LIBRARY COUNCIL OF NEW SOUTH WALES

Living Learning Libraries

—

Standards and guidelines for NSW public libraries
6th edition

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Library Council of New South Wales

December 2015

Living Learning Libraries: standards and guidelines for NSW public libraries was commissioned by the State Library on the recommendation of the NSW Public Library Network Research Committee for the Library Council of New South Wales.

CONTENTS

Introduction

Living Learning Libraries: standards and guidelines for NSW public libraries, is an evidence-based guide to the development of library services in NSW. Written in two parts, it provides a practical basis for comparison among library services, as well as a framework for service assessment and continuous improvement. It is intended to encourage best practice in service delivery not by presenting theoretical targets, but by highlighting what standards are already achieved by leading libraries.

Developed by the State Library on behalf of the New South Wales Public Library Network Research Committee, these standards and guidelines are intended to assist public libraries and Councils to:

- evaluate current services

- set targets for improvement

- develop continuous improvement in library service delivery, and

- plan for future needs.

The assistance of Libraries Alive! Pty Ltd is acknowledged in the development of Living Learning Libraries. Sherrey Quinn and Ian McCallum assert their moral rights to be recognised as the joint authors of this work.

This document also contains strategies from library practitioners for tailoring services to the needs of local communities based on such factors as age, disability, socioeconomic status, cultural diversity and affordability.

Living Learning Libraries is not intended as a 'one size fits all' procedure manual, nor as a substitute for the experience and judgement of public library managers. Instead, the standards and guidelines need to be tempered in their application by the exigencies and possibilities of local conditions.

PART A

Standards – quality levels and goals

The evidence base for the target figures derived for the Standards in Part A is *Public Library Statistics* and Bibliostat data for New South Wales public libraries. In this edition 2013/14 data is used.

Baseline target: Derived from the median value. This is judged to be a reasonable **minimum** target for libraries.

Enhanced target: Derived from the midpoint value of the third quartile. This target indicates the minimum enhanced level that higher performing libraries might achieve.

Exemplary target: Derived from the value at the bottom of the fourth quartile (point immediately above the third quartile point (Q_3). This target indicates the minimum exemplary level that leading libraries might achieve.

Median is the middle value of a series of numbers arranged in order from lowest to highest. The median in the data set is the value for which half the observations are lower and half are higher.

Quartiles

Data sets have been divided into four quartiles.

The first quartile (Q_1) cuts off the lowest 25% of data at the 25th percentile. The second quartile (Q_2 or the median) cuts the data set in half at the 50th percentile. The third quartile (Q_3) cuts off the lowest 75% of data at the 75th percentile.

Measurement parameters provide definitions for the components within each standard and outline any limitations or boundaries which apply to the standard.

Variables to consider: a number of local factors will have an impact on the capacity of a library service to achieve the stated standard. These factors should be considered when applying the standard to your library service.

How to use the Standards and Guidelines

These standards and guidelines will assist library managers and stakeholders in:

- evaluating current library performance, for example in benchmarking against past performance, or against other libraries

- setting reasonable targets for improvement in service delivery

- planning for future service needs

- ensuring equitable service delivery

- developing evidence-based business cases for resources, equipment, and innovative services.

Guidance from practitioners is included to assist in tailoring services to the needs of local communities, based on such factors as age, disability, socioeconomic status, cultural diversity and affordability.

Part A presents standards and their objectives. Targets are given where appropriate, along with measurement parameters and other factors to be considered. Reference is made to the relevant supporting Guideline(s) in Part B.

Part B, Guidelines, covers principles and practices for library service provision, with reference to the relevant Standard(s). The Guidelines are presented in checklist format, convenient for use in assessing performance of library services, either in self-evaluation or in more formal reviews.

Related worksheets with space for indication of progress/achievement and comment by library managers, are available on the *Living Learning Libraries* pages of the State Library of New South Wales website: http://www.sl.nsw.gov.au/services/public_libraries/living_learning_libraries/index.html

Useful documents are listed in context throughout the Standards and Guidelines, and a complete list is given in the bibliography. The supporting material includes a glossary and an index.

LIBRARY MANAGEMENT STANDARDS

Objective

To provide the community with a library service that is equitable, accessible, cost effective and efficient.

General guidelines for library management are presented in Section G1, LIBRARY MANAGEMENT.

S1. Library expenditure per capita

Baseline	$49.70
Enhanced	$56.35
Exemplary	$64.01

Measurement parameters

Library expenditure includes operating expenditure and library materials (print and non-print) expenditure by library service, and excludes all capital expenditure except library material.

'Eligible population' for per capita analysis is the population of the area/local government area served by the library service. Data is sourced from the *Public Library Statistics 2013-14* and the Australian Bureau of Statistics.

Please see the Public Libraries in New South Wales Financial Reporting manual (http://www.sl.nsw.gov.au/services/public_libraries/docs/financialreporting_07-08-15.pdf) for detailed definitions of capital and operating expenditure.

S2. Borrowers (registered library members) as percentage of population

Baseline	41.5
Enhanced	49
Exemplary	55

Measurement parameters

Borrowers (registered members); eligible population.

Borrowers are those members of the community who have joined their local public library and hold a membership card. Active borrower are defined as library members who have used their library card in the last 3 years.

'Eligible population' is the population of the area/local government area served by the library. Data is sourced from the Australian Bureau of Statistics.

Variables to consider

Non-resident membership: some Local Government Areas (LGAs) are likely to show a very high percentage of membership because members include non-residents who travel to the LGA to work, shop or for holidays. These non-

resident members are not, by definition, included in the base 'eligible population'. However, the measure of borrowers/membership per capita, using number of registered active members and LGA population, is a measure agreed across Australia. For the purpose of this standard total members includes resident and non-resident members.

Libraries may have 'hidden membership', that is, customers who, without registering as members, visit the library to use materials, computers, WiFi or library spaces, or attend events. These customers will be counted in the 'visits' statistics, but not in the membership tally.

In general, all customers who visit the library or use its resources should be encouraged to register as members.

S3 and S4. Opening hours

Objective

To open at times which enable the community to make the most effective use of the library service and to ensure that the library's resources and services are as widely available as possible.

Public libraries should be open at times when their customers might reasonably expect them to be open.

General guidelines for opening hours are presented in Section G2, OPENING HOURS.

The targets in S3 and S4 are suggested minimum opening hours.

Note: If the Library is a member of a regional library, consider opening hours at the LGA level.

S3. Central Library opening hours

Central branch opening hours

Population	Hours per week
<10,000	30
10,000 – 20,000	42
20,000 – 50,000	48
50,000 – 100,000	53
100,000+	62

Measurement parameters

Note: If the Library is a member of a regional library and is the only service point in its LGA, apply the Central Library standard.

A Central Library is either a single site library service point or the operational centre and central service point of a multiple site library service; is operated by permanent paid library staff; is usually where the principal library collections are housed; processing is centralised; AND where the public have direct access to a

full range of library services and facilities. Unless otherwise specified the main branch library of the Administering Council of a Regional Library service is taken as the Central Library.

'Population' is the population of the area/local government area served by the library. Data is sourced from the Australian Bureau of Statistics.

S4. Total opening hours

Population	Suggested average opening hours per branch per week (excluding central library hours)	Suggested total opening hours per week = central library opening hours per week + (no of branches x average branch opening hours per week)
<10,000	17	30+ (no of branches x 17)
10,000 – 20,000	21	42+ (no of branches x 21)
20,000 – 50,000	27	48+ (no of branches x 27)
50,000 – 100,000	31	53+ (no of branches x 31)
100,000+	40	62 + (no of branches x 40)

Measurement parameters

Note: Standard S4 is appropriate only for branch libraries in a library service run by a single LGA and does not apply to branches of a regional library where there is only one service point in a LGA. In that case, apply S3, Central libraries.

The targets in S4 are suggested minimum total opening hours for libraries with at least one branch other than their central library. Total library opening hours include all central and branch opening hours, and mobile library stops (that is, the number of hours that mobile libraries are accessible to the public, but not the travel time between stops). Libraries with a central library and no branches should use S3, Central opening hours.

As defined in *Public library statistics*, a branch is a service point that is an auxiliary facility with separate quarters from the Central Library, a permanent collection of books, permanent paid staff present during all hours of opening, offers a broad range of public library services and a regular schedule of public service hours. Public service outlets and deposit stations should not be included in this calculation.

Suggested opening hours per week are based on average number of opening hours per branch including mobile libraries within the nominated population ranges because, in general, the more branches the greater the total number of opening hours.

Variables to consider

It is difficult to be prescriptive about opening hours given the variations in library service models and community area and population density in NSW, so it is appropriate to sound a note of caution in applying this standard without regard for the different ways in which library services are delivered to different communities. For example, opening hours and number of branches for a library serving central Sydney are likely to be quite different from opening hours and

branches for a library service striving to cover hundreds or even thousands of square kilometres.

The main variables which influence opening hours include:

- Structure and service models: Central and/or branch/branches and/or mobile library/libraries and/or other service points
- Number of branches and size (area and population) of the community/region served
- Central library and branch library locations and degree of geographic isolation
- Staff numbers
- Location of other community service points
- Local shopping and school hours.

S5. Visits to library per capita

Baseline	4.5
Enhanced	5.0
Exemplary	5.4

Measurement parameters

'Visits' is visits in person, and includes all visits to all service points (i.e., library buildings and mobile libraries).

'Eligible population' is the population of the area/local government area served by the library. Data is sourced from the Australian Bureau of Statistics.

Variables to consider

Many more people use public libraries than are registered members. This standard includes the use of library services by customers who visit to consult the reference collection and information resources, read newspapers and magazines, use computers and the Internet in the library, attend library events and programs, as well as borrow library materials. Again, numbers for city or regional centre LGAs and tourist destinations are likely to be higher since they include travellers to work, to shop and for holidays.

Note: Virtual visits or visits to a library website are a significant measure of library usage. However, no separate targets are given for virtual visits, as there is at present no agreed methodology for counting them and no evidence-base of data from which to derive targets. A preliminary standard for measuring use of electronic services is presented as S16.

STAFFING STANDARDS

Objective

To ensure that the size and mix of library staff support a range of services and programs which meet the needs of the community.

Each public library has paid qualified staff of one or more persons including a fully qualified library manager. Please refer to the Australian Library and Information Association recognised library and information qualifications at https://www.alia.org.au/employment-and-careers/careers-libraries-and-information-management/courses-eligible-alia-membership

Section 10 of the *Library Act* sets out the core components of public library services to be provided free of charge. The Guidelines to Section 10[1] provide principles and examples to assist local authorities in providing core, non-core and value-added services appropriate for the library's community.

A library service's commitment and responsiveness to its community is reflected in the mix of library staff selected to offer programs and services. It is assumed that in any library, responsibility for reference services and technical services is assigned to appropriately qualified staff. In addition, responsibility for special and targeted services is also explicitly assigned.

The standards S6 and S7 are recommended as the minimum requirement for numbers of staff (S6) and qualified staff (S7), to encourage consistency of service delivery across the state.

Note: A regional library staffing model should reflect the regional library agreement. The distribution of staff across the different councils should be consistent with the distribution of responsibilities. For example, where one council is identified as responsible for collection management, information technology, professional development, programming and promotion across the region there is likely to be a larger proportion of the staff based in the regional library at that council. If responsibility for aspects of the service are shared across the member councils than staff will be more evenly spread across the member councils

General guidelines for library staffing are presented in Section G8, LIBRARY STAFFING.

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1 Guidelines for Local Government Authorities
   http://www.sl.nsw.gov.au/services/public_libraries/legislation_policies_guidelines/guidelines_local_government_authorities.html including Guidelines to Section 10:
   http://www.sl.nsw.gov.au/services/public_libraries/legislation_policies_guidelines/guidelines_section_10.html

S6. Staff members – minimum level

Minimum number of staff members per 3,000 eligible population:		
Baseline	**Enhanced**	**Exemplary**
1	1.1	1.3

Measurement parameters

'Staff members' means paid library staff. Ancillary staff (e.g. attendants and cleaners), casuals and volunteers are not included. Population data is sourced from the Australian Bureau of Statistics.

Staff members include established positions regardless of whether or not they are currently occupied.

'Eligible population' is the population of the area/local government area served by the library. Data is sourced from the Australian Bureau of Statistics.

Points to consider:

Libraries which use self-check/RFID and/or outsource collection management functions may find their staff requirements can be rationalised, freeing-up staff for additional professional services and programs, and/or reducing the staff requirement for routine materials handling.

Other factors which affect staff requirements include the number of self-check units, and the degree of customer acceptance of them (that is, the percentage of loans which are self-checked).

S7. Qualified staff members – minimum level

Population	Qualified staff staffing level:		
	Minimum qualified staffing level:	**Enhanced qualified staffing level:**	**Exemplary qualified staffing level:**
<50,000	For every 7,500 people or part thereof, one of the full-time equivalent staff should be a qualified staff member.	For every 5,000 people or part thereof, one of the full-time equivalent staff should be a qualified staff member.	For every 4,000 people or part thereof, one of the full-time equivalent staff should be a qualified staff member
>50,000	For every 10,000 people or part thereof, one of the full-time equivalent staff should be a qualified staff member.	For every 7,500 people or part thereof, one of the full-time equivalent staff should be a qualified staff member.	For every 5,000 people or part thereof, one of the full-time equivalent staff should be a qualified staff member.

Measurement parameters

'Qualified staff members' means paid members who are eligible for professional membership of the Australian Library and Information Association (ALIA). Population data is sourced from the Australian Bureau of statistics.

Staff members with specialist responsibilities (see S8) are included in this count.

The distribution of qualified staff across a regional library should be consistent with the distribution of responsibilities as outlined in the regional library agreement.

Note: These targets are **minimum** standards.

Points to consider

Many libraries, particularly those serving large populations and populations including significant numbers of people from culturally diverse backgrounds, require a higher proportion of qualified staff because the range of programs and special services offered is both more varied and greater in number. Such libraries are likely to exceed these standards.

It is acknowledged that many rural libraries have significant difficulties in recruiting qualified staff members. Local authorities should seek to employ the most appropriate mix possible of professional and paraprofessional library staff. (Para-professional staff are those eligible for Library Technician membership of ALIA.)

S8. Staff members – special responsibilities for targeted services

Staff members with special responsibilities for targeted services are included in the overall count for S6 and S7.

General guidelines for targeted services are presented in Sections G13 to G19.

Population	Assign responsibility to a suitably qualified staff member for:
35,000 or more	Young people's services (children and young adults) Older people's services Home library services (major duty)
Up to 50,000	Information technology/library systems (major duty)
50,000 or more	Information technology/library systems (full-time equivalent) Home library services (1 full time equivalent)
110,000 or more	Young adult services specialist (1 full time equivalent)
20–40% speaking language other than English at home	Multicultural services specialist (1 full time equivalent)
>40% speaking language other than English at home	Multicultural services specialists (2 full time equivalent)

Measurement parameters

Reference services are considered core components of public library services which will be provided by all public libraries across NSW. It is assumed that in all libraries, responsibility for reference services and technical services is assigned to appropriately qualified staff, however the model and level of staffing have been left to the discretion of the library manager so that local conditions can be applied.

Responsibility has been assigned to various specialist areas. Numbers of staff assigned to these areas have been specified only when the population is above 35,000. Library services with smaller populations are likely to have fewer staff resources and therefore staffing targets have been developed to allow more flexibility in these circumstances.

Points to consider:

A remote central library may not be the most appropriate to deliver a Home Library Services in local communities. For libraries in regional library arrangements, a Home Library Service should therefore be resourced and delivered at the local level.

COLLECTION STANDARDS

Objective

To provide access to a current and relevant collection which meets the needs of the community.

Note that S10, S11, S12, S13 and S14 are related measures and should be used in conjunction with each other to assess collection quality and performance. 'Items per capita' alone is not a sufficient measure of quality. Items per capita may be artificially inflated if the collection is not regularly weeded and the age of stock drifts out, or if the library maintains a large 'stack' collection. Given that the strength of a collection usually lies with its currency rather than its size, stock turnover (S13) and circulation (S14) are important measures of the appeal of collection items.

General guidelines for stock collection and acquisition are presented in Section G9, COLLECTION ACQUISITION

S9. Expenditure on library materials per capita

Baseline	$4.53
Enhanced	$4.83
Exemplary	$5.57

Measurement parameters

'Library materials' is defined as 'any book and non book material, including but not limited to videos, talking books, DVDs, computer games, toys, magazines, CDs, newspapers, CD-ROMs, maps, plans, manuscripts. Note that expenditure on licensed access to electronic resources is included in line with the definition from the *Public Libraries in New South Wales Financial Reporting* manual used in statistics collection for *Public Library Statistics, 2013/14.*

'Eligible population' is the population of the area/local government area served by the library service. Data is sourced from the Australian Bureau of Statistics.

S10. Items per capita

	Populations up to 100,000	Populations 100,000 and over
Baseline	2.38	1.34
Enhanced	2.58	1.5
Exemplary	3.34	1.75

Measurement parameters

'Items in collection' is 'library material' (stock). 'Library materials' is defined as 'any book and non book material, including but not limited to videos, talking books, E-books, E-audio books, DVDs, computer games, toys, magazines, CDs, newspapers, CD-ROMs, maps, plans, manuscripts'. Note that licensed access to electronic resources (databases) is not included.

'Eligible population' is the population of the area/local government area served by the library service. Data is sourced from the Australian Bureau of Statistics.

Points to consider:

Smaller libraries may have a proportionately higher number of items per capita in order to maintain customer choice.

S11. Acquisitions per capita

	Populations up to 100,000	Populations 100,000 and over
Baseline	0.24	0.19
Enhanced	0.27	0.20
Exemplary	0.33	0.24

Measurement parameters

'Items in collection' is 'library material' (stock). 'Library materials' is defined as 'any book and non book material, including but not limited to videos, talking books, E-books, E-audio books, DVDs, computer games, toys, magazines, CDs, newspapers, CD-ROMs, maps, plans, manuscripts'. Note that licensed access to electronic resources (databases) is not included.

'Eligible population' is the population of the area/local government area served by the library service. Data is sourced from the Australian Bureau of Statistics.

S12. Age of collection

% of library collection purchased in last 5 years

	%
Baseline	49.44
Enhanced	53.39
Exemplary	56.69

% of library collection purchased in last 10 years

	%
Baseline	79
Enhanced	83
Exemplary	85.89

Measurement parameters

Age is the per cent of the collections purchased within the last 5 or 10 years.

Library collection is the total number of items of library material (stock) owned by the library service. 'Library materials' is defined as 'any book and non book material, including but not limited to videos, talking books, E-books, E-audio books, DVDs, computer games, toys, magazines, CDs, newspapers, CD-ROMs, maps, plans, manuscripts'. Note that licensed access to electronic resources (databases) is not included. If the age of the collection is improved (that is, a higher percentage of the collection is new), then loans and collection turnover will increase.

Variables to consider

Family history and local studies library material may not be included when applying this standard. These resources have usually been collected over long periods and are intended to be retained indefinitely regardless of age.

S13. Turnover of stock

	All libraries	Optional targets for population 100,000 and over
Baseline	3.06	4.5
Enhanced	4.21	5.41
Exemplary	4.99	5.8

Measurement parameters

Turnover is obtained by dividing the total circulation by the total library lending stock to provide an indication of stock use.

If there is a large non-lending stack or reference collection this will reduce performance against Standards S12 to S14.

S14. Circulation per capita

Baseline	5.51
Enhanced	6.54
Exemplary	7.71

Measurement parameters

'Circulation' is total number of loans (items) from all service points.

'Eligible population' is the population of the area/local government area served by the library. Data is sourced from the Australian Bureau of Statistics.

Include ebook and eaudio book loans

Exclude electronic serials issues from issues lending figures.

Points to consider:

- If there is a large non-lending stack collection and/or significant family history and genealogy reference collections this will reduce performance against Standards S12 to S14.

- Collection age directly influences loans and stock turnover. If the age of the collection is improved (that is, a higher percentage of the collection is new), then loans and collection turnover will increase.

- Length of circulation period

- Number of items allowed to be borrowed at one time
- Renewal policy.

INFORMATION TECHNOLOGY STANDARDS

Objective

To ensure the accessibility of all library resources and services to the community served by the Library. Information Technology Standards include all aspects of ICT: information and communication technologies.

General guidelines for library technology are presented in Section G12, INFORMATION TECHNOLOGY.

S15 Provision of multiple use public Internet workstations

Minimum standards:
General: 1 PC for public access to the Internet per 3,000 residents or part thereof.
Libraries serving populations of less than 20,000 at least 5 PCs with Internet access.
Additional public access PCs provided with current software, printing facilities, scanners and associated equipment.
Public and staff PCs less than 3 years old
Application software less than 3 years old
At least one printer accessible from each public workstation
Wireless Internet provision and power outlets so that customers can use their own personal devices in the library
Printing available from wireless devices.

Points to consider:

Public access PCs for Internet access and other uses should be provided in each branch. Numbers of PCs per branch is dependent on the population served.

The number of printers provided will depend on the network configuration within individual libraries and on customer demand.

Note: general practice is to depreciate computers and peripherals over a three-year period. Some library services operate with different depreciation periods, e.g. four years, and some purchase or leasing arrangements are likely to be required to conform with Council policies.

STANDARD FOR MEASURING USAGE OF ELECTRONIC SERVICES

Objective

Given the accelerating take-up rate for electronic services and the growing proportion of total library use they represent, it has become increasingly important to be able to refer to a core set of performance indicators which measure access and use. This preliminary standard is intended as a precursor to developing targets for database access and downloads (including e-books), and website usage. The new standard will complement existing performance indicators for more traditional library services and allow simple measurement of usage of all library resources, print and digital.

The forthcoming standard offers a set of measures for electronic resources use which NSW libraries can use for comparison with each other, or for identifying trends over time.

These are not the only measures of electronic library services that libraries will employ. Libraries and Councils will collect additional information and monitor the use of electronic resources to plan and develop electronic library services. Measurements such as website bounce rates, time spent on the website, page views and time spent on a particular webpage will provide libraries with useful data for analysing website use and for planning future content and navigation.

Related guidelines for library technology are presented in Section G12.

S16   Measuring electronic service usage

The Library collects and reports on the following data sets:

Access (resources available)

- Number of public workstations connected to the Internet in the library

- Numbers of items digitised by the Library

- Number of full text journal, book and video titles available on databases

- Number of e-book and e-audio titles

- Proportion of expenditure on digital resources by comparison with print materials

Usage (resources used):

- Number of **visits** to the library website per annum

- Number of unique **visitors** to the library website per annum

- Number of internet hours used on public workstations per annum

- Number of internet sessions on public workstations per annum

- Number of wireless logins in the library per annum

- Number of wireless devices used in the library per annum

- Number of downloads of e-book and e-audio titles

- Number of database searches per annum

- Number of views and/or downloads of full text items from databases and other external or commercial content such as music downloads per annum

- Number of downloads and/or views of items digitised by the Library per annum

Notes

All of the datasets listed above are collected annually via the NSW Public Libraries Statistical Return which contains detailed definitions for each measure.

Whilst website usage reports can be generated by libraries themselves, reports of externally-hosted database, e-book and e-audio usage are generated by commercial suppliers. Access to vendor usage figures is critical and should be considered with other selection criteria such as costs, coverage and retention rights.

For consortia-purchased electronic materials such as e-books, reporting libraries will need to disaggregate their usage figures from the consortium total.

In relation to measuring website usage there are no widely agreed metrics. However, Google Analytics, a free downloadable software application, is emerging as the de facto standard for both government and business.

PROGRAMS

Objective

To provide the community with a range of activities, events and programs.

General guidelines for library programs are presented in Section G20, PROGRAMS.

Definition

A library program is an ongoing series or sequence of activities provided by library staff or library staff in partnership with other community or business organisations and usually related to a particular library service, library collection or population demographic e.g. children's storytimes; homework help; book discussion groups or reading clubs; learning activities related to library user education programs; English language conversation classes; parent education seminars. Library programs are usually delivered in library buildings but can be conducted in other community spaces e.g. schools; senior citizens' centres etc.

A library event is a 'one off' activity or performance or occasion that is usually held in the library, and is usually related to a library program, thus targeting particular sections of the library's community of users – for example, Easter hat parade; Christmas carols in the library; celebrating local community festivals.

S17. Library programs

Population	
<10,000	1 Children's storytime per week
10,000 – 30,000	Children's storytime offered more than once per week
	1 library program suitable for adults or seniors or culturally diverse community, per week
	1 user education program offered more than once per week
30,001 – 50,000	Children's storytime offered more than once per week
	Young persons library program on regular basis
	Library program suitable for adults or seniors or culturally diverse community
	Reader/customer education library program offered more than once per week
50,000+	A mix of library programs to meet population demographics and other variables, particularly staff skills; some offered more than once per week.

Variables to consider

- Size of library. For larger library services replication of some library programs in some or all branches may be appropriate.

- Size and composition of community demographics

- Physical spaces in library buildings that can accommodate groups
- IT equipment that can accommodate group learning
- Library staff skills
- Community and business organisations appropriate for relevant partnerships
- Activities provided by other similar community organisations.

SATISFACTION WITH LIBRARY SERVICES

Objective

To ascertain library customer satisfaction or dissatisfaction with library services.

The aim is to suggest a single, simple measure of satisfaction which NSW libraries can use for comparison with each other, or for identifying trends over time.

This is not the only measure of satisfaction that libraries will employ. Libraries and Councils collect information and monitor their performance against a variety of user satisfaction measures for their own management purposes and to reflect the consultation or planning processes they have undertaken. When seeking such feedback, surveys and questions are usually purpose-designed, and thus are beyond the scope of this standards document.

Additional discussion of qualitative measures is presented in Section G21, QUALITATIVE DATA COLLECTION. See also G22, Customer service.

S18   % of library users who view their library service as 'good' or 'very good'

Question: Do you view the library service as:

Very good	Good	Adequate	Poor	Very poor

Suggested target: 95% of survey sample respond 'good' or 'very good'.

Measurement parameters

It is recommended that such a survey is conducted every two years.

The State Library of NSW provides a survey template with model survey questions that are recommended for use by NSW Public libraries to survey users about their experience of library services.

This tool for measuring library user satisfaction was developed in close consultation with library managers and staff across the NSW public library network. Focus groups and user testing were undertaken with library staff and community members throughout the project to ensure that the questionnaire is relevant and useful for measuring satisfaction with contemporary public library services.

The template is: *Library User Satisfaction Survey: a model for NSW public libraries,* available at:
www.sl.nsw.gov.au/services/public_libraries/community_and_engagement/Library_user_satisfaction_survey.html

PART B

Guidelines and checklists

This Part provides general guidelines for developing quality services in NSW public libraries.

Guidelines are numbered and prefixed with **G** to distinguish them from standards. Each numbered section includes an objective, guidelines (covering principles, issues and best practice), suggested performance indicators and things to consider. Reference is made to existing standards where relevant. The purpose of the performance indicators is to suggest some techniques which library managers can use to measure the success and efficiency of library processes and gain an overview of the performance of the library

Together, the Guidelines are **a set of principles for developing levels of performance which lead to quality library services**.

How to use the Standards and Guidelines

These standards and guidelines will assist library managers and stakeholders in:

- evaluating current library performance, for example in benchmarking against past performance, or against other libraries

- setting reasonable targets for improvement in service delivery

- planning for future service needs

- ensuring equitable service delivery

- developing evidence-based business cases for resources, equipment, and innovative services.

Guidance from practitioners is included to assist in tailoring services to the needs of local communities, based on such factors as age, disability, socioeconomic status, cultural diversity and affordability.

Part A presents standards and their objectives. Targets are given where appropriate, along with measurement techniques. Reference is made to the relevant supporting Guideline(s) in Part B.

Part B, Guidelines, covers principles and practices for library service provision, with reference to the relevant Standard(s). The Guidelines are presented in checklist format, convenient for use in assessing performance of library services, either in self-evaluation or in more formal reviews.

Useful documents are listed in context throughout the Standards and Guidelines, and a complete list is given in the bibliography. The supporting material includes a glossary and index.

G1. LIBRARY MANAGEMENT

Objectives

To provide the community with a library service that is equitable, accessible, cost effective and efficient.

Main relevant standards: S1 to S5, LIBRARY MANAGEMENT STANDARDS.

Library service management principles

The Library Manager is an appropriately qualified librarian
Staff, services and resources of the public library are managed efficiently and effectively
The local Council is kept informed of new developments in the field of librarianship and their potential impact on the provision of library services
The Library interacts with other Council services and community agencies to ensure that the library service is a focal point for the community
Statistics are collected that relate to resources, staff, services and activities, in order to facilitate library planning
Statistics are used to benchmark against other comparable libraries
Standard statistical reporting data is provided to appropriate organisations, i.e. SLNSW; ABS; National and State Libraries of Australasia (NSLA)
A long range plan is in place, stating goals, objectives, priorities, strategies, programs and policies
New services and programs are planned and initiated according to changing needs in the community
Library facilities are planned and developed according to changing needs in the community
The Library Manager contributes to the local Council's overall planning, policy development and reporting, to ensure library service is integral to Council's broader strategic planning process[2], e.g., Community Strategic Plan, Cultural Plan, Community Consultation
The Library Manager operates and advises within the framework of the *Library Act* 1939 and *Library Regulation* 2010
The Library Manager is an advocate for the library service, communicating the value that a public library adds to the community

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[2]NSW Integrated Planning and Reporting (IP&R) framework https://www.olg.nsw.gov.au/councils/integrated-planning-and-reporting/framework

The Library Manager contributes to and is involved in activities related to the library profession as a whole, in order to maintain professional expertise in management
Library policy documents are established, promulgated, maintained and updated. These documents include but are not limited to:
1. Collection development policy (retention and deselection of library materials; complaints re library materials; gifts and donations; digital practice; special collections)
2. Conditions of library use policy (including, for example, youth protocol, code of conduct, customer service charter, policy on exclusion of customers)
3. Membership policy
4. Circulation of library materials policy
5. Online information policy including Internet acceptable use policy
6. Policy for children and young people (eg. services, supervision, safety)
7. Volunteers policy
8. Home library services policy

Points to consider

The bibliography includes useful policy documents, guidelines and manuals which will assist library managers and their staff in service design, delivery and reporting. References are also listed in context throughout Part B.

For information on financial reporting refer to *Financial reporting*. State Library of NSW
www.sl.nsw.gov.au/services/public_libraries/funding/financial_reporting.html

There are a number of resources which assist Library Managers in demonstrating and communicating the value that libraries add to their communities. These include studies in New South Wales and Victoria:
Creative communities : the cultural benefits of Victoria's public libraries. Melbourne, Victoria State Library of Victoria, 2014.
http://www.plvn.net.au/sites/default/files/Creative%20Communities%202014.pdf

Enriching communities: the value of public libraries in New South Wales, prepared by J.L. Management Services. Library Council of New South Wales, March 2008
www.sl.nsw.gov.au/services/public_libraries/community_and_engagement/Enriching_communities.html

Dollars, sense and public libraries - A landmark study of the socio-economic value of Victorian Public Libraries, prepared by SGS Economics & Planning (A

Statewide Public Library Development Project funded by the Library Board of Victoria and delivered by the State Library of Victoria in collaboration with Public Libraries Victoria.): http://www.slv.vic.gov.au/public-libraries

National Welfare & Economic Contributions of Public Libraries, ALIA 2013 http://www.alia.org.au/sites/default/files/documents/advocacy/Contribution%20of%20Australian%20Public%20Libraries%20Report.pdf

G2. OPENING HOURS

Objective

To open at times which enable the community to make the most effective use of the library service and to ensure that the library's resources and services are as widely available as possible.

Public libraries should be open at times when their customers might reasonably expect them to be open. Local influences on opening hours include library location, location of other community service points, local shopping and school hours, number of branches and size (area and population) of the community/region served, and number of staff employed.

Relevant standards: S3 and S4, Opening hours

Guidelines

Library hours are fixed and include morning, afternoon, evening and weekend hours, based on assessment of users and potential users rather than on staff convenience
Library opening hours are displayed outside service points
Opening hours are consistent, predictable and easy for customers to understand
Changes to opening hours are advertised well in advance
The Library establishes and meets the standard for hours open, appropriate for size of population served
The nature of the community (for example, young people, families with children, seniors) is taken into account
The proximity of the library to other community facilities such as shops, businesses and public transport, and their hours of operation are taken into account
Remote access to library resources (e.g. online library services and resources, including the online catalogue) is available at all times
The library provides after hours facilities for return of library materials
The hours, once set, are routinely reviewed to take into account changing demographics and circumstances

Suggested performance indicators

- Central library opening hours per week per capita of population
- Branch library opening hours per week per capita of population
- Total opening hours (all service points) per week per capita

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Points to consider

Measuring opening hours needs to take account of all service points (all central and branch opening hours) including mobile libraries. The measure of opening hours for mobile libraries is the operating time spent at mobile library stops; travelling time between stops is not counted (*Public Library Statistics,* 2013/14, p. xxii).

G3. LIBRARY BUILDINGS

Objectives

To provide a physical facility which will serve the identified needs of the community. The building should be attractive, designed for efficiency and sustainability, flexible and functional.

To provide libraries that are convenient and accessible to the public.

Guidelines

Library buildings and service points should conform with the provisions of *People places: a guide for public library buildings in NSW* which is a comprehensive guide to the planning and management of library buildings http://www.sl.nsw.gov.au/services/public_libraries/docs/people_places.pdf

Points to consider

A joint use library, facility or area is one which is open to the public, has a permanent paid staff and is managed by a formal cooperative agreement between the council and another institution (usually educational, eg. a school or TAFE). A joint use facility normally functions as a branch library, eg. a school/public library whilst a joint use area functions within a library, eg. a telecentre.

A co-located facility brings together more than one organization or facility with a library.

Other resources

ALIA's policy on joint-use libraries is: *Statement on joint-use libraries*, http://www.alia.org.au/about-alia/policies-standards-and-guidelines/joint-use-libraries

Shared facilities standard, revised December 2008 (Queensland Public Library Standards and Guidelines): http://www.plconnect.slq.qld.gov.au/__data/assets/pdf_file/0017/132092/132092_Shared_Facilities_Std_Revised_Dec_2008.pdf

Professional practice on joint use libraries is presented in:

Connection and convergence: second international conference on joint use libraries, proceedings, Adelaide 3-4 November 2011, edited by Alan Bundy. Auslib Press, 2011

Joint Libraries: models that work, by Claire B. Gunnels, Susan E. Green and Patricia M. Butler. Chicago, American Library Association, 2012.

G4. MOBILE LIBRARIES

Objective

To provide a public library service via a specially designed and equipped vehicle to those people who cannot reach a normal branch or central library.

Guidelines

Access is provided to a representative range of the library's services and collections within the mobile library, including access to library technology.
The mobile library's schedule and opening hours are appropriate for customers and locations

Sites are chosen and reviewed according to criteria developed by the library service with reference to published guidelines.

The mobile library size and vehicle type is appropriate for the services and outreach programs delivered from it, and for the access constraints of the locations it services.

The mobile library is designed and configured for ease of access and satisfies relevant occupational health and safety requirements.

Mobile library drivers are appropriately licensed for the type of vehicle employed.

Mobile library drivers/staff are knowledgeable about the library's collections, services and procedures, and occupational health and safety requirements.

Sufficient staff are available to meet demand at high activity stops.

Sufficient backup staff, qualified to drive the vehicle and experienced in library service delivery, are available to maintain continuity of service.

Mobile library staff participate in training and professional development programs.

The mobile library vehicle is maintained and replaced according to a planned schedule.

Other resources

Mobile & Outreach Services: NSW Public Libraries Practice, standards & guidelines, 2015

http://www.sl.nsw.gov.au

People places: a guide for public library buildings in NSW:
http://www.sl.nsw.gov.au/services/public_libraries/docs/people_places.pdf

State Library of Queensland, Mobile libraries standard (Queensland Public Library Standards and Guidelines), June 2009:
http://www.plconnect.slq.qld.gov.au/__data/assets/pdf_file/0003/146262/146262_Mobile_libraries_standard_June_2009.pdf

Country Public Libraries Group (Victoria) 2005, *Health and safety in a mobile library; guidelines for staff:* Issue no. 2, prepared by ARK Consulting Group,
www.libraries.vic.gov.au/downloads/Country_Public_Libraries_Group/health_and_safety_in_a_mobile_library_v3.doc

Country Public Libraries Group (Victoria) 2005, *Mobile libraries occupational health and safety checklist.* Issue no. 2, prepared by ARK Consulting Group, http://www.libraries.vic.gov.au/downloads/Country_Public_Libraries_Group/mobile_libraries_ohs_checklist_v3.doc

G5. MARKETING AND PROMOTION

Objectives

To ensure that all members of the community are made aware of library services and programs.

To facilitate easy access to library facilities, services and programs for all members of the community.

This Guideline should be read in conjunction with G.22 Customer service.

Note: Refer also to Part A, S18, SATISFACTION WITH LIBRARY SERVICES.

Guidelines

A proportion of the library budget is allocated to marketing and promotional activities
Library staff participate in marketing and promotion
Local electronic, print and non-print media including accessible formats are used to promote library services and programs
Specific strategies are developed to provide information about targeted library services and programs, including dissemination of publicity materials in alternate formats and languages other than English
Good quality informational, directional and promotional material is used
Library policies are developed, reviewed and revised with consideration given to their effect on the library's public relations
Partnerships have been formed with local community organisations, local businesses, State Library of NSW and ALIA to facilitate library marketing and promotion
Partnerships are monitored to ensure ongoing relevance
Library surveys are conducted with both library customers and non library users, on a regular basis, e.g. every two years
The success or popularity of library programs and events is evaluated using surveys of opinion or by assessing the impact on, for example, visits, loans and membership
Media coverage is monitored for frequency of mention of library service and usefulness for library events and programs, including specific media coverage for specific events and programs.

Suggested performance indicators

- Number of promotional activities per annum
- Number of [positive] media mentions of the library service per annum
- Number of participants attending activities

Points to consider

> Libraries may need to operate within the constraints of local Council policy (if any) on media relations and promotion.

> Council's media/public relations staff may be able to assist the Library in promotional activities and preparation of promotional materials.

> A 'Friends of the Library' group can provide advocacy, publicity and support for the library.

Other resources

Library Council of NSW (2012) Library user satisfaction survey: a model for NSW public libraries
http://www.sl.nsw.gov.au/services/public_libraries/community_and_engagement/Library_user_satisfaction_survey.html

Objectives

To offer information and readers' advisory services to all library customers.

To ensure that these services provide customers with the information and/or reading materials that suit their requirements in an appropriate timeframe.

To offer education programs to support information and digital literacy, and effective use of library resources and facilities.

This Guideline should be read in conjunction with **G.22 Customer service**.

Definitions

Information request

An **information request** is any enquiry which involves the knowledge, use, recommendations, interpretation, or instruction in the use of one or more informational sources, including information and referral services, by a member of the library staff.

Information sources include printed and non-printed materials, databases, online resources, catalogues, referral to other libraries, institutions, and people inside and outside the library.

The request may come in person, by phone, fax, mail, email or social media from an adult or a child.

Information requests include:

- Enquiries on author/title, subjects, local studies, genealogy, community information, literacy / ESL resources, community language resources

- Questions of fact (or requests for help in finding facts)

- General requests for help, such as catalogue searches, database and internet searches, accessing electronic resources and bring your own device (BYOD) technology assistance or readers' advisory

- Requests for information and referral (e.g. questions about agency services or people in the community who provide specific help or services).

Readers' advisory work

This is the definition of readers' advisory work used in *Rewarding Reading*, the training program for readers' advisers developed for the State Library of New South Wales, and presented across Australia and New Zealand since 2005.

'A readers' advisory service is one in which knowledgeable, non-judgemental library staff help readers with their leisure reading needs. Using knowledge of fiction and non-fiction material, familiarity with the library collection, and print and electronic reference tools, the readers' adviser helps the reader answer the question 'What do I read next?' The service includes suggesting new or unfamiliar authors and topics or genres, interesting casual readers in more systematic reading, maintaining contacts with local educational agencies, promoting reading and encouraging use of the library service.'

Reader education or User education

Provides individuals and/or groups with advice on using the library's facilities and services; training programs in the use of information technology; information and digital literacy programs. A reader education program may be formal tuition in an aspect of library service, information technology or digital literacy, or as informal as a booking for one or two people for a 'how to use the Internet' session.

Guidelines

Reference and information services are core components of public library services
Appropriately skilled and trained staff deal with information and readers' advisory requests
Library staff are proactive in offering assistance and promoting services and resources to customers
Library collections and electronic resources support the provision of information by library staff in response to requests for information and recreational material
Information services are accessible to library customers onsite and electronically
When appropriate for content and the community served, library delivers customer education and help services online via its website
Appropriately trained staff provide customer education programs
Reader education programs and activities in the library are appropriately advertised and promoted
Appropriate community information database/s are developed and/or used for information service delivery
Interlibrary loan services are used to support information service delivery
Signage in library buildings is used to facilitate access to information and readers advisory services
High quality informational, directional, instructional and promotional material is used/provided
Interior layout and furniture facilitate side-by-side options for staff assistance to readers, particularly when demonstrating online services.
Appropriate training in information service, technology assistance and readers' advisory work and procedures are provided to all staff
Staff have a responsibility to maintain their reference and readers advisory skills and knowledge to a professional standard by participating in training and self-development/education.
Regular statistics of enquiries are recorded, sampling is a valid methodology.

Suggested performance indicators

- Number of reservations per annum

- Number of requests per annum involving all aspects of library services onsite and electronically:

  Information requests

  Readers' advisory requests

  Community information enquiries

  Council services enquiries.

- Number of reader education and training programs offered per annum

- Attendance numbers of library customers at public reader education and other training programs per annum

- Satisfaction rate for reader education and other training programs.

Points to consider

Enquiry Completion Rate – Counting

In measuring performance of Information and Readers Advisory Services, it is recommended that the following guidelines be applied when counting completed information requests.

Count:

All information requests. An information request is defined as any enquiry which involves the knowledge, use, recommendations, interpretation, or instruction in the use of one or more informational sources, including information and referral services, by a member of the library staff. Information sources include printed and non-printed materials, databases, online resources, catalogues, referral to other libraries, institutions and people inside and outside the Library.

Information Requests include enquiries on

- Author / title or other details

- Subjects

- Local studies

- Genealogy

- Community information

- Literacy / ESL resources

- Community language resources

Customer Service Requests should be counted separately.

These include any enquiries that are not counted under the definition of an *Information Request* provided above. Examples include changing a customer's registration details or helping customers with equipment, PC bookings, wireless inquiries and directional inquiries.

Do not count:

- Issuing of loans

- Accepting items for return

Other resources

- The State Library of New South Wales has published: *Enquiry Completion Rate*: http://www.sl.nsw.gov.au/services/public_libraries/statistics/ECR.html

- National and State Libraries Australasia 2010, *Service guidelines; information and research services at NSLA libraries*: http://www.nsla.org.au/publication/service-guidelines-information-and-research-services-nsla-libraries

- National and State Libraries Australasia 2011, *Information and research services principles for the National and State Libraries of Australasia*: http://www.nsla.org.au/publication/information-and-research-services-principles

- The State Library of Queensland has published: *Reference services standard* (Queensland Public Library Standards and Guidelines, October 2009): http://www.plconnect.slq.qld.gov.au/__data/assets/pdf_file/0010/148591/148591_Reference_services_standard_-_Oct_2009.pdf

G7. INTERLIBRARY LOANS AND DOCUMENT DELIVERY

Objective

To facilitate access by the local community to resources held in other Australian library and information services collections. Libraries use interlibrary loans to supplement, but not supplant, local collection development.

Guidelines

Provision, whenever possible, of a free or cost recovery interlibrary loan (ILL) service to customers.
NSW public libraries should follow the *Australian Interlibrary Resource Sharing (ILRS) Code* 2013:   http://www.alia.org.au/resources-and-information/interlibrary-lending/australian-interlibrary-resource-sharing-ilrs-code
Technology is used appropriately to expedite ILLs
Simple workflows and/or automated ILL processes which interface with library system software are used to expedite ILLs
ILL staff are trained in latest ILL technological developments and kept up-to-date with document delivery/ILL trends through involvement in the NSW Public Library Network
Library holdings are added to and maintained on union catalogues
Cooperative agreements are implemented with key requesting and supplying libraries, where possible.

Suggested performance indicators

- Proportion of total ILLs supplied within timeframes specified within the ILRS Code

- Proportion of total requested ILLs received within time frames specified within the ILRS Code.

Other resources

Share It, Australia's Interlibrary and Resource Sharing (ILRS) Wiki: http://shareit.alianational.wikispaces.net/

Australia's national bibliographic database, Libraries Australia, and its Document Delivery module facilitate interlibrary lending: http://www.nla.gov.au/librariesaustralia/services/docdel/

http://www.nla.gov.au/openpublish/index.php/nlasp/article/viewFile/1302/1589 Also published in *Interlending & Document Supply*, vol. 30, no 2, pp.73–79

Aspirational practices and standards for digitisation by interlibrary loan and document delivery services (NSLA 2011):

http://www.nsla.org.au/publication/aspirational-practices-and-standards-digitisation-interlibrary-loan-and-document

Principles of ideal workflow for document delivery and interlibrary lending (NSLA 2010): http://www.nsla.org.au/publication/principles-ideal-workflow-document-delivery-and-interlibrary-lending

G8. LIBRARY STAFFING

Objective

To ensure that the size and mix of library staff support a range of services and programs which meet the needs of the community.

Each public library must have paid qualified staff of one or more persons, including a suitably qualified library manager.

Relevant standards: S6 to S8, STAFFING STANDARDS.

Guidelines

Note: For discussion of targeted library services see guidelines G13 to G19.

The library has paid and suitably qualified staff, appropriately trained to discharge their particular job responsibilities
Staffing levels are sufficient to deliver the services set out in the *Library Act* Section 10 [3] and other services appropriate for the library's community
Responsibility for core services (such as reference services and technical services) is assigned to appropriately qualified staff
Specialist library staff are determined by overall community requirements for the skills of the specialist. Consideration should be given to the skills mix of library staff to deliver targeted services described in Guidelines G13 to G19
Library staff undertaking librarianship, library technician and other relevant studies are supported by their library manager and Council
Where appropriate, library staff are encouraged to expand their library and cross-sectoral networks, and further their professional development by attending courses, conferences, and meetings
The library supports staff work-related study, continuing education and professional activities, including paid work time for attendance, registration fees and travel costs
All library staff (including casual and relief staff) have sufficient training to undertake the requirements of their roles with a minimum of supervision
Formal training is augmented by informal skills transfer and information sessions for staff
Library has an orientation program for new staff
Library provides a staff mentoring program
Library has current position descriptions for all positions
Library has a succession plan for critical positions

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3 Guidelines relating to Section 10 of the *Library Act* 1939 as amended by the *Library Amendment Act* of 1992: http://www.sl.nsw.gov.au/services/public_libraries/legislation_policies_guidelines/guidelines_section_10.html

Job rotation and staff exchanges are encouraged as an excellent means of ensuring adequate training and development, especially for more isolated staff such as those in small branch libraries
Volunteer help from the community is recruited according to the terms and conditions of a written policy defining the tasks which may be undertaken by these volunteers and clarifying their relationship to library operations and staff
Volunteers are not used as a substitute for appropriately trained and paid library staff. Their role is separate from the day to day operation of the library service, and the tasks they undertake do not comprise core library duties.

Suggested performance indicators

- Number of full-time equivalent staff per capita
- Number of qualified staff per head of population served
- Number of items circulated per staff member per annum
- Number of training courses undertaken by staff members per annum
- Staff turnover ratio.

Other resources

ALIA (2012) Library and information sector: core knowledge, skills and attributes
http://www.alia.org.au/about-alia/policies-standards-and-guidelines/library-and-information-sector-core-knowledge-skills-and-attributes

ALIA (2009)Professional development for library and information professionals
http://www.alia.org.au/about-alia/policies-standards-and-guidelines/professional-development-library-and-information-professionals

ALIA (2012) Work level guidelines for librarians and library technicians are also http://www.alia.org.au/resources-and-information/salary-scales-and-work-level-guidelines

ALIA's policy on volunteers in libraries is: *Statement on voluntary work in library and information services*, 2009: http://www.alia.org.au/about-alia/policies-standards-and-guidelines/statement-voluntary-work-library-and-information-services

The core access and information components of public library services to be provided free of charge are set out in Section 10 of the *Library Act 1939*. The *Guidelines to Section 10* provide principles and examples to assist local authorities in provision of core, non-core and value-added services appropriate for the library's community:
http://www.sl.nsw.gov.au/services/public_libraries/legislation_policies_guidelines/guidelines_section_10.html

G9. COLLECTION ACQUISITION AND DEVELOPMENT

Objective

To ensure the community has access to appropriate library materials in a variety of formats including print and electronic.

To develop selection and acquisition procedures that ensure library materials are available to the community as soon as possible.

Relevant standards: S9 to S14, Collection standards.

Guidelines

A collection development strategy (policy) based on community needs is developed and maintained. The strategy includes: • selection criteria and guidelines • collection strengths and purchase priorities • customer requests for purchase of materials • evaluation guidelines, especially for deselecting items • policy on donations (for example, what is acceptable/unacceptable, or whether donations must meet selection criteria) It may include • conformance with the provisions of copyright legislation.
The collection development policy is reviewed every 2–4 years
The library provides web pages with links to government, education and reputable commercial websites
The library uses interlibrary loan to supplement, but not supplant, local collection development
The library cooperates in collection development with other local, regional and state libraries and collecting institutions to provide a wide range of resources in a variety of formats to meet the needs of its community
The library provides access to resources in a variety of formats to ensure equal access for persons of all ages including those with disabilities
Access is provided to adult basic skills and English as a Second Language (ESL) materials with reading levels and formats appropriate to meet the needs of customers who are adult new readers or who have developmental disabilities or limited English speaking skills
Suppliers are reviewed on an ongoing basis to ensure timeliness of supply and discount rates
Discard, acquisition and depreciation rates are related to each other, in order to enhance the currency and overall appeal of the collection. Higher or lower rates of discard may be appropriate in special circumstances, such as relocation of library collections, or collection rejuvenation.

Suggested performance indicators

- Customer satisfaction with library collection
- Acquisitions rate for core library materials per capita
- Percentage of total expenditure on library materials
- Timeliness, for example, time taken from order to shelf ready and available to library customers
- Discards per annum as percentage of total stock
- Number of collection items per head of population
- Age of collection items, for example, percentage of collection purchased in last five/ten years
- Turnover (loans/items)
- Costs of library acquisitions by item type; overall costs including staffing, outsourcing etc
- Costs per loan
- Number of library loans per annum by type of item e.g. non fiction
- Percentage of library material expenditure per annum on digital material
- Percentage of library material expenditure per annum on print material.

Points to consider

Collection size is dependent on variables such as the geographic spread and size of the population served. Each library should possess sufficient stock to ensure that it can meet its normal operational requirements.

If there is a large stack collection and/or significant family history and genealogy reference collections this will reduce performance against Standards S12 to S14.

Collection age directly influences loans and stock turnover. If the age of the collection is improved (that is, a higher percentage of the collection is new), then loans and collection turnover will increase.

Access to library collections can be enhanced through local and regional co-operative measures, resource sharing between libraries, and through the national interlibrary lending scheme.

The number of duplicate titles will depend upon the type of library service and the collection development policy.

When calculating costings for libraries, factor in relevant CPI increases. This guideline is not prescriptive about methods for calculating costs. Different methods can be used, provided the method is explained.

Targeted services may involve purchase of special materials (for example large-print items, or items in languages other than English) which have significantly higher unit costs. This will have an impact on the acquisitions budget.

Other resources

Library Council of NSW (2010) *A benefit cost analysis: outsourcing of Acquisitions, cataloguing and processing NSW public libraries*
http://www.sl.nsw.gov.au/services/public_libraries/reference_and_collection_management/Acquisition_outsourcing.html
or www.sl.nsw.gov.au/services/public_libraries/docs/benefit_cost_analysis.pdf

Library Council of NSW (2010) *An Evaluation tool - outsourcing of acquisitions, cataloguing and processing* available at:
http://www.sl.nsw.gov.au/services/public_libraries/docs/evaluation_tool.xls

ALIA (2012): Information on Copyright available at
http://www.alia.org.au/information-and-resources/copyright

NSLA: *Copyright information for clients*, March 2011:
http://www.nsla.org.au/publication/copyright-information-clients

G10. LOCAL STUDIES COLLECTIONS

Objective

To provide access to, preserve and maintain a collection that relates to the history and development of the local community.

Guidelines

Access is available to non-rare and non-fragile materials (i.e. standard items in Local Studies collection) at any time the library is open
All newspapers whether print or digital are accessible free of charge to the public
Local history photographs (print or digital) are accessible free of charge to the public
The library provides opportunities and means for the public to donate images (digital and print)
Access and preservation of oral history collections are made digitally available in priority terms of significance
Digitised records of Council meetings are made available to the public
The Library develops mechanisms for community creation and co-creation of relevant local information in a range of formats
Public programs – such as participation in National Trust Heritage Festival, History Week, Family History Week, Anzac Day and other similar events – are offered by the library, where appropriate in partnership with other local community organisations
Appropriate exhibitions are mounted for print and digital materials in local studies collections
Appropriate library space and storage is provided including security for the collection
Collecting policies for local studies materials including acquisitions and management are recorded in the Library's Collection Development Policy
Specific provision is made for collecting, organising and providing access to family history materials.
Cooperative arrangements are in place with appropriate local community groups and other cultural institutions such as museums and galleries for the growth, development and use of the local studies collection
Partnerships are established with the media to develop and exploit opportunities for promotion of local studies programs
Digital archives standards are used for local studies collections

A controlled environment and standards-compliant storage conditions to permanently preserve materials are provided if the materials in the collection require such treatment
A disaster control plan has been developed for protection of the collection
Items are acquired through purchase, donation, copying or transfer from local organisations
Materials collected from local private sources are provided to the public with appropriate permissions and copyright clearances
Links have been established with specialist consultants for professional advice concerning conservation matters
Access to rare and fragile materials is controlled
Access provisions for sensitive materials and manuscripts are clearly documented
All copying is done in accordance with the *Australian Copyright Act 1968* and other regulations
A digitisation plan is developed for local history material
Local Studies staff have appropriate skills and knowledge in: Digital archiving   Multimedia skills to make collections and resources accessible to various audiences   Exhibition and display procedure and preparation.

Suggested performance indicators

- Number of new still and moving images collected annually
- Percentage of local history photographs in the collection digitised
- Number of oral history interviews conducted per annum
- Number of times per annum exhibitions of local studies collections/materials are provided by the library
- Proportion of users who rate the relevance and quality of the Local Studies Collection as satisfactory or better
- Number of local history information requests
- Number of times per annum online local history resources are accessed
- Number of items added to the local history collection annually.

Points to consider

Staff skills: shifts in library landscape, global digital communication, and archiving procedures and standards may have significant impact on Local Studies staff skills requirements. Ongoing professional development and training will be necessary to foster and maintain specialist skills and knowledge.

Other resources

Guidance for librarians considering digitisation projects is provided by the State Library of New South Wales in *Digital practice guidelines*, December 2011 (Library Council of New South Wales Guideline): http://www.sl.nsw.gov.au/services/public_libraries/digitisation/digital_practice_guidelines/index.html

Library managers considering digitisation projects should also be aware of the National Library of Australia's digitisation policy and priorities, and general principles for digitisation, as outlined in its *Collection digitisation policy*: http://www.nla.gov.au/policy-and-planning/collection-digitisation-policy and *Digitisation guidelines*: http://www.nla.gov.au/standards/digitisation-guidelines

National and State Libraries Australasia (2011) *Aspirational practices and standards for digitisation by interlibrary loan and document delivery services*: http://www.nsla.org.au/publication/aspirational-practices-and-standards-digitisation-interlibrary-loan-and-document

State Library of NSW Disaster planning, response and recovery resources available at http://www.sl.nsw.gov.au/services/public_libraries/strategy_and_planning/disaster.html

G11. CATALOGUING

Objective

To provide a framework for bibliographic control of library materials and the exchange of bibliographic data.

To maintain rigorous control to ensure consistency and uniformity which facilitates use by those unfamiliar with the rules.

Guidelines

All materials available in the collection are listed in the library catalogue
Access to the collection, particularly unique items, is maximised by contributing information to Libraries Australia
Public libraries' catalogue data should conform with international standards for descriptive and subject cataloguing.

Suggested performance indicators

- Catalogued materials (including outsourced cataloguing/materials) conform to the recommended standards

- Cost of cataloguing each item

- Timeliness, for example, turnaround time (time taken from receipt of item to ready for loan) for both in-house processed and outsourced items meets acceptable targets.

- Proportion of collection added to Libraries Australia database

- Per cent of acquisitions contributed to Libraries Australia per annum

Other resources

- Cataloguing standards for Libraries Australia: http://www.nla.gov.au/librariesaustralia/services/cataloguing/standards/

- Libraries Australia is a subscription-based service for libraries. The free service based on the ANBD and other Australian information repositories is known as Trove. Trove is a discovery service focused on Australia, Australians, and items found in Australian collecting institutions. It provides a single point of access to resources discoverable via the National Library of Australia's multiple discovery services, and to digitised material freely available online anywhere in the world. Trove is available at: http://trove.nla.gov.au/

- *Resource Description and Access (RDA) in Australia*: http://www.nla.gov.au/acoc/resource-description-and-access-rda-in-australia

- For some library material formats, cataloguing standards will be determined by the format. For example, see *Digital practice guidelines*, State Library of New South Wales, December 2011 (Library Council of New South Wales

Guideline):
http://www.sl.nsw.gov.au/services/public_libraries/digitisation/digital_practice_guidelines/index.html

Points to consider

Contributors to Libraries Australia should ensure that the records of their holdings are kept current, not only by contributing information on new material, but also by deleting holdings information for material discarded.

Cataloguing backlogs should be minimised, that is, actively managed to maximise throughput consistent with meeting cataloguing standards and timeliness of availability for loan to customers.

G12. INFORMATION TECHNOLOGY

Objective

To ensure the accessibility of all library resources and services to the community served by the library. Information Technology Standards include all aspects of ICT: Information and Communication Technologies.

Relevant standards: S8 staffing standard and S15 Information technology and S16 Standard for measuring use of electronic resources

Guidelines

Systems infrastructure

The library has an ICT strategy covering planning, implementation, maintenance and replacement of information/communications technology and equipment
Library IT platform is secured with service level agreements with IT suppliers. Service level agreements ensure that service and maintenance of public computers/networks is given as high a priority as in-house Council/ government/ corporate systems
Library IT is managed by appropriately qualified and/or experienced staff
System downtime due to maintenance is scheduled and communicated in advance to staff and customers
Public and staff workstations are comprised of current hardware and appropriate up-to-date software
Software provided for customer use includes standard desktop word-processing, spreadsheet, presentation, web browser and document reader software
Peripheral equipment provided with customer workstations or for customer use includes standard office machines such as printers, fax machines, scanners
Adaptive technologies are provided for people with disability
One workstation is provided per FTE staff member
ICT training programs are ongoing and updated as appropriate for staff and customers
Library supports social networking technologies
Library supports portable storage devices
Library supports video conferencing technologies
Wireless networks are available to library customers in library branches
IT and internet access policies provide appropriate guidance to customers

Internet bandwidth is sufficient for consistent good quality access to digital print/image/sound resources served to customers by the Library. Performance to be monitored regularly to ensure responsive access by customers using public PCs and WiFi hotspots.
To ensure a good user experience for staff participating in video conferencing sessions, the use of a dedicated internet service should be considered.

Library management system

Library management system (ILMS) operates latest or near-to-latest software release
Library reserves computers for catalogue use
Library catalogue is available through the Library's website
ILMS mobile catalogue apps where available are promoted to the community
New books/resources list is available online
Individual personal information and preferences can be updated online by the customer, with appropriate authentication and privacy controls in place
Library fees and fines are payable online
Library items can be requested/reserved online
Items for purchase can be suggested online
Library customers can view and renew their own loans online
Library notifications can be delivered by a method selected by the customer, including email or SMS
Web-scale discovery or federated search of library catalogue and electronic databases is available
Library management system supports recording, identification and delivery of collection items which are in print, audiovisual and digital formats
Library management system provides management and statistical reports for effective performance tracking and service evaluation purposes.

Website

Full description of library services, branches and opening hours is on the library's website
Library supports online interaction with customers
Library supports online reference and information service
Library website includes up-to-date information on policies, programs and staff contacts
Library website supports links to external resources including links to other libraries

Library supports remote and in-house access to its catalogue and its free and licensed databases
Library activities, programs and training sessions can be booked online
Downloadable e-books and e-audiobooks are available
Audio and video streaming, RSS feeds and podcasts are available
The library website is designed in a way that works optimally on mobile browsers (Responsive Web Design Principals)
Library website meets W3C standards for disability access.
Social media channels used by the library are linked on the website

Suggested performance indicators

- Numbers of items digitised from library's collection (if appropriate) per annum

- Number of hours of public workstation use per annum

- Number of visits to library website per annum[4]

- Bounce rates (percentage of website visitors who move on to a different site without continuing on to subsequent pages on the initial site) will provide some indication of how customers are using the website

- Use of wireless access

- Some metrics for use of databases (for example, searches, hits, page views, vendor statistics)

- Proportion of expenditure on digital resources by comparison with print materials

- Percentage (time) of outages for all library electronic services.

Points to consider

Council ICT availability, platforms, connectivity, security requirements, Internet access and backup requirements need to be taken into account in using these guidelines.

NSW.net suggests the standard configuration for internet access equipment could include a wireless interface that can be activated to provide in-house wireless internet access. The current NSW.net solution is an in-the-cloud service that offers functionality such as a ticketing system to control access and comprehensive reporting facilities.   These features can be turned on or off to suit the library's needs.

Availability of library web access may be modified at certain times by backup requirements of some library management systems.

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[4] In relation to measuring website usage there are, unfortunately, no widely agreed metrics. However, Google Analytics, a free downloadable software application appears to be emerging as a de facto standard for both government and business.

Metrics for time taken to load pages may be useful in demonstrating the need for more processing power or bandwidth.

The reporting capabilities of the library's integrated library management system (ILMS) should be exploited to collect statistics which contribute to the whole picture of library use, enabling performance evaluation and benchmarking.

Other Resources

- *Access to information in New South Wales public libraries; guideline.* Library Council of New South Wales: http://www.sl.nsw.gov.au/services/public_libraries/legislation_policies_guidelines/docs/accesstoinformation2007.pdf

- *Internet policy guidelines for NSW public libraries*, November 2011, State Library of New South Wales (Library Council of New South Wales Guideline): http://www.sl.nsw.gov.au/services/public_libraries/docs/Internet_Guidelines_2011.pdf

- The Australian Human Rights Commission publishes information on the implementation of the World Wide Web accessibility provisions: *World Wide Web Access: Disability Discrimination Act Advisory Notes*: https://www.humanrights.gov.au/world-wide-web-access-disability-discrimination-act-advisory-notes-ver-40-2010

- Australian Government guidelines are: 'Accessibility', in the Australian Government *Web Guide*: http://webguide.gov.au/accessibility-usability/accessibility/

- *Digital practice guidelines*, State Library of New South Wales, December 2011 (Library Council of New South Wales Guideline): http://www.sl.nsw.gov.au/services/public_libraries/digitisation/digital_practice_guidelines/index.html

- National Library of Australia's *Collection digitisation policy*: http://www.nla.gov.au/policy-and-planning/collection-digitisation-policy and *Digitisation guidelines*: http://www.nla.gov.au/standards/digitisation-guidelines

- NSLA's *Aspirational practices and standards for digitisation by interlibrary loan and document delivery services*: http://www.nsla.org.au/publication/aspirational-practices-and-standards-digitisation-interlibrary-loan-and-document

TARGETED SERVICES

Objective

To provide services and materials which meet the needs of particular customer groups served by the library.

Such customer groups may include individuals of all ages who often face barriers to their use of public library services. Barriers may be physical, as in the case of older people, persons with physical or developmental disabilities, those who are homebound or institutionalised or who live in residential care facilities.

There may be diverse groups which are 'invisible' members of the community. Good planning will identify all of the library's potential constituencies, including individuals with special needs. The library can then develop specific strategies for reaching them and for providing appropriate services, materials and resources.

Guidelines presented in the following sections address:

G13   Literacy services

G14   Services for culturally diverse communities

G15   Services for Indigenous Australians

G16   Services for people with disability

G17   Young people and children's services

G18   Services for older people

G19   Home library services

The services listed above are typical of those provided by libraries to reach particular groups within their local communities.

For staffing levels see S8.

G13. LITERACY SERVICES

Objective

To actively promote and support programs for members of the community with identified literacy needs. Literacy services also cater to the needs of community members requiring assistance with English as a second language

To provide resources and programs which encourage and stimulate reading among all members of the community

To provide a welcoming, trusted place where those seeking to improve their literacy skills have opportunities to do so without fear of judgment or stigma.

Definition

'Literacy involves the integration of listening, speaking, reading, writing and critical thinking; it incorporates numeracy. It includes the cultural knowledge that enables the speaker, writer or reader to recognise and use language appropriate to different social situations. For an advanced technological society such as Australia, the goal is an active literacy which allows people to use language to enhance their capacity to think, create and question, in order to participate effectively in society' (Australian Council for Adult Literacy 1991).

Guidelines

The collection development policy includes sections outlining the acquisition, scope, formats, purposes and management of the relevant literacy collection/s including early literacy material for children, adult literacy resources, English as a Second Language (ESL) material, and material to support literacy programs, including those undertaken by specialist organisations in the community
Literacy materials are organised to enhance access to and use of the literacy collection
Provision is made to acquire the latest literacy equipment and technology within the overall financial and IT plans for the library
Where appropriate, literacy services and collections are managed by specifically skilled and trained staff
All library staff receive basic training in assisting people with literacy difficulties
Library staff are aware of the range of literacy resources and programs offered by the library, and ongoing staff awareness training is conducted
Literacy signs and symbols are displayed where appropriate
Literacy/Learning English classes are provided in community languages where appropriate

Programs for children and adults include activities which encourage use of the library, promote the development of skills and foster literacy development. Examples include story-time, baby rhyme-time, story-telling, story/information trails, reading challenges, book clubs and discussion groups, conversation classes, homework clubs, author talks/events, parent/grandparent/carer–child activities, displays and exhibitions, Internet classes and so on. Programs are tailored to suit the community, with an emphasis on fun
Family literacy and digital literacy programs complement early literacy programs.
Literacy programs are delivered in collaboration with literacy service providers, and may be delivered in the library or in other locations in the community.

Suggested performance indicators

- Customer satisfaction with literacy collections and services
- Number of literacy classes per annum.

Other Resources

Australian Library and Information Association 2006, *Statement on information literacy for all Australians*: http://www.alia.org.au/about-alia/policies-standards-and-guidelines/statement-information-literacy-all-australians

Australian Library and Information Association 2006, *Statement on libraries and literacies*: http://www.alia.org.au/about-alia/policies-standards-and-guidelines/statement-libraries-and-literacies

Literacy Services for Public Libraries https://literacyservices.wordpress.com/

G14. SERVICES FOR CULTURALLY DIVERSE COMMUNITIES

Objective

To meet the library needs of culturally and linguistically diverse communities (CALD).

Guidelines

Note: The following checklist applies predominantly to those local government areas with a significant CALD population. They may not be relevant for some library services.

Mechanisms exist for multicultural communities to identify their library service needs, wants and preferences
Comprehensive community data is used to inform library service planning for multicultural services
Comprehensive library planning mechanisms exist which are inclusive of diversity issues and which allocate appropriate staffing, resourcing and planning
A multicultural policy exists and is integrated into the overall library policy structure
Multicultural skill sets are identified as part of overall service delivery planning and reflected in position descriptions and recruitment procedures
Staff have the skills and capacity to develop and implement services for a CALD customer base, which is developed through training, performance appraisal and organisational support.
Resource allocation for multilingual collections and services exists to meet CALD customer needs
Based on knowledge of particular cultural needs and trends: • a collection exists for a particular language when there are at least 1,000 residents speaking that language as their major language at home, but • For large LGAs (population over 100,000), a collection exists for a particular language when there are at least 2% of the resident population speaking that language as their major language at home. For LGAs with a very mixed population a higher percentage may be appropriate at the determination of the library manager. • A language other than English (LOTE) collection should have at least 100 items.
State Library bulk loans are used to provide access to LOTE collections where there is insufficient demand to warrant the establishment of a collection by the library
An English as Second Language collection is established where the CALD population is greater than 1% of the total LGA population.

Services and collections reflect community profiles and respond to needs identified in community consultations
Collections are easily accessible by CALD library users –for example, bilingual staff, cataloguing in first language, and signage
A multicultural communications strategy, appropriate to area demographics, is integrated into the overall library or council communications program with a level of resources reflective of multicultural requirements
To meet the needs of diverse customer groups, a range of formal and informal monitoring mechanisms is in place, the output from which is used to inform the ongoing planning process
Formal audience research is carried out at least biennially to assess the relevant success of libraries in meeting customer needs
The library reflects multicultural community into ongoing planning and operation. Activities specific to CALD users are clearly identified (may include multilingual storytime for preschools, English Language Classes, Educational Seminars, Cultural Celebrations), measurable, and are part of the mainstream library service.

Suggested performance indicators

Provision of collections of languages other than English (LOTE) in relation to the demographic composition of the local community is recommended in these ways:

- Use of community language material is in proportion to the cultural characteristics and composition of the local community

- One specialist Librarian employed where more than 20% of the population speak a language other than English at home

- Two specialist Librarians employed where more than 40% of the population speak a language other than English at home.

Points to consider

- Ageing profile of the different CALD communities in your LGA

- Level of literacy and education of different CALD communities in your LGA

- English proficiency of different CALD communities

- Availability of LOTE material in specific languages

- Format preferences of CALD communities

- LOTE collections tend to have a high turnover rate and may require weeding and replacement at a higher rate than other collections.

Other resources

- *The People of New South Wales* 2006 provides details on English language competency by age, presenting the differing levels of English language competency amongst different language and age groups according to LGAs. Available at:
  http://www.crc.nsw.gov.au/publications/documents/ponsw

- *Culturally diverse communities and the public library: a review of NSW public library multicultural services:* http://www.sl.nsw.gov.au/services/public_libraries/reference_and_collection_management/lib_management_docs/multicultural2004.pdf

- The State Library of NSW has a Multicultural Consultant who can advise on any aspect of provision of multicultural services. Contact details are at: http://www.sl.nsw.gov.au/services/public_libraries/about/consultants.html

G15. SERVICES FOR INDIGENOUS AUSTRALIANS

Objective

To actively consult and negotiate with Indigenous Australians to promote library and information literacy.

Guidelines

Balance collections by acquiring materials by, as well as about, Indigenous Australians
Appropriate access is facilitated to libraries' archives and information resources for Indigenous Australians
Appropriate content and perspectives in documentary materials, media and traditional cultural property is ensured
Moral rights of Indigenous Australians as owners of their knowledge is acknowledged
Local Indigenous Australians are consulted in regard to establishment and operation of library services for their community
Links with Indigenous Australian members of the community are established in order to receive guidance and assistance in the consultation and negotiation process
In areas with significant Indigenous Australian populations, working relationships with appropriate government organisations and educational institutions are developed in connection with the provision of services to Indigenous Australians
In areas with significant Indigenous Australian populations, availability of Indigenous Australian resources is promoted through radio, television, newspapers, brochures and library displays
In areas with significant Indigenous Australian populations, services are developed which integrate the special cultural talents of Indigenous Australians e.g. art displays, storytelling, dance performances. These may be conducted less regularly for areas with fewer Indigenous residents
An appropriate ratio of library staff are Indigenous Australians
Cross-cultural awareness training strategies are delivered on the basis of negotiation and consultation by library staff with Indigenous Australians.

Suggested performance indicators

- Number of consultations per annum with representatives of the Aboriginal and Torres Strait Islander community to ensure relevant collections and service provisions

- Number of events involving local Aboriginal and Torres Strait Islander community per annum

- Number of staff cross-cultural awareness training courses per annum
- Percentage of staff trained in cultural awareness.

Other resources

- Library Council of NSW has adopted the *Aboriginal and Torres Strait Islander protocols for libraries, archives and information services (The ATSILIRN protocols)*: http://www.aiatsis.gov.au/atsilirn/protocols.php as a guideline for engagement with Indigenous peoples

- Development of all aspects of library services for Indigenous Australians should be guided by, and in accord with the ALIA statement *Libraries and information services and Indigenous peoples:* http://www.alia.org.au/about-alia/policies-standards-and-guidelines/libraries-and-information-services-and-indigenous-peoples

- National and State Libraries Australasia *National policy framework for Indigenous library services and collections*, 2007: http://www.nsla.org.au/publication/national-policy-framework-indigenous-library-services

- State Library of Queensland *Library Services Standard for Aboriginal people and Torres Strait Islanders*: http://www.plconnect.slq.qld.gov.au/resources/aboriginal-and-torres-strait-islander-people/strategies-and-standards

- State Library of Queensland *Protocols for Aboriginal and Torres Strait Islander collections*, 2007: http://www.slq.qld.gov.au/__data/assets/pdf_file/0006/64599/SLQ_-_Protocols_for_Indigenous_Collections.pdf

G16. SERVICES FOR PEOPLE WITH DISABILITY

Objective

To provide barrier-free access to library services and resources for people with disability.

Guidelines

The collection development policy includes sections outlining the acquisition, scope, formats, purposes and management of library materials designed to assist and be used by people with disability. For example, alternative formats such as large print books and audio tapes are provided to cater for people with vision impairment
Library materials and assistive devices are provided to enable people with disability to access information in both print and electronic formats
Collections including alternative format resources are provided, with appropriate service delivery, in response to community profile and demand
Flexible lending periods and loan limits are embedded into the Library's policies
The Library's ICT Plan covers planning for and provision of adaptive technologies
Physical access to and within library buildings, which enables access for people with a disability, is provided in accordance with appropriate legislation and relevant building standards
Disability symbols and signage are displayed in appropriate format, e.g. large print
Training by persons suitably qualified in the area of disability and access issues is delivered to all library staff , so that they may assist customers with disability
A professional member of staff is responsible for co-ordinating services for people with disability, including staff training and professional development
Website design meets disability accessibility standards

Suggested performance indicators

- Per annum use of designated equipment

Other resources

ALIA's policy, *Library and information services for people with a disability,* addresses the principle of equitable access to information through all library and information services, and promotes the observation of current Commonwealth, state and territory disability discrimination legislation*:*

http://www.alia.org.au/about-alia/policies-standards-and-guidelines/library-and-information-services-people-disability

Accessibility and mobility issues for library buildings and service points are addressed in *People places: a guide for public library buildings in NSW* http://www.sl.nsw.gov.au/services/public_libraries/library_buildings_and_spaces/index.html

'Accessible web design' refers to the philosophy and practice of designing web pages so that they can be navigated and read by everyone, regardless of location, experience, or the type of computer technology used. Advisory notes are provided by the Australian Human Rights Commission (AHRC) in *World Wide Web access: Disability Discrimination Act Advisory Notes*,: https://www.humanrights.gov.au/world-wide-web-access-disability-discrimination-act-advisory-notes-ver-40-2010

AHRC provides information on World Wide Web accessibility standards, guidelines, tools and techniques at: https://www.humanrights.gov.au/disability-rights-world-wide-web-accessibility

The Australian government requires Commonwealth departments and agencies to comply with accessibility guidelines: http://webguide.gov.au/accessibility-usability/accessibility/

G17. SERVICES FOR YOUNG PEOPLE

Objective

To provide access to materials and services which meet the identified needs of children and young people in the community.

For the purposes of this Guideline and program delivery the following definitions are used:

Children: 0–12 years

Young adults: 13–18 years

Relevant standards: S6 to S8: staffing levels for children and young adult services

Guidelines

The Library's policy for young people accords with relevant local, state and federal government policies, and includes: • service statement • parental responsibility statement • child-safe policies
Collecting policies for young people's library materials (including acquisitions and management) are included in the library's Collection Development Policy
A percentage of the library's collections budget is allocated to young people's resources appropriate to the demographics of the community
Staff responsible for services to young people should either directly select material or create selection profiles for use to aid suppliers in their selection of material to suit the needs of young people in the area
Mechanisms exist which allow participation of young people in identifying their library service needs, wants and preferences
Development of library programs, including outreach services, collections, and budget for young people's services is undertaken by librarian/s with appropriate skills
Young people of any age are issued with their own library card with full borrowing privileges
Young people have access to a full range of library materials subject to parental guidance and relevant legislation
Date of birth of members is recorded to allow data on age breakdown of customers to be extracted for reporting reasons, including comparison against statistics collected by other agencies which may define 'children' and 'youth' differently

Suggested performance indicators

- Numbers per annum attending programs and services targeted at children and young adults

- Library membership for children and young adults (per cent of children and young adult population in the community)

- Number of recurrent programs targeted at specific age groups per annum

- Loans per annum from children's and young adult collections.

Other resources

- Australian Communications and Media Authority. *Cybersmart materials for libraries*: http://www.acma.gov.au/theACMA/cybersmart-materials-for-libraries

- Library Council of New South Wales (2013) *Children's policy guidelines for NSW public libraries*, revised edition 2008. State Library of New South Wales, http://www.sl.nsw.gov.au/services/public_libraries/legislation_policies_guidelines/docs/childrens_policy_guidelines.pdf

- State Library of Queensland 2009,*Young peoples' services standard* (Queensland Public Library Standards and Guidelines, April 2009: http://plconnect.slq.qld.gov.au/__data/assets/pdf_file/0006/138435/138435_Young_People_Services_standard_-_April_2009.pdf

G18. SERVICES FOR OLDER PEOPLE

Objective

To ensure that older members of the community can access and use library collections, services and programs.

Relevant standards S6 to S8: Staffing

Guidelines

A. Planning
Council management, social and cultural plans cover library strategies for addressing the needs of older people
Library works with Council on initiatives for older people
Older library customers represented in community consultations, surveys and focus groups; library provides venue for some focus groups
Older people identified as target group in library planning
Needs of active engaged and frail aged identified in library planning
Older people identified as target group in marketing plans
Needs of active engaged and frail aged identified in marketing plans
Library promotes services to other relevant providers, e.g. community health workers, GPs, community workers
Library budgets for resources for older people and people with disabilities reflect priorities and area demographics
Staff trained to meet the needs of older people
Partnerships developed with community organisations such as Council Access Committee, Meals on Wheels, U3A, Senior Citizens' groups, Computer Pals, Better Hearing Australia, Vision Australia, Friends of the Library
Collection development policies provide for input from community groups, including active and housebound people
B. Relevant collections
Health and legal information in plain English
Resources to support life-long learning
Large print and audio books
Local history
Genealogy and family history
Community language materials, including newspapers and magazines
Ageing issues addressed in the collection
Health and carer information
C. Appropriate technology

Internet access
Programs for older people
Facilities comply with Section G12
D. Services and programs
Home library services available to carers as well as housebound individuals
Opportunities provided for support groups to meet
Inter-generational programming, e.g. young people teaching SMS and Internet skills, older people working with younger people on local history and oral history projects
Technology assistance and training sessions address the needs of older people
Appropriate spaces provided, e.g. well-lit quiet reading areas

Other resources

- *Active engaged valued: older people and NSW public libraries* by Mylee Joseph, State Library of NSW, June 2006: http://www.sl.nsw.gov.au/services/public_libraries/docs/active_engaged_valued.pdf

- For building standards refer to *People places: a guide for public library buildings in NSW* at: http://www.sl.nsw.gov.au/services/public_libraries/docs/people_places.pdf

G19. HOME LIBRARY SERVICES

Objective

To provide access to library information and resources for those community members who are unable to physically access their local library for any reason.

Relevant standards: S8: Staffing

Guidelines

Home Library Service is available to all eligible citizens
The library has a policy on eligibility for Home Library Service
All resources held by the library including the reservation and interlibrary loan systems are to be made available to Home Library Service customers
Customer profiles are maintained to ensure appropriate selection of materials
Home Library Service is staffed by suitably qualified library staff
Membership is based on physical need and no age restriction applies
Service is available to carers who are housebound
Bulk loans are provided to residential and day care establishments
Loan periods, item restrictions and frequency of delivery are determined by the library service and comply with WHS regulations
A vehicle suitably modified according to applicable work health and safety guidelines is provided
Staff liaise with community organisations, nursing homes and day care centres to promote the service
Staff receive training in: - manual handling   - first aid   - communication with aged/disabled   - disability awareness   - personal safety and advanced driving skills   - multicultural awareness (when appropriate)
HLS membership forms contain a component providing permission for staff members to enter customers' property
Staff have access to mobile phones and wear name badges at all times.
A Home Library Service customer satisfaction survey is conducted every 2–4 years

Suggested performance indicators

- Annual loans for Home Library Service
- Proportion of population over 65 (or of eligible population) receiving Home Library Service
- Costs of providing Home Library Service (including unit costs)

Things to consider

The Guidelines to Section 10 of the *Library Act 1939* discuss free delivery for home library services.

Guideline 4: Free Delivery states that:

> "No charge is to be made for the delivery to a member of the library of any book or information that the member is entitled to borrow free of charge if the member for reasons of ill-health or disability cannot reasonably be expected to attend the library in person."

> This relates to services currently known as 'housebound' or 'home library' services.

> The intention of this provision is to ensure that no charge is levied where the local library provides a delivery service to members of the library who by reason of sickness or disability are unable to attend the library. Each local authority may determine the extent of the geographic area served by its delivery service where such services are provided.

Source: *Guidelines relating to section 10* [of the Library Act]; Guideline 4, April 1993:
http://www.sl.nsw.gov.au/services/public_libraries/legislation_policies_guidelines/guidelines_section_10.html

A remote central library may not be the most appropriate to deliver a Home Library Services in local communities. For libraries in regional library arrangements, a Home Library Service should therefore be resourced and delivered at the local level.

Other resources

- *Policy guidelines for NSW home library services* (May 2008): http://www.sl.nsw.gov.au/services/public_libraries/docs/hls_policy_guidelines.docx

- *Risk management guidelines for NSW home library services*, endorsed by Public Libraries NSW – Metropolitan Association: http://www.sl.nsw.gov.au/services/public_libraries/docs/hls_risk_management.doc

- Australian Library and Information Association *Guidelines for Australian home library services*, adopted in 2000: http://www.alia.org.au/about-alia/policies-and-guidelines/alia-policies/guidelines-australian-home-library-services

G20. PROGRAMS

Objective

To provide the community with a range of activities related to library services and collections that enrich the lives of community members who choose to attend.

A library program is an ongoing series or sequence of activities provided by library staff or library staff in partnership with other community or business organisations and usually related to a particular library service, library collection or population demographic. Library programs are usually delivered in library buildings but can be conducted in other community spaces, e.g. schools; senior citizen centres

Examples of library programs include:

Adult literacy programs

Adult student programs

Computer literacy

Business and industry programs

Displays

Early literacy programs for preschool children (eg. baby and preschool storytimes)

English language conversation classes

Exhibitions

Family history programs

High school programs

Home library service programs

Homework help

Internet training

Hospital and nursing home programs

Language learner programs

Library user education programs

Local government programs

Makerspaces

Parent education seminars.

Primary school children programs

Programs for Aboriginal and Torres Strait Islander people

Programs for multicultural groups

Programs for people with disability

Readers clubs or book discussion groups

Young adult programs

Relevant standard: [S17. Library](#) programs

G21. QUALITATIVE DATA COLLECTION

Objective

Community opinions on library services are important in assessing performance. Libraries and their councils may collect information for a variety of reasons, for example, to:

- monitor performance for continuous improvement
- establish trends in performance for management and training purposes
- compare performance of different council services
- assess community response to plans
- assess customer response to new or changed services
- identify services that might encourage non-members to join the library.

Points to consider

Qualitative information can be collected in a variety of ways, such as surveys (in-library questionnaires, Web forms, telephone surveys), interviews, and focus groups. Usually the collection tool is designed for a particular purpose, with questions intended to elicit the information required to assess performance, compare services, or plan an activity or service.

In addition to the simple question posed at S18 Satisfaction with library services, library managers have suggested the following:

- Customer satisfaction surveys – include virtual and physical surveys, surveys of members and non-members, users and non-users
- Library Services are included in any overall council surveys.

See also G22, Customer service.

Other resources

The State Library of NSW provides a survey template with model survey questions that are recommended for use by NSW Public libraries to survey users about their experience of library services.

This tool for measuring library user satisfaction was developed in close consultation with library managers and staff across the NSW public library network. Focus groups and user testing were undertaken with library staff and community members throughout the project to ensure that the questionnaire is relevant and useful for measuring satisfaction with contemporary public library services.

The template is: *Library User Satisfaction Survey: a model for NSW public libraries,* available at:
http://www.sl.nsw.gov.au/services/public_libraries/community_and_engagement/Library_user_satisfaction_survey.html

G22. CUSTOMER SERVICE

Objective

This Guideline presents general information on customer service principles, with reference to established standards. Please note that the provision of high quality customer service underpins the targets set in the Standards, and the suggestions made in the Guidelines. In addition, customer service involves not just **what** is delivered, but **how** it is delivered, i.e. there are both quantitative and qualitative aspects to customer service.

Guidelines

Note: Relevant standard: **S18: Satisfaction with library services**. See also **G21, Qualitative data collection**.

Library has developed or adopted guidelines for customer service, which are promulgated to all staff, and which are reviewed periodically.
All library staff display a positive and helpful attitude in conformance with Library policy and standards of behaviour
Library has a published Customer Service Charter
Customer service training is identified in the library's training plan
Library staff receive diversity and ability awareness training for communicating with library customers and co-workers, including persons with physical and mental disabilities, those from diverse cultural backgrounds, adult new readers and individuals speaking languages other than English (LOTE)
Library staff are available during opening hours for customer assistance and inquiries
Staff members are easily identifiable when working on public service points
Staff clothing conforms with the dress code established by the library or Council and with work health and safety requirements
Good quality informational and directional signage and material are provided
Staff rosters are arranged to ensure that staff numbers are sufficient to deliver the services set out in the Library Act Section 10 [5] and other services appropriate for the library's community and library opening hours. (See also S3–S4 and G2, Opening hours; S6–S8 and G8, Staffing; and G13–G19, Targeted services)
Library communicates information about new items, services or programs to customers, using means such as email, RSS, website, mass media, social media. (See also G5, Marketing and promotion)
Library communicates with individual customers according to customer preference by means such as email, SMS, RSS, social media

5 Guidelines relating to Section 10 of the *Library Act 1939* as amended by the *Library Amendment Act* of 1992: http://www.sl.nsw.gov.au/services/public_libraries/legislation_policies_guidelines/guidelines_section_10.html

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messages/announcements
Within the library, communication with customers is by appropriate means such as public address announcements, programmable electronic signs, online messages/announcements
Clear directions for use are provided for all equipment used by customers (for example, self-checkers, photocopiers, printers, wireless Internet access).
Copyright notices are displayed on equipment used by customers (eg. computers, scanners and photocopiers)

Suggested performance indicators

- Satisfaction rate for service delivery standards (customer survey results)

Points to consider

- The Council may have customer service principles and requirements which are suitable for adoption or adaptation by the Library. Similarly, Council may have a customer service training program which is suitable for Library staff.

- Council or Library may have a dress code or uniform.

Other resources

- *The library and information sector: core knowledge, skills and attributes*, published by the Australian Library and Information Association: http://www.alia.org.au/about-alia/policies-standards-and-guidelines/library-and-information-sector-core-knowledge-skills-and-attributes

- *Guidelines for behavioral performance of reference and information service providers*, published by the Reference and Users Services Association (RUSA) of the American Library Association, is a standard set of guidelines with the goal 'to create a conceptual framework and service ethic with which reference professionals can consider all customer reference interactions, and help establish a service standard for their institution'. These guidelines address approachability, interest, listening/inquiring, searching, and follow-up: http://www.ala.org/rusa/resources/guidelines/guidelinesbehavioral

- National and State Libraries Australasia, *Service guidelines; information and research services at NSLA libraries*, November 2010: http://www.nsla.org.au/publication/service-guidelines-information-and-research-services-nsla-libraries

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This bibliography is a select list of publications consulted in developing this document and referred to in context throughout the text. Readers should also consult the Public Libraries pages of the State Library of NSW website for other useful information:
http://www.sl.nsw.gov.au/services/public_libraries/index.html

All website addresses were valid on 17 August 2015. Works are filed **by title** within the following categories:

>**General policy documents**
>**Standards**
>**Statistics**
>**Related policies, guidelines and background reading.**

General policy documents

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http://www.legislation.nsw.gov.au/viewtop/inforce/act+40+1939+FIRST+0+N/

Guidelines for local government authorities: Library Act 1939:
http://www.sl.nsw.gov.au/services/public_libraries/legislation_policies_guidelines/guidelines_local_government_authorities.html

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http://www.sl.nsw.gov.au/services/public_libraries/legislation_policies_guidelines/guidelines_section_10.html

Library Regulation 2010:
http://www.legislation.nsw.gov.au/maintop/view/inforce/subordleg+445+2010+cd+0+N

Library Council guidelines
http://www.sl.nsw.gov.au/services/public_libraries/legislation_policies_guidelines/library_council_guidelines.html

Standards

ALIA (2012) Beyond a Quality Service: Strengthening the Social Fabric – Standards and Guidelines for Australian Public Libraries
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http://www.nsla.org.au/publication/annual-australian-public-library-statistics

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Advocacy (advocacy and lobbying resources), Australian Library and Information Association: http://www.alia.org.au/advocacy-and-campaigns/advocacy-tools

ALIA Education information, Australian Library and Information Association:
http://www.alia.org.au/employment-and-careers/accredited-courses
http://www.alia.org.au/about-alia/policies-standards-and-guidelines#Education-and-qualifications

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http://www.librarytechnology.org/ltg-displaytext.pl?RC=12994

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For assistance in the analysis of the costs and benefits of outsourcing collection management functions, see *An Evaluation Tool - outsourcing of acquisitions, cataloguing and processing* available at: http://www.sl.nsw.gov.au/services/public_libraries/docs/evaluation_tool.xls

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Glossary

ABS   Australian Bureau of Statistics

Access *see* **Free access**

Accessible web design

'Accessible web design' refers to the philosophy and practice of designing web pages so that they can be navigated and read by everyone, regardless of location, experience, or the type of computer technology used. Accessible web design is usually discussed in relation to people with a disability, because this group are most likely to be disadvantaged if the principles of accessible web design are not implemented. Failure to follow these principles can make it difficult or impossible for people with a disability to access web pages.'

Source*: World Wide Web access: Disability Discrimination Act Advisory Notes*, version 4.0, October 2010 (Australian Human Rights Commission: http://www.humanrights.gov.au/our-work/disability-rights/standards/world-wide-web-access-disability-discrimination-act-advisory

Aged *see* **Older people**

ATSILIRN   Aboriginal and Torres Strait Islander Library, Information and Resource Network

Basic reference service *see* **Reference service**

Book

The NSW *Library Act 1939* defines 'book' to 'include 'periodical, newspaper and any other printed matter and includes map, music, manuscript, picture, photographic plate and film and any other matter or thing whereby word, sounds or images are recorded or reproduced'.

Note: In these guidelines the term library materials is used. For the purposes of these guidelines library materials is synonymous with book as defined in the Act.

Source: *Library Act 1939*, section 2: ('book'); *Guidelines relating to section 10* [of the Library Act]; Guideline 2, April 1993 ('library materials': http://www.sl.nsw.gov.au/services/public_libraries/legislation_policies_guidelines/guidelines_section_10.html

Borrowers

Borrowers are those members of the community who have joined their local public library and hold a membership card.

Source: *Public library statistics 2013/14: Public library services in NSW*, prepared by Kathy Morrison. State Library of NSW, 2015, p. vi
http://www.sl.nsw.gov.au/services/public_libraries/statistics/docs/2013_14statistics.pdf

Branch Library

A Branch Library is a service point that is an auxiliary facility with separate quarters from the Central Library, a permanent collection of books, permanent paid staff present during all hours of opening, offers a broad range of public library services and a regular schedule of public service hours.

Source: *Public library statistics 2013/14: Public library services in NSW*, prepared by Kathy Morrison. State Library of NSW, 2015, p. xxi
http://www.sl.nsw.gov.au/services/public_libraries/statistics/docs/2013_14statistics.pdf

CALD   Culturally and linguistically diverse communities

Central Library

A Central Library is either a single site library service point, or the operational centre and central service point of a multiple site library service; is operated by permanent paid library staff; is usually where the principal library collections are housed; processing is centralised; AND where the public have direct access to a full range of library services and facilities. Unless otherwise specified the main branch library of the Administering Council of a Regional Library service is taken as the Central Library

Source: *Public library statistics 2013/14: Public library services in NSW*, prepared by Kathy Morrison. State Library of NSW, 2015, p. xxi
http://www.sl.nsw.gov.au/services/public_libraries/statistics/docs/2013_14statistics.pdf

Children *see* **Young people**

Customer service requests

Customer Service Requests are those enquiries that are not counted under the definition of **an Information request** below. Examples include changing a customer's registration details or helping customers with equipment, PC bookings, wireless inquiries and directional inquiries. Issuing of loans, or accepting items for return are not included in the definitions of **Customer service requests** or **Information requests**.

Delivery *see* **Free delivery**

Education of customers *see* **Reader education**

ESL   English as a second language

Fiction monograph

The term fiction monograph refers to all novels, prose and short stories and includes large print and other special format fiction materials.

Source: *Guidelines to section 10, Library Act 1939*:
http://www.sl.nsw.gov.au/services/public_libraries/legislation_policies_guidelines/guidelines_section_10.html

Free access

Any person (whether or not a member of the library) is entitled free of charge to access to any book of the library and to any information forming part of the information service of the library (other than information excepted from free access by guidelines issued by the Council) for use on the library premises.

Source: *Guidelines to section 10, Library Act 1939*:
http://www.sl.nsw.gov.au/services/public_libraries/legislation_policies_guidelines/guidelines_section_10.html

Free delivery

No charge is to be made for the delivery to a member of the library of any book or information that the member is entitled to borrow free of charge if the member for reasons of ill-health or disability cannot reasonably be expected to attend the library in person.

This relates to services currently known as 'housebound' or 'home library' services.

The intention of this provision is to ensure that no charge is levied where the local library provides a delivery service to members of the library who by reason of sickness or disability are unable to attend the library. Each local authority may determine the extent of the geographic area served by its delivery service where such services are provided.

Source: *Guidelines to section 10, Library Act 1939*:
http://www.sl.nsw.gov.au/services/public_libraries/legislation_policies_guidelines/guidelines_section_10.html

Free loans

Any person who is a member of the library is entitled to borrow free of charge from the library for use away from the library premises any book of the library which has been classified by the librarian of the library as being of literary, informative, or educational value or as being a fiction monograph."

The intention of this provision is to ensure that residents and ratepayers are able to borrow free of charge any materials which have been classified by the librarian as loan material which has literary, informative, or educational value and fiction monographs (including large print and other special format fiction materials).

The term 'classified by the librarian of the library' acknowledges that librarians within individual local authorities have responsibility for determining what constitutes educational and informative material. The librarian of the library will classify loan materials as having literary, informative or educational content.

Source: *Guidelines to section 10, Library Act 1939*:
http://www.sl.nsw.gov.au/services/public_libraries/legislation_policies_guidelines/guidelines_section_10.html

Free membership

Free membership is membership of a local authority library including provision of a library card for residents of that local authority's area and for residents of other local authorities who are signatories to the Reciprocal Borrowing Agreement (held by the Library Council of NSW).

Any person who is a resident of the area of the local authority or a ratepayer of the local authority is entitled to free membership of the Library free of charge.

Source: *Guidelines to section 10, Library Act 1939*:
http://www.sl.nsw.gov.au/services/public_libraries/legislation_policies_guidelines/guidelines_section_10.html

See also Membership records

FTE   Full-time equivalent (in reference to staffing)

Guidelines

A set of principles for developing levels of performance which lead to quality library services.

HLS   Home Library Service

ICT   Information and communication technology

ILL   Interlibrary loan

ILMS *see* **Integrated library management system**

In-depth reference service *see* Reference service

Information request

All information requests. An information request is defined as any enquiry which involves the knowledge, use, recommendations, interpretation, or instruction in the use of one or more informational sources, including information and referral services, by a member of the library staff. Information sources include printed and non-printed materials, databases, catalogues, referral to other libraries, institutions and people inside and outside the Library.

Information requests include enquiries on:

> Author / title
> Subjects
> Local studies
> Genealogy
> Community information
> Literacy / ESL resources
> Community language resources.

Information service

Information service means an information service provided, controlled or managed in conjunction with a library or library service. (*Library Act 1939*)

'Information service' is 'personal assistance provided by members of the reference staff to library users in pursuit of information. Synonymous with reference service'. (The ALA Glossary of Library and Information Science, American Library Association, 1983.)

Source*: Library Act 1939* No 40: http://www.legislation.nsw.gov.au/viewtop/inforce/act+40+1939+FIRST+0+N/

and *Guidelines to section 10, Library Act 1939*: http://www.sl.nsw.gov.au/services/public_libraries/legislation_policies_guidelines/guidelines_section_10.html

See also **Reference service**

Integrated library management system

Software which stores and manages the library's bibliographic records, item records and linked resources and content, which provides web-based search, display and customer services, which manages circulation and inventory control, and which provides management and reporting functions.

IT   Information technology

Joint use facility/ Joint use area

A Joint use facility or area is open to the public, has a permanent paid staff and is managed by a formal cooperative agreement between the council and another institution (usually educational, eg. School or TAFE). A joint use facility normally functions as a branch library, eg. a school/public library whilst a joint use area functions within a library, eg. a telecentre.

Source: *Public library statistics 2013/14: Public library services in NSW*, prepared by Kathy Morrison. State Library of NSW, 2015, p. xxii http://www.sl.nsw.gov.au/services/public_libraries/statistics/docs/2013_14statistics.pdf

LGA   Local Government Authority. See also **Local authority**

Library management system *see* **Integrated library management system**

Library material

Library material includes book, periodical, newspaper and any other printed matter and also includes map, music, manuscript, picture, photographic plate and film and any other matter or thing on or by which words, sounds or images are recorded or reproduced.

Source: *Library Act 1939* No 40: http://www.legislation.nsw.gov.au/viewtop/inforce/act+40+1939+FIRST+0+N/

If a standard includes electronic resources in 'library materials', this is explicitly stated.

Library program *see* **Program**

Library staff

Library staff are the paid staff members, and may include staff with qualifications, prior learning and/or relevant experience in related fields.

Volunteers are not used as a substitute for appropriately trained and paid library staff. Their role is separate from the day to day operation of the library service and the tasks they undertake do not comprise core library duties.

See also **Qualified staff**

Literacy

Literacy involves the integration of listening, speaking, reading, writing and critical thinking; it incorporates numeracy. It includes the cultural knowledge that enables the speaker, writer or reader to recognise and use language appropriate to different social situations. For an advanced technological society such as Australia, the goal is an active literacy which allows people to use language to enhance their capacity to think, create and question, in order to participate effectively in society.

Source: Australian Council for Adult Literacy, 1991

Loans *see* **Free loans**

Local authority

Local authority means a council within the meaning of the Local Government Act 1993.

Source: *Library Act 1939* No 40:
http://www.legislation.nsw.gov.au/viewtop/inforce/act+40+1939+FIRST+0+N/

Local library

Local library means a library in an area provided, controlled or managed by a local authority and includes a library provided, controlled or managed pursuant to section 12 and a library provided, controlled or managed by a local authority in conjunction with any other person.

Source: *Library Act 1939* No 40:
http://www.legislation.nsw.gov.au/viewtop/inforce/act+40+1939+FIRST+0+N/

LOTE   Languages other than English

Membership records

Membership records are maintained on computer databases and these records are updated every three years.

See also **Free membership**

Mobile library

A mobile library is a vehicle equipped and operated by paid library staff to provide a mobile branch library service.

Source: *Public library statistics 2013/14: Public library services in NSW*, prepared by Kathy Morrison. State Library of NSW, 2015, p. xxii
http://www.sl.nsw.gov.au/services/public_libraries/statistics/docs/2013_14statistics.pdf

Monograph

A monograph is a non-serial bibliographic item, (i.e. an item either complete in one part or complete, or intended to be complete, in a finite number of separate parts (*Anglo-American Cataloguing Rules* 2nd ed.); a systematic and complete treatise on a particular subject. (*The ALA Glossary of Library and Information Science*, American Library Association, 1983.)

Source: *Guidelines to section 10, Library Act 1939*:
http://www.sl.nsw.gov.au/services/public_libraries/legislation_policies_guidelines/guidelines_section_10.html

NSLA

National and State Libraries Australasia. Membership includes the State Libraries of each Australian State, the ACT Library and Information Service, the Northern Territory Library and Information Service, the National Library of Australia and the National Library of New Zealand: http://www.nsla.org.au/

Older people

People aged 65 years and over

Source: *Active engaged valued: older people and NSW public libraries* by Mylee Joseph, State Library of NSW, June 2006:
http://www.sl.nsw.gov.au/services/public_libraries/docs/active_engaged_valued.pdf

Patron education *see* **Reader education**

Program

A library program is an ongoing series or sequence of activities provided by library staff or library staff in partnership with other community or business organisations and usually related to a particular library service, library collection or population demographic eg. children's storytimes; homework help; book discussion groups or reading clubs; learning activities related to library user education programs; English language conversation classes; parent education seminars. Library programs are usually delivered in library buildings but can be conducted in other community spaces, eg. schools, senior citizens centres.

Public library

A collection of sources, resources, and services for of information and recreational reading, viewing and listening. The term also covers the structure in which collections and services are housed. Public libraries have collections of books, magazines, CDs, DVDs, audio-books, e-books, and a wide range of electronic sources of information and recreational material. They provide computers and free Internet access. Public libraries support the

information, education, cultural and recreational needs of local communities. They occupy a central place in community life. They offer a wide range of exciting and innovative services and programs for all age groups. Public libraries are safe and trusted public spaces where everyone is welcome.

Qualified staff

Qualified staff are those staff members who are eligible for professional membership of the Australian Library and Information Association (ALIA):

Source: *Public library statistics 2013/14: Public library services in NSW*, prepared by Kathy Morrison. State Library of NSW, 2015, p. 78
http://www.sl.nsw.gov.au/services/public_libraries/statistics/docs/2013_14statistics.pdf

Paraprofessional staff are those qualified for Library Technician membership of ALIA.

Reader education

Reader education provides individuals and/or groups advice on using the library's facilities and services; training programs in use of information technology; information and digital literacy programs. Sometimes called User education.

Readers' advisory service

A readers' advisory service (sometimes called reader development service) is one in which knowledgeable, non-judgemental library staff help readers with their leisure reading needs. Using knowledge of fiction and non-fiction material, of the library collection, and print and electronic reference tools, the readers' adviser helps the reader answer the question 'What do I read next?' The service includes suggesting new or unfamiliar authors and topics or genres, interesting casual readers in more systematic reading, maintaining contacts with local educational agencies, promoting reading and encouraging use of the library service.

Reference service

Basic Reference Service

Any person who is a member of the library is entitled to be provided free of charge with basic reference services (being any service classified by guidelines issued by the Council as a basic reference service), including assistance in locating information and sources of information.

It is the intention of this provision to ensure that public libraries make provision for free basic reference or information services.

Note: 'Information service' and 'reference service' are synonymous for the purposes of the guidelines.

Basic reference/information services which are to be provided free include:

   * provision of independent access to reference materials for persons who see such information on the premises of the library including assistance in identifying and locating library materials (by any appropriate means) within the library or from other sources.

   * provision of assistance by library staff in identifying, retrieving, and making available, relevant information (by any appropriate means) in response to requests for information by library customers.

In-depth reference service

Reference/information services which may, at the discretion of the local authority, attract a charge include in-depth reference/information searches at the request of an individual library user.

The criteria for determining whether a reference or information search is in-depth include an assessment of:

- the extent of the search
- the level of staff interaction
- the cost incurred
- the level of analysis of the information
- the amount of repackaging or formatting (eg. preparation of a summary or a report)
- the method of delivery.

Source: *Guidelines to section 10, Library Act 1939*:
http://www.sl.nsw.gov.au/services/public_libraries/legislation_policies_guidelines/guidelines_section_10.html

Regional library

In NSW, library services delivered across a group of LGAs where the Councils have combined to collaboratively resource and provide services under S12 of the Library Act 1939.

(Note: the term has different meanings elsewhere in Australia. In Victoria, 'regional libraries' are run by 'regional library corporations', which operate library services on behalf of groups of local government Councils. In Western Australia, 'regional library' arrangements ensure that professional library expertise is available to small Councils unable to employ professional or para-professional library staff.

Reservation fee

Administrative cost associated with reserving a book or books for the member who has requested it.

Source: *Guidelines to section 10, Library Act 1939*:
http://www.sl.nsw.gov.au/services/public_libraries/legislation_policies_guidelines/guidelines_section_10.html

Seniors *see* **Older people**

Service point

A Service Point refers to the building, not the number of information or service desks within the building.

Source: *Public library statistics 2013/14: Public library services in NSW*, prepared by Kathy Morrison. State Library of NSW, 2015, p. xxi
http://www.sl.nsw.gov.au/services/public_libraries/statistics/docs/2013_14statistics.pdf

Shelf-ready items

Library resources which have been catalogued and 'end processed' so as to be ready for immediate use. 'Shelf-ready' includes cataloguing, covering, spine labelling, book labelling, bar-coding, and genre labels.

SLNSW   State Library of New South Wales

Specialist service point

A Specialist Service Point is a facility with public access that does not offer a broad range of public library services, but focuses on one aspect of public library service, eg. children's, genealogy. It is operated by permanent paid library staff present during all hours of opening. This is not counted as a Branch Library but as a Specialist Service Point.

Source: *Public library statistics 2013/14: Public library services in NSW*, prepared by Kathy Morrison. State Library of NSW, 2015, p. xxi
http://www.sl.nsw.gov.au/services/public_libraries/statistics/docs/2013_14statistics.pdf

Staff *see* **Library staff**; **Qualified staff**

Standards

  Quality levels and goals for attainment

Turnover

Turnover is obtained by dividing the total circulation by the total library lending stock to provide an indication of stock use.

Source: *Public library statistics 2013/14: Public library services in NSW*, prepared by Kathy Morrison. State Library of NSW, 2015, p. 74
http://www.sl.nsw.gov.au/services/public_libraries/statistics/docs/2013_14statistics.pdf

24/7

Twenty four hours a day, seven days a week.

User education see **Reader education**

Young people

For the purposes of these guidelines, young people are defined as follows:

Children:	0–12 years
Young adults:	13–18 years

Changes to the latest edition

Version	Revision	Page numbers
Version 1.1, December 2008	Revision of S4 Total opening hours	7–9
Version 2 (2nd edition), December 2009	Incorporation of new targets for standards, using the evidence base of the 2007 NSW statistics; revision of text of standards and guidelines to incorporate feedback from stakeholders and other enhancements identified as a result of using the document for operational purposes during 2009.	Entire document
Version 3 (3rd edition), 2011	Incorporation of new targets for standards, using the evidence base of the 2009/10 NSW statistics; revision of text of standards and guidelines where necessary to reflect feedback from stakeholders.	Entire document
Version 4 (4th edition), 2012	Incorporation of new targets for standards, using the evidence base of the 2010–11 NSW Public Library Statistics; inclusion of new preliminary standard for measuring use of electronic resources as S16, with consequent re-numbering of former standards S16 and S17 as S17 and S18, respectively; revision of text to reflect new circumstances, publications and feedback from stakeholders.	Entire document
Version 5 (5th edition), 2013	Incorporation of new targets for standards, using the evidence base of the 2011–12 NSW Public Library Statistics.	Entire document
Version 6 (6th edition), 2015	Incorporation of new targets for standards, using the evidence base of the 2013-14 NSW Public Library Statistics; revision of text to reflect new circumstances and publications; review of S16 standard for measuring use of electronic resources.	Entire document