

Dagenham Library – Public Consultations FEEDBACK

The Dagenham Library - Public Consultation was held at the Dagenham Heathway from the 6th to the 8th May '09.

Overall, the local community were very enthusiastic about the new library being built in their area.

Following is the feedback we got from our consultation:

Your general views on the internal design?	
<p>Positive –</p> <ul style="list-style-type: none">▪ It's good for the area.▪ Will bring more people into the Heathway.▪ First impressions GOOD.▪ It's good to have all in one building.▪ We like the children's toilet facilities.▪ Excellent design – Concern is screaming children interrupting people's concentration.▪ A very good idea for us teenagers and adults.▪ People eat in the library can make things messy.▪ Hope its well looked after and respected.▪ Would like to learn using the internet. Will definitely use the library/OSS.▪ Colours, layout and facilities look good. Should be very successful.▪ It'll be very convenient for everyone and in the right area for all.▪ Nice relaxing colours.▪ Nice + bright hope the rest of Heathway comes in line with the	

modern design

- Flats good for people. Everything there. Going up quickly.
- Like the openness and light of the new building.
- About time we had something good built in Dagenham. Barking gets everything.
- Long time overdue.
- Like no formal reception. Like to be met as arrived.

DVP Community Comments (People visited the public consultations).

- 134K is too much for the solar panels.
- Where did we get 4.5% saving from on the solar panels?
- **Got to have solar panels.**
- Proper maintenance contracts in place for the flats.
- Shared ownership is a bad idea. Unable to get content insurance.
- Might block the view for Millard Terrace residents.
- Adequate parking – not free for staff.
- Personal/quiet study space. Not like BLC. Too noisy.
- Coffee Shop should be made available.
- Security should be tight.
- Have monthly meetings with the DVP to update progress.
- DVP community will pop in after the library is built. Want someone within the library who will take the comments away and do something about it.

Negative –

- It will lose the community feel. e.g. Vicarage library music circle.
- Will miss the intimacy & helpfulness from the borough libraries.
- External too bright.

- Building looks too great for this area.
- It has ruined the Heathway.
- Keep the old stuff.
- Plan well for the area.
- It's more cosmopolitan. Should be traditional.
- Chairs not very practical. Can't sit for long. More chairs with arms to lift ourselves from the chair.
- Fabric chairs will be stained.
- The new library/OSS is just another way to build new homes. No need to spend all that money.
- Lack of parking facilities. Will be too crowded.
- Wife will not use the BLC. Feels dizzy.
- Not like BLC Colours.
- OSS – NOT WANTED – Cancel it.
- Libraries should be community based not centralised.
- Leave Rectory & Fanshawe Open.
- For Info - Rectory is now a listed building. Building architecture why change it. Consultation on original proposal to have a OSS was not adequate so why council are trying to consult the public?
- Don't like the bright colours on the flats.
- Not enough toilets in Heathway.
- More supermarkets. Tesco is expensive and runs out of stock quickly.
- If we do not get more shops or people at the Heathway then Boots will close.
- What happened to the beautiful plans for Heathway, Where are the trees which were displayed during the consultation?
- Shop next to the station has been empty for years. What is the plan of action? What a waste of space.
- Why do we make the same mistakes by putting the library on the 1st floor rather than the ground?

<ul style="list-style-type: none"> ▪ Not enough toilets on the ground floor. ▪ Having a big building like this should have proper parking facilities. Should be free for local residents. How about the flats. Bad idea. 	
<p>Any specific suggestions you would like to make about the design?</p>	
<ul style="list-style-type: none"> ▪ Design is good and been explained well. ▪ Have modesty boards between individual computer terminals. ▪ Concerned about the children's library in relation to the adults it means adults have to wait for the child (9/10yrs) to choose their books and then take them to the adult library upstairs. By then he/she will be bored and tend to be noisy. ▪ Like the seating area upstairs but please put some of it away from the windows – VERTIGO!! ▪ More access for disabled/elderly. ▪ Listening area for audio books and music. ▪ Plenty of support for people who need assistance reading. ▪ What about graffiti? ▪ How about schools for extra flats/people moving in? ▪ More youth centres. Help the lads. ▪ Focus on school kids and youth. ▪ Art room or painting on the wall? ▪ Disabled chairs in the children's area. ▪ Disabled scooter access. ▪ Been to BLC – had to queue to pay at one place and then somewhere else and then go back again – (Waste of time). ▪ Coffee SHOP?? ▪ Perhaps an eating area outside the library in the summer. ▪ Crèche for children so adults can use the library. 	

- Decent HOT/COLD, coffee/drinks machines. Have competitive prices.
- Bottle warmers??
- Circulation between floors could be laid out better. Main staircase is hidden away.
- Make sure we get all services in the library so that we don't have to travel to the BLC.

Colours/Furniture -

- Go for natural look with pastel shades.
- Pleasing to the eye – artistically compatible.
- Children's BRIGHT. Coffee shop/Seating area – NATURAL/QUIET.
- Seating E5, D3 & D6. B10 Adult bean bags.
- Modern and practical.
- Have nice colours and a games room for teenagers.
- Hard modern furniture for people with arthritis.
- Like natural/Eclectic for the library and bright furniture for the children.
- Nice earthy colours with wood and soft colours.

Any other comments on the new Dagenham Library?

- Hope to see plenty staff to sort out any information we require.
- Please keep a comprehensive reference section in the library.
- Ensure seating is suitable for the elderly people with arm rests and safe to use.
- Have good range of books of many categories and a good range of facilities.

- I like green bags for distribution in the OSS.
- Like to have DVD's + CD's for loan.
- Want to be able to get bus passes and parking permits.
- Pickup white, orange and black bags from.
- Up to date books in the library PLEASE!!!
- Need a coffee shop. Make it very attractive for people.
- Parking/Security concerns.
- Run courses, get fit classes. Bring community together and a safe environment.
- Wheelchair catered for all areas.
- Would like to be able to get car parking permit and pay at the same point not like BLC.
- Use Rectory – free parking. New library too near the main road.
- Could have more ground away from the road.
- Perhaps have a section of academic books.
- How to take people in taking an interest in local history.
- Where would people in the flats park their cars? Hope not in Blackborne Road where I live.
- Hope it brings lots of people to the Heathway. Should be good for the community for people to find jobs and training.
- Any chance of getting Age Concern?
- Flats is a good idea how about space and schools?
- Chairs for short people.
- Would like to see space to display local art/gallery for display.
- What are the chances of internet access to family history websites as provided by other boroughs?
- Worried about the traffic flow in the area once the library opens.