Public Libraries Consultative Committee (PLCC)

41st meeting of the Library Council Sub-committee to be held on Tuesday 17 October 2006 in the Jean Garling Room, State Library of New South Wales, at 11.00am

Agenda

1. Attendance

2. Minutes
   The minutes of the 40th meeting held on Monday 19 June 2006

   2.1 Business arising

Monitor the funding arrangements to provide advice to the Library Council on an annual basis

3. Public Library Funding
   Assistant State Librarian, Public Library Services

   Action: For information and endorsement

Provide policy advice to Library Council in relation to the provision of public library services in New South Wales

4. State Library Strategic Planning Consultations
   Chairperson, Public Libraries Consultative Committee

   Action: For information and discussion

5. PLCC Terms of Reference, Strategic Plan & Communication Plan
   Chairperson, Public Libraries Consultative Committee

   Action: For information and discussion

6. Public Library Network Research Committee Terms of Reference & Action Plan
   Manager, Funding and Advisory Services

   Action: For information and advice

7. Internet Filtering Issues Update
   Manager, Funding and Advisory Services

   Action: For information and discussion
Provide a consultative framework for the Library Council, the State Library and key stakeholders in local government concerning public library services in New South Wales

8. **Library Council report: June – September (standing item)**  
Chairperson, Public Libraries Consultative Committee  

**Action:** For information and discussion

9. **NSW.net Report 2005/06**  
Assistant State Librarian, eLibrary Services  

**Action:** For information and discussion

10. **NSW.net Management Plan 2006/07**  
Assistant State Librarian, eLibrary Services  

**Action:** For information and endorsement

11. **NSW.net Light Use Libraries Project Report**  
Assistant State Librarian, eLibrary Services  

**Action:** For information and discussion

Provide advice to Library Council on an annual basis concerning the development of guidelines for Library Development Grants

**GENERAL BUSINESS**

12. For information

12.1 **Public Library Developments**  
Manager, Funding & Advisory Services

12.2 **Child Safe, Child Friendly Public Libraries Working Group**  
Manager, Funding & Advisory Services

12.3 **Premier’s Reading Challenge**  
Manager, Funding & Advisory Services

12.4 **Youth in Libraries Protocol**  
Manager, Funding & Advisory Services

12.5 **Sustaining Communities: measuring the value of public libraries**  
Manager, Funding and Advisory Services

12.6 **Public Libraries NSW - Country report**
12.7 Public Libraries NSW - Metropolitan report
Secretary, Metropolitan Public Libraries Association

12.8 Public Libraries Australia (PLA) report
Executive Officer, Public Libraries Australia Ltd

12.9 Reference Excellence Project
Manager, Funding & Advisory Services

13. Other business

(Note: this meeting was deferred from 11 September 2006)
Public Libraries Consultative Committee (PLCC)
Minutes

41st Meeting of the Library Council Sub-Committee held on
Tuesday 17 October 2006 in the Jean Garling Room
State Library of NSW, at 11:00am

1. Attendance

Robert Knight, Chair (Library Council), Richard Fisher (Library
Council), Regina Sutton (State Librarian & CEO), Beverley Giegerl
(LGSA), Ewan Tolhurst (CPLA), Sonya Phillips (MPLA), Jan
Richards (CPLA), Lynne Makin (CPLA), Frances Sims (MPLA),
Noel Baum (LGSA), Robin Vincen (LGMA), Kathleen Bresnahan
(State Library – Minutes)

Apologies Paul Scully (MPLA), Cameron Morley (State Library)

Robin Vincin, new LGMA delegate, was welcomed to the PLCC by the Chair.

ACTION

2. Minutes

The Minutes of the 40th meeting held on 19 June 2006 which had
been circulated, were confirmed and accepted as a true record.

2.1 Business Arising

2.1.1 Review of library service provision models

The report and supporting checklist is in the process of being
finalised. Depending on the finish date the report will be
launched either at the December 2006 Regional Library
Managers meeting, or at their first meeting in 2007.

2.1.2 CPLA/MPLA Joint Secretariat

Discussions are still ongoing.

2.1.3 @ your library

Campaign coordinators:
- are working with ALIA to devolve the NSW Campaign across
  Australia
- have established a calendar for 2007/08 which all states will
  use
• are currently working with ALIA & PLA to create a fun, Australia wide campaign for Library Lovers' Day (14 February) 2007
• are currently rebuilding the @ your library website which will have an increased number of features and be more interactive
• have scheduled a Champion's workshop for 23 November 2006 which is designed to reinvigorate our Champions
• are in the final stages of developing an @ your library training package which will be rolled out across 5 locations NSW in March 2007

2.1.4 NSW Public Libraries and eGovernment summary report
The document has been forwarded to the printers.

MONITOR THE FUNDING ARRANGEMENTS TO PROVIDE ADVICE TO THE LIBRARY COUNCIL ON AN ANNUAL BASIS

3. Public Library Funding

The impact of the increase in the NSW population and of the 1% global Budget reduction on the Public Library Grants & Subsidies funding was discussed. As has been previously recommended by PLCC and Library Council and accepted by the Minister the Library Development Grant funds ($359,667 in 2006/07) have been used to cover the shortfall.

The 1% global Budget saving reduced the Public Libraries Grants & Subsidies funding by $247,990 in 2006/07. In addition, a further $111,677 was required to fund the 42,977 extra people resident in the State. This amount comprises the $1.85 per capita as prescribed, as well as the funds required for the Disability and Geographic adjustment payment which is also impacted by population increases. Therefore the total reduction in 2006/07 is $359,667.

Library Council has advised the Minister of this impact on the Public Libraries Grants & Subsidies funds and has alerted the Minister to an estimated additional $479,175 being required in 2007/08. This will mean that about $839,000 will need to be re-allocated from the Library Development Grants in 2007/08.
4. **State Library Strategic Planning Consultations**
   The Library is undertaking an extensive consultation process as part of the development of a new strategic plan. Consultation with representatives of the NSW Public Library Network will be an integral part of this process.

   A number of focus groups will be held to ensure input from public library staff, council officers, councillors and the community. The Committee endorsed the approach as set out in the paper and noted that the selection of libraries and councils will be undertaken in consultation with the PLCC Chair.

5. **PLCC Terms of Reference, Strategic Plan & Communication Plan**
   These three documents were re-circulated to the Committee for their information and attention. Each Association is to nominate one overall alternate delegate to the PLCC prior to the first meeting in 2007.

   It was also noted that the new names of the CPLA and MPLA would be added to the documents prior to their placement on the website.

6. **Public Library Network Research Committee Terms of Reference & Action Plan**
   The Terms of Reference and Action Plan were approved with minor amendments.

   A process to formalise the process of identifying research priorities by the public library network, the Research Committee and the Public Libraries Consultative Committee is to be drafted. It was noted that PLCC planning days often resulted in suggested research projects.

7. **Internet Filtering Issues Update**
   The Committee accepted this information report.
8. Library Council Report from the Chairperson: June to September [Standing agenda item]
   Library Council meeting 24 July 2006
   - Finalisation of ILANET services – Library Council received a report on the finalisation of ILANET services and the transition to alternative service providers.
   - Public Library Funding Strategy 2006/07 – Library Council endorsed the Public Library Funding Strategy 2006/07 (as recommended by the PLCC meeting held on 19 June 2006) for recommendation to the Minister
   - PLCC minutes – the minutes of the PLCC meeting held on 20 March 2006 were presented to Library Council

Library Council meeting 25 September 2006

9. NSW.net Report 2005/06
   The 2005/06 report was accepted by the Committee.

10. NSW.net Management Plan 2006/07
    The NSW.net Management Plan for 2006/07 was endorsed by the Committee.

11. NSW.net Light Use Libraries Project Report
    The recommendations of the report were accepted by the Committee. The PLCC observed that all the light use libraries were in country locations and noted the importance of this type of project.

12. General Business

   For information
   The following reports were circulated for the Committee’s information.

   12.1 Public Library Developments
   The PLCC asked that the Federal Clever Networks Program be promoted to the network.

   Kathleen Bresnahan

   12.2 Child Safe, Child Friendly Public Libraries Working Group
   It was recommended that the Working Group keep the LGSA

   Noel Baum
   Mylee Joseph
Workplace Solutions Division regularly informed of their work through Noel Baum. The Division will provide comment as appropriate.

12.3 Premier’s Reading Challenge

12.4 Youth in Libraries Protocol
The PLCC asked for additional information on this project prior to endorsing their activities. The information is to be circulated by email and it was agreed that endorsement would be sought out of session.

12.5 Sustaining Communities: measuring the value of public libraries

12.6 Public Libraries NSW - Country report

12.7 Public Libraries NSW - Metropolitan report

12.8 Public Libraries Australia (PLA) report

12.9 Reference Excellence Project

10. Other business

The meeting closed at 12:40 pm
Public Libraries Consultative Committee (PLCC)


Issue
To provide an update regarding PLCC issues considered by Library Council since the last PLCC meeting.

Background
Under PLCC Strategic Plan, one of the key roles of the PLCC is to provide policy advice to Library Council. The plan also provides for feedback to the PLCC on issues presented to Library Council. The PLCC planning day on 28 November 2005 determined that the appropriate mechanism to provide such feedback would be a report from the PLCC Chairperson to each PLCC meeting.

Report
Library Council has considered the following public library network issues since the last PLCC meeting on 19 June 2006:

Library Council meeting 24 July 2006

- Finalisation of ILANET services – Library Council received a report on the finalisation of ILANET services and the transition to alternative service providers
- Public Library Funding Strategy 2006-07 – Library Council endorsed the Public Library Funding Strategy 2006-07 (as recommended by the PLCC meeting held on 19 June 2006) for recommendation to the Minister
- PLCC minutes – the minutes of the PLCC meeting held on 20 March 2006 were presented to Library Council

Library Council meeting 25 September 2006


Please note that Library Council did not meet in June and August.

Robert Knight
Chairperson, Public Libraries Consultative Committee
29 September 2006
NSW.net 2005-06 Management Plan Report

Contents

Executive Summary
The NSW.net 2005-06 Management Plan was developed to manage the implementation of a number of strategic projects resulting from user discussions held during the May 2005 NSW.net User Group Meeting. This meeting provided a forum for the user group to discuss and provide a number of possible operational priorities that could be considered for implementation by the NSW.net team in 2005-06. They were:

1. Service Delivery and Support:
   - Connectivity Services Review
   - Content Service Review
   - Promotion of Databases
   - TRICOM, Phase 1 – Communities of Interest
   - TRICOM, Phase 2 – Knowledge Database
   - Technical Seminar/Information Day
   - Training Options
   - Local-e Web

2. Management Systems:
   - Communications Plan (to support Strategic Framework Diagram)

Based on these operational priorities, five projects were developed and implemented in 2005-06. They were:

   - Review Connectivity Services
   - Review Content Services
   - TRICOM – Communities of Interest Project (Phase 1)
   - Light Use Libraries Project
   - Local-e Web Conformity

With the exception of the TRICOM – Communities of Interest Project (Phase 1) which is still running, these projects have been successfully completed.
Introduction
In 2005-06, the NSW.net Management Plan included the implementation of a number of projects to enhance the services currently provided by NSW.net. These were identified as being:

- **Review Connectivity Services** – Review current and new connectivity services
- **Review Content Services** – Review current and new content services
- **Tricom – Communities of Interest Project (Phase 1)** – Set up pilot trial for selected library groups. Investigate, collaborate and share information
- **Light Use Libraries Project** - Set up trial of two generalist databases by identified ‘light use’ libraries to broaden their awareness and use of the statewide online databases
- **Local-e Web Conformity** – Re-establish relationship with Local-e for conformity of web access to statewide online databases

During the year, a number of staff changes occurred within the NSW.net team. Chris Hannan who was responsible for statewide online database and consortia database purchases and database training and support retired in February. His duties were reallocated to State Library staff in other divisions. Jim Tindall from Collection Services handles the statewide online database and consortia database purchases. Tina Reedman from Innovation, Education and Development Services conducts Strategic Searching training of the statewide online databases. A contractor was engaged up until the end of June to run the Light Use Libraries and Communities of Interest projects.

Progress
Projects completed during 2005-06 were:

1. **Review Connectivity Services** – The outcome of this review has been the introduction of a new bonded high speed ADSL service currently being trialled at two country councils. Monthly costs for NSW.net connectivity have also been reduced by our Internet Service Provider, Verizon Business. The number of councils/libraries using NSW.net connectivity has increased. A web-based service called Internet Sheriff was purchased to complement the MessageLabs Anti Spam, Anti Virus and Image Control Managed Service.

2. **Review Content Services** - Statewide online databases purchased for 2005-06 included ANZRC, Health and Wellness Resource Center, Science Resource Center, Literature Resource Center, Standards Australia and
The increase in database offerings (from four to six) was due to connectivity savings from the previous financial year.

3. **Tricom – Communities of Interest (Phase 1)** - The 6 month trial of the Mimerdesk software commenced in April 2006. User groups participating in the trial are Public Libraries Evaluation Group (89 users), Reference Excellence NSW Group (RE-NSW) (12 users) and NSW.net Users Group (23 users). The project will be evaluated prior to the end of the trial in October 2006.

4. **Light Use Libraries Project** - Britannica Online and World Book Online were set up for a 12 month trial for use by 25 identified ‘light use’ libraries. The main aim of the trial was to broaden the awareness and use of the statewide databases by these light use libraries. Twenty-two of these libraries participated in the trial. By the end of the trial it was evident through statistical analysis that the majority of these libraries used the statewide online databases.

5. **Local-e Web Conformity** – Discussions were held with the Local Government and Shires Associations (LGSA) about the issue of locating electronic resources on libraries’ Local-e web sites. As Local-e provides hosting for some but not all public libraries, the issue is ‘broader scale’ and needs to be addressed by compiling some best practice guidelines on where to position electronic information on library web sites.

**Conclusion**

Five projects were successfully implemented in 2005-06. A number of new projects based on priorities that were not addressed in the NSW.net 2005-06 Management Plan, will be developed for implementation in the NSW.net 2006-07 Management Plan.

**Recommendations**

It is recommended that:

1. this report on the NSW.net 2005-06 Management Plan be accepted.

Joyce Azzopardi  
**A/Manager, NSW.net**  
17 October 2006
State Library of New South Wales

NSW.net 2006-07 Management Plan Briefing

**Issue**
The development of an annual management plan for the implementation of identified NSW.net strategic projects for 2006-07.

**Background**
The NSW.net Strategic Framework 2005-2008 was endorsed by the PLCC in March 2005. An annual management plan for 2005-06 was developed to manage the implementation of a number of strategic projects resulting from user discussion held during the May 2005 NSW.net User Group Meeting. The NSW.net 2005-06 Management Plan was endorsed by the PLCC for implementation in 2005-06.

Five strategic projects were identified for implementation during 2005-06. Four of these projects were successfully completed and one project is still underway. A number of new projects based on priorities identified in the NSW.net 2005-06 Management Plan have been developed for implementation in the NSW.net 2006-07 Management Plan.

**Strategic Projects planned for 2006-07:**
Strategic projects identified for implementation in the NSW.net 2006-07 Management Plan are:

- Review Connectivity Services
- Review Content Services for Delivery
- TRICOM, Communities of Interest – Phase 1
- Technical Seminar/Information Day
- Training Options
- Client Survey
- Statewide Database Web Access

A list of the projects and proposed timeframes for implementation/completion on a per project basis are outlined in Attachment 1.

The review of services, connectivity and content for delivery are two key areas of NSW.net’s responsibility which are ongoing activities reviewed on an annual basis.
The Tricom, Communities of Interest, Phase 1 project has been underway since April 2006.

A technical presentation to be given by NSW.net, our Internet Service Provider (ISP) Verizon Business and our network integrator (Hitech Support) at the Necessity IT2006 Conference, a Local Government information technology conference, will address the Technical Seminar/Information Day project. This annual conference is well attended by key local government IT staff and is also an opportunity for greater exposure, more informal networking and feedback than would be possible if an information day was held at the State Library.

Training Options will look at the delivery of databases training through electronic means and the User Survey will provide feedback from NSW.net customers on current and future needs.

The Statewide Database Web Access project will look into developing best practice guidelines for the placement of electronic information/resources on public library web sites. The placement of these resources in particular, the NSW.net statewide online databases, is an important factor contributing to the use of these resources by staff and the public at libraries.

**Budget**
The 2006-07 NSW.net allocation is $1,940,000.00. Attachment 2 shows a breakdown of expenditure for the 2006-07 financial year.

**Conclusion**
Connectivity and Content Services continue to remain as the two key areas of NSW.net’s responsibility. Annual reviews of these services serve to ensure the best value is obtained for NSW.net customers.

The increase in the number of libraries using NSW.net Internet connectivity services has meant that NSW.net has been able to negotiate better broadband pricing for all its clients. If the number of libraries using NSW.net Internet connectivity service reduces, connectivity costs would be adversely affected by an increase in cost. Through these negotiations, NSW.net has been able to provide a number of value added services such as Anti Spam, Anti Virus and Image Control and Internet Sheriff web-based services as well as technical advice, assistance and support to councils, public libraries and regional libraries. It has also enabled access to a number of statewide online databases and provides training in the use of these databases.

All strategic projects identified will enhance connectivity and content services by providing added value to NSW.net’s existing infrastructure.
Recommendation
It is recommended that the NSW.net 2006-07 Management Plan be endorsed.

Joyce Azzopardi
A/Manager, NSW.net
17 October 2006
Executive Summary

The Light Use Libraries project was undertaken with a view to improving the awareness and use of NSW.net statewide online databases by the identified ‘light use’ libraries (see Appendix 1 for a list of the participating libraries). This was done through the trial of two generalist databases, Britannica Online and World Book Online over a 12 month period.

NSW.net subscribed to Britannica Online and World Book Online and offered access to 25 identified libraries for local in-library and remote user access, however, only 22 libraries took up the offer. Of the 22 libraries, eight libraries provided remote/home user access. Training in online searching in general, and in searching of the generalist and statewide online databases was undertaken during the course of the project. Staff from 17 libraries attended this training.

By the end of the project, the generalist databases showed an increase in use by a minority of the libraries. With the exception of Standards Australia, the more specialised statewide online databases showed an increase in use by the majority of libraries.

As the main aim of this project was to broaden the identified libraries’ awareness and proficiency in the use of online databases in general, then its objectives have been met as the majority of these libraries are now using these and the statewide online databases more frequently.

Introduction

Statistics on the use of the statewide online databases clearly identified a group of 25 libraries (constituting the lowest quartile) that account for less then 1% of total database usage. In 2005, a 12 month trial to test if the databases on offer were too specialised for the requirements of these ‘light use’ libraries was proposed. The project aimed to examine whether providing these libraries with access to more generalist database resources would improve their use of online resources in terms of:

- consistent use of the generalist resource
- improved use of the more specialised NSW.net statewide online databases
A secondary objective was to determine if users of these libraries could be encouraged to take advantage of remote/home access to these databases.

The project commenced in July 2005 and was completed in June 2006. Prior to the project’s commencement, each of the identified libraries was contacted to establish why the databases were not being used. Reasons given were:

- lack of training in Internet and database searching, in general, and in the use of the statewide online databases
- lack of staff awareness of the availability of and access to the statewide online databases
- technology issues
- databases were not easy to find on the libraries’ web sites (no links) both for staff and clients

On advice from the Reference and Information Services Group (RISG) and the Database Content Evaluation Working Party (CEWP), Britannica Online and World Book Online were chosen as the most appropriate generalist databases to use for the 12 month trial.

The project was jointly run by eLibrary Services (eLS) and Public Library Services (PLS), with a Steering Committee and Project Team consisting of a Project Manager and representatives from PLS and Innovation, Education and Development Services (IE&DS).

The project was supported by training, publicity and advice on improving links to these database resources via the library website. A training program, ‘Strategic Searching’, focusing on the needs of the participating libraries and covering the statewide databases was implemented and delivered in October and November 2005 and in May 2006 Forty nine staff from 17 participating libraries attended the training.

A telephone survey to collect participant feedback was conducted in April 2006, and a final online survey was conducted in May 2006. Results from the online survey were collated, summarized and reviewed (see Appendix 2). Monthly statistics on the use of all the online databases were collected, collated and compared for each library.

Conclusion

As the main aim of this project was to broaden the identified libraries’ awareness and proficiency in the use of online databases in general, then its objectives have been met as the majority of these libraries are now using these and the statewide online databases more frequently.

The statistics showed that for all of the statewide online databases except Standards Australia, there was an increase in use. Britannica Online and
World Book Online showed a slight increase in use by some of these libraries, however, the more specialist databases showed a marked increase in use by the majority of these libraries. Four libraries did not use any of the databases at all.

As there was only positive evaluation of the training by participants and a consistent increase in use after each training course, it can be concluded that the success of this project was due in great part to the standard and relevance of the training. The online survey, responded to by 14 libraries, also indicated that the training had raised staff awareness, skills and confidence in using the databases and in assisting their patrons in their use. To what extent ‘attention’ shown to these libraries during the project was a contributing factor is not possible to tell.

**Recommendations**

It is recommended that:

1. Training in the use of all statewide online databases continues to be offered on a regular basis to all NSW public libraries

2. A register of suitable training venues in country areas be compiled and maintained

3. An ‘awareness’ programme be developed for all statewide online databases

4. A set of instructions on how to link to the NSW.net eResources page be included on the NSW.net web site

Most of the above recommendations are ongoing tasks or are being addressed in the NSW.net 2006-07 Management Plan. Those recommendations that have not been addressed in the Management Plan will be dealt with by the NSW.net team in due course.

For information.

Joyce Azzopardi
A/Manager, NSW.net
25 July 2006
Participating Libraries

Bega Valley Shire Library
Berrigan Shire Library Service
Bland Shire Library (West Wyalong)
Central Murray Regional Public Library (Deniliquin)
Cobar Shire Library
Eurobodalla Shire Library (Moruya)
Glen Innes-Severn Public Library
Grenfell & District Public library
Guyra Shire Council Public Library
Kiama Municipal Library
Lachlan Shire Library Service (Condobolin)
Leeton Shire Major Dooley Library
Lithgow Library Learning Centre
Mid-Western Regional Council Library Service (Mudgee)
North Western Library (Warren)
Oberon Council Library
Parkes Shire Library
Richmond-Upper Clarence Regional Library (Casino)
South West Regional Library (Young)
Tenterfield Public Library
Upper Hunter Regional Library (Muswellbrook)
Wentworth Shire Library

Coolah Library withdrew during the project when they joined the Macquarie Regional Library.

Bourke and Wakool libraries did not participate in the trial.
APPENDIX 2

Online User Survey Results

Of the 22 libraries surveyed 14 responded.

**Britannica Online**

All 14 of the libraries found *Britannica* provided library patrons with useful information. Amongst the reasons given were that the information was authenticated (two libraries); up-to-date (four); the “hit rate” was high (four) and links to the web were very useful (three). Six libraries particularly liked the three levels of information available.

All of the libraries also found *Britannica* easy to use because it was well set out (two); the instructions were clear (five) and there were clear help and research options (two).

Thirteen libraries stated that *Britannica* was used by staff and library patrons. One library did not know who the users were. Eight reported that there was use by remote users. However, none were able to stipulate the numbers of library patrons or remote users who were using or had used *Britannica*.

Remote user access was seen to be very important, especially in rural areas where, in some communities, PC home ownership is high and distances from the library can be great. Distance, coupled with rising petrol prices, was also stated as a reason for the increasing importance for remote user access.

Nine libraries would subscribe to *Britannica* and two would subscribe if it were available as a consortium purchase. Three would not subscribe because of budget constraints.

**World Book Online**

Two libraries claimed to have no, or faulty connections to *World Book* so they did not respond to this section of the survey. None of the participating libraries raised any issues of this nature with NSW.net throughout the course of the trial.

Six libraries found *World Book* provided library patrons with useful information because the information was basic, reliable and suited the needs of school students. One library did not know. Five libraries found that it provided library patrons with no useful information, with one of these five preferring the print version. Four of these five libraries stated that lack of provision of useful information was not because of the content, but because these libraries had difficulty in connecting to *World Book* and, initially, in providing patrons, both in-house and remotely, with access. The remote user and individual password options were not made clear to participants from the beginning of the project.
Six libraries found *World Book* easy to use and six did not. The six libraries who did not gave the same reasons as above, i.e. difficulty in connecting and providing library patron and remote user access.

Eleven libraries stated that *World Book* was used by staff and library patrons. One library did not know who the users were. Three libraries reported that there was use by remote users. However, none were able to stipulate the numbers of library patrons or remote users who had used the databases.

Remote user access was seen to be very important for the same reasons as given above for *Britannica*.

Eight libraries would subscribe to *World Book*, with four of these eight subscribing only in a consortium purchase. Two of the eight would subscribe only if connection and access problems were solved.

**Training**

Forty nine staff from 17 of the participating (and responding) libraries had undertaken training in the use of statewide online databases. Of these, 10 libraries found an increase in the use of all databases following training. One library commented on the fact that *Britannica* and *World Book* had not initially been included in the training, but found the training very beneficial. The libraries commenting on training found it raised awareness amongst staff and improved online database searching in general.

**Promotion**

Eleven libraries used notices in the library to promote *Britannica* and *World Book*. This was the most used form of promotion, followed by flyers in the library (nine libraries). Six libraries used web links to all databases. The next most used methods of promotion were newspaper articles (five); flyers outside the library (three); talks and demonstrations (three); face-to-face instructions (three) and school contacts/visits (three). Only one library used the local electronic media.

Community feedback on *Britannica* and *World Book* was positive, especially from remote users.

Only two of the libraries surveyed had door counters, and both reported a 5% increase in patronage during the course of the project. Only one of these libraries used promotional activities (newspaper articles) outside the library.

**Other Comments on the Databases**

The comments were generally positive as to the content, with the observation that encyclopaedias were the most appropriate tools for patrons of smaller, rural libraries. Moreover, it was also observed that access to the encyclopaedias had increased patron awareness of the other databases available through NSW.net.

On the whole there was greater support for *Britannica Online* than *World Book Online*.

The main issues revolved around difficulties with ISP addresses and passwords.
General Comments on the Project

All the comments were very positive. Ten of the libraries especially singled out the training as being very effective in raising awareness and in giving staff the skills and confidence in using the databases and in instructing patrons in their use.

Five libraries saw the project as a good promotional opportunity for the library. One library lacking staff with technical skills, suggested that the State Library provide more technical help in getting libraries connected to databases, either through a telephone helpdesk, or through liaison between Council IT staff and NSW.net. NSW.net already provides this service through its 1800 number which is advertised on the NSW.net web site.
INTERNATIONAL DEVELOPMENTS

Value of Libraries
The State Library of Maine has put a library use value calculator on their website. It allows clients to enter how many times a month they use a particular library service and calculates the estimated retail value of the services if clients had to pay for them directly.  
http://www.maine.gov/msl/services/calculator.htm

The Future of the Internet II
The second report from the Pew Internet & American Life Project surveyed hundreds of internet leaders, activists, builders and commentators. They were asked about the effect of the internet on social, political and economic life in the year 2020. There is general agreement about how technology might evolve, but there is less agreement among the respondents about the impact of this evolution.  

Public Libraries and the Internet
A recent report called Public libraries and the Internet 2006 by John Carlo Bertot, Charles R. McClure, Paul T. Jaeger, & Ryan J. (September 2006) for The Bill and Melinda Gates Foundation and The American Library Association highlights the current situation for public libraries in the US as well as future plans. In the future:

- 16.6% of public library branches plan to add more workstations within two years, while 28.6% of branches are considering doing so.
- 72.8% of public library branches plan to replace some workstations within two years. Of the 72.8% of libraries, 35.3% have plans to replace a definite number of workstations, with an average replacement of 7.2 workstations.
- 23.1% plan to add wireless access within two years, which means that over 60.0% of public libraries would then offer wireless access.


New reports from Museum, Libraries and Archives Council (UK)
Three new reports from England’s Museums, Libraries and Archives Council (MLA) relate to public library issues and services:

- Public Libraries in the knowledge economy was commissioned by MLA from The Local Futures Group. The report finds that UK public libraries play a central part in communities’ economic viability by providing services to local businesses and by providing learning programs in areas such as ICT.

www.mla.gov.uk/resources/assets//P/Public_libraries_in_the_knowledge_economy_10181.pdf
- **The Library Buildings Survey** found that 70 per cent of England's public library buildings are fit for purpose and meet health and safety standards. It estimates that it will cost 760 million pounds to bring the remaining 30 per cent of library buildings up to standard.
  www.mla.gov.uk/resources/assets/L/librarybuildings_10218.pdf

- **Review and evaluation of WiFi in public libraries** found that 23 per cent of England's public libraries are offering some form of WiFi (wireless technology) services, with 42 per cent of libraries planning to offer WiFi in the next financial year.
  www.mla.gov.uk/resources/assets/W/wifipubliclibraries_10230.pdf

**Love Libraries project (UK)**
The Love Libraries campaign set out to explore a new vision of a 21st century reading service. Three libraries underwent dramatic transformations in layout and interior design as well as refurbishment of their collections. The Guardian has an article on the refurbishment of the libraries in the Love Libraries project.
  http://books.guardian.co.uk/news/articles/0,,1811980,00.html

Cold Harbour: [http://www.lovelibraries.co.uk/coldharbour_library.php](http://www.lovelibraries.co.uk/coldharbour_library.php)

Newquay Library: [http://www.lovelibraries.co.uk/newquay_library.php](http://www.lovelibraries.co.uk/newquay_library.php)

Richmond Library: [http://www.lovelibraries.co.uk/richmond_library.php](http://www.lovelibraries.co.uk/richmond_library.php)

**Research Study of 14-35 year olds for the Future of Public Libraries**
Museums and Libraries Archive Council (MLA), DCMS and the Laser Foundation conducted a study involving 15 group discussions with 14-35 year olds in a range of locations across England to identify their needs. This group was given priority as under-usage is highest for this age range and the rapid changes and developments in technology and lifestyles can make their ‘universe’ quite different to that of older generations.
[http://www.bl.uk/about/cooperation/pdf/publiclibraries.pdf](http://www.bl.uk/about/cooperation/pdf/publiclibraries.pdf)

**Library leader**
Mary Anne Hodel, Library Director/CEO of the Orange County Library System in Florida has started a blog. It highlights strategic developments in the library service. blog.ocls.info/director
NATIONAL DEVELOPMENTS

Removal of books from the University of Melbourne Library
The forced removal of two books – Join the Caravan and Defence of the Muslim Lands from the University of Melbourne Library resulted in a joint statement being issued by the Council of Australian University Librarians, Australian Library and Information Association, Australian Society of Authors and International Federation of Library Associations and Institutions.

“It is absolutely essential that our students and researchers can study the difficult questions of what poses a threat to Australia whether it be environmental damage, economic risk or terrorist threat. If the students and researchers can't read the opinions of others - including the most extreme - then they can't research the issues effectively.”

The full statement can be viewed at: http://alia.org.au/media.room/2006.10.03.html

Clever Networks program
On 31 August 2006, the Minister for Communications, Information Technology and the Arts, released the Clever Networks Program Guidelines. The Clever Networks Program, part of the $1.1 billion Connect Australia package, will deliver innovative broadband services to communities in regional, rural and remote Australia. Clever Networks will fund broadband applications and leverage broadband infrastructure to foster innovative service delivery for communities. Broadband development activities will complement the delivery of these services by assisting communities to enhance their understanding and use of broadband. Clever Networks consists of two elements:

- the Innovative Services Delivery element, which will co-fund projects to support the delivery of improved government services such as interactive remote education or real-time medical diagnosis; and

- the Broadband Development element, which will fund the engagement of project managers and project officers to help improve skills and capabilities, enhance business practices and aggregate demand in under-served communities.

Public Libraries Australia and ALIA Partnership Proposal
Public Libraries Australia (PLA) and the Australian Library and Information Association (ALIA) recently announced they are embarking on a process of exploring collaborative opportunities and the potential for a future partnership. Amongst other things, PLA and ALIA have agreed to fund jointly a PLA executive officer position to focus on representation of the public library sector for both organisations. In addition, a joint PLA and ALIA membership model will be developed. http://www.alia.org.au

National Simultaneous Storytime
On Friday 1 September thousands of children around Australia participated in the National Simultaneous Storytime, enjoying *Good night, me* by Andrew Daddo and Emma Quay. The Australian Library and Information Association organises National Simultaneous Storytime each year to promote the value of reading and literacy; promote the value of books; promote an Australian writer and publisher; and promote storytime activities in public libraries around the country. More than 600 organisations around Australia participated this year.

**Copyright Amendment Bill 2006**

The federal Attorney-General has announced that the *Copyright Amendment (Technological Protection Measures) Bill 2006* will be introduced into the Parliament in October 2006. The Bill will contain amendments to implement the outcome of various reviews including the ‘Fair Use and Other Copyright Exceptions Review’, the review of the 2001 Digital Agenda reforms, the subscription broadcast review and the harmonisation of criminal law provisions with the Criminal Code Act 1995 and Australian Government criminal law policy.

It will contain amendments to implement Australia's remaining obligations under the Australia-United States Free Trade Agreement in relation to technological protection measures (TPMs). Exposure drafts of various parts of the Bill were released to enable more time for interested persons to consider the proposed amendments. Following its introduction in Parliament, the Bill will be referred to the *Senate Standing Committee on Legal and Constitutional Affairs* for consideration. [http://www.ag.gov.au](http://www.ag.gov.au)

**Collections Council regional hubs project**

The *Collections Council of Australia* is currently conducting consultations around Australia on a proposed system to support Australia's regional cultural collections. The regional hubs project proposes a network of Regional Collections Advisers to co-ordinate targeted support for archival, gallery, library and museum collections. [http://www.collectionscouncil.com.au](http://www.collectionscouncil.com.au)

**The educational contribution of public libraries**

The 2006 Friends of Libraries Australia (FOLA) report *Supporting students: the educational contribution of Australia's public libraries* was released on 24 August. The report addresses the support which Australian public libraries provide for students.

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**Associated documents**


The Library Buildings Survey
http://www.mla.gov.uk/resources/assets/L/librarybuildings_10218.pdf

Public Libraries in the knowledge economy
http://www.mla.gov.uk/resources/assets/P/Public_libraries_in_the_knowledge_economy_10181.pdf

A Research Study of 14-35 year olds for the Future Development of Public Libraries
http://www.bl.uk/about/cooperation/pdf/publiclibraries.pdf

Review and evaluation of WiFi in public libraries
http://www.mla.gov.uk/resources/assets/W/wifipubliclibraries_10230.pdf

Mylee Joseph
Consultant, Public Library Services
17 October 2006

With assistance from PLS Managers and Consultants (especially Ellen Forsyth).
Public Libraries Consultative Committee (PLCC)

Child Safe, Child Friendly Public Libraries Working Group

Issue

Background
The NSW Commission for Children and Young people is no longer conducting Working with Children Checks for public library staff. Public libraries are not identified in the legislation as employment which requires the check. Please note: The Prohibited Employment Declaration is still applicable to library staff and volunteers.

The Commission advocates a number of 'complementary strategies' for developing child safe, child friendly organisations. A number of resources are available on their website http://www.kids.nsw.gov.au/check/ which can be tailored for use in NSW public libraries. The Commission also offers a training program. Jan Richards (PLNSW-C) and Paul Scully (PLNSW-M) met with Virginia Neighbour of the Commission to discuss developing these strategies for a public library environment.

A working group representing Public Libraries NSW [Country and Metropolitan] has been convened. The working group members are:
- Annette Goodwin, Armidale Dumaresq Library
- Sue Killham, Narrandera Shire Library
- Jennifer Dibley, Human Resources, Singleton Council
- Margaret Nicholson, Stanton Library, North Sydney
- Melinda McNaughton, Sutherland Shire Libraries
- Carolyn Bourke, CLAWS, Fairfield Libraries
- Mylee Joseph, State Library of NSW

The working group objectives are:
1. to prepare a set of public library specific resources that are developed in cooperation with the Commission, endorsed by them and available to all NSW public libraries
2. to provide library based scenarios for the Commission's training program

Recommendation
For information.

Mylee Joseph
Consultant, Young People & Older Persons, Public Library Services
17 October 2006
Public Libraries Consultative Committee (PLCC)

Premier’s Reading Challenge

Issue

Background
Over the last five years there has been an exponential growth in the number of students participating in and completing the Premier’s Reading Challenge (PRC). The PRC Committee noted with concern the issues raised by participants, parents and partner groups about the challenges of adequately resourcing school and public libraries to support this enthusiasm for reading by children and young people. There have been a number of changes in the Premier’s Reading Challenge for 2007 which have been informed by the feedback from NSW public libraries and teachers.

Change to a school year
The 2007 Challenge will move to a school year, running officially from 1 February to 1 September 2007. However, students are encouraged to continue to read over the summer break and any PRC listed books can be counted in the 2007 challenge. The PRC website (www.schools.nsw.edu.au/premiersreadingchallenge/) features a link to the Summer Reading Club website encouraging students to visit their public library during the school holidays.

Changes to the reading lists
The number of books required to meet the K-2 Challenge has been reduced from 40 to 30 titles. 25 of these books must come from the PRC list and the other five are free choice. Some popular series fiction has been marked to indicate that students can choose only one, and any one, title from the series [eg. the “Selby series” by Duncan Ball]. The four booklists, K-2, 3-4, 5-6, 7-8 will be expanded for 2007. In November 2006, new books will be flagged on the website and can be downloaded as a separate list.

Home schooling
The team at the Premier’s Reading Challenge made particular mention of the strong support public libraries have provided for home schooled students and their families and the excellent feedback they have received from these students and their families.

Public library representation
Over the past year, NSW public libraries have been represented by Holly Woodhouse of Willoughby Library on the PRC Book Panel. This group reviews and selects titles for addition to the PRC reading lists.

1 Summer Reading Club  www.summerreadingclub.org.au
Recommendation
For information.
Mylee Joseph
Consultant, Young People & Older Persons, Public Library Services
17 October 2006
Public Libraries Consultative Committee

Report from Public Libraries NSW – Country (PLNSW-C)

Youth in Libraries Protocol

At its Annual General Meeting in Coonabarabran on 21 July 2006 Public Libraries NSW – Country (PLNSW-C) considered priorities arising from the Round Table meeting to identify the key issues for public libraries in providing services to youth from new emerging migrant communities. These had been discussed in depth at scheduled meetings in each of the Association’s 5 zones during April and May.

The AGM unanimously endorsed the priorities identified by the Round Table and recommended that these be extended to include all young people. It was agreed that 2 representatives be elected to the Working Party tasked with developing strategies to achieve the project’s aims.

The PLNSW-C Executive was asked to advice PLCC that the Association considers this a high priority issue and seeks PLCC endorsement to develop effective strategies for the NSW Public Library Network to communicate a clear consistent message to young people.

Jan Richards
Secretary, Public Libraries NSW - Country
5 October 2006
Public Libraries Consultative Committee

Youth in Libraries Protocol

Issue
Youth in Libraries Protocol - further information in support of PLCC endorsement of the project.

Background
A small group of public library representatives, migrant resource centre workers and council community services staff were invited to participate in a Youth from emerging communities round table on 28 February 2006 at the State Library of NSW.

The participants in the round table identified the following as the top priority youth related issues for NSW public libraries:

1. Communicating ‘house rules’ effectively to youth
2. Developing skills and attitudes in library staff to enable them to deal safely and effectively with youth.

Although the impetus for the round table was the special needs of youth from emerging communities it is clear that these strategies have a much wider application for youth as library clients generally and will be of benefit to libraries across New South Wales.

The full report of the Youth in NSW public libraries - Outcomes of the youth from emerging communities Round Table is included as Attachment One.

Statewide Cooperation
These two priorities have been endorsed by both Public Libraries NSW – Country (PLNSW-C) and Public Libraries NSW – Metropolitan (PLNSW-M) as priority issues for their member libraries.

The PLNSW-C endorsement, as circulated for the PLCC meeting of 17 October 2006, is included with this paper as Attachment 2.

The Public Libraries NSW–Metropolitan considerations and recommendations regarding this report from their General Meeting of 15 September 2006 are included in this report as Attachment 3.

Protocol Development
The costs associated with the development of the protocol are expected to be minimal and mainly comprise staff time to consult with relevant organisations and agencies.

Training Development
It is suggested that further information be requested of the Working Group regarding the training component, which should be undertaken as stage 2 of this project. The Working Group should be advised that further information is
to be provided to PLCC on the proposed training program, including costs, to allow a decision to be taken the commitment of the Statewide Network Development funds. Further, PLCC should advise that costs associated with the development of a training program should be shared by those benefiting from the training package.

**Reporting to the PLCC**
The Working Group should provide a brief report to each PLCC meeting documenting progress on this project.

**Recommendations**
It is recommended that the:

1. PLCC endorse the Youth in NSW Public Libraries project
2. Working Group be advised that further information is to be provided regarding the proposed training program to allow a decision to be taken on the commitment of statewide network development funds
3. Working Group provide a brief report to each PLCC meeting for the duration of this project.

Mylee Joseph & Kathleen Bresnahan
**Consultant, Public Library Services**
10 January 2007
Youth in NSW public libraries
Outcomes of the youth from emerging communities Round Table

Issue
Report on issues relating to youth in NSW public libraries and outcomes of the round table on youth from emerging communities in NSW public libraries. Some of issues relating to youth in NSW public libraries have a much wider application than emerging communities and may be of benefit to libraries across New South Wales.

Background
In recent years several country libraries [Singleton and Newcastle] and metropolitan libraries [Auburn, Holroyd and Campbelltown] have raised issues involving the challenges in serving youth from emerging communities. Emerging communities are not confined to the metropolitan area, with significant numbers of refugees and migrants settling in the Illawarra, Newcastle, Coffs Harbour, Singleton, Lake Macquarie and Griffith regions. Migration into NSW results in each new wave of refugees and migrants experiencing similar problems integrating into the community. This has particular impact on young people and the libraries they use. Strategies developed for libraries working with youth from emerging communities need to be flexible to adapt to each new wave and language group. At present the emerging communities in NSW include Liberian, Sudanese, Sierra Leone, Afghani and Tamil young people.

Round table
In response to these issues, a round table was convened by Public Library Services to identify the key issues relating to youth from emerging communities in NSW public libraries. A small group of public library representatives, migrant resource centre workers and council community services staff were invited to participate in the round table on 28 February 2006 at the State Library of NSW.

The aims of the round table included:
1. to identify the ‘big issues’ for libraries working with youth from emerging communities
2. to prioritise the issues
3. to identify some strategies to address the issues
4. to present an issues paper to MPLA / CPLA and PLCC recommending some strategies and cooperative projects for consideration

2 The current DIMIA Settlement Policy targets regional areas for further settlement of refugees and migrants.
Round table participants:
  - Sheetal Challam [Blacktown Migrant Resource Centre]
  - Anne Hall [Fairfield Libraries]
  - Susan Roberts [Wollongong City Library]
  - Michelle Dowling [Auburn Library]
  - Lucy Maguire [Holroyd City Council]
  - Antonella Martin [Holroyd Library]
  - Pamela Davies [Marrickville Library]
  - Oriana Acevedo [State Library of NSW]
  - Mylee Joseph [State Library of NSW]

Apologies were received from Noelle Nelson [Newcastle Regional Library]

Summary
The participants in the round table identified the following as the top priority issues for NSW public libraries:

3. Communicating ‘house rules’ effectively to youth
4. Developing skills and attitudes in library staff to enable them to deal safely and effectively with youth.
5. Establishing strong partnerships with Migrant Resource Centres and other relevant youth agencies and community organisations.

A number of strategies for addressing these priorities were suggested by the participants in the round table. Some of these strategies have a much wider application than emerging communities and may be of benefit to libraries across New South Wales:

1. Communicating ‘house rules’ effectively to youth.
   - Develop a state-wide library protocol [similar to the model for shopping centre protocols developed by Youth Action & Policy Association NSW (YAPA)] and a marketing strategy to communicate rights and responsibilities to youth specifically in an appealing and simple essentially ‘language free’ way.
   - Develop programs in partnership with workers from Migrant Resource Centres and other relevant youth agencies and community organisations to assist youth, including those from emerging communities who are learning new cultural norms and need explicit instructions about what behaviour is acceptable. [eg. including library tours and explanations of behaviour protocols].

2. Develop skills and attitudes in library staff to enable them to deal safely and effectively with youth.
   - Develop a staff orientation and training module focussing on working with youth in the library. [eg. on DVD for on-going use with new staff in libraries]
   - Develop library specific youth customer service training, including skills in handling conflict situations.
   - Raise the training needs of the public library industry with ALIA.

3. Establishing strong partnerships with Migrant Resource Centres and other relevant youth agencies and community organisations.
   - Develop a model library information kit for migrant resource centres (MRC) that can be adapted to local needs and provides information for use in ‘on arrival information sessions’ and other activities with MRC clients.
   - Develop best practice guidelines for libraries working with Migrant Resource Centres and other relevant youth agencies and community organisations

Participants agreed that the strategies discussed should be referred to the MPLA and CPLA for discussion and further direction.

**Recommendations**

1. That the MPLA and CPLA consider each of the priority issues identified by the participants in the round table and identify any additional priorities.
2. That the MPLA and CPLA identify participants for a working group as appropriate.
3. That the MPLA and CPLA provide a report to Public Libraries Consultative Committee.

Oriana Acevedo and Mylee Joseph
Consultants, Public Library Services
1 May 2006

**Note**

CPLA = Country Public Libraries Association, now called Public Libraries NSW – Country (PLNSW-C)
MPLA = Metropolitan Public Libraries Association, now called Public Libraries NSW – Metropolitan (PLNSW-M)
At its Annual General Meeting in Coonabarabran on 21 July 2006 Public Libraries NSW – Country (PLNSW-C) considered priorities arising from the Round Table meeting to identify the key issues for public libraries in providing services to youth from new emerging migrant communities. These had been discussed in depth at scheduled meetings in each of the Association’s 5 zones during April and May. The AGM unanimously endorsed the priorities identified by the Round Table and recommended that these be extended to include all young people. It was agreed that 2 representatives be elected to the Working Group tasked with developing strategies to achieve the project’s aims. The PLNSW-C Executive was asked to advise PLCC that the Association considers this a high priority issue and seeks PLCC endorsement to develop effective strategies for the NSW Public Library Network to communicate a clear consistent message to young people.

Jan Richards
Secretary, Public Libraries NSW - Country
5 October 2006
In attendance: Clr Beverley Giegerl, Hurstville; Clr Sonya Phillips, Baulkham Hills; Clr Vicki Scott, Gosford; Alan Flores, Gosford; Lyn Regan, Baulkham Hills; Helen Sutherland, North Sydney; Linda Horswell, Mosman; Vicki Smith, Manly; Carol Yuen, Warringah; Cheryl Etheridge, Hornsby; Narelle Reichert, Lake Macquarie; Jennifer Burrell, Hurstville; Victoria Anderson, SLNSW; Mylee Joseph, SLNSW; Linda Bathur, Waverely; Ray Amos, Ku-Ring-Gai; Jennifer Bice, Lane Cove; Clr Win Gaffney, Lane Cove; Michelle Dowling, Auburn; Carole Read, Bankstown; Barbara Todes, Randwick; Frances Riva, Ashfield; Philip Edney, Burwood; Petra Fowler, minutes.

**MATTERS ARISING FROM PREVIOUS MINUTES NOT ELSEWHERE IN THE AGENDA**

*Matter Arising No. 2: Youth in NSW Public Libraries – Youth from Emerging Communities Working Group – Jennifer Burrell*

The Public Libraries NSW - Metropolitan Executive accepted this Report and its recommendations (attached) and consider this a high priority project which will benefit all public libraries in NSW.

- Developing a state-wide ‘Youth in Libraries’ Protocol will be an effective strategy to meet Recommendation 1 in this Report. Such a Protocol (similar to those developed by the Youth Action & Policy Association NSW) will enable public libraries to effectively communicate rights and responsibilities to all youth. Developing a simple and appealing Protocol will require input from a wide range of expert stakeholders, including Migrant Resource Centres and youth agencies.

- Developing a staff training package (eg DVD) applicable in public libraries throughout NSW to build on existing skills and attitudes to specifically develop staff skills in dealing with youth, including conflict situations, will also require expert input.

**It was agreed that:**

The Public Libraries NSW - Metropolitan suggests PLCC identify this as a priority project to be funded from Networking funds, as developing state-wide strategies to communicate a clear consistent message and effectively manage youth issues effectively in public libraries will benefit all public libraries in NSW.

Jennifer Burrell will be the Public Libraries NSW - Metropolitan representative on this state-wide Working Group. [end of extract]
Public libraries Consultative Committee (PLCC)

Public Library Network Research Committee

**Issue**
*Sustaining Communities: measuring the value of public libraries* project update

**Summary**
The survey phase of the project was conducted over October and November of 2006.

As part of the research, ten case study libraries were selected to illustrate particular aspects of a public library’s value to its community including economic, social/cultural and environmental value. Those services are: Central West, Newcastle, Waverley, Lane Cove, Camden, Great Lakes, Canterbury, Western Riverina, Liverpool and Bathurst.

The research also includes completion of a survey by all 97 Library Managers; a random survey of ratepayers of the 10 case study library services, and an in-house survey of the 10 case study libraries.

JL Management Services is currently collating the data and drafting the report. The project is on schedule for completion this financial year.

**Action**
For information and discussion.

Cameron Morley
Manager, Funding and Advisory Services, Public Library Services
26 February 2007
Public Libraries Consultative Committee

Public Libraries NSW – Country (PLNSW-C) Report

October 2006

Annual Conference
The Association’s annual conference Libraries Launch Communities; exploring opportunities for a challenging future was held at Coonabarabran, between 19-20 July 2004 and was officially opened by The Hon Bob Debus, Minister for the Arts. Mrs Jillian Skinner, MP, Shadow Minister for the Arts and the Hon Melinda Pavey, MLC also attended.

PLNSW-C members were delighted to welcome, the newly appointed State Librarian and CEO State Library of NSW, Ms Regina Sutton to Coonabarabran.

The program attracted over 240 delegates from across NSW and interstate, demonstrating the conference’s wide appeal and reputation for excellence in content and networking. Considerable emphasis was placed on reading and the address by keynote speaker, Rachel Van Riel from UK based company Opening the Book, generated considerable discussion.

The 2007 Conference will be held in Merimbula between 17 and 20 July.

Annual General Meeting
The Association’s Annual General Meeting was held at Coonabarabran on 21 July 2006 in conjunction with the Conference. Elections were held for key positions and the following persons elected:

- Chairman, Cr Ewan Tolhurst, Bogan Shire Council
- Deputy Chairman, Cr Dianna Baker, Inverell Shire Council
- Secretary/Treasurer, Jan Richards, Manager, Central West Libraries
- PLCC Representative, Lynne Makin, Library Manager & CEO, Upper Murray Regional Library

The major issues to be discussed at the AGM can be summarised as:

- The Association’s change of name from Country Public Libraries Association of New South Wales (CPLA) to Public Libraries NSW – Country. This constitutional change was passed unanimously.
- The proposed joint Secretariat for PLNSW –C and Public Libraries NSW –Metropolitan (PLNSW-M). The two Associations are developing a Business Plan, which will be referred back to the membership for discussion.
- Issues relating to work with children and young people including the development of a risk management strategy for child safe, child friendly public libraries and policies and guidelines for young people from emerging communities.
Public Internet access and censorship.
Cost shifting.

The draft minutes are available at:

Submissions Prepared
PLNSW-C prepared a submission for *State Plan; a new direction for NSW*, strongly expressing the Association’s disappointment at the absence of any reference to public libraries and their demonstrated role in supporting our communities and government initiatives. Details were provided of how public libraries could be integrated into this document.

A submission was also prepared regarding the exposure draft of the *Copyright Amendment (Technological Protection Measures) Bill 2006* circulated for consultation and discussion. In particular, it was noted that there are a number of proposed exceptions that will have a direct impact on the effective operation of public libraries in NSW. PLNSW-C requested that the needs of regional and rural users are upheld when consideration is given to these exceptions and also with regard to the proposed additional exceptions included in the discussion draft.

Local Government Conference
Public Libraries NSW Country and Metropolitan have joined forces and are developing an exhibition for the Local Government Association Conference to be held in Leura 28 October – 1 November 2006. PLNSW-C exhibited at this Conference in 2005 and received extremely positive feedback.

2007 State Elections
PLNSW-C is currently working with the Local Government and Shires Association & PLNSW-M to develop position paper for upcoming state election. This is being advanced through the LGSA Libraries and Information Reference Group.

Jan Richards
Secretary, Public Libraries NSW - Country
5 October 2006
MPLA Conference and AGM
The MPLA Conference 2006, *Ever Ready and powered up* will be held in Penrith at the Joan Sutherland Performing Arts Centre on 2nd and 3rd November. Full conference details and registration information are available at [http://www.mplansw.asn.au/](http://www.mplansw.asn.au/).

Meeting of the Joint Executives
Joint meetings of the Executives of the Public Libraries NSW – Country and Public Libraries NSW – Metropolitan Association are being held on a regular basis. The main issue being considered by the Joint Executives is the establishment of the proposed Joint Secretariat. This is with the secretaries of both associations to progress.

Public Libraries NSW – Country and Public Libraries NSW – Metropolitan Association stand at LGA Conference 2006
The LGA Conference 2006 is being held on from 29 October to 1 November 2006. There will be a Public Libraries NSW – Country and Public Libraries NSW – Metropolitan Association stand at the conference.

Youth in NSW Public Libraries – Youth from Emerging Communities Working Group
The Public Libraries NSW - Metropolitan accepted this report and its recommendations and considers this a high priority project, which will benefit all public libraries in NSW.

Paul Scully
Secretary, Public Libraries NSW - Metropolitan Association Inc
17 October 2006
### Day 1

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<tr>
<td>9:00</td>
<td>Registration</td>
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<tr>
<td>9:30</td>
<td>Welcome by Clr Beverley Giergerl, Hurstville Council, MPLA President, Welcome to Country</td>
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<td>Welcome by Penrith Mayor</td>
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<td>10:00</td>
<td>Break</td>
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<tr>
<td>10:30</td>
<td>Dr Simon Longstaff</td>
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<td>11:00</td>
<td>Lunch</td>
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<td>Michelle Landy</td>
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<td>The Art of Understanding Yourself and Others During Change</td>
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<td>Nerida Hart</td>
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<td>People Deliver: Developing Your Most Valuable Asset</td>
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<td>2:30</td>
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<td>3:15</td>
<td>Avril Henry</td>
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<td>Managing and Motivating Different Generations</td>
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<td>Cocktails: Mix and Mingle</td>
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### Day 2

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<td>Welcome by Clr Sonya Phillips, Mayor of Baulkham Hills Shire Council, MPLA Vice-President</td>
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<td>9:40</td>
<td>State Librarian of NSW</td>
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<td>Cate McNeely</td>
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<td>10:00</td>
<td>Deputy Chief Librarian, Richmond Public Libraries, Canada</td>
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<td>Knowing What You Know</td>
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<td>12:30</td>
<td>Lunch</td>
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<td>Breakouts</td>
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<td>Chris Szekely and Cate McNeely</td>
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<td>2:30</td>
<td>Wendy Harmer</td>
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<tr>
<td>3:15</td>
<td>Break</td>
</tr>
<tr>
<td>3:45</td>
<td>Annual General Meeting</td>
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Public Libraries Australia (PLA) Report

Issue
To provide an update on Public Libraries Australia.

Background
Under PLCC Strategic Plan, one of the key roles of the PLCC is to provide identify, clarify and transmit key strategic issues to Library. This report updates the PLCC on the activities of Public Libraries Australia.

Report
PLA is continuing to work with ALIA on the developing relationship between the two organisations and the proposal of a joint executive officer for the two organisations. A meeting of the Board of PLA to discuss the matter was held on 30 August 2006 in the morning at which support for the continuing development of the relationship was unanimous. This was followed by a meeting of the Board and the executive of ALIA in the afternoon where details of the steps forward were decided upon.

The Chair and Executive Director of PLA attended CLICK06 in Perth where a number of meetings were held with library staff from WA to look at directions for PLA in that state. WA is developing a mentoring programme to be badged by PLA. The Chair and Executive Director were guests at the ALIA President’s lunch where the official announcement was made of the joint relationship.

A meeting was held with the Conference Committee of SA for the next conference to be held in Adelaide in August/September 2007. This will be the next PLA Conference and will be held in conjunction with the SA State conference.

The Executive Director is working on a grant application for a national project for readers in Australia and with suppliers to develop some initiatives to make book selection and Library Management System selection more cost effective.

It is expected that these initiatives will be announced early in 2007.

Lynne Makin
Executive Director, Public Libraries Australia
2 October 2006

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Public Libraries Consultative Committee (PLCC)
Reference Excellence - New South Wales

Issue
Report on progress on the ORE (Ohio Reference Excellence) project.

Background
The Steering Committee for the Reference Excellence - New South Wales has edited each of the six modules of the Ohio Reference Excellence web site to suit Australian conditions.

The Mimerdesk software has been used for this process as all Committee members can undertake the editing work in one central location without having to email large documents. The six modules have been further for consistency by Ion Sloggett, Tina Reedman and Ellen Forsyth.

There is still some work to be completed however the vast majority of the text changes have been completed.

Summary
Following completion the information will be made available on the atmitchell.com web site.

Recommendation
For information.

Ellen Forsyth
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17 October 2006