

# SLNSW Quality of service of Public Library Service branch to NSW Public Library Network

2016 April

Survey results

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## Background

Under the Library Act, the State Library of NSW promotes, provides and maintains library services for the people of NSW in cooperation with local libraries. The State Library monitors local government compliance with the Library Act, makes careful inquiry into the management of public libraries, administers the State funding for public libraries and provides advice to councils and the Minister on public library matters. The Public Library Service (PLS) branch within the State Library is the main contact point between the State Library and the NSW public library network.

One of the goals of the new State Library of NSW Strategic Plan 2015-2019 is to ensure quality of service to the NSW public library network, and to monitor this a survey has been put in place. The questionnaire covers some of the main services provided by the PLS branch to the Public Library Network (PLN). Some of the new KPIs are derived from questions in the survey:

- Community: Partner: Goal: Our Library advances the Public Library Network
  - KPI: % of PLN agree the State Library supports the development and advancement of NSW public libraries
- Enabler: A Voice for Libraries: Leadership: Goal: We lead in our sector
  - KPI: % of PLN say the State Library provides effective leadership to NSW public libraries
- Enabler: A Voice for Libraries: Advocacy: Goal: We advocate for libraries
  - KPI: % of PLN say the State Library advocates for NSW public libraries

## Methodology

Two online surveys were administered. The intent was to allow a maximum of one response per library service. In early 2016 there are 101 library services, however under the Fit for the Future NSW council amalgamations the number of library services may reduce in the near future, and in subsequent surveys we need an equivalent group to administer the survey to, in order to provide a reliable and comparable figure for these KPIs over time, hence the reason for allowing a maximum of one response per library service.

### **Survey 1**

Survey 1 includes questions that cover most of the services provided by the PLS branch. This survey also includes the KPI questions.

The email invitation was sent to Public Library Managers inviting them to participate in the survey by clicking the link and completing the survey online. A total of n=84 completed surveys were obtained from a total 101 library services to whom emails were sent. This survey was open from 1 March – 5 April 2016.

### **Survey 2**

Survey 2 only includes questions pertaining to the internet connectivity services provided by NSW.net. These services are in some cases also provided to councils, and often the interaction takes place with a contact person within the council IT department (rather than through the public library manager). For this reason the questions on internet connectivity were conducted using a separate survey and the email invitations were sent to a contact list provided by NSW.net.

The email invitation was sent to NSW.net IT contacts. A total of n=69 surveys were completed out of a total of 138 email invitations. This survey was open from 14 March – 16 April 2016. The completed surveys mostly represent library services, with 16 representing councils only, and the data reported here is based on the complete sample pool obtained for Survey 2 (rather than excluding services provided to a council only).

### Other information

Reminder emails were sent out weekly to encourage participation for each survey. For Survey 1, calls were also made to public library managers to help maximise the response rate in order to help obtain reliable and representative data.

Each question allowed the respondent to indicate if the service item was not applicable for their library service. The percentage results for each item have been calculated to exclude the “not applicable” response.

Open comments are shown grouped by theme. Each bullet point represents the comment from one respondent, who may sometimes touch on a few themes in their feedback however in such cases the comment will appear only once under one theme.

## Executive Summary

Perceptions of the State Library's support of the NSW public library network are overwhelmingly positive, with the vast majority of public library managers agreeing the State Library supports the development & advancement of NSW public libraries (Total Strongly agree or Tend to agree 95%). Most feel the State Library advocates for libraries (87%) and say they are satisfied with the services provided by the State Library to their library (87%). A high proportion also feel that the State Library provides effective leadership to NSW public libraries (80%).

Feedback on each of the different service areas reveals overwhelming positive perceptions of the specific services provided by the PLS branch. These results undoubtedly reflect very good work provided in each of these areas. It is, however, also worth keeping in mind that for services which are clearly defined and where roles and responsibilities are clearly laid out, such as LIAC or Internet Connectivity services by NSW.net, it may be easier to meet one's expectations for the service, which may partly explain why these particular services achieve such high strongly positive scores (where the combined Excellent and Very good scores is around 80%).

Meanwhile the combined Excellent or Very good score for professional development and training is 46%. Perhaps this is an area where people's perceptions and expectations far exceed what the branch can realistically achieve in a world of limited time and resources. In particular, the open comments reveal suggestions for a wide array of different topics to be covered in the professional development and training. It is worth keeping in mind that overall the vast majority give a positive rating for this service (Excellent, Very good or Good), while only 14% rate it Fair or Poor.

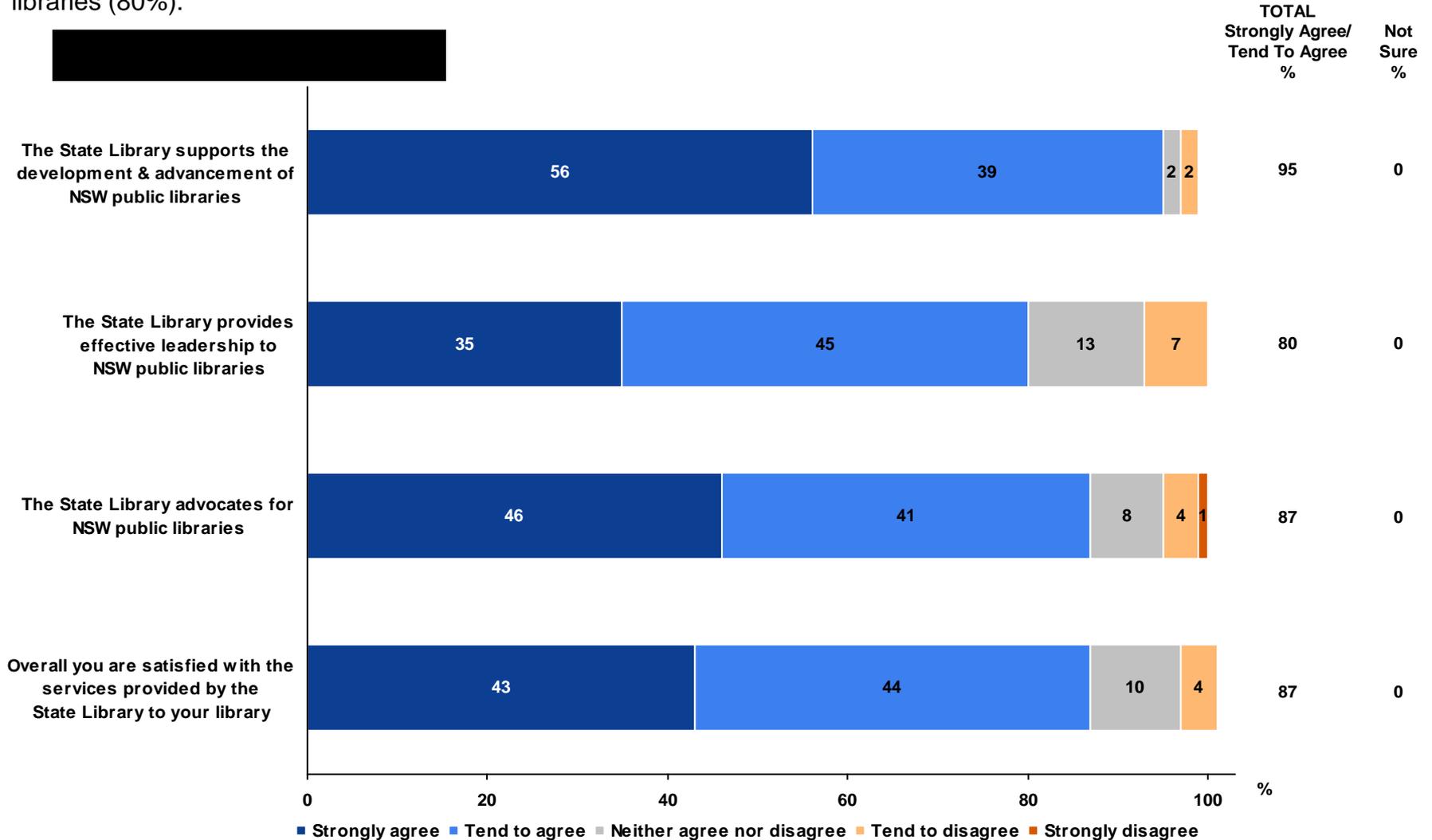
One of the recurring comments throughout was the desire for more training to take place in regional areas. Some respondents suggested the use of Skype or webinars to help provide greater access to training for library staff across the state and we understand State Library is looking to make greater use of technology for this purpose in future.

Perceptions of service quality by staff in the PLS branch are universally positive (Total Excellent, Very good, or Good 100%), further emphasised by very high strongly positive ratings (combined Excellent or Very good around 80%). Furthermore, the fact that so many are enthusiastic about direct contact with the PLS staff, requesting more time spent and more visits, is in itself an indication of the value public library managers receive from the PLS branch.

The challenge of course will be to maintain and improve, where possible, on the results shown here. On the one hand is the need to continue to deliver the strong service offering provided by the PLS branch to the Public Library Network. On the other hand, should resources be available, the service areas where the combined Excellent/Very good score is a little lower may be good areas to focus upon. While one might argue a conservative approach is best, there are some comments where public library managers are looking to the PLS branch to lead the way for the library network. In the mainstream, journal articles discuss that to be innovative is to promote experimentation, but this introduces the possibility of failure. If the environment is one where it is safe to experiment, then innovation and advancement is possible. By focusing on learnings gained, each new initiative can be refined to improve delivery of individual service elements, and help combine to continue to support high positive outcomes and generate new opportunities for improvement. All this means is that if it is possible to try something new, it may be worth considering.

# Perceptions of SLNSW overall support of NSW Public Library Network

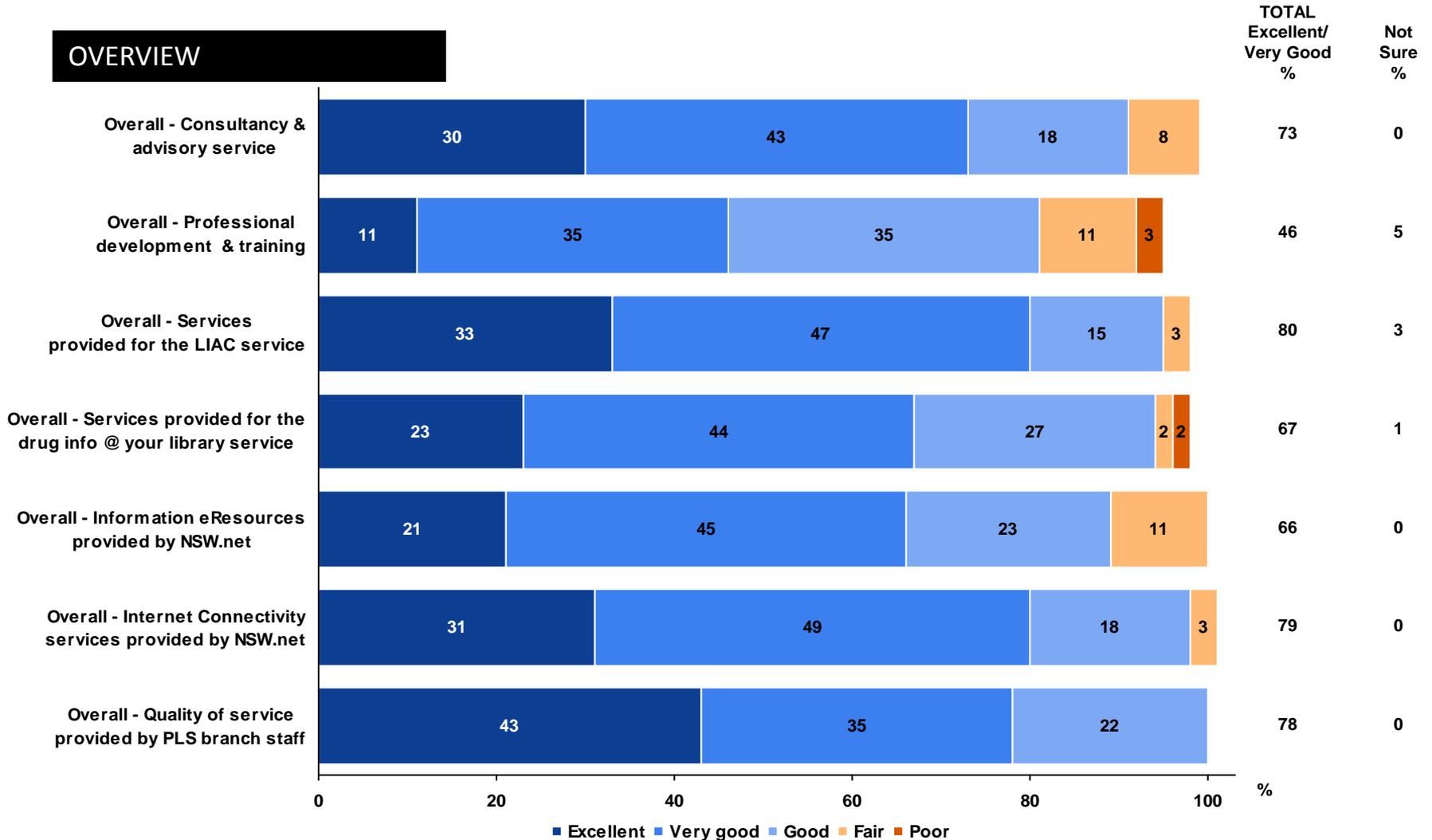
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BASE: (DIDN'T SELECT "NOT APPLICABLE"): SUPPORTS DEVELOPMENT & ADVANCEMENT (n=84), EFFECTIVE LEADERSHIP (n=84), ADVOCATES (n=84), SATISFACTION WITH SERVICES OVERALL (n=84)

## Overview – Quality of services provided by PLS branch

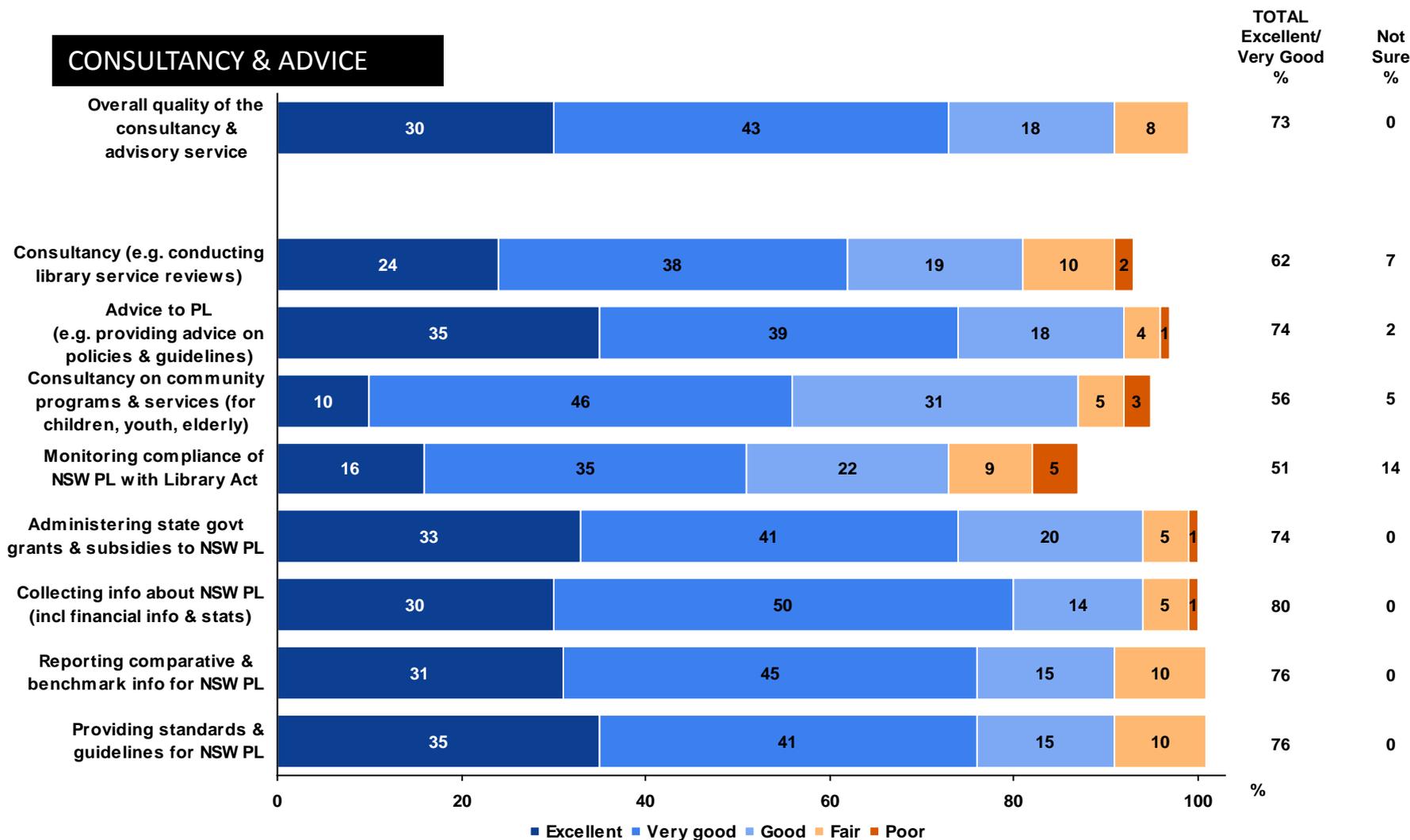
By comparing the overall response to the various services provided by the PLS branch, it is clear the overall ratings are very high, with the vast majority rating each service positively (Excellent, Very good or Good). All services are rated highly, though perceptions of professional development and training are not as strongly positive (Total Excellent/Very good 46%) compared to perceptions of some other services (66%+).



BASE: OVERALL CONSULTANCY & ADVICE (n=83), OVERALL PROF DEV & TRAINING (n=80), OVERALL LIAC (n=81), OVERALL DRUG INFO @ YOUR LIBRARY (n=84), OVERALL INFORMATION eRESOURCES BY NSW.net (n=80), OVERALL IT BY NSW.net (n=68), OVERALL QUALITY OF SERVICE PROVIDED BY PLS BRANCH STAFF (n=83)

## Quality of Consultancy & Advice

Overall perceptions of the consultancy and advice service are very high, and ratings are predominantly positive for each specific sub-area. Consultancy on community programs & services is by request and the ratings here may reflect a lower level of awareness of this service.



BASE: OVERALL CONSULTANCY & ADVICE (n=83), CONSULTANCY (n=68), ADVICE (n=82), CONSULTANCY ON COMMUNITY PROGRAMS (n=78), MONITORING COMPLIANCE (n=81), ADMINISTERING GRANTS & SUBSIDIES (n=84), COLLECTING INFO (n=84), REPORTING INFO (n=82), PROVIDING STANDARDS & GUIDELINES (n=83)

## Quality of Consultancy & Advice – open comments

Specific positive feedback on the consultancy & advice aspect of the PLS branch's services is shown below.

Suggestions include a few requests for consultants to spend more time with the libraries or have more visits.

There were a number of very different requests around the consultancy process including specific types of information or interaction, and some comments about certain realities making it difficult to achieve some guidelines.

There were also some comments about the collection of statistics and information which is published to provide comparisons between libraries in the NSW public library network.

### **General positive feedback**

- *I am very happy with the services provided at the moment; I never have to wait for answers to any policy or other questions I might pose, and staff are always ready to discuss any issues and offer help, advice or just a listening ear.*
- *Our experience with SL staff in all aspects is excellent. They are advocates and guides, ensuring that as a public library we follow the Library Act and relevant laws. with any problems, I contact SL staff for guidance first and have always felt satisfied that I have received the best advice to resolve the problem.*
- *Very happy with State Library services. Phone calls and emails are always promptly and satisfactorily dealt with. We feel we have opportunities to provide input, despite being so remote. The statistical return this year I found better, I didn't have any problems.*
- *The Public Library Service Branch has always been very responsive and supportive to XXXXX. Whether it is regarding legal issues, statistical information, IT integration or benchmarking requests. I know that with amalgamation the branch has already promised support. I would always make the Public Libraries Branch a first port of call for any research, strategic planning, legal advice, building advice, etc. Very interested in their new work with reviewing Public Library Standards.*
- *I look forward to the library visits foreshadowed later in the year as I think that sort of face-to-face 'on location' advice is the most useful of all (while recognising the practical barriers of cost and time.)*

### **Request more time with consultants/ more visits**

- *Engage with public libraries by conducting more site visits, especially in regional areas.*
- *Increased visits to regional library services.*
- *More regular and lengthy visits to individual libraries for consultancy purposes and external review.*

### **Other specific requests for information/ interactions**

- *Improve advice around community engagement/ consultation and taking libraries 'outside the walls'*
- *Increase visibility and sharing of information available, particularly better practices.*
- *The current guidelines do not consider the locations and land values when setting their recommendations, therefore for many Councils what is being proposed is not achievable/ possible. It is recommended that the State Library review their data collection practices to reflect modern library practices such as e-commerce. We contacted the State Library with regards to the list of books recommended for all collections and were advised that this had not been updated for at least five years and there was no intent to update it any time soon. This was a disappointing response.*
- *As Library Manager, my GM occasionally wants advice - mostly legal. Generally with the week, same day or next. PLS too slow via Crown Sols. So GM ends up using advice from Council's Lawyers - 2 in house. Local Government is grass roots and much quicker than state*
- *A more realistic understanding that the lack of funding from the State government is impacting funding at the local level. Libraries are facing increasing pressure to charge for services. I have noticed that Library Managers are consulting their colleagues within the network rather than PLS Consultants.*
- *Perhaps devising more standardised policies, eg Children's policy; more interaction with Council General Managers about public library issues and responsibilities under the Act; rolling out (and helping fund) programs for youth.*
- *They are very good at providing statistics but not so good at the people side of it. Building relationships with library services does not seem to be a priority.*

### **Collection of statistics and information published**

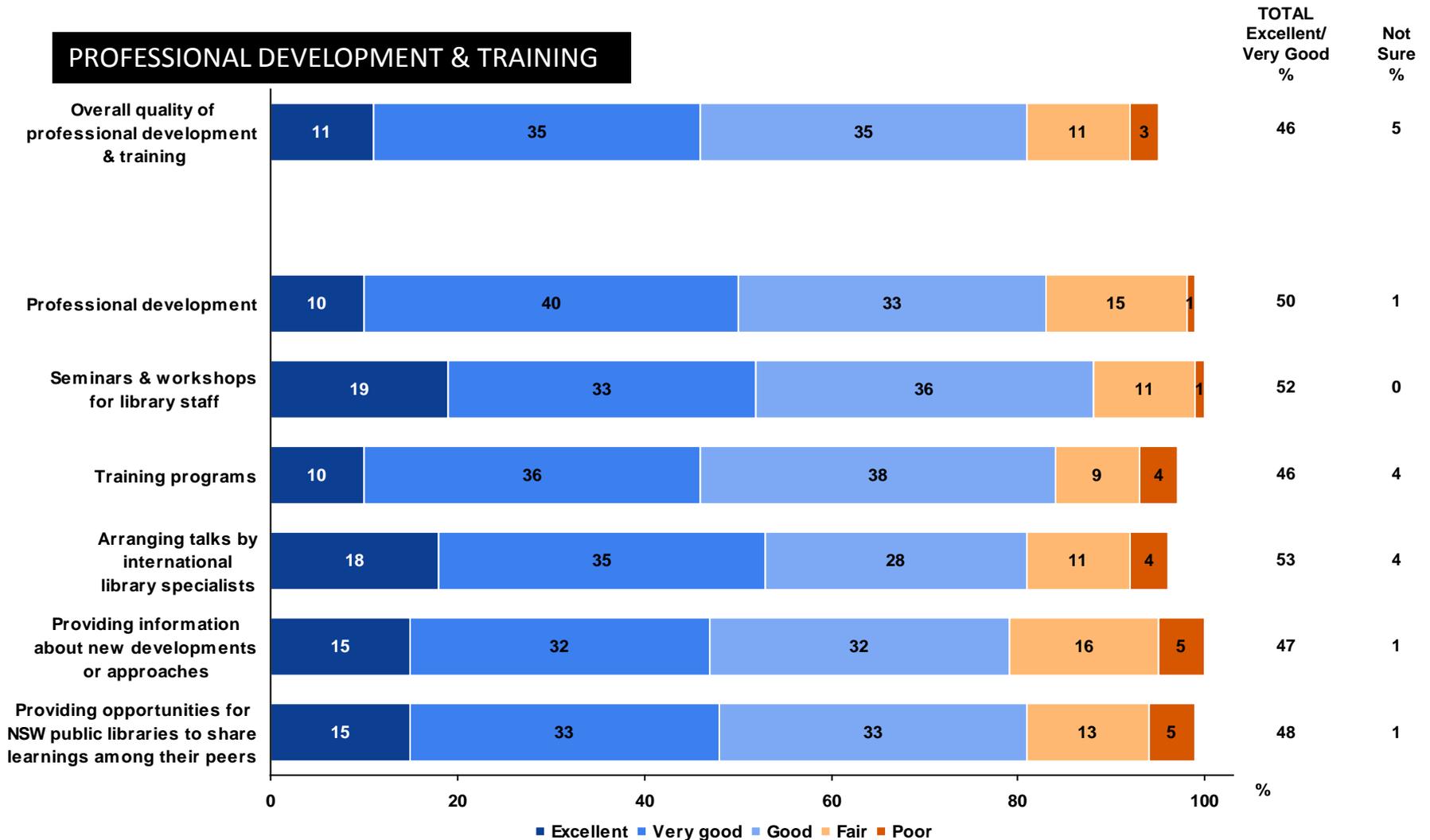
- *Annual PL Statistics publication is a valuable tool when advocating for budget / initiatives. Would be welcomed if the statistics were available earlier in the year. Appreciate it is a huge task, however the statistics are a year behind on publication. Acknowledge a new system has been implemented this year so hopefully this will result in earlier availability.*
- *Turnaround time for reporting comparative and benchmark information is relatively slow. Council's who respond within the timeframe wait a long time for the data to be released. The information is very useful but it is close to 12 months old by the time it is generally available. Staff in the public libraries section are helpful, but somewhat removed from the day to day reality of working in local government. This impacts on their ability to understand the issues being faced. Grant funds are very limited, leading to a need for real care in the process of awarding grants. All councils are needy regardless of their comparative wealth or ability to get things done.*
- *Conduit provided some challenges last year (software glitches) - but assume these will improve with time. Standards and guidelines are very useful, and currently under review.*
- *Software collection tools are always an issue*
- *Statistical data is more difficult to interpret than previously*
- *The implementation of Conduit could have had some prewarning beyond an email. Maybe a demo at the zone meetings and definitely some info to forewarn IT departments to open ports etc. That being said, SL staff very supportive, understanding and helpful when trying to complete the data*
- *Guidance on setting up internal library mechanisms to ensure alignment with statistical requirements would be useful.*
- *I am generally satisfied with current service. Further work around data collection guidelines and explanation for areas such as eResources. i.e. what constitutes an 'item'*

### **Other comments**

- *Increased information about how PLS can assist with library reviews*
- *Regular factsheets reminding staff/network the Consultancy/Advice Services available from the State Library. Some senior staff may not be aware or had experience re: services etc*

## Professional development & training

Most respondents give a positive rating for professional development and training overall (Total Excellent, Very good or Good 81%). Perceptions are not as strongly positive for this service area compared to some other service areas, and this may be to do with expectations – perhaps unrealistic expectations given the wide variety of content requested in the open comments.



BASE: OVERALL PROF DEV & TRAINING (n=80), PROF DEV (n=80), SEMINARS & WORKSHOPS (n=81), TRAINING PROGRAMS (n=81), TALKS BY INTL SPECIALISTS (n=79), INFO ON NEW DEVELOPMENTS (n=82), PROVIDING OPPORTUNITIES FOR PLN TO SHARE AMONG PEERS (n=82)

## Professional development & training – open comments

Some respondents indicated the training is good, while others said they'd like to see more training available. The types of content requested ranged from basic training through to information about the latest trends for libraries, while others talked about information from *outside* the library arena being of interest.

Many commented on difficulties in attending training held in Sydney, and requested more training to be held in regional areas. Some suggested greater use of online, webinar or teleconferencing could help overcome problems related to taking time to travel to a training event in Sydney.

### **General positive feedback**

- *Generally I have received positive feedback from staff who have attended*

### **More training**

- *I would just like to see more :) plus please bring back Making Connections as this is very good for new public Library staff*

### **Training content**

- *PLS could take a greater role becoming a one stop shop for information and advice about new developments in the sector and outside the sector, both nationally and internationally, which could affect public libraries in NSW. Workshops and seminars on these topics (with invited experts) would ensure we have access to best practice information, which is crucial to remaining relevant. Sessions could also be run as think-tanks to generate ideas.*
- *PLS provide libraries with exposure to training and development opportunities that would not be viable for individual Libraries eg talks by international speakers. There are limits to the number of staff that Libraries may send to conferences. By securing international speakers SL is increasing the numbers of staff exposed to new ideas. Important this is maintained.*
- *Would like to see more leadership in areas of new development and approaches, particularly from some of those countries that are leading in the development of best practice, eg Scandinavia*
- *More support in new technologies - particularly around what is/is no longer 'fad' technology. eg. Do young people still use twitter? library staff need updating on this kind of use. Perhaps 'digital trends' training annually.*
- *Would like to see the Leading from any Position training offered again; need more sessions offered in regional centres*
- *Forums with strategic outcomes for role of libraries and the retention of qualified staff in the future especially in time of change with amalgamations occurring*
- *Clearly this is a budget-related issue, but the range of seminars could be improved (e.g. services to disabled customers, services to young people, difficult customers, supervisory skills, local govt environment, leadership). Not much development of e-learning tools.*

### **Difficulties in attending due to distance/ more training held in regional areas**

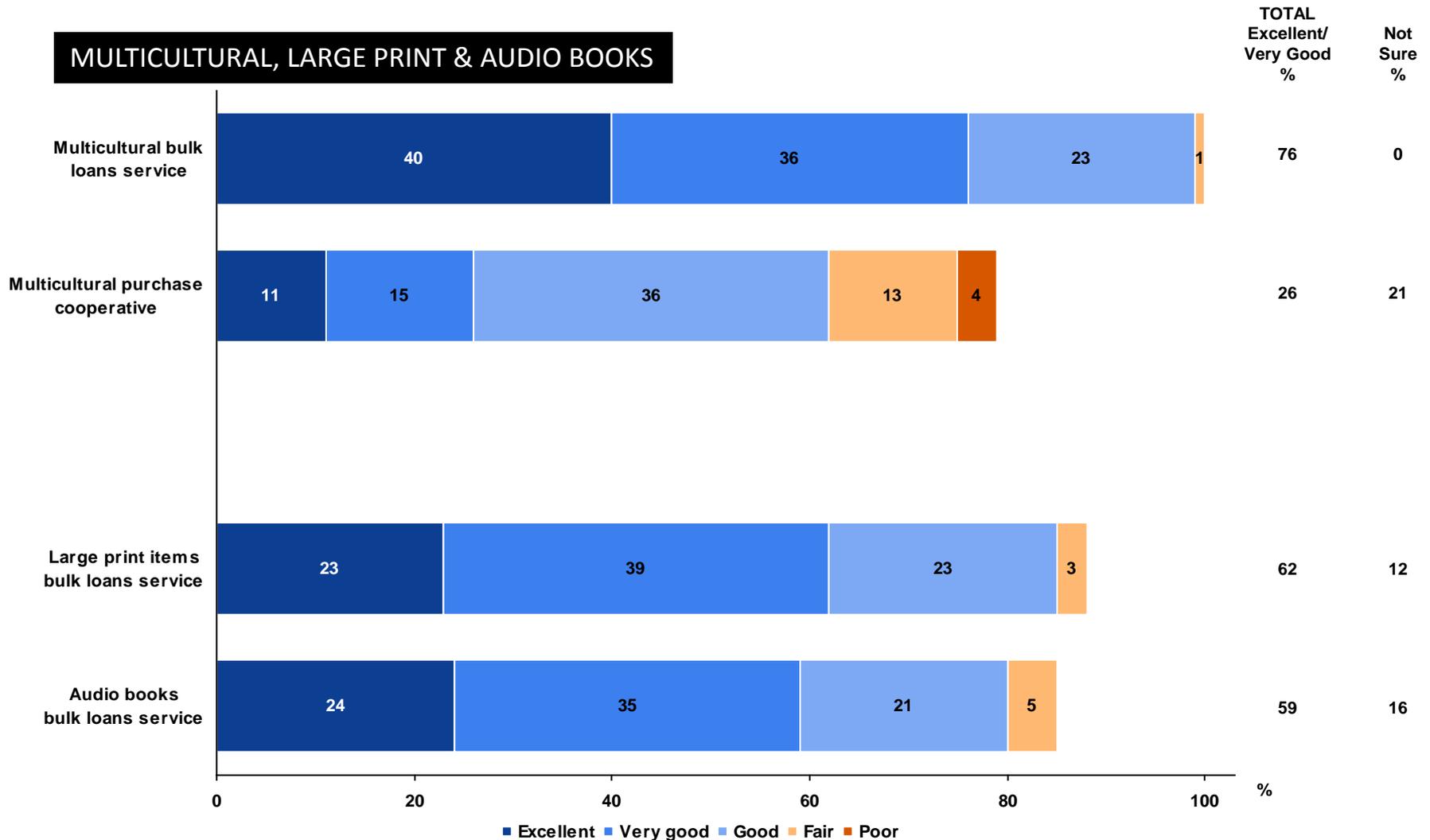
- *I'm not sure if it can be 'improved' but it would certainly 'improve' staff professional training if we could have more training in regional centres. We find the time taken, accommodation and travel to Sydney impacts on the daily workload.*
- *I would like to see more PD and training opportunities presented in the country regions as it's often impossible for country library staff to get to one day sessions in Sydney as it usually involves an overnight stay, which stretches council budgets.*
- *Regional locations used as well as the metropolitan venues, particularly to the north and west.*

## **Use online/webinar/teleconferencing to extend reach of training**

- *Attendance is always a challenge for rural and remote libraries. We appreciate the travel subsidy greatly. Holding seminars in conjunction with subject-related meetings is appreciated etc is useful. Organising online access is also very useful. Whilst distributing seminar papers and powerpoint talks is of some value, seeing presentations online and ""live"" adds much more context.*
- *Because my library is fairly remote, I have not had the opportunity to partake in much of the offered professional development, but I am not sure how this can be resolved - maybe more opportunities offered by webinars and self-paced online sessions.*
- *Wherever possible PD and training needs to be held outside of Sydney. Training calendar needs development and promotion to tie in with council budget process. Very difficult to ask for funds to travel to Sydney and attend sessions if not already in library budget. Feel regional staff are generally disadvantaged due to cost of transport and small libraries don't have capacity to send staff to one day sessions because it usually takes 3 days because of travel. More webinar options should be available to provide equity across the network. Keen to see PD for leaders/managers and upcoming leaders of the industry. Like to see more on what's possible rather looking at what we are currently doing. The industry is trying to reinvent itself but PD/training doesn't feel like it is.*
- *Increased teleconferencing opportunities with maybe provision of teleconferencing equipment to smaller councils. A lot of the seminars are in the first half of the year (March - May predominantly) making it difficult to send staff to all the valuable sessions - maybe spread it out throughout the year more.*
- *Increased training offered via webinar or face to face in regional areas.*

## Multicultural collection, large print & audio books

Almost all respondents are positive about the multicultural bulk loans service (Total Excellent, Very good or Good 99%). A high proportion are positive about the large print bulk loan service (85%) and the audio book service (80%). The multicultural purchase cooperative receives some criticism (Total Fair or Poor 17%) and specific feedback on this is shown on the following pages.



BASE: MULTICULTURAL BULK LOANS (n=80), MULTICULTURAL PURCHASE COOP (n=47), LARGE PRINT ITEMS BULK LOANS (n=61), AUDIO BOOKS BULK LOANS (n=58)

## Multicultural collection, large print & audio books – open comments

Suggestions for improvement included having a wider range or more up-to-date stock. A few mentioned problems with the selection of items received, while some wondered if it would be possible to track what had been borrowed to ensure new deliveries differed to what had been provided in the past. Some also commented on more titles in multicultural languages, and certain issues with the multicultural purchase cooperative.

### **General positive feedback**

- *Very impressed by the service and the upcoming centre of excellence developments*
- *Excellent. They do a great job. We provide 9 community languages, but you can't provide resources in every language, and the State Library is very well coordinated and in delivering language books. The purchasing cooperative works on behalf of the Libraries and keeps streamlining its processes. Very interested in the centres of excellence and hope we can participate. Am aware of improvements being planned for cooperative purchasing*
- *We have not borrowed audio books in bulk but we absolutely appreciate being able to borrow language books in bulk plus LP - plus the westerns. Such a cost saving and extremely good service. We have not had any patron negativity toward the selections received.*
- *Provide assistance and marketing information to attract more clients. Have only just started the purchasing and it is a great service. Turn around time is excellent and staff very responsive.*

### **Wider range/ more up-to-date stock**

- *The content is a little outdated and needs to be updated more frequently.*
- *A larger audiobook selection of newly published titles. More multicultural picture books for children.*
- *Need more formats in community languages, particularly large print*

### **Issues on the selection of items sent/ catalogue issues**

- *Multicultural - be sure to send items requested multicultural, large print & audio - loan more items for longer terms*
- *What is sent to us is both random and general, therefore usually useless - out of 20 items we are lucky to be able to use 6 of them. There is no place on the online request form to tell you we have (e.g. 6) elderly ladies would like Romance set in England (not American). Same with Talking Books with no explicit language.*
- *Make it easier for us to be able to add the book record to our catalogue for issuing to the borrower. It is a very time consuming process (we have Spydus and have benchmarked our processes with Blacktown City Libraries for best practice). Especially as it is small, low-staffed libraries who are making use of the LP & audio bulk loans - so we are strapped for time as it is.*

### **Comments on multicultural items**

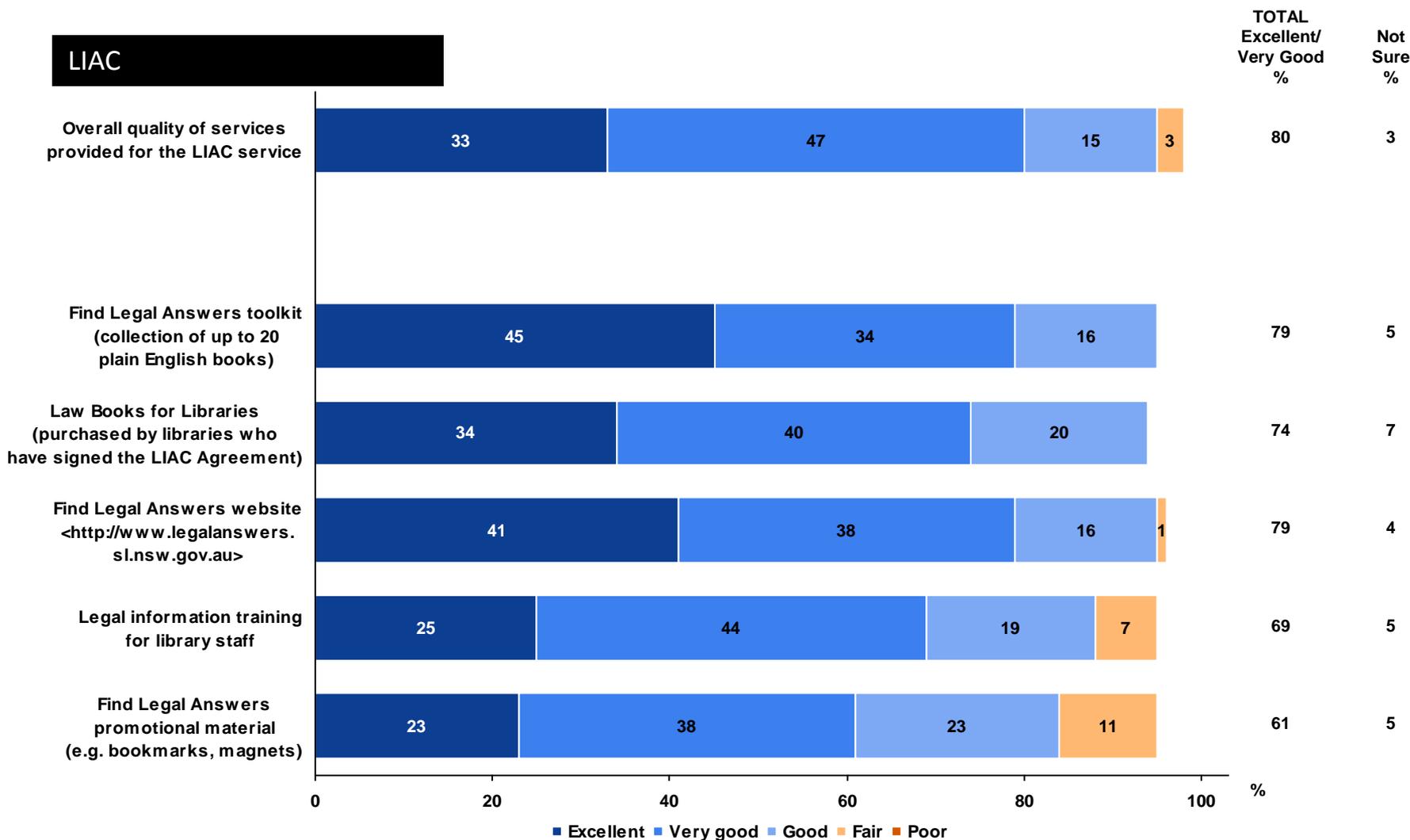
- *Multicultural Bulk loans - Online forms excellent. More languages and more variety in the collections; could SLNSW broker loans from other public libraries. Multicultural purchase cooperative - Online form would be useful especially for feedback (quality control, selection, cataloguing, invoices)*
- *Selection is adequate, perhaps more foreign language learning materials on cd mp3. We use MANGO Languages but many patrons still ask for book and cd kits.*
- *Search function for multicultural items - currently it is difficult to easily identify which languages have audio items*

### **Comments on multicultural purchase cooperative**

- *The multicultural purchase cooperative is working quite well, however it is not quite matching the original intent of the cooperative.*
- *Inconsistent supply with MPC sometimes resulted in orders not being filled, has an impact on budgeting*
- *Cooperative purchasing is okay however we moved away from it as we were getting better prices and collections if we went alone.*
- *While supporting the concept of co-operative purchasing, I find the long delay to receive materials ready for the shelf to be unacceptably long.*

# LIAC – Legal Information Access Centre

Perceptions of LIAC are strongly positive (Total Excellent/Very good at 80%), particularly in relation to the toolkit (79%) and website (79%). Ratings on training and the promotional material are also mostly positive, though not quite as strongly positive.



BASE: OVERALL LIAC (n=81), TOOLKIT (n=82), LAW BOOKS FOR LIBRARIES (n=77), WEBSITE (n=80), TRAINING (n=75), PROMOTIONAL MATERIAL (n=82)

## **LIAC – Legal Information Access Centre – open comments**

Some commented on the selection of books and whether more of the LIAC books could be included online. Some wanted more training sessions, including more training held in regional areas. There were also some comments about the promotional materials. A few comments were related to structural changes or budget cuts.

### **General positive feedback**

- *We are very happy with the LIAC service*
- *Excellent service providing resources which we would not be qualified to select*
- *Quality of materials and service for this program very good*
- *We are very happy with this service. The books are appropriate for our needs. Staff members both very much enjoyed their recent training in Cobar, and took a lot away from it.*

### **Comments around selection of books in collection/ increase online resources**

- *The staff are exceptional, always striving to find plain English resources, seeking feedback, supporting staff in public libraries and reaching out to community and community services. Law Books for libraries - not all are relevant to some libraries and therefore not cost effective as the books are expensive. Find Legal Answers website still seems to be difficult to use for many people. The loss of the hard copy of ""Hot Topics"" seems to be impacting the overall use of this excellent resource*
- *LIAC is one area that is hard to keep up with in a small library service - just another job that requires much work in keeping up-to-date. Not sure how to address this issue though - maybe smaller libraries that wish to keep their collections up-to-date could pay a service fee for the LIAC organisers to automatically fill orders for replacement and new items?*
- *This collection could be trimmed down. There seems to be little interest from the community in the information that is provided. In addition, not sure how relevant promotional material is for this service as it seems to be very specific and would be something that people seek out when they need advice.*
- *Increase range of promotional material. Increase range of online resources as hard copy can and does go missing*
- *Has become very much a part of the Library Service. Is it time to do a legal review of Library Resources again? I know that initially Sue and her colleague, who's name escapes me, went out to Libraries and reviewed collections.*

### **Training**

- *Only one of my staff members has done the Legal training but staff will come to Gunnedah from the SL to give training to all staff at the end of the month. The opportunities have existed for staff to attend training at the SL, which is desirable, but the budget hasn't been there to send them to Sydney, so it's excellent that Catherine can come to us.*
- *In annual training sessions more than two staff members should be allowed to attend them.*
- *Training frequency could be improved*
- *More regional opportunities for training*

### **Promotional material**

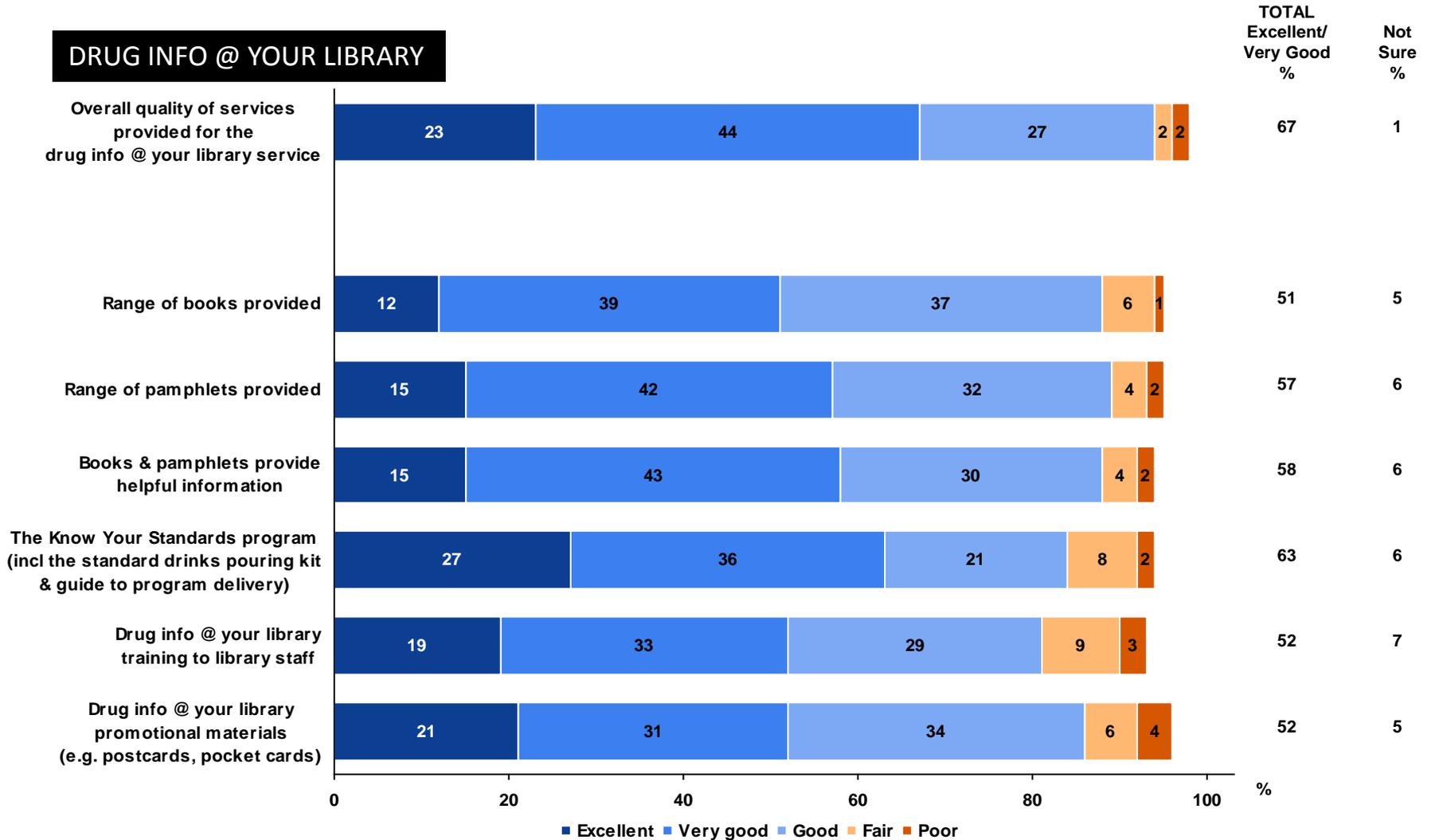
- *The promotional material could be converted into investing into library staff on how to promote and market this and other services*
- *Not sure how useful the promotional material is - there is so much similar material floating around. The Toolkit is VERY useful. As a very small library we would find it hard to fund that level of resources ourself.*
- *A statewide advertising/promotional campaign on LIAC services and resources. Public Libraries do not have the funds to individually advertise LIAC services but a Statewide campaign would be ideal*

### **Comments around impact of structural changes/ budget cuts**

- *Cuts to resources within SLNSW have impacted service level to public libraries.*
- *Such a shame that the HSC legal studies resources like the Crime library, blog etc have not been updated since mid 2014. They were such a unique and useful resource for the HSC students studying legal studies. Fabulous initiative and standard of work that is no longer happening.*

# drug info @ your library

Most hold positive perceptions of the drug info @ your library service, with each sub-area scoring well. The Know Your Standards kit is well received, with a relatively high Total Excellent/Very good score of 63%.



BASE: OVERALL DRUG INFO @ YOUR LIBRARY (n=84), RANGE OF BOOKS (n=83), RANGE OF PAMPHLETS (n=82), BOOKS & PAMPHLETS PROVIDE HELPFUL INFO (n=83), KNOW YOUR STANDARDS PROGRAM (n=83), TRAINING (n=75), PROMOTIONAL MATERIALS (n=83)

## drug info @ your library – open comments

Positive feedback on the drug info @ your library service includes some positive comments on the pamphlets and Know Your Standards kit. Some commented on the challenges in encouraging the general public to take an interest in the information and a few ideas were put forward. Some suggested that the drug info books are a bit old. Some would like more training, particularly to be held in regional locations.

### **General positive feedback**

- *Excellent Service*
- *Happy with this service. The Know Your Standards Week and related merchandise is fantastic. The last display got a lot of comments and interest.*
- *Resources are excellent, many users utilising online*

### **Comments around the target market for the information/ how to generate interest in their community**

- *Great information, just really hard to get people to look at it.*
- *I have seen the material and they look ok but not sure that they actually reach the market or who the market is.*
- *It would be interesting to see the impact of the information and how often it is actually used for. It is not clear who the information is for and how likely people would go to the Library to get such information.*
- *Maybe focus on one aspect of drug info and feature annual promotions around that theme*
- *I think that this needs to be better promoted - a stand similar to the LIAC collection would be useful.*

### **Pamphlets**

- *Being able to give the drug info pamphlets/pocket cards to patrons is an excellent resource.*
- *Increase the number of free print pamphlets*
- *Pamphlets are excellent. Drug information is not sought after in this community.*

### **Know your standards kit good/ Books a bit old**

- *Pouring kit was wonderfully amusing and enlightening. Books and pamphlets need to be more current - some publication dates are a decade old, and being considered for discard locally*
- *The know your standards kit provides a great visual and talking point for customers. Whilst the drug facts pamphlets provide simple, concise, eye-catching information, some of the other books and pamphlets look dated and less appealing.*

### **Training**

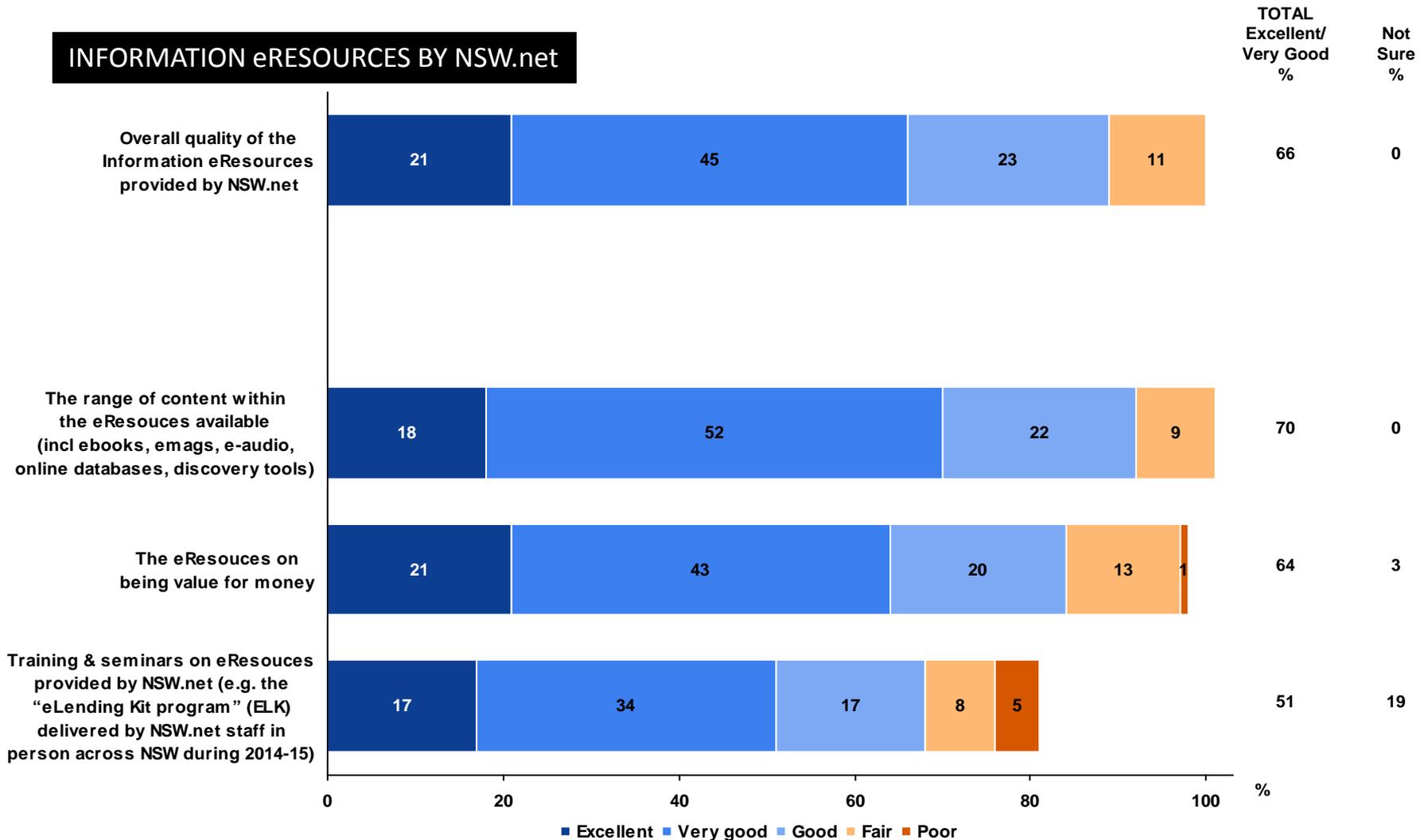
- *Regional opportunities for training*
- *Regional visits are an excellent idea, as is partnering with other agencies. This increases staff knowledge and client awareness which is essential for the service to be valuable. Great service.*

### **Promotional materials**

- *Promotional materials - the information is excellent, but the presentation in the little flyer format is difficult to keep neat and appealing for display in the library.*
- *Promotional materials, kits etc could be provided to Libraries on request, so Libraries can tailor to their needs. Not all materials are relevant to all Libraries so this may result in some cost savings.*
- *Provide promo material more relevant to the target age group (14 - 24yrs) - erasers, pens, magnets, wrist bands.*

## Information eResources by NSW.net

Most have positive perceptions of the Information eResources provided by NSW.net. Ratings on the range of content and value for money are predominantly positive. The score for training and seminars is a little lower, perhaps partly reflecting lower awareness of this aspect of this service (which is mentioned in the open comments).



BASE: OVERALL INFORMATION eRESOURCES BY NSW.net (n=80), RANGE OF CONTENT (n=79), VALUE FOR MONEY (n=77), TRAINING & SEMINARS (n=64)

## Information eResources by NSW.net – open comments

Some comments indicated complications due to different platforms and services provided by SLNSW vs other eResource services the individual library has. Comments also suggest users find it difficult to access eResources or find what they are looking for. There were a few suggestions about the type of content to include. Some suggested increasing awareness of training in this area and for more training to be made available. There were also requests for more promotional material.

### **General positive feedback**

- *Of great assistance to public libraries*
- *Great range of databases that we could otherwise not afford.*
- *The eLending kit program was good*
- *The quality of the content saves smaller organisations substantial amounts, and the ability to consortia purchase is priceless*
- *Libraries would not be able to offer, let alone afford such a good range of database resources without the continuing monetary support of the State Library and the dedication of the NSWnet team of staff. Thank you !*

### **Different services complicate things/ competition between SL service & individual library service/ requests for one statewide service**

- *Statewide delivery of e resources to all libraries not only those who 'opt in ' would give comprehensive access to resources regardless of budget constraints and eliminate duplication of services. This could be by way of annual subscription shared equally across LL network*
- *Statewide consortia purchase of ebooks from provider such as Overdrive rather than individual Libraries negotiating with the vendor. History database could be included in the suite provided to public libraries by NSW.net*
- *Has the possibility of providing an e-platform for the state been explored? Public libraries spend a lot of money on platforms which could be spent on content instead. I know there are other implications that need to be address in this regard as well but consortium deals could be explored by the State Library with an opt in option for interested libraries, similar to what the State Library of Queensland provide.*

### **Comments around accessing eResources**

- *Visibility, many users struggle to find the material they require on the e-resources site. Search ability is not great.*
- *Access to ebooks is convoluted and deters usage. Note that the new website looks attractive but does present some navigational challenges*
- *Difficult to improve - the main 'issue' is the varying platforms - not a seamless experience for the user.*

### **Content suggestions**

- *Increased access to Local Australian content.*
- *Add databases covering art and history.*
- *Ebsco journal articles are above general interest being more suited to academic use*

### **Training**

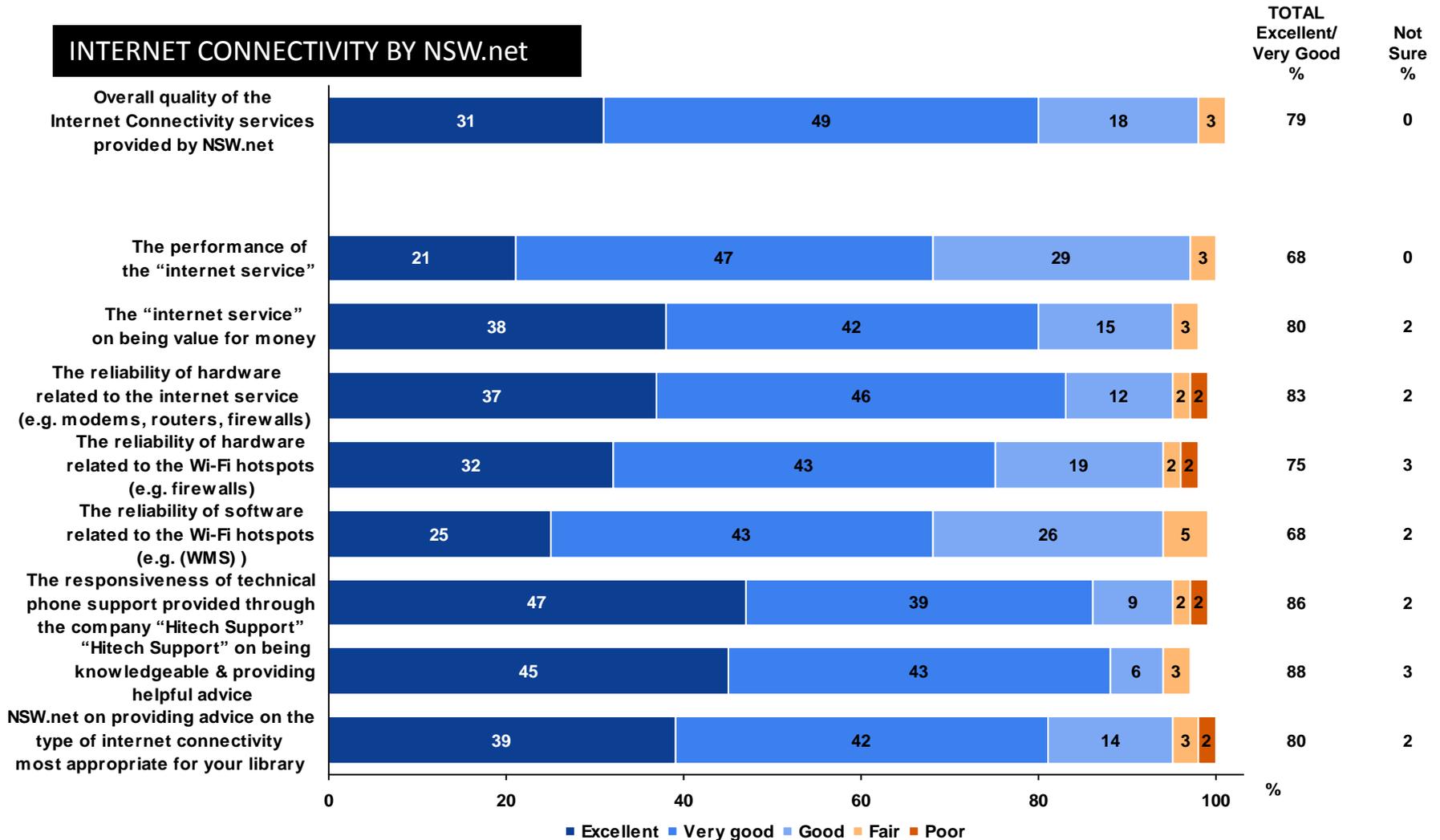
- *Training needed on use of e-resources and digital devices*
- *Resources are underutilised More training on e-resources should be made available on an ongoing basis*
- *Increase awareness of the training and seminars*

### **Promotional material**

- *More promotional material*
- *Promotion and awareness of resources available. Information on access for the public and how library staff can enable the public access. Cost is also an issue as it needs to be reasonably priced.*

## Internet Connectivity by NSW.net

The vast majority give a positive rating for the internet connectivity services provided. Strongly positive ratings can be seen in many areas including the reliability of hardware for the internet service, on being value for money, and on NSW.net providing appropriate advice. Ratings for the technical phone support is also strongly positive. The performance of the internet service and the reliability of software for wifi hotspots are areas where the ratings aren't quite as strongly positive, though they still receive positive ratings from the vast majority overall.



BASE: OVERALL INTERNET CONNECTIVITY BY NSW.NET (n=68), PERFORMANCE (n=66), VALUE FOR MONEY (n=66), RELIABILITY OF HARDWARE RELATED TO INTERNET SERVICE (n=65), RELIABILITY OF HARDWARE RELATED TO WIFI HOTSPOTS (n=65), RELIABILITY OF SOFTWARE RELATED TO WIFI HOTSPOTS (n=65), RESPONSIVENESS OF HITECH SUPPORT (n=66), HITECH SUPPORT ON BEING KNOWLEDGEABLE & PROVIDING HELPFUL ADVICE (n=67), NSW.NET PROVIDING APPROPRIATE ADVICE ON INTERNET CONNECTIVITY (n=65)

## Internet Connectivity by NSW.net – open comments

Some are hoping NBN will become available under NSW.net to help improve speed & connectivity and there were also some other comments on the speed of the connection. One commented on using bulk buying power to negotiate better pricing, while another comment seemed to be more about packaging NSW.net onto one invoice to make life easier.

### **General positive feedback**

- *I can not suggest any areas for improvement. NSW.net are very responsive, supportive and provide a valuable service.*
- *I could not be happier with the level of service provided by the SLNSW and Hi-Tech Support in relation to Wi-Fi. At Port Stephens Library we have only received the highest level of service - efficient, reliable and professional. Staff and Hi-Tech support officers have an excellent level of skill and knowledge and go above and beyond to ensure their customers (library staff) and in turn our patrons are provided with an outstanding level of service. Thank You!*
- *I think these services are excellent- no suggestions*
- *NSWnet does a great job and we usually only need to contact them when either problems occur or are contemplating changes in our internet services. I have less to do directly with NSWnet as this role has been largely handed over to others. Resources and content support is sensible and pertinent.*
- *We have found NSW.net staff and contractors exceptional in all areas, therefore cannot suggest improvements as we are extremely happy with the service.*

### **NBN related comments**

- *Offering a yearly ""review"" to discuss usage patterns and determine if the current solutions are meeting demand, are cost effective etc.*
- *Periodically reviewing the internet services available and evaluating value for money.*
- *For the cost of the service NSW.net probably cant improve its service in non metro areas without a dramatic increase in its spend. As we are limited to ADSL 2+ speeds vs NBN / Fibre connections there is a big limitation to the end users experience when we get 15+ average internet users connected.*
- *Provide more information on upgrade options for improving connection speeds. Some libraries may not be aware of options such as ADSL Level 2, NBN options and copper to fibre. I am particularly grateful for assistance in benchmarking connectivity options to build our case to Council for better service provision.*
- *Service is very good. Limitation are main due to line cost and council budgets which are out of NSW.net control*
- *Signed up with more ISP providers. We have a gap for NBN providers.*
- *The services themselves have been good however they now need to catch up with the NBN rollout and ensure they are providing the maximum appropriate bandwidth.*
- *When NBN becomes available offer an option to switch from ADSL2 to broadband.*

### **Speed**

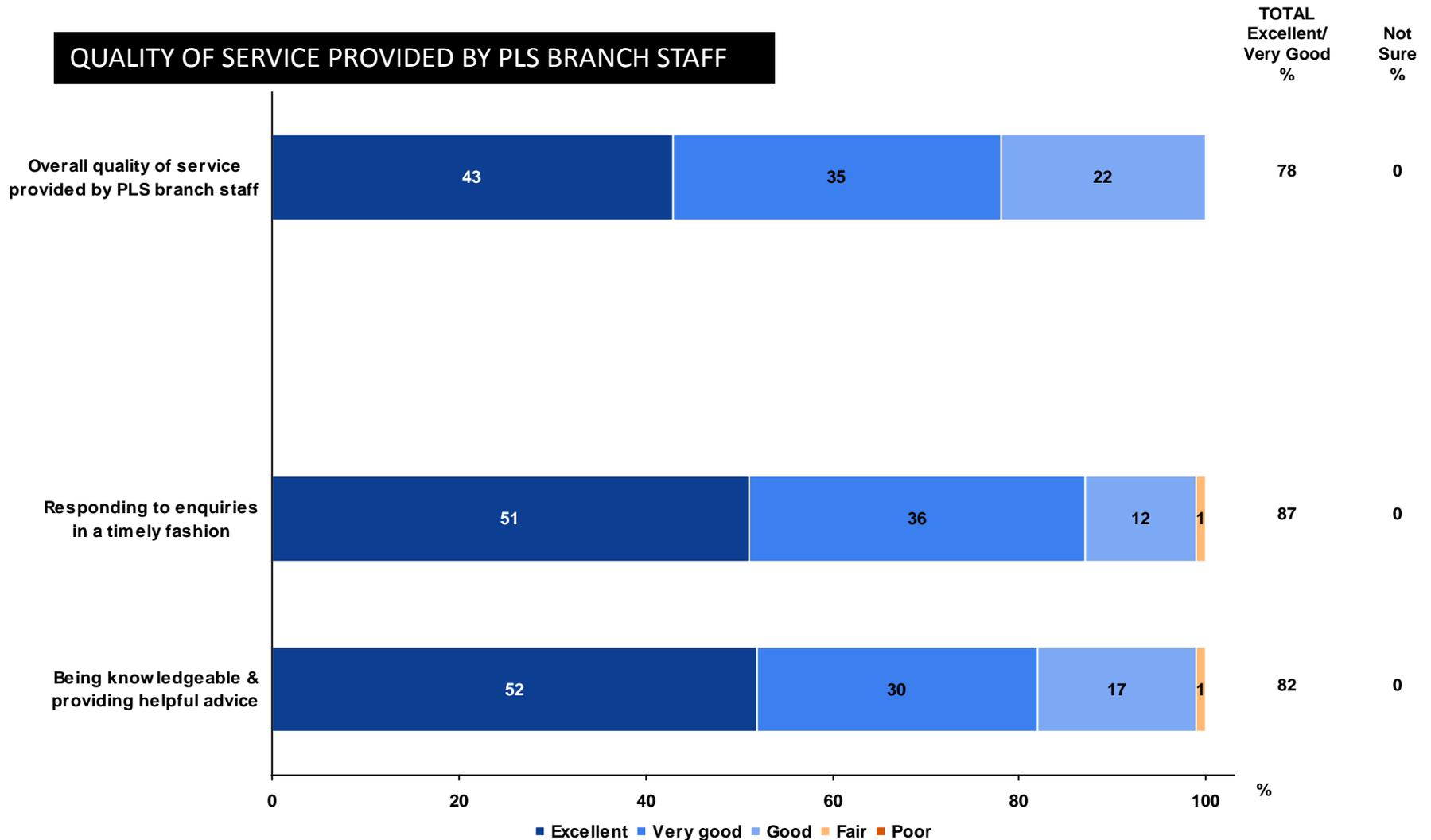
- *I would like faster internet. Speed slows down once a number of people connect.*
- *No problems with Internet Connectivity only speed which is not a NSW.net issue*
- *This could be improved by supplying greater bandwidth and higher connection speeds to the libraries. Plus greater download capacity would allow users furthering their education however, who do [not?] have internet connection at home the ability to do so in the library.*

### **Price**

- *If everything can be rolled into a ""Cost per year"" i.e. no separate Symantec licence fees, other charges appearing through the year - just makes budgeting/keeping track/explaining to management - so much easier.*
- *Use combined buying power to get lower Internet plan pricing*

## Quality of service provided by PLS branch staff

On the quality of service by staff overall, the PLS branch scores very highly with all respondents giving a positive rating (Total Excellent, Very good or Good 100%). Perceptions are strongly positive with Excellent/Very good at 78%. Impressions are also strongly positive in relation to responding to enquiries in a timely fashion (Excellent/Very good 87%) and on being knowledgeable and providing helpful advice (Excellent/Very good 82%).

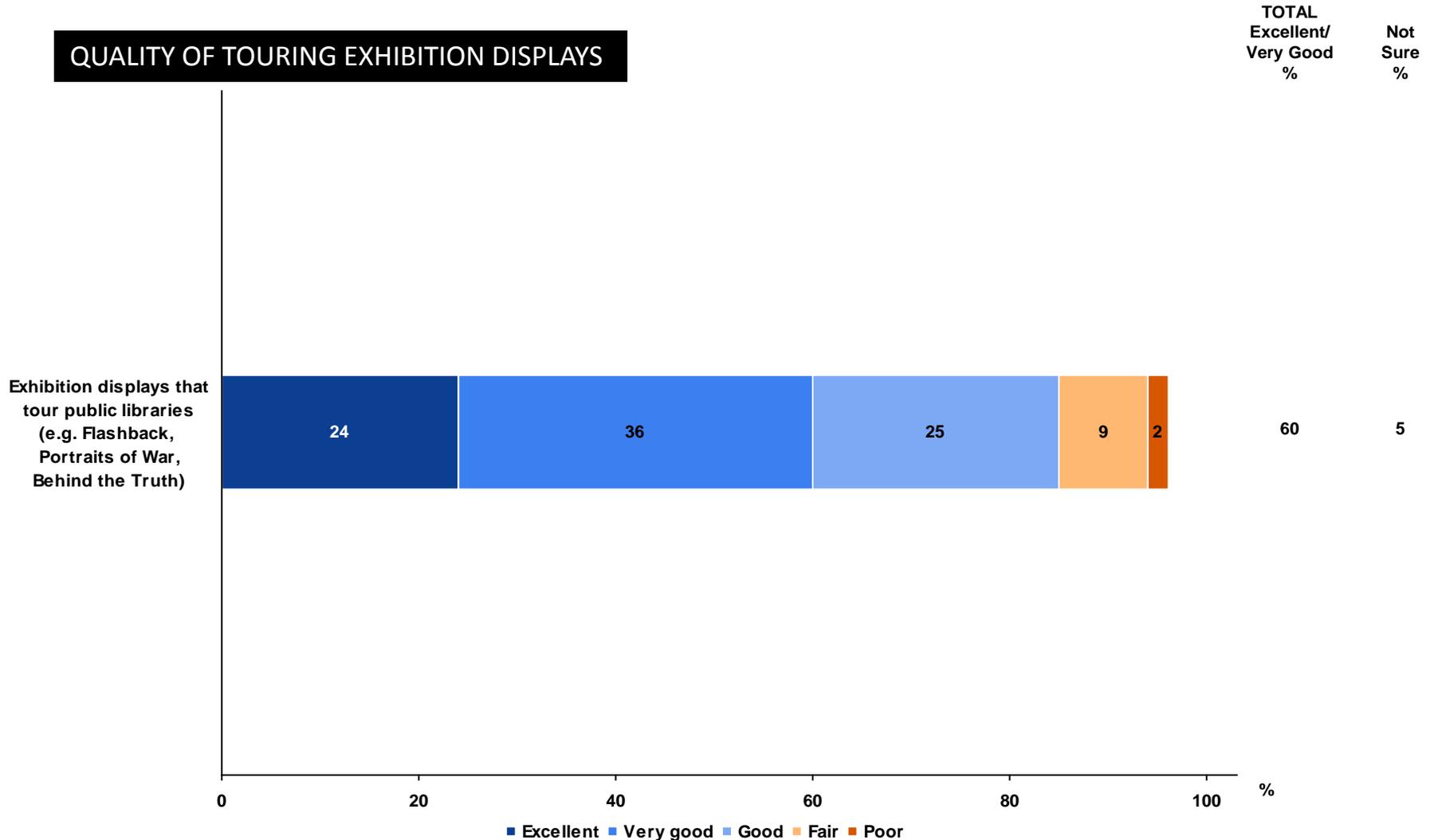


BASE: OVERALL QUALITY OF SERVICE PROVIDED BY PLS BRANCH STAFF (n=83), RESPOND IN A TIMELY FASHION (n=83), KNOWLEDGEABLE & PROVIDE HELPFUL ADVICE (n=83)

# Other Services

## Quality of touring exhibition displays

Perceptions of the On-Tour exhibition displays are predominantly positive (Total Excellent, Very good or Good 85%). A few respondents are more critical, and in the open comments a few mention the size of the displays being a little large for the area they have with questions about whether other options might be available.



BASE: QUALITY OF TOURING EXHIBITION DISPLAYS (n=67)

## Other comments & suggestions

Suggestions include regular visits by consultants and more training, including more training taking place in regional areas. Some respondents also mentioned the State Library playing more of a role advocating for libraries. There were also some comments about the on-tour displays, with some requesting they be allowed to display them for a longer period of time. Some mentioned the display itself is large and problematic for libraries with limited space, or difficulties handling the transit containers.

### **General positive feedback**

- *I think they provide an excellent service, especially considering the financial restrictions.*
- *The visits by State Library staff to libraries is very helpful as often that is the best way to communicate new initiatives*
- *Very happy with all services. Staff are always extremely helpful and prompt. Can't fault them at all. Have never had a bad experience. We are able to provide a much better service thanks to State Library. Very much appreciate the help.*
- *The branch does a wonderful job and we appreciate the knowledge and support they all provide to public libraries. Excellent service, which supports the specialised services we can offer to the community as well as guide and assist our mainstream business. Thanks to all PLS branch staff for their commitment.*
- *PLS staff are outstanding and we couldn't manage effectively without their professionalism. Document Delivery team are outstanding.*

### **Regular visits with consultants**

- *Regular visits by consultants (every 2 years) to each library service to build relationships and enable targeted advice and dialogue with Council management as well as library staff.*
- *Regular visits or conversations with Library Management of regional/rural library services.*

### **Advocacy/ support**

- *Greater advocacy in times of change There has been limited information from PLS regarding amalgamations*
- *1. Review of service model to public libraries 2. benchmark against other state libraries 3. better advocates for public libraries of state and federal level 4. proactive and leader in contemporary trend (IE. eSmart libraries, one card/one system (SA), QLD. The Edge, Victoria, Start Ups and partnerships) 5. Extremely friendly and responsive staff, always willing to assist public libraries, energized and focused staff.*
- *I have received feedback that the State Library of NSW is very conservative compared with other Libraries.*

### **Training**

- *No, my most pressing need is for training opportunities for my staff that doesn't involve an overnight stay*
- *Provide some more opportunities for unqualified or partially qualified library staff to undertake competency based training*
- *Ask the network about what PD and training is required for all levels of staff. Venture out of Sydney/metro areas whenever possible for PD and training. Develop webinar opportunities so as to provide more access for regional staff. Provide guidance support for digitisation projects that will eventuate in public libraries in the future.*
- *Consider an increase in travel subsidy amounts - rural attendance at Sydney events is curtailed because local training budgets have dwindled dramatically*

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### **On tour display**

- *The travelling exhibitions are excellent! We would like them for four weeks instead of two. Word of mouth is one of our best marketing tools and having an exhibition for two weeks does not give the ""word of mouth"" effect enough time to work.*
- *With regards to displays the travelling boards are good but could the concept perhaps be expanded to include other supporting material?*
- *Support material, e.g. template media release, social media program; more for small spaces*
- *While the exhibition/displays are good, their size can restrict their usefulness - but they are good*
- *Format of displays often too large.*
- *Would be useful if exhibition/displays could be broken into small units or produced on a smaller scale to allow incorporation into Libraries that have limited display space.*
- *The boxes that the exhibits come in are extremely heavy. Those of us in a one staff branch find it extremely hard to get the exhibits out and repack.*

Appendix  
Sample composition

For Survey 1 the sample composition by zone is similar to the actual distribution of Library Services across NSW:

	<b>Actual</b>		<b>Survey 1 sample</b>	
	<b>Count</b>	<b>%</b>	<b>Count</b>	<b>%</b>
Central East	10	10	8	10
Central West	14	14	10	12
North East	15	15	13	15
South East	13	13	11	13
South West	10	10	8	10
Sydney Northern	10	10	9	11
Sydney Southern	16	16	13	15
Sydney Western	13	13	12	14
<b>Total</b>	<b>101</b>		<b>84</b>	