

A New Heart

**Investigating stakeholder perceptions
of the role and impact of Canada Water
Library in community regeneration**

Nuala McLaren

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Department of Information Studies

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Abstract

The purpose of this research is to ask questions about the intentions of stakeholders in putting Canada Water Library (CWL) at the heart of a large regeneration scheme. It asks to what extent the library has achieved placemaking and community revitalization aims for stakeholders including local government budget holders and decision makers, library users and key opinion makers in the community through both the capital project and subsequent programming of events and library use.

A case study was conducted which involved gathering qualitative data from a series of eight interviews with key stakeholders identified and examining quantitative and qualitative data from secondary data about CWL and the regeneration project.

The findings from the data analysis show that CWL has overwhelmingly met stakeholder aims. All stakeholders expressed positive views about the contribution CWL had made to placemaking and community building over a variety of themes that emerged. This has been evidenced from secondary data. Some key areas that were examined include iconic architecture, library programming, user participation, social capital, libraries as low-intensive meeting places, partnerships and libraries as identity creators.

Overall the evidence suggests that in CWL stakeholders were satisfied with CWL's contribution to placemaking and community building. It also suggests that the relationship between libraries in culture-led regeneration and community-making is a compelling one.

DECLARATION

This work has not previously been accepted in substance for any degree and is not being concurrently submitted in candidature for any degree.

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This work is the result of my own investigations, except where otherwise stated. Where *correction services have been used, the extent and nature of the correction is clearly marked in a footnote(s).

Other sources are acknowledged (e.g. by footnotes giving explicit references).
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List of abbreviations

ACE	Arts Council England
BREEAM	Building Research Establishment Environmental Assessment Method
CABE	Commission for Architecture and the Built Environment
CIPFA	Chartered Institute of Public Finance Accountancy
CW	Canada Water
CWAAP	Canada Water Area Action Plan
CWL	Canada Water Library
CYP	Children and Young People
DCMS	Department for Culture, Median and Sport
IR	Institutional Repositories
LGA	Local Government Association
LMS	Library Management System
MIR	Monthly Information Returns
NIMBY	Not In My Back Yard
OBA	Openbare Bibliotheek Amsterdam
ONS	Office for National Statistics
PLACE	Public Libraries Arenas for Citizenship
R	Rotherhithe Library/Albion Street Library
RIBA	Royal Institute of British Architects

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