Dedicated to a better Brisbane

CUSTOMER SERVICES COMMITTEE REPORT

MEETING HELD ON TUESDAY 10 NOVEMBER 2026
TO BE PRESENTED TO COUNCIL ON TUESDAY 17 NOVEMBER 2026

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MEETING HELD ON TUESDAY 10 NOVEMBER 2026
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ATTENDANCE:

Councillor Sarah Hutton (Civic Cabinet Chair), Councillor Greg Adermann (Deputy Chair), and Councillors Lisa Atwood, Nicole Johnston, Emily Kim and Steven Toomey.

A COMMITTEE PRESENTATION – BULIMBA LIBRARY UPGRADE

1. The Senior Manager, Library Services, Library and Customer Delivery, Customer Services, attended the meeting to provide an update on the Bulimba Library (the library) upgrade. She provided the information below.

2. Planning, design and procurement for the library upgrade project were completed in June 2026. Construction commenced following the library's closure and the opening of a temporary facility in July 2026. The project was completed in October 2026 and the upgraded library reopened to the community on 7 November 2026.

3. Improvements were delivered throughout the library's interior to provide a consistent standard across all public areas. Key changes included:
   - new booth seating and lounge spaces
   - the addition of a dedicated quiet room
   - a remodelled back-of-house area
   - new accessible bathroom facilities.

4. The project also delivered significant exterior building and accessibility improvements, including:
   - new stairs
   - refreshed landscaping
   - an additional accessible parking space
   - replacement of the roof and reinstatement of the existing solar panels
   - improved pathways providing level access to the library entrance
   - upgraded signage to improve visibility and wayfinding.

5. Internal refurbishment has given the library a contemporary look and feel through new carpet, paint, lighting, furnishings and a refreshed colour palette inspired by Bulimba's river and maritime connections. Internal brickwork was covered and refinished, creating a lighter, more modern environment while maintaining a strong local identity.

6. The internal floorplan was reconfigured to increase publicly accessible space through the conversion of former back-of-house areas. This enabled the creation of a dedicated quiet room featuring study and work benches, booth seating and flexible spaces designed to support reading, study, remote work and community use.

7. Additional seating and lounge areas were created through the refurbishment, including booth seating for study, collaboration and informal social interaction. The new lounge area provides flexible seating for reading, community use and library programs.

8. The children's library retained its local character and ferry terminal play structure while incorporating additional collection shelving, refreshed furnishings and a new reading nook to support children and carers.

9. New accessible bathroom facilities, including baby change facilities, were introduced on the main library level. The upgrade improved access for customers using wheelchairs, mobility aids or prams, with accessible amenities now available on both levels of the facility.

10. The courtyard area beneath the library was upgraded to create a new community space for customers and meeting room users. A key feature was the installation of a site-specific mural by local artist, Gourami, which incorporates references to the history, character and landmarks of Bulimba and creates a more vibrant and attractive outdoor environment.

11. The temporary library ceased operations on 4 November 2026, and the library was closed from 5 November to 6 November 2026 to support relocation into the upgraded facility. Reopening celebrations included an official opening, community morning tea, family-friendly activities, a children's performance and a local history presentation.

12. The Committee was shown several before and after photos of the library throughout the presentation.

13. Following a question from the Committee, the Civic Cabinet Chair thanked the Senior Manager for her informative update.

14. **RECOMMENDATION:**

THAT COUNCIL NOTE THE INFORMATION CONTAINED IN THE ABOVE REPORT.

End.