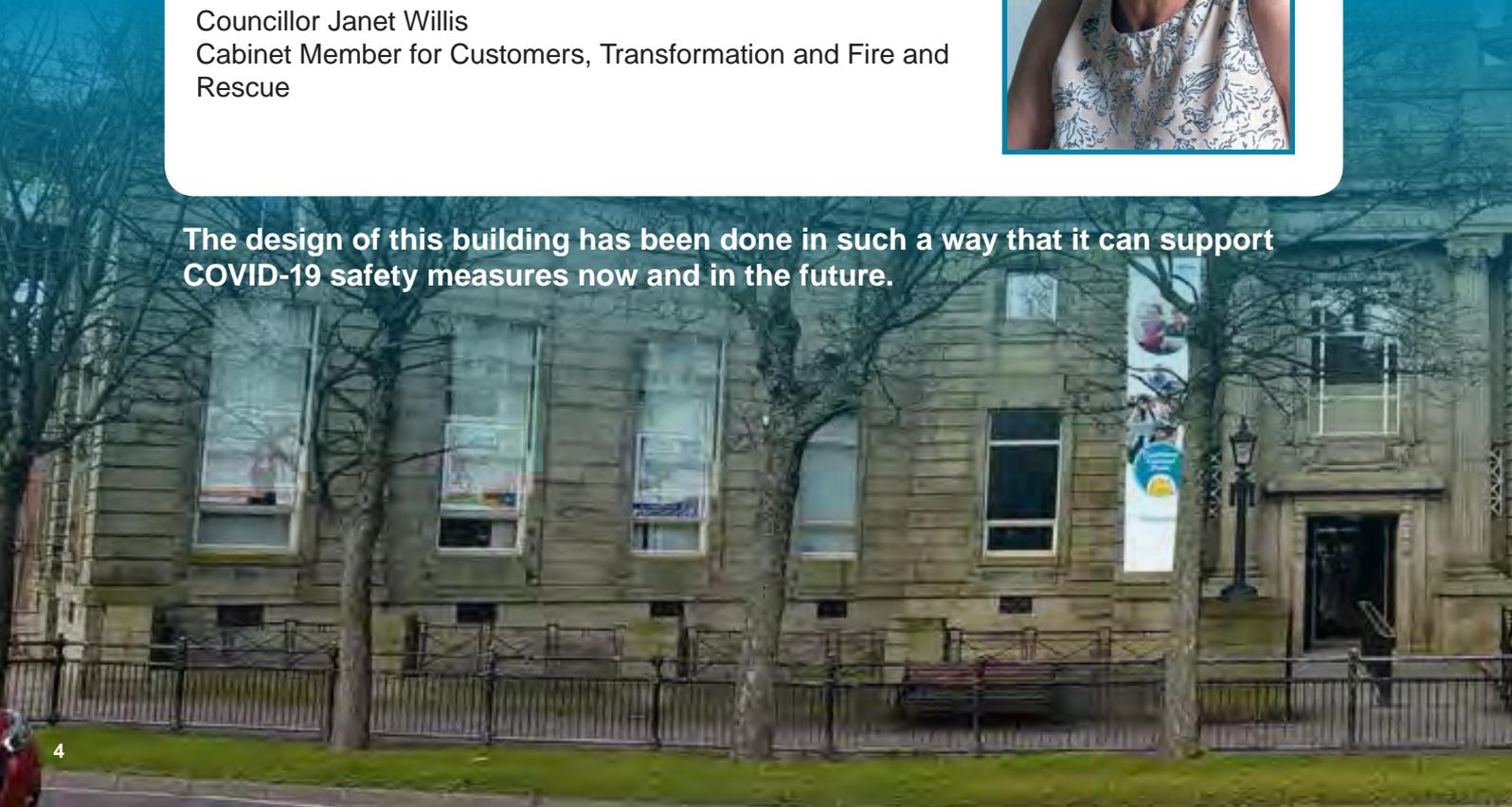
Councillor Deborah Earl  
Cabinet Member for Public Health and Community Services

*"Cumbria County Council is committed to putting customers at the heart of everything we do and this project is an exciting step forward to improving our customer offer to the people of Barrow. We want to ensure that our plans truly reflect the needs and aspirations of the our users and the local community. That is why it is so important for you to have your say and tell us what you think of our plans, as well as having the opportunity to share with us your own thoughts and ideas. I look forward to hearing from you soon."*



Councillor Janet Willis  
Cabinet Member for Customers, Transformation and Fire and Rescue

**The design of this building has been done in such a way that it can support COVID-19 safety measures now and in the future.**



*“Barrow Local Committee understand how important this building and the services it offers to the local community is. This is why we have worked hard to develop a plan to secure the future of this important building. This plan has now received the funds required to develop this site into a place that can offer a wide range of services that are accessible to everyone. From shaping and developing the initial plan, Barrow Local Committee has continued to be, and remains committed to, driving this exciting project forward which involves a major revamp of one of Barrow’s finest buildings. We are excited to hear what you have to say about our plans for improving local services in our area so please take time to look at our plans let us know what you think.” - Barrow Local Committee*



Cllr Kevin Hamilton  
(Chair)



Cllr Bill McEwan  
(Vice-Chair)



Cllr Anne Burns



Cllr Frank Cassidy



Cllr Des English



Cllr Derek Gawne



Cllr Ben Shirley



Cllr Helen Wall



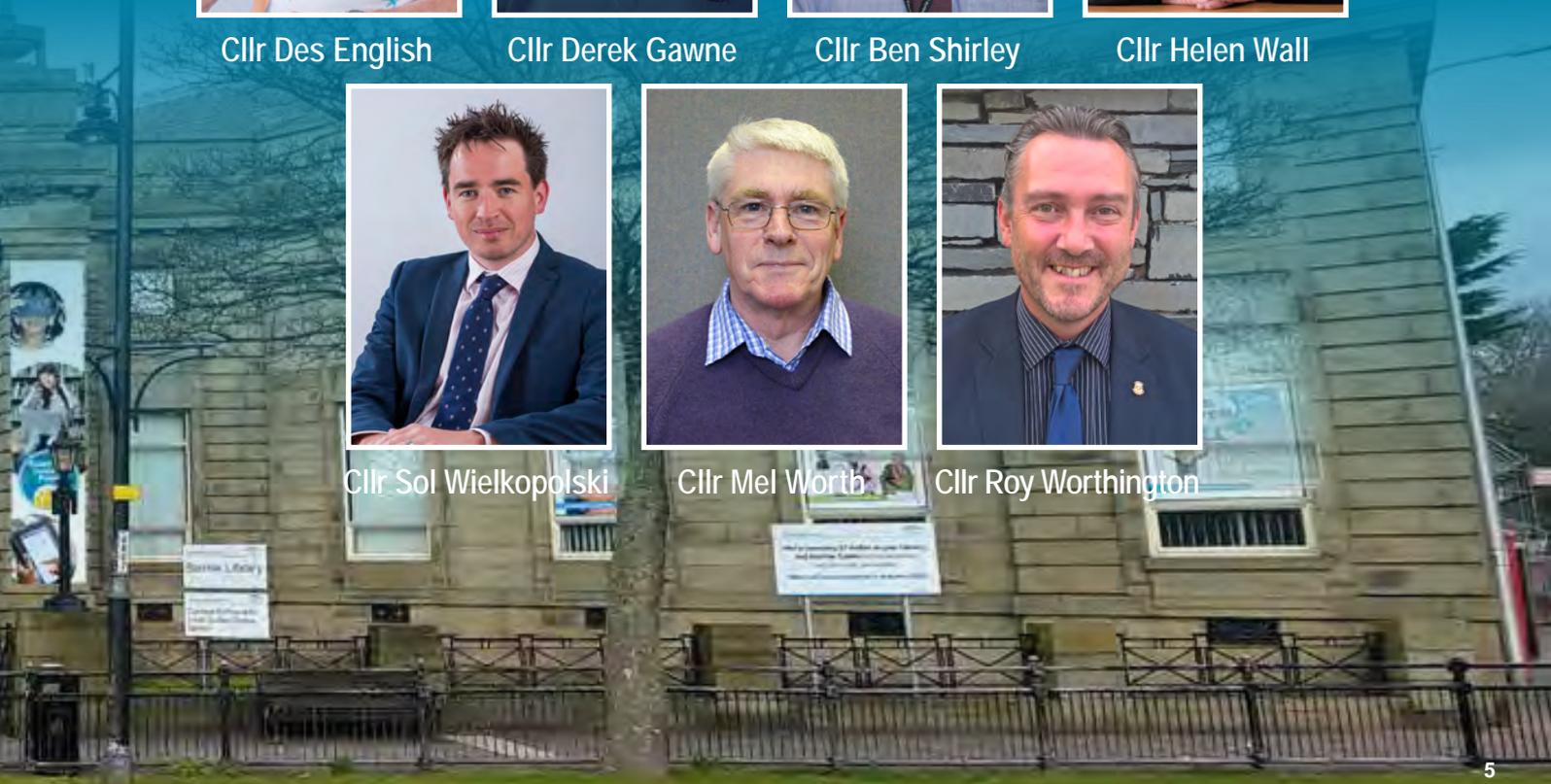
Cllr Sol Wielkopolski



Cllr Mel Worth



Cllr Roy Worthington



## This is your chance to get involved and have your say!

### Help us shape our exciting plans for the Barrow Library and Archives building.

We want to talk to you about our plans for developing this amazing building in Barrow.

We know you all love it as much as we do, and we have secured some investment to help make it even better. Alongside our core offer of libraries and archives, we are making the building more flexible, safer and able to provide a range of new and exciting services such as: adult education classes with Community Learning and Skills, an exciting new event space, a brand new dedicated teen zone and separate children's area, complete with its own ship!

To help shape our initial plans we have already undertaken some customer research (July 2020) and following that feedback we have now had new plans drawn up – these draft plans are included in this discussion booklet – allowing you, your friends and your family to have your say on what we are proposing.

As a brand new 'one stop shop' for council services we are also looking for inspiration for a new name – one that easily describes our new customer services approach and celebrates our new flagship building. Different councils call their 'one stop shops' different things – but we want to hear your thoughts and ideas.

We also need you to tell us what other things you would like to see on offer from this building – what would be useful to you and how would you like to use it? E.g. Space to run your own groups, more technology available to try out, more clubs etc.

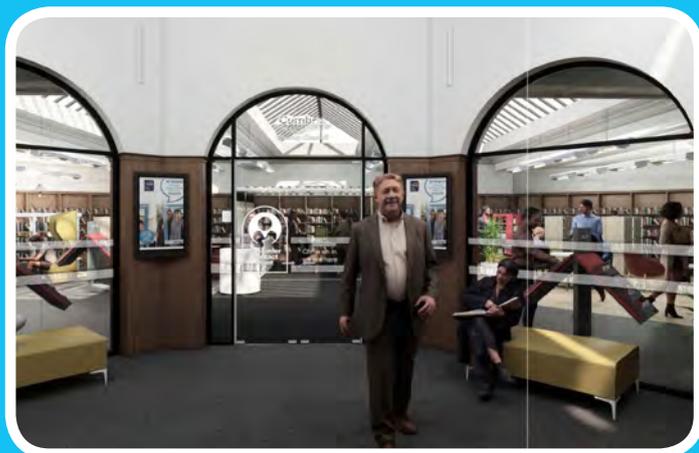
We would like to have your feedback by **23 October**.

You can also give us your views on our website at [cumbria.gov.uk/BarrowBuildingRevamp](https://cumbria.gov.uk/BarrowBuildingRevamp)

We look forward to hearing from you!



# New entrance and lobby area



Our plans show each arch as fully glazed to help keep the foyer area separate from the main library area to help with issues like sound and heating (the glazing aspect will be subject to agreement from the local conservation officer).



Good points



Bad points



Comments

# Customer Service contact points



Built into the redesign is a number of customer touch down points where staff can deal with your enquiries. We are also planning to introduce a glazed pod to provide a private soundproofed space for more confidential queries.



Good points



Bad points



Comments

# Teen Zone



One of the exciting new innovations is a new teen zone area. This dedicated area will have bespoke designed snug seating, it is a new space where young people can come together, catch up, chat, use the wi-fi, charge up or just chill out. This will be a discreet space for teenagers only.



Good points

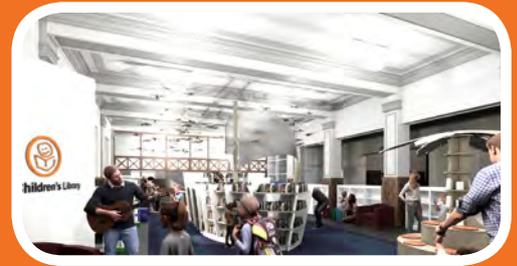
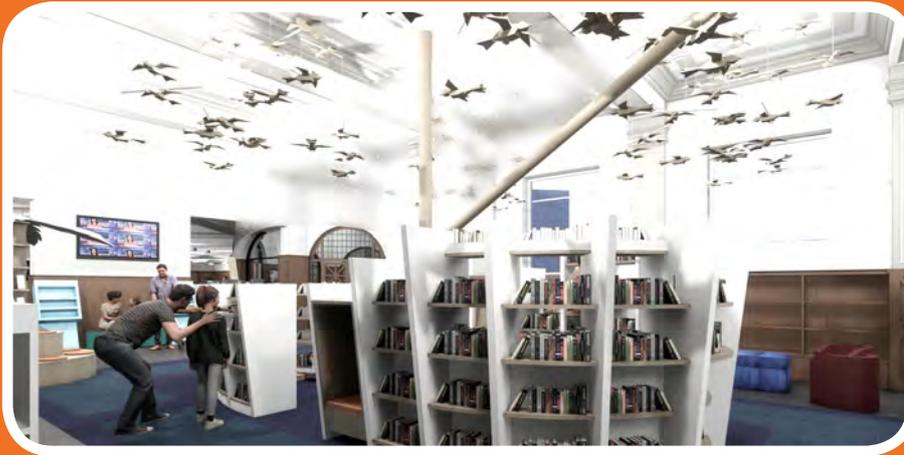


Bad points



Comments

# Children's Library



One of the most exciting developments in the revamped building is our new children's library area. As well as having an exciting bespoke ship which incorporates book shelving, seating area and charging points, the children's area has also been designed to capture some of Barrow's history - including life-sized models of seagulls and a creative new children's seating area in the shape of a tree. The newly designed area will be the perfect space for storytelling, play and a place where children can express their creativity.



Good points



Bad points



Comments

# Refreshment Area



Part of the new plan is to include a friendly, casual refreshment area where you can grab a drink and sit to enjoy your favourite book, or a space where you can catch up with friends or family. As well as comments on this area we are keen to hear which refreshments you would like to see provided, e.g. hot/cold drinks and light snacks.



Good points



Bad points



Comments

# Fiction/Non-fiction Area



We know you all love the fiction/non-fiction areas, so our proposal is to keep this area largely the same, however we are planning to introduce some quieter seating areas, work stations and an extra communal area.



Good points



Bad points



Comments

# Sensory Room



We have now created a private sensory room. This enables us to control the lighting and noise levels and also provides a safe space for families that may have additional needs.



Good points



Bad points



Comments

# Changing places – shower room



We recognise that not all standard accessible toilets meet the needs of people with a disability or their family and carers. People with profound disabilities often need extra assisting facilities. The changing places toilet and shower room offers extra features and more space to meet these needs. In Barrow there are currently limited facilities meeting these needs, and so by creating this facility we hope to enable more people to visit not just this building, but also to support their visit to the wider town centre itself.



Good points

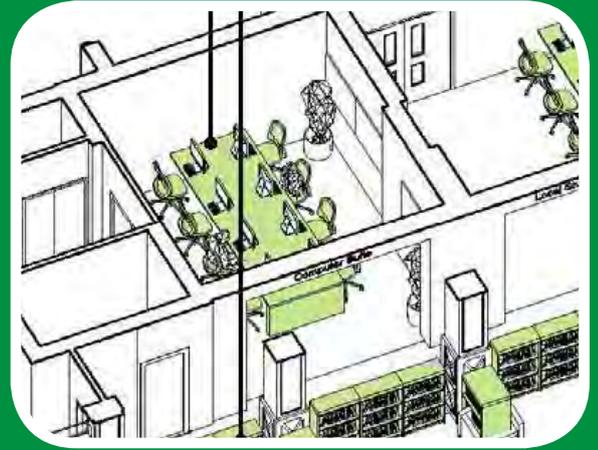


Bad points



Comments

# IT Suite



With digital and IT an important aspect of our every-day lives, as part of the revamp we have invested in improving our digital offer and IT services. We are keen to hear from you what additional digital and IT facilities you would like to see in this building.



Good points



Bad points



Comments

# Archives Centre



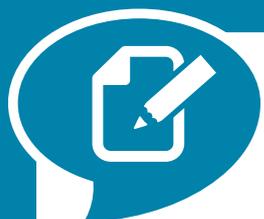
Our Archive Service is well loved and well used and as such following customer feedback we haven't made any substantial changes to this area, however we are always keen to hear any additional improvements that you would like to see to this service.



Good points

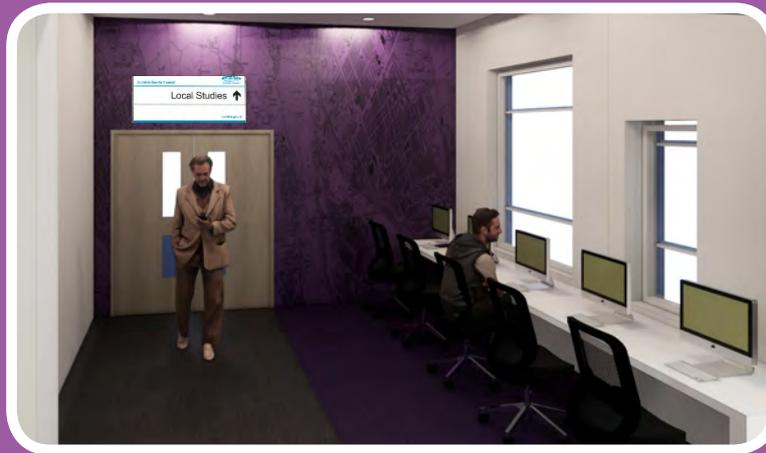


Bad points



Comments

# Local Studies



This section of the library has been growing steadily in popularity in recent years, especially as more people are now interested in researching things like their family tree. As part of this revamp we have a new dedicated local studies room – now available 5 days a week (instead of 3) providing easy access to a range of records and documents.



Good points

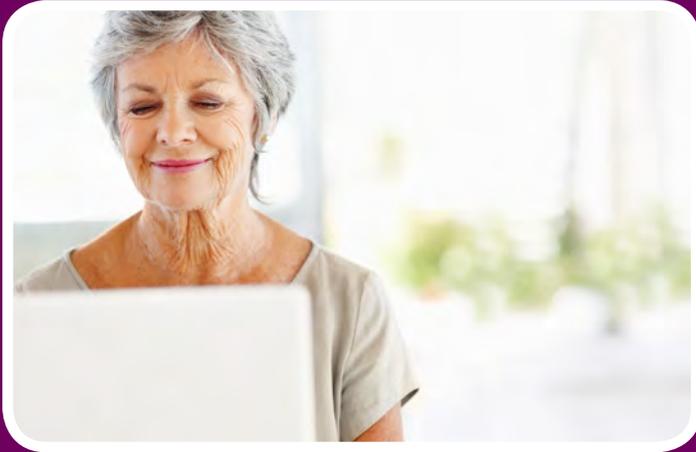


Bad points



Comments

# Community Learning and Skills



One of the most exciting aspects of this revamp is our ability to provide new services from this building. When we reopen after the refurbishment we will also be offering Adult Education Courses and a range of new learning opportunities. We would really like to hear your suggestions on any extra courses/facilities that you would find useful.



Good points



Bad points



Comments

# Event/Community Space



As part of our offer to you, we can now provide a fabulous, bookable event/community space available in the library – reinstating this room to its former glory. The space offers real flexibility for a range of events such as: exhibition space, theatre performances or the opportunity to be used by local bands. We are keen to hear from you how you think we could use this space to the benefit of the local community.



Good points



Bad points



Comments

# Meeting Rooms



As part of our new offer we also have a range of meeting rooms which can be booked for either large or small gatherings. Again we are keen to hear from you your ideas on how these spaces can be best used.



Good points



Bad points



Comments

# What's in a name?

As you can see this building will now provide a wide range of different services and facilities. Whilst we do not want to lose the valuable brand of our local Library and Archives service, it has been suggested that we introduce a new name for our council 'one stop shops'. This would be a sub-brand as displayed here:

## Options for consideration are:

- Customer information point
- Customer connect
- Customer link
- Customer contact point
- Customer one stop shop
- Any other suggestions? **Add your suggestions in the box below**





## Any Other Comments



## Any Other Comments

## Translation Services

If you require this document in another format (eg CD, audio cassette, Braille or large type) or in another language, please telephone 01229 407373

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