

Closure and Relocation of Munno Para Library and Customer Care Frequently Asked Questions

When and where will the Munno Para Library be relocated?

Munno Para Library will be relocated into a multistorey building in Munno Para called 'The Stretton Centre' in autumn 2015. The Stretton Centre makes up part of the new Munno Para Town Centre, **on the corner of Peachey Road and The Parkway** and adjacent to a new town park. A retail precinct will be located across the road.



Taken from: <http://www.playfordlive.com.au/community-engagement.php>

What is the Stretton Centre?

The Stretton Centre will be an iconic multi storey building located on the corner of a beautiful new town park in Munno Para. The Stretton Centre will include community learning and training spaces, research centre, workforce and industry development programs, co-working and meeting spaces and a cafe.



The Stretton Centre 3D Model



An Artist's Impression of the Stretton Centre

How do I get to the Stretton Centre?

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| Walk or Ride | The Stretton Centre is located 2.9km away from Munno Para Shopping City (600 Main North Road, Smithfield). It is a 35 minute walk or 15 minute bicycle ride. The Stretton Centre will offer facilities to secure your bike. |
| Drive | On and off street parking will be available at the Stretton Centre. |
| Catch a Bus | <p>From Munno Para Centre Interchange & Elizabeth Interchange: You can catch bus number 452 or 461 which will take you to stop 79C along Peachy Road. From there the Stretton Centre is only a short 1 minute walk away.</p> <p>Please refer to the attached bus route map.</p> |
| Catch a Train | <p>You can get to the Stretton Centre by train via the Gawler Central Rail (GAWC). You will need to get off at the Smithfield Railway Station and from there the Stretton Centre is a 2km, 20 minute walk (left onto Anderson Walk, right onto Coventry Road, left onto Curtis Road and right onto Peachy Road).</p> <p>Alternatively, from the Smithfield Interchange you can catch bus number 451 and get off at stop 78A Curtis Road. From there the Stretton Centre is a 4 minute walk along Curtis Road and Peachy Road.</p> <p>Please refer to the attached bus route map.</p> |

To confirm public transport timetable times we encourage you to visit the Adelaide Metro Website: <https://www.adelaidemetro.com.au> or call Adelaide Metro's InfoLine: 1300 311 108

 **451, 452, 461** Munno Para Centre Interchange to Elizabeth Interchange & Munno Para West *Also shows routes 451A, 452A & 452W*


PLEASE NOTE:
This timetable
can be enlarged
for easier reading
using the "zoom"
tool in your
PDF viewer.



What library services will be available at the Stretton Centre?

Library collections, programs and special events, public computers, printing and copying facilities, public Wi-Fi, and new RFID technology will all be available at the new library in the Stretton Centre.

Why is the Munno Para Library being relocated to the Stretton Centre?

Relocating the Munno Para library to the Stretton Centre recognises the essential role that libraries play in supporting the workforce – starting in the early years through to job seekers and those wanting to improve their skills. By being located at The Stretton Centre, these people will also have access to other programs and resources available to help them with their workforce journey.

What will happen to Customer Care at Munno Para?

The Customer Care counter at Munno Para will be open until May/June 2015 at which point a new service delivery model will commence at Stretton Centre. Integrated Customer service delivery at Stretton Centre will mean that customer service will be a holistic component of every interaction, with the traditional Customer Care service continuing operation at Playford Civic Centre.

Where will I be able to go for Customer Care services?

Customers are able to visit the Customer Contact counter at the Playford Civic Centre. Located at 10 Playford Boulevard, Elizabeth, Customer Care Officers will be able to assist with general enquiries, customer requests, planning and building applications and dog registrations through to rates and other payments.

Customers will still be able to complete all transactions at the Stretton Centre by utilising technology and alternative service delivery methods.

Customer Care is open Monday – Friday from 9am to 5pm.

Will Customer Care be available in the Stretton Centre?

Integrated customer service delivery at Stretton Centre will mean that customer service will be a holistic component of every interaction. This opportunity provides for exploration of alternate customer service delivery options into the future. This will provide a different experience to the traditional service counter and allow us to better serve our customers.

Customers will still be able to visit the Customer Care counter at Playford Civic Centre to make an enquiry or payment.

Are there any other Customer Care services offered?

Customers are able to choose their preferred method of contacting City of Playford. The following options are currently provided:

Telephone: Customers can telephone our Customer Care Centre on **(08) 8256 0333**. Our after-hours emergency service is able to be contacted outside of business hours on **(08) 8256 0333**

Face to face: Customers can visit us at our Customer Care Centre located at Playford Civic Centre between 9am-5pm, Monday-Friday.

Write a letter or email: Customers are able to write a letter to City of Playford which can be faxed to (08) 8256 0578 or emailed to playford@playford.sa.gov.au.

We ask that all written correspondence is mailed to:

City of Playford,
12 Bishopstone Road,
Davoren Park, SA, 5113

Lodge a request for service online: Customers are able to lodge a request from the comfort of their home, any hour of the day, by visiting our [Online Services](#). This service also allows customer to lodge development applications and pay rates, infringements and invoices.

What library services will not be available? Why will they not be available?

Playford Library Service will still offer its usual services. For further details regarding other council services, such as Customer Care and Immunisation please visit the City of Playford website www.playford.sa.gov.au or call our Customer Care team on (08)8256 0333.

What new library services will be available?

As of autumn 2015, Playford Library Service will be integrated with exciting new Radio Frequency Identification (RFID). RFID is the use of an object (typically referred to as an RFID tag) applied to or incorporated into a product for the purpose of identification and tracking using radio waves. Within a library, the RFID system replaces the current barcode system and scanner by utilising an RFID reader and microchip to identify items. The RFID tag can also be used for security tracking, eliminating the need for the electromagnetic security strips used currently.

The use of RFID technology delivers significant benefits in terms of efficiencies, improvements to productivity, service, materials handling and collection management.

Will any staff be losing their jobs as a result of the move to Stretton and new RFID technology?

No. RFID technology has been introduced to improve customer service. Along with our collections, our staff will continue to assist you as required. The Playford Library Services serves an ever growing community and RFID technology will help us to manage this growth over time. RFID technology simply provides our staff with an extremely effective means of managing large library collections, along with efficiently handling large numbers of loans and returns.

While Munno Para Library is being relocated, where can I go in the meantime?

Playford Civic Centre Library and Customer Care counter will still be operating business as usual. Customers are encouraged to use these services in the same way as they used Munno Para Library. Customers will be to ask enquires and make payments at Customer Care or pick up their reservations from this library branch or select another branch on the One Card Network for an alternative pick up location. Once the Stretton Centre is open it will also be available as a pick up location.

The library's Home and Mobile Library service will also still be in operation. For the Mobile Library timetable details please visit the library website here: www.playford.sa.gov.au/library or call the library on (08) 8256 0334 for community stop times.

Playford Civic Centre Library's opening times are:

Monday 9am – 5pm

Tuesday 1pm – 5pm

Wednesday 9am – 5pm

Thursday 9am – 7pm

Friday 9am – 5pm

Saturday 10am – 1pm

Sunday CLOSED

Will library items be available at the new library and an alternative site during the transition?

Library items that were located at the Munno Para library will move to the Stretton Centre. Over the moving period some items will be unavailable between 1 – 4 weeks.

Customers can also access over 2 million items from public libraries on the One Card Network as per usual.

How long will it take for Munno Para Library to move into Stretton Centre?

There will be a transition period from 1 – 4 weeks from the closure of Munno Para to the opening of the Stretton Centre in autumn 2015. As dates are confirmed we will notify our customers as soon as possible.

What will happen to the existing library at the shopping centre?

This will be a Munno Para Shopping City centre management decision.

What are the benefits of relocating to the Stretton Centre?

- Brand new building and library fitted out with the latest technologies including the National Broadband Network (NBN).
- The Playford Library Service will operate alongside other learning, research and industry services bringing a new mix of people, spaces, resources and skills into one space to generate activity that will be of benefit to the community.
- There will be opportunity for library customers to get involved in other exciting programs, activities and spaces that may be on offer in the Stretton Centre.
- Connection to the town park and potential to take your library experience into the outdoors will be available.

Where do I find out more information?

For library enquiries: City of Playford Library Service

Ph. (08)8256 0334 Email: library@playford.sa.gov.au

Website: www.playford.sa.gov.au/library

For general council enquiries: City of Playford Customer Care Team

Ph. (08) 8256 0333 Website: www.playford.sa.gov.au

Talk to your City of Playford Elected Member:

Further details: <http://www.playford.sa.gov.au/page.aspx?u=1343>