

# Multi User Community Hubs



Kerry Murray

Assistant Head of  
Norfolk Library and  
Information Service



Reimagining libraries for the future

High Street anchors

Through the development of 3 new Multi User Community Hubs – King's Lynn, Great Yarmouth and Hunstanton

The Hubs will bring Libraries, Adult Learning and other stakeholders and partners together

Collaboration with local communities

Continuous engaging and consulting

# Overview

# The Beginning

**Critical role during the pandemic**

**Changing relationships with libraries and communities**

**Involving the community and partners from day one**

**Multi-disciplinary project teams**

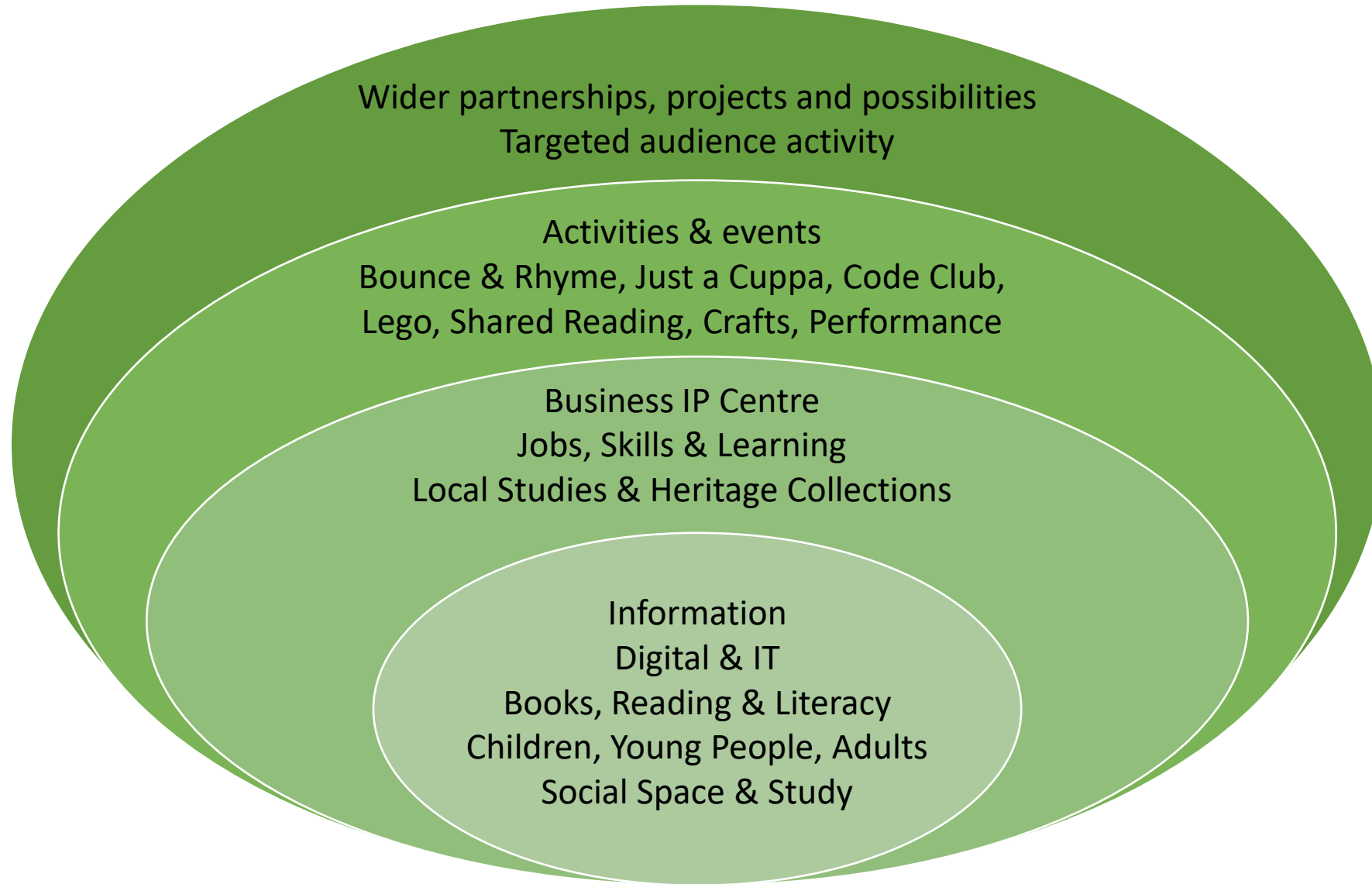
# Norfolk's Multi User Community Hubs

## Aims

- Working towards a shared vision for Norfolk's Towns
- Supporting the regeneration of High Streets
- Enhancing and evolving our Norfolk County Council Services

## Achieved by

- Developing co-located multi use community hubs in town centres
- Attracting more visitors to town centres
- Forging new community partnerships to provide a variety of programming and community support offers



***Everyone in Norfolk uses their inspirational, safe and welcoming libraries***







# VISUALS









# GREAT YARMOUTH

---

Former Palmers Department store









University  
Centre



The  
Place

Library



The  
Place

Adult  
Learning



The  
Place



The Place

Welcome to The Place

Library  
University Centre  
Adult Learning & Café

We're a  
community  
making  
learning  
accessible  
for everyone.

The Place  
are  
everyone  
is the  
opportunity  
to learn

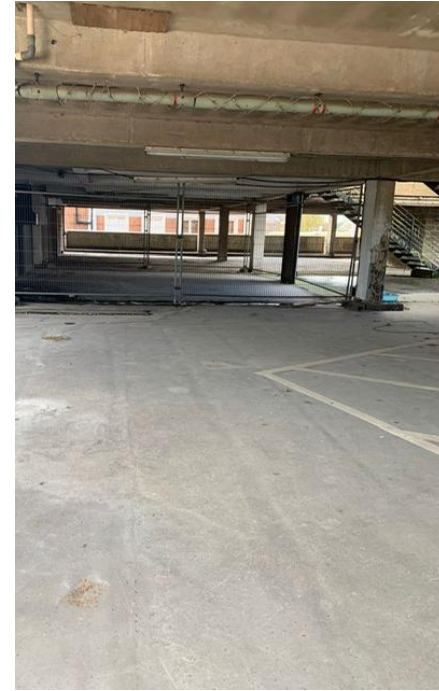
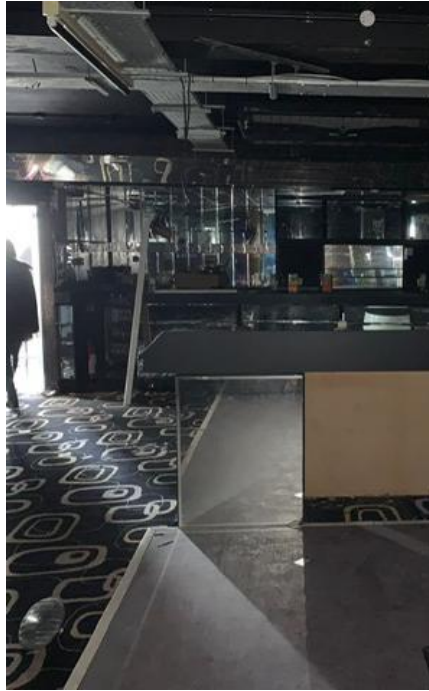
to  
one  
old  
ks.

HALLS





© The Local Data Company



# KING'S LYNN

Former Argos building





Historic Photograph of Carnegie Library, King's Lynn







---

# HUNSTANTON

# Inspirational spaces

What will the Hubs do differently?



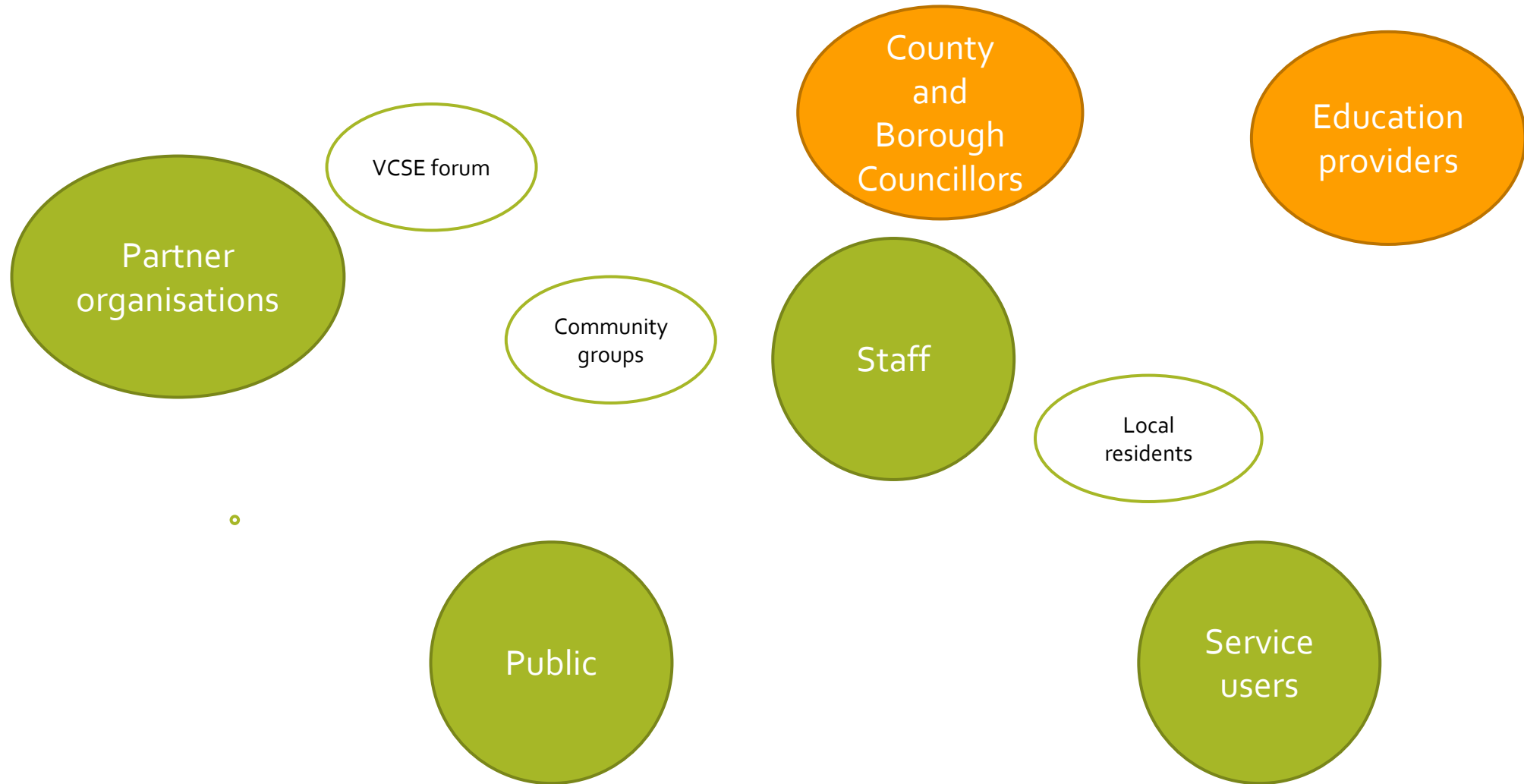
**Space & design**

# Communication and engagement

- Meaningful opportunities for engagement
- Transparent, clear and timely
- Create understanding and awareness
- Create enthusiasm and interest
- Discover how the community and partners want to use the new space
- Consultation working groups
- In depth plans



# The who





# The How

incentives

Press releases

Feedback

121 interviews

Surveys

Social media

Briefings

Drop ins

Workshops

# The results

- 400 took part
- Even split between users and non users
- Predominantly female 56.2%
- Predominantly over age 55 47%
- Majority from the local areas

# The findings

- Overall positive
- 59% said it will be easier to get to
- 74% said they were likely to use it
- Needs to be for the whole community
- Needs fast free WIFI and computers
- Access to physical and online books
- Large children's areas
- Welcoming, modern, friendly, comfortable, safe, fun
- Concerns about what will happen to the existing buildings

# How has this been used

- Fed to project team and design team
- Look and feel of the library space
- How space is divided
- How people will be able to access the space
- Spaces are flexible



# Moving forward

- Continue to consult to the end
- Find ways to engage with more young people and families
- Involve library staff in the design of the space
- Clear and regular communications
- Consultation around access and inclusion

