Redbank Plaza Library

Refurbishment 2026

What did we achieve?

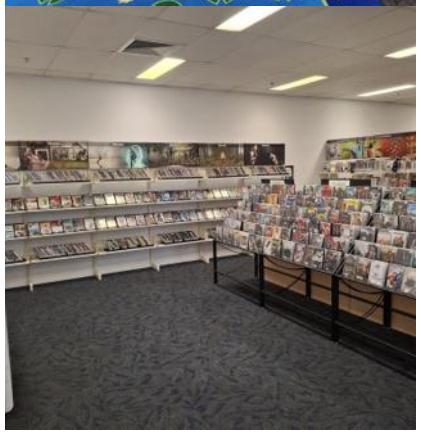
What did we learn?

City of Ipswich

Before….

NEWSPAPERS

THEATRE



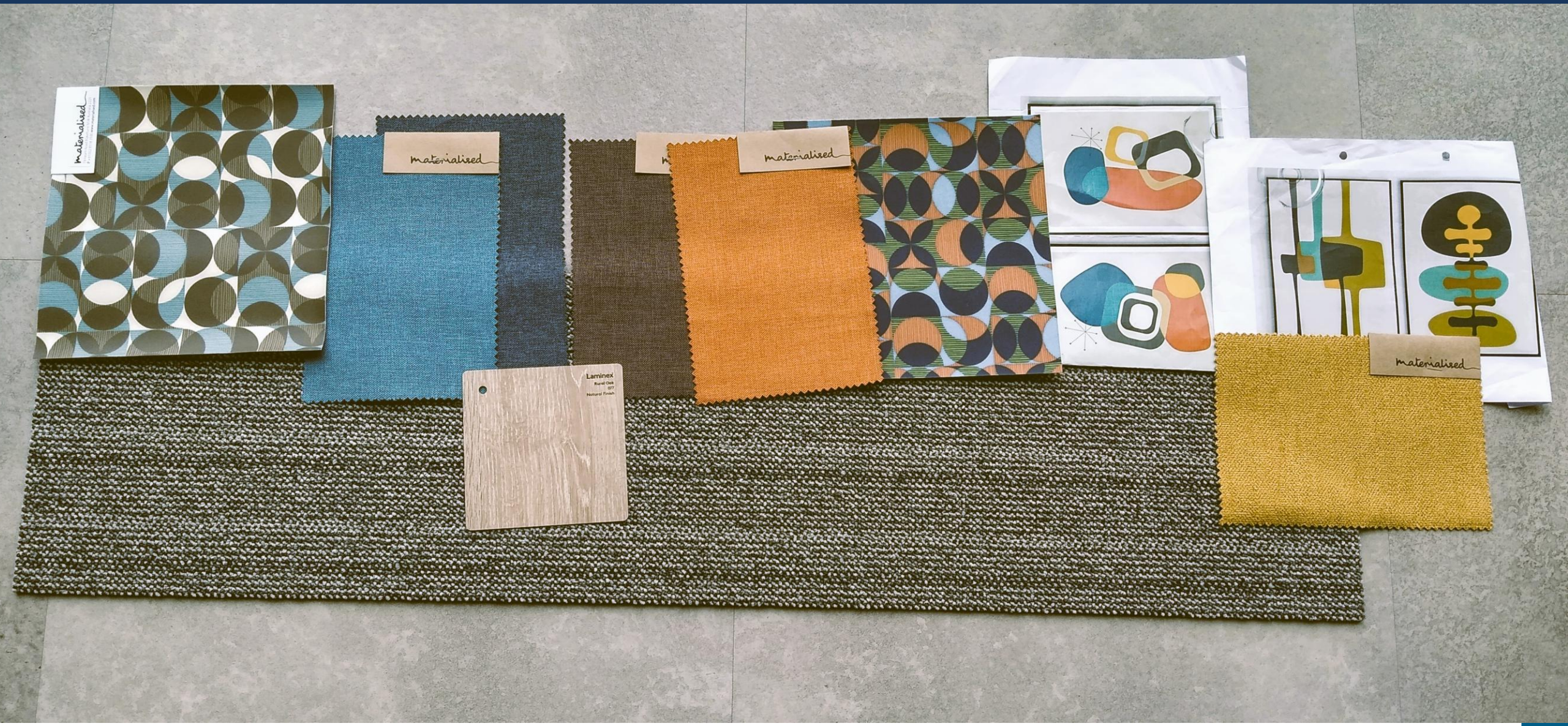
WELCOME
BIENVENUE
ДОБРОДОШАО
Сардэчна запрашаем
ようこそ
TONGA SOA
MIRESEVINI
KARIBU
HOŞGELDİNİZ
FÁILTE
ELKOM
Xush Kelibsiz
SUGENG RAWUH
FOGADTATÁS
BIENVENIDA
MENYAMBUT
SELAMAT DATANG

Overview

- Redbank Library opened 1985 – same location
- Refurbishment planning 2022-2025
- Library closed 19 January 2026
- Design includes a mid century modern look and feel
- Soft opening to public Monday 23 March 2026
- Official opening event Wednesday 1 April 2026

Closure impacts:

- No pickup or returns from Redbank Plaza
- No Public PCs
- Redbank Plains Library extended opening hours


materialised
materialised
materialised
Laminex
Rural Oak
077
Natural Finish
materialised

Communicating to Customers and Staff

Customers:

- Social Media Campaign
- Newsletter
- Signage
- Library Website – FAQ Page

Staff:

- Regular updates via Teams
- Weekly progress pics
- Staff social evening pre-opening

Working Group:

- Weekly updates so all teams involved remained informed throughout the build

Collaboration

Teams involved

- Library Branch Services
- Procurement
- Business Services and Support
- Library Programs
- Library Content and Collections
- Customer Experience
- Digital Experience
- Marketing
- Signwriters
- Internal Trades teams
- Cleaners
- Capital Delivery
- Nursery
- ICT – Service Desk
- ICT – Infrastructure

The Benefit to Customers

- New Library entrance
- Curated Marketplace collection
- Dedicated children's area
- 24hr access locker pickup
- More seating
- New public PC layout and "Bub Hub"
- Disability Access compliance shelving
- Refreshed collection
- Deleted items donated through GIVIT

Top tips

- Stakeholders
- Opening date
- Storage
- Contact point
- Technical advice
- Handover
- Costs escalate
- Engage team
- Pictures

The Numbers

CRIKEY!
I AM THE SHARK
Hello Baby!
How HIGH is the Sky?
Jorn's Magnificent Imagination
Dear Zoo
NO SWIMMING
Little Red Riding Hood
ANCIENT ROME
SPIDER WEBS STRONGER
PET

Floor traffic
Up 55.7%

Hours of PC usage
Up 76.88%

Loans
Up 36.2%

Thankyou
DINOSAURS
AGGIE AND THE GHOST
BARRY
TRACTORS IN SPACE
PET