Public Libraries Consultative Committee (PLCC)

58th meeting of the Library Council Sub-committee to be held on
Monday 15 November 2010 in the Jean Garling Room,
State Library of New South Wales at 10 for 10.30am

(Lunch will be served from 12.00pm)

Agenda

1. Attendance

2. Minutes
   The minutes of the 57th meeting held on 30 August 2010

   2.1 Business Arising
       - Regional libraries and the Library Act 1939
       - Motions from Public Libraries NSW – Country AGM

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

3. Advice to Government on Public Library Funding
   Submission on Public Library Funding needs
   Director, Public Library and Community Learning Services
   Manager, Funding and Advisory Services

   Verbal update

   Action
   For information and discussion

4. Proposal from Public Libraries NSW – Metropolitan regarding increased
   Interlibrary Loan Van funding
   Manager, Funding and Advisory Services

   Action
   For discussion and recommendation

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

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

5. **Review of Public Library Services Branch**  
   Director, Public Library and Community Learning Services  
   Manager, Funding and Advisory Services  
   **Action**  
   For information

6. **Review of PLCC**  
   Chair, PLCC  
   Director, Public Library and Community Learning Services  
   **Action**  
   For discussion and recommendation

7. **NSW.net Update**  
   Manager, NSW.net  
   **Action**  
   For information and discussion

8. **Library Council report** (*standing item*)  
   Chair, PLCC  
   **Action**  
   For information

9. **Association reports**
   9.1 **Public Libraries NSW - Metropolitan report**  
      Secretary, PLM
   9.2 **Public Libraries NSW - Country report**  
      Secretary, PLC

**GENERAL BUSINESS**

10. **Other business**

   *(if time permits – State Library presentation to stakeholders on the Act, Funding and Reviews.)*
Public Libraries Consultative Committee (PLCC)

Minutes

58th Meeting of the Library Council Sub-committee held on Monday, 15 November 2010 in the Jean Garlin Room State Library of New South Wales, at 10.30am

<table>
<thead>
<tr>
<th>Item</th>
<th>Discussion</th>
<th>Action</th>
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<tr>
<td>1</td>
<td>Present</td>
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<td></td>
<td>Robert Knight (Chair, Library Council of NSW), Rob Thomas (Library Council of NSW), Regina Sutton (State Library of NSW), Ian Greenhalgh (PLC), Clr Graham Smith (PLC), Clr Win Gaffney (PLM), Jennifer Bice (PLM), Frances Sims (State Library of NSW), Michelle Mashman (PLM), Keryl Collard (PLC), Richard Fisher (Library Council of NSW), Clr Julie Hegarty (LGSA), Cameron Morley (State Library of NSW - Minutes)</td>
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<td></td>
<td>Apologies</td>
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<td>Noel Baum (LGSA)</td>
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<td>2</td>
<td>Review of Previous Minutes and Business Arising</td>
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<td>The minutes of the 57th Meeting held on 30 August 2010, which had been circulated, were confirmed and accepted as a true record.</td>
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<td>The Chair welcomed Ms Michelle Mashman (Manager, Canterbury City Library) to her first meeting representing Public Libraries NSW-Metropolitan. The Chair thanked outgoing member, Ms Lyn Barakat, for her contributions.</td>
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<td>2.1</td>
<td>Business Arising</td>
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<td>Regional libraries and the Library Act 1939</td>
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<td>Frances Sims updated the Committee on progress.</td>
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<td>On 30 August the Library Council endorsed the Committee’s proposed amendment and agreed to recommend the amendment to Communities NSW and the Minister. This endorsement was subject to support from the LGSA, on the advice of the Division of Local Government, Department of Premier and Cabinet.</td>
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<td>Subject to LGSA support, the Library Council advised the State Library to proceed through the Government processes for amendment with guidance from Communities NSW. The LGSA indicated its support for the amendment on 2 November.</td>
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<td>A Briefing Note on the matter was subsequently forwarded to Communities NSW for further advice and action.</td>
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The Chair thanked the Committee for its input on behalf of stakeholders into the proposed amendment.

On 11 November a Private Members Bill entitled *Library Amendment (Arrangements for Mutual Provision of Library Services) Bill 2010* was introduced in Parliament by the Opposition Member the Hon Catherine Cusack, MP.

The Bill was tabled at the meeting. It was noted that the Bill is similar in intent to the proposed amendment that has been recommended by the Library Council, however the Bill is less specific.

*Motions from PLNSW-C Annual General Meeting*

a) that the State Library becomes a Founder Partner of the National Year of Reading
Frances Sims advised that the State Library became a Founder Partner in September 2010.
b) that the State Library contacts APRA about the possibility of a Statewide licence for libraries
Cameron Morley advised that an approach has been made to APRA, and that advice will be brought to a future meeting.

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

3 Advice to Government on Public Library Funding: Submission to the Minister for the Arts on Public Library Funding needs

Frances Sims informed the Committee that the briefing on the future funding needs of public libraries that had been endorsed by the PLCC and the Library Council on the 30 August had been forwarded to the Minister and Director General in September, with a cover letter signed by Rob Thomas on behalf of the Library Council. The State Library subsequently submitted a Maintenance of Effort (Recurrent) bid based on the briefing to Communities NSW and Treasury in October for consideration in the 2011/12 State Budget process.

It was noted that the Library Council recommendation on the 2010/11 funding allocation was signed off by the Minister in September.

4 Proposal from Public Libraries NSW – Metropolitan Regarding Increased Interlibrary Loan Van Funding

As agreed at the 30 August Meeting, the State Library brought advice on proposed savings and/or reallocations from the Research, Professional Development and Statewide Network Development components of the Public Libraries Grants and Subsidies to meet the request from the Public Libraries NSW – Metropolitan Association for increased funding for the Interlibrary Loan Van for 2010/11.

The Committee considered the advice and it was agreed that an additional $15,000 will be allocated in support of the service this financial year.
year. It was agreed that the State Library would contact Waverley City Council to arrange the payment.

Clr Gaffney foreshadowed that a paper on future options for the management of the Van service beyond 2010/11 will be brought to the March meeting.

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

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

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

5  Review of Public Library Services Branch

Frances Sims presented the paper, noting the findings of the survey. The focus of the review was to seek feedback about the State Library’s Public Library Services Branch’s range of advisory, consultancy, professional development, networking and research services so they can be more effectively tailored to the Councils and public libraries of New South Wales.

Branch activities associated with monitoring local government compliance with the Library Act 1939 were outside the scope of the review. These include functions associated with discharging the Library Council’s Objects and Duties such as: administration of Grants and Subsidies; collection of financial and statistical information; inspectorial / service review roles.

Key findings include:

- The PLS branch and staff have good knowledge and understanding of issues within public libraries. 85% agree that PLS staff understand the key issues facing public libraries.
  - “PLS branch staff are very supportive and proactive in addressing key issues facing public libraries in NSW”

- Service provision meets the needs of public libraries. 84% agree that PLS provides relevant services, while 85% agree that the services have progressed with the changing needs of libraries.
  - “There are at times very specific services that I require and services are customised to my needs”

- Satisfaction with PLS Branch is very high (85%).

- Over 90% rated the quality of services as excellent, very good or good.
  - “Staff approachable and knowledgeable. A can-do attitude
makes my dealings with PLS Branch very enjoyable and useful"
  o “All PLS staff are terrific at responding to enquiries and provide great follow-through”

- Driven by consultancy and advisory services, demand from public libraries is expected to grow by 21% over the next 12 months.

- Visibility and communication are identified as areas not presented optimally. Suggestions on areas for improvement include marketing of services available, higher visibility (visiting more) and greater definition of leadership and support roles.

- It is notable that 85% of NSW library managers responded.

Next steps / relationship to PLCC review
The PLS team has been tasked with preparing a service framework for consideration by the State Library Executive that builds on the good results, notes the expected demand increase and addresses the areas identified for further improvement.

Public library respondents have indicated that they want to work more closely with the State Library, and the facilitation of forums for direct dialogue between public libraries and the State Library is recommended as an effective response.

The establishment of appropriate forums for PLS and public libraries to work together on issues and projects would meet the need identified in the survey and address Library Council’s object to work directly with local authorities and local libraries.

The planned review of the PLCC will be informed by these results. The Committee discussed the results, noting the expected increase in demand for services and the advice from respondents on the need for a clearer communication framework. It was agreed that the planned new service framework should include a communication strategy, and be brought back to the Committee for input.

Frances Sims

6 Review of the PLCC
The Committee agreed at the meeting of 11 June 2010 that it was timely to review the PLCC, specifically its terms of reference, communication strategy and membership to ensure that the Library Council is receiving appropriate advice on public library matters and issues. At the suggestion of Library Council an independent consultancy has been approached to conduct the review. A survey of stakeholders will be undertaken and a report will be prepared for Library Council in early 2011.

A discussion paper outlining the issues to be considered in the review was circulated to the Committee for comment.
It was agreed that the discussion paper raises appropriate issues, including

- Engagement with stakeholders
- Communication
- Membership
- Options for advising Library Council

A survey will be developed to elicit responses on the above from stakeholders.

Frances Sims
Cameron Morley

7 **NSW.net Update**

Joyce Azzopardi attended and presented the NSW.net report including a progress report on the 2009-12 NSW.net Services Delivery and Marketing Strategy.

The Committee noted the report.

8 **Library Council Report** *(standing item)*

The Report was noted.

9 **For information**

9.1 **Public Libraries NSW - Metropolitan Report**

Clr Gaffney noted that two quotes have been received so far for the potential outsourcing of the Interlibrary Loan Van service, and that an approach from Vision Australia has been referred to the PLCC. Frances Sims referred to the previous resolution by the Committee re: Vision Australia that the Associations are prepared to support Vision Australia to approach other avenues for funding.

9.2 **Public Libraries NSW - Country Report**

Clr Smith noted the positive transformation in the North Western Regional Library branches (Warren, Gilgandra, Coonamble, Nyngan) that has resulted from recent Library Development Grants. It was agreed that this feedback would be provided to the Grants Committee, and that a paper would be prepared on the great value that has accrued from the Grants program.

The Reports were noted.
GENERAL BUSINESS

10 Regina Sutton

Robert Knight noted with regret that this would be the final meeting attended by Regina Sutton, State Librarian and Chief Executive. The Committee thanked Regina for her energy and vision in leading the State Library during her term. Regina was particularly thanked for her efforts in support of NSW public libraries and her support of the relationship between the State Library and Local Government. In addition to Regina’s achievements with the State Library, its buildings, its Executive structure, the erecords project, and the Library’s rebranding and profile, Regina was thanked for her support for public library funding increases.

Clr Graham Smith put the following motion:

“That PLCC expresses its profound regret at the resignation of the State Librarian; its deep appreciation of her transformational leadership of the Library; its hearty best wishes for Regina and her family as they move to their new circumstances; and requests that this resolution is passed to Library Council and the Minister for the Arts.”

The motion was passed by acclamation.

drug info @ your library

Cameron Morley advised the Committee that a survey will shortly be sent to NSW library managers seeking advice on the drug info @ your library initiative, as part of a review of that service which is provided in partnership with Health NSW.

Meeting dates for 2011:

- Monday 21 March 2011, 10.30-12
- Monday 6 June 2011, 10.30-12

Further dates will be set in 2011.

Meeting closed 12pm