

Public Library NEWS

Winter 2017
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Partnerships



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FRONT COVER IMAGE: STUDENTS FROM WEST WYALONG HIGH SCHOOL SUPPORT BLAND SHIRE LIBRARY STAFF WITH CHILDREN'S ACTIVITIES AS PART OF A VOLUNTEER PROGRAM FOR YEAR 10 AND 11 (SEE STORY ON PAGE 24)

BACK COVER IMAGE: THE ALBURY LIBRARY CULTURAL EXCHANGE HELPED TO ESTABLISH MULTICULTURAL COMMUNITY HUBS IN LIBRARIES, INCLUDING SPACES FOR FAMILIES (SEE STORY ON PAGE 8)

Introduction

This issue of Public Library News showcases how libraries work with a range of government, community and business organisations to deliver programs and services. Partnerships bring important benefits to libraries, from skills, expertise and community contacts, to funding, promotional opportunities and staffing resources.

The articles in this issue explore successes of partnerships and what works well, such as enthusiasm, good communication and clarity of purpose, as well as some lessons learned, such as having a memorandum of understanding in place.

Some of the key themes that emerge in this issue are how libraries are working in partnership to better engage with local communities, especially multicultural communities, to deliver lifelong learning opportunities, and to develop literacy initiatives.

Community partnerships are at the heart of Bega Valley's strategy of place-based collaboration (pages 2-3) and Camden's Stroke Recovery Project (pages 6-7). Fairfield and Albury Libraries are working with local multicultural service providers to deliver unique programs - a karaoke choir (pages 4-5) and multicultural hubs (pages 8-9).

Many libraries work closely with their local education providers. Bland Shire, Campsie and Canada Bay Libraries demonstrate different ways of working with their local high schools, from providing opportunities



for work experience, supporting intergenerational learning and developing art for projects (pages 24-29). Georges River partners with further education providers (pages 20-21) and Central West works with council childcare centres to promote early literacy (pages 16-17).

Leeton (page 14), Blacktown (pages 18-19) and Parramatta (pages 22-23) also join forces with council and other local service providers to deliver community-wide literacy initiatives.

The common thread through all the articles is that partnerships enable libraries to develop deeper connections within communities. Each partner brings passion, dedication, expertise and resources in order to meet an identified need or to solve a problem.

A great partnership can stem from a passing conversation or customer enquiry, so always be on the lookout for an opportunity.

See the following for some useful online resources and tools relating to partnerships:

- **University of Kansas: Community Tool Box - Creating and Maintaining Partnerships** <ctb.ku.edu/en/creating-and-maintaining-partnerships>
- **Our Community - guidance on building business-community partnerships** <www.ourcommunity.com.au>
- **WACOSS (WA Council of Social Services): Partnering with other organisations - a useful checklist** <www.wacoss.org.au/CommunitySectorFundingReform/Resources/FundingReformPartnering.aspx>
- **Web Junction: Communication and Partnership Tools - outlines library-specific partnerships** <www.webjunction.org/documents/webjunction/Communication_and_Partnerships_045_Tools.html>
- **Collaboration for Impact - a website dedicated to working in partnership and effective collaboration** <www.collaborationforimpact.com>

THE STATE LIBRARY PARTNERS WITH MAJOR STAKEHOLDERS TO DELIVER STATE-WIDE SERVICES TO NSW PUBLIC LIBRARIES, SUCH AS THE NSW GOVERNMENT AND TELSTRA FOR TECH SAVVY SENIORS: LAUNCH OF THE TECH SAVVY SENIORS INTRODUCTION TO ONLINE BANKING MODULE PARRAMATTA CITY LIBRARY.

Collaboration at the heart of Bega Valley



Where do you go if you have an idea for a great event that will help transform your community into a better place to live, work and play? Where better than your local library branch! In south eastern NSW, there is a new focus on libraries as centres for collaboration which is producing great results and transforming the way libraries are viewed by their communities and councils. The Bega Library Service has had a long history of collaboration, including a mutually beneficial partnership with the University of Wollongong. However, in the past two years, we have purposefully

strengthened this approach, putting collaboration and resource sharing at the centre of our reorientation of the library service to work more closely with community – inside and outside the library walls.

Bega Valley Shire Council has four library branches, running along the coast from Bermagui in the north to Eden in the south, covering an area of 6,000 sq kms. At each local library branch, as well as having access to an exciting range of traditional library services, customers can also make contact with their local Place Based Officer who works alongside library

staff to encourage and support a range of local initiatives. Embedding Community Development team members into the library services was a decision taken to actively promote local libraries as places where the community can connect with each other and with Council.

The Place Based Officer's role is broad – to link and connect community with council services and to support a whole of community and whole of Council approach. They purposely respond to local community needs, so their role can vary greatly. It can include helping people navigate

The collaboration works in two ways – the library is a great place for the community development team to connect with a broad range of community members in their towns, and library staff are seeing an expansion in the range of services requested by the community. The establishment of a new Library and Community Centre at Tura, fondly referred to as the 'Tavern Library', has provided the community with access to much-needed library spaces – community groups have flocked to use the space and now there are knitters, art groups, and a variety of other community groups using the space to meet their specific needs. Collaboration with community

estate residents and the Aboriginal community of Eden to transform a local park into a Children's Dreaming Garden, a vision developed by local children. The program has seen children's art workshops held in the library space with local Aboriginal artists, and a corresponding increase in numbers of Aboriginal children accessing the library space. There is also a keen interest by local Yuin elders to develop a bush tucker garden and mural in the library grounds.

As collaboration grows so too does the future of library services. Where once libraries may have been seen as an 'add on' to primary council services, now they are increasingly valued as central to the relationship between council and the community. The future looks bright and busy!

SAMANTHA FENTON
Library Operations Team Leader,
Bega Valley Shire Library

and

ANNE CLEVERLEY
Community Development Co-ordinator,
Bega Valley Shire Library



Council's services, supporting local volunteers, advising on grant funding, conducting community engagement activities and working on multicultural and youth initiatives. Manager of Community Culture and Information, Simon Schweitzer, says: "the key is responding to community in their place on the things that matter to them and being able to tailor their response to local needs, enabling and supporting collaboration to make a difference".

groups is becoming the pillar of library programming and has seen collaborations on programs like the award winning Autism Lab, and the Code Club. Close partnerships are developing with other sections of Council, including the Bega Valley Regional Gallery, to deliver programs in sound production, digital photography and filmmaking. In Eden the local Place Based Officer has been working closely with local housing

MINECRAFT CAMP AT TURA MARRANG LIBRARY

TURA MARRANG LIBRARY & COMMUNITY CENTRE, FONDLY REFERRED TO AS THE 'TAVERN LIBRARY'

Overcoming isolation

with the Women's Karaoke Choir

The Fairfield City Open Libraries Women's Karaoke Choir is a singing and social group for senior Vietnamese women that meets each week at the Whitlam Library in Cabramatta. The program is delivered in partnership with Multicultural Communities, a service of CORE Community Services, which is the peak community services organisation operating in the Fairfield area.

The partnership was a result of recognising the overlapping goals of community organisations and local councils and the desire of the Library to take a more active role in addressing local issues through Library programming. In this instance both organisations shared the goal of celebrating diversity and reducing social isolation among particular community groups. CORE had identified this issue as a particular problem within its network of senior Vietnamese women.

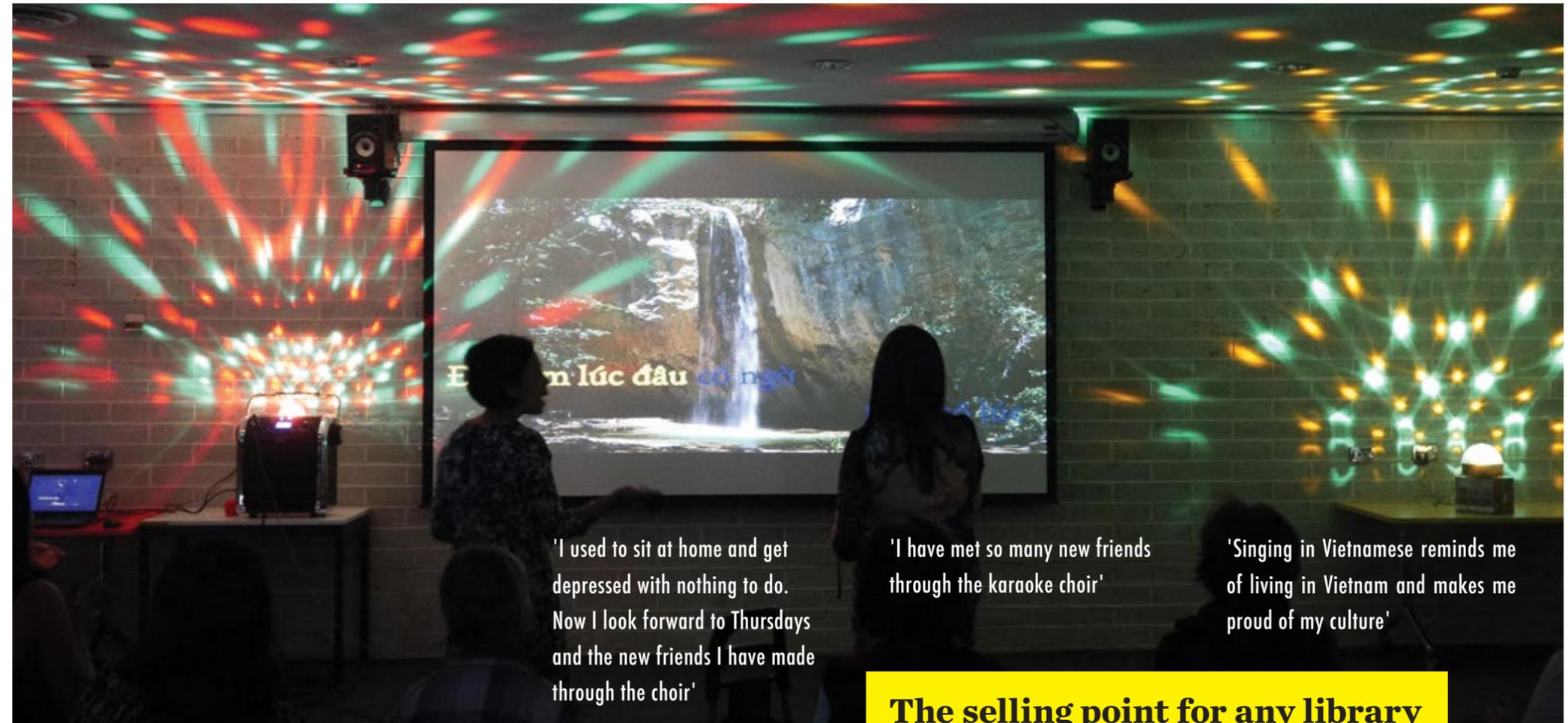
With an established shared purpose, the task was to come up with a program to address this issue. This involved looking at the target demographic and thinking about what activities may be suitable for them to overcome their isolation by making social connections. Having brainstormed numerous options such as calligraphy, mahjong and English learning, the overwhelming recommendation was karaoke. In an effort to ensure we had as much participation as possible we added the word 'choir' to encourage

everyone to sing together and created the unique name of the Women's Karaoke Choir.

The Library purchased a dual microphone karaoke player, complete with disco lighting, and used YouTube to source Vietnamese karaoke material. This material was then projected onto a big screen in a private meeting room in the Library. The group all sing in Vietnamese with love songs being the genre of choice. The program has been running for over six months from 12 to 2.30 pm every Thursday and has approximately 20 women attending each week. Feedback received from those who have attended has highlighted the value of bringing people together.

In contrast to the traditional integration programs most libraries deliver, such as conversational English and employment programs, the Karaoke Choir celebrates the difference of this community and the act of singing together seems to reinforce the pride felt from all those who attend. The success of this program has also contributed to further partnership programs between Fairfield City Open Libraries and various community agencies. These include zumba, yoga and meditation with Asian Women at Work Inc; a Multicultural Movie Festival and Employment Assistance Service with CORE Community Services; and a partnership with Navitas English College to use a giant Scrabble board to teach English to recently-arrived refugees.

The key to the success of all these partnership programs is being clear



'I used to sit at home and get depressed with nothing to do. Now I look forward to Thursdays and the new friends I have made through the choir'

'I have met so many new friends through the karaoke choir'

'Singing in Vietnamese reminds me of living in Vietnam and makes me proud of my culture'

The selling point for any library looking to attract potential community partnerships is to leverage the library's broad customer base ...

about the purpose of each program, identifying the need or issue this program is trying to address and then incorporating the strengths of each organisation to deliver on the stated outcomes. The selling point for any library looking to attract potential community partnerships is to leverage the library's broad customer base, with access to skilled library staff combined with the possibility of free room hire and resources. Often community organisations have funding to deliver certain programs and are

simply looking for a suitable space to run the programs. Reaching out to these partner organisations can position the library as a community hub, with all local organisations operating out of the library — significantly diversifying the range of programs and services the library can provide.

The ability of the library to partner with external organisations allows the library to draw on much broader skill sets and networks than has traditionally been the case. This has

enabled library programming to play a more effective role in addressing identified community need and ensured that public libraries remain a relevant and vital community organisation.

—
LUKE CARTER
Adult Programs and Outreach,
Fairfield City Library

THE WOMEN'S KARAOKE CHOIR SINGS LOVE SONGS AT WHITLAM LIBRARY

Camden Stroke Recovery Project

In late 2015 I was approached by the Social Worker of Camden District Hospital, Erin Chaplin, who was very concerned about the isolation and depression experienced by stroke patients in the Rehabilitation and Medical Transit Unit during their rehabilitation. As a Home Library Officer I could see myself visiting these patients, interviewing them and delivering items. But then, when I really thought about it, our normal mode of Home Library Service didn't really suit their needs. I approached Syd Lee, Community Project Officer with Camden Council, and David and Christine Crooks (the force behind a wonderful community organisation, Camden Stroke Recovery Group). Together with social workers Erin and Hayley, we brainstormed what we could do as a group to help the patients in our district hospital.

Our partnership had been created and I was so excited to realise that we were working across state, local and community bodies! I also had full support and encouragement from Camden Library Management. After a few meetings we had a plan - we would provide iPads with occupational therapy apps, games and headphones, portable DVD players and talking books and DVDs. The plan was the easy part - implementing it was another thing.

The Stroke Recovery Club applied for a small community grant through Camden Council, which was approved.



With the grant money David and Christine purchased ten portable DVD players and five iPads. They also purchased iTunes cards and headphones. The Library would be supplying all the DVDs that we no longer used and that had been donated from the public and staff. We ended up with over 700 DVDs, CDs and some talking books. Part of the grant also provided three iPad antitheft cases for hospital use, two iPad covers for Stroke Recovery Club use, and engraved labels for all devices. One of my jobs was to

set up the iPads which were to be used as a working tool for the occupational therapists and also for patients' use. After consulting with the therapist I installed speech therapy, cognitive and brain training apps and games.

In July 2016 the Stroke Recovery Club launched the project at Camden District Hospital. It was a wonderful day and Camden Library was very visible with our 'pop-up' demonstrating all things accessible through our library service. Did our partnership work? Most definitely!

We had a common goal - to keep people motivated and interested during their recovery, to provide a form of relief from the rigours of rehabilitation and to promote a positive attitude. We worked as a team which showed in the end result.

As most library workers know, trying to fit everything into your schedule can be daunting. Thankfully I had support and encouragement from senior staff. One of the challenges included working across different levels of government, but there was nothing that couldn't

be worked through. Camden Library Service is a community hub, with so many local groups meeting and contributing to its community within our walls. This project was a way to reach outside the walls to help those who aren't able to access what we take for granted. Simply being able to watch a DVD or listen to a talking book without leaving their bed in the middle of the night when they can't sleep, playing a game on the iPad, or listening to music. It all sounds so basic, but when you have had a brain injury,

stroke or maybe you are in hospital waiting a year to be placed somewhere else it can make all the difference. As a Home Library Officer I was thrilled and honoured to have worked on this project - our Library now has a working partnership with our local hospital and a continuing partnership with the wonderful Camden Stroke Recovery Group. Stroke NSW have already expressed interest in seeing this model set up in other hospitals. Partnerships do work!

ANNETTE CHAPLIN
Home Library Officer,
Camden Library

THE CAMDEN STROKE RECOVERY PROJECT TEAM MEMBERS AT THE PROJECT LAUNCH AT CAMDEN DISTRICT HOSPITAL

Albury Wodonga Cultural Exchange

Establishing multicultural hubs in libraries



Albury Wodonga has a long history of welcoming migrants. Recently, the number of people from diverse cultural backgrounds has grown significantly, due to increased settlement of overseas skilled migrants, international students and refugees mainly from Bhutan and sub-Saharan Africa. The Albury Wodonga Cultural Exchange (AWCE) is a project to develop multicultural community hubs, based in our libraries, through a partnership between the Albury-Wodonga Volunteer Resource Bureau, Migrant Settlement arm (VRB) and the AlburyCity and Wodonga Councils. The AWCE has received funding for two years from the Scanlon Foundation, with the project

commencing in 2016. AlburyCity and Wodonga Councils have provided additional funding to assist in program support.

A community worker was engaged to manage this project, aiming to create a pivotal point for multicultural activities through the libraries. The community worker is supported by Library staff and a network of volunteers from all cultural backgrounds. This project responds to the needs of this increasing population to have a place or hub where they can meet, learn and become active members of the community. The libraries are a good strategic fit, being a central and welcoming location for all new community members,

providing accessible information and resources and already having a role in community activities.

At the commencement of the project significant community consultation was undertaken with the multicultural communities to determine areas of need, barriers to accessing services and pathways to engagement. Certain themes emerged, including the need for a place for parents with young children, and for older community members to meet and undertake activities, early childhood literacy, English language lessons, citizenship enquiries and pathways to employment.

In the first year of the project a wide range of programs and services were developed including:

- multicultural playgroups meeting weekly at all libraries
- homework help groups
- cards, handicraft and coffee mornings for older multicultural community members
- 'open ideas' series of talks at the Albury LibraryMuseum where community members discuss issues and initiatives that involve or benefit newest community members, such as social enterprise and community gardens
- cultural awareness training for Library staff
- citizenship information sessions
- pop-up multicultural information desk at all libraries.

Transport was seen as a key barrier for many people in accessing programs and AWCE provides a bus service for a number of programs. There are currently over 150 participants in the AWCE programs – both male and female, aged from newborn to 85-year-olds, newly arrived from Bhutan, Pakistan, India, the Democratic Republic of the Congo, South Africa and Kenya.

The involvement of Albury Libraries in AWCE was a catalyst for a successful grant application through the Multicultural NSW Unity Grant program, to deliver a range of programs to extend and complement the AWCE project. Programs have included Cultural Sharing Workshops such as African drumming and Thai batik, providing bilingual storytime resources

and monthly multicultural storytimes at our libraries, and the Lullaby and Goodnight Project. Lullaby and Goodnight is a series of illustrated batik banners, reflecting the rich cultural stories and childhood memories from

treasured mementoes of recently arrived residents of our city. The partnership has extended the offerings of our libraries, providing a network of skilled community workers, volunteers and transport to enable the



Albury's diverse community. The flags were installed in front of the Albury LibraryMuseum throughout the 2016 Write Around the Murray Festival and are used for other cultural events including Harmony Day.

The AWCE partnership continues to be successful. A project group of all partners meets quarterly to evaluate, plan, communicate and discuss issues and the AWCE community worker engages with Library staff on a day-to-day operational basis. Project ideas continue to emerge from the partnership – 'Belonging', an upcoming exhibition at Lavington Library will showcase the stories and

development of a successful project. Cultural awareness training and active involvement with community workers and multicultural community members have developed the skills and confidence of Library team members. It is likely that the project will receive an additional two years of funding, with the aim to become a sustainable integrated Library program after this date. This will be a challenge to be worked through for the Library's staffing and financial resources.

CARINA CLEMENT
Team Leader
Libraries & Museum,
Albury Libraries

ALBURY LIBRARYMUSEUM MULTICULTURAL CARDS AND COFFEE PROGRAM

THE ALBURY LIBRARY CULTURAL EXCHANGE HELPED TO ESTABLISH MULTICULTURAL COMMUNITY HUBS IN LIBRARIES, INCLUDING SPACES FOR FAMILIES

Customer enquiry launches science partnership

Sutherland Library hosted a very successful intergenerational event for National Science Week in August 2016, in partnership with the Australian Nuclear Science and Technology Organisation (ANSTO) based at Lucas Heights in the Sutherland Shire Council area. The initial contact with ANSTO was prompted by an enquiry from a customer, as to what Science, Technology, Engineering and Mathematics (STEM) programs we were holding. Obliging, ANSTO came onboard during their busiest time of year, Science Week, to host the Future Vision Quiz, an interactive science experience for people of all ages.

The quiz consisted of 32 multiple choice questions divided into four different areas of scientific endeavour in which ANSTO is engaged. Every attendee was given a clicker to register their responses to the questions asked. The number of responses for each answer was displayed on the screen, so those wavering could get a feel for what everyone else thought. For each set of questions a group of volunteers were asked to sit out the front. When voting was finalised one volunteer was asked how they would answer based on the results, and why. This was an interesting exercise that demonstrated why going with the majority is not the way to decide what's right! We learned it is also why scientists do ask questions and investigate them, when 'everyone knows the



answer to that'. Often the real answers are surprising. The presenter also explained how the questions related to the various aspects of the work ANSTO are doing and how their work impacts on the community without us realising it. It was an excellent way of demonstrating the importance of science and the relevance to all our lives.

The success of this event has resulted in an ongoing partnership with ANSTO for 2017 and hopefully beyond. We will be hosting another Future Vision Quiz during Science Week, as we know the future is always changing. In March, for International Women's Day we hosted a 'Women in Science' panel with a number of ANSTO's women scientists discussing their careers, current work projects and answering questions from the floor.

The partnership works because it is mutually beneficial. The skills and expertise in STEM subjects requested by the public are brought by ANSTO to Sutherland Shire Libraries. The Library provides ANSTO with the opportunity to educate members of the local public who live near the nuclear facility on ANSTO's work and how they are using nuclear science to benefit industry, people and the environment.

JACINTA CRAINE
Team Leader, Discovery & Research,
Sutherland Shire Libraries

THE FUTURE VISION QUIZ, PRESENTED IN PARTNERSHIP WITH ANSTO AT SUTHERLAND LIBRARY

Let's Talk Legal

What happens when a very excited director of a community legal centre with a burning idea rings the local library and gets put through to a very busy but equally excited coordinator? Let's Talk Legal is born — a wonderful legal information program developed at Campbelltown City Library in partnership with Macarthur Legal Centre in 2016.

Robert Pelletier contacted me because he felt there was a great need in the Campbelltown community for free legal advice and information.

He wanted his team to reach out more to the people who needed the service most. This is where the Library comes in — as centrally located community hubs, we could provide the audience and the venues for these free legal information talks given by the professionals from Macarthur Legal Centre. This partnership made a lot of sense, especially given the role we play as information providers and our ties with the State Library's Legal Information Access Centre (LIAC). The support of Macarthur Legal Centre allows us to provide our community with information we would not otherwise be able to provide. It also presents the opportunity to showcase the resources from the LIAC collection during the presentations.

This fruitful collaboration does not involve a great deal of cost. The Library supplies the meeting spaces for the talks, equipment for the presentations, light refreshments and the promotional



material. The team at Macarthur Legal Centre develop the sessions with us, present the information sessions in language that the general community can comprehend and provide information about their services as well as referrals to other legal services.

The pilot program began in 2016 with a series of ten legal talks developed and presented on legal topics of interest to particular audiences during special weeks. For example, the talk in Seniors Week was about wills, guardianship and power of attorney, the talk in Youth Week was about young people and the law, specifically issues relating to employment, unemployment, driving and fines, etc. The attendance at these sessions has steadily grown and after the success of the initial pilot in 2016, we have evaluated and refined the program and are back, once again with our great friends at Macarthur Legal Centre. In 2017 we are providing

a more honed program of five sessions. Our first session held in Seniors Week was in such high demand that we had to figure out how we could allow for more attendees — and we already have bookings for sessions later in the year. The success of this program can certainly be attributed to the passion and dedication of Robert and the Macarthur Legal Centre team as well as the Library staff who are involved. We are very excited about the future of Let's Talk Legal.

JENNY ROSEVEAR
Branch and Customer Service Coordinator,
Campbelltown Library Service

SENIORS ATTENDING A LET'S TALK LEGAL SESSION AT CAMPBELLTOWN LIBRARY

LIAC, Drug Info and public library partnerships

The Legal Information Access Centre (LIAC) and Drug Info have worked with two agencies to create partnerships between the agencies and public libraries.

LIAC and Legal Aid NSW

LIAC and Legal Aid NSW have worked closely together for many years, collaborating on producing, promoting and distributing plain English legal information. This existing partnership was recently expanded with LIAC and Legal Aid working together to produce programs for libraries to present during Law Week. During Law Week 2016, Legal Aid solicitors presented two pilot programs in libraries: 'Family life and the law' and the 'Legal check-up'. After an evaluation process, LIAC and Legal Aid collaborated on the program for 2017: 'Traffic law' and 'Cyber safety for older people'. LIAC's role in this program has changed to that of facilitator, promoting the availability of the program and assisting in matching libraries with their local Legal Aid offices. A new partnership began – one between the local Legal Aid office and the local library. Both of these partners have their role in making the programs work – Legal Aid provide the program and speakers, libraries provide the venue and promote the events to their community. The partnership is successful because:



- both partners have the same aim – to assist and educate the NSW community
- the partnerships are local – solicitors from local Legal Aid offices will present the program at their local libraries.

This local connection means that libraries can approach the same speakers for other events, and that the Legal Aid office is more aware of the library and the many services it offers the community, beyond legal information and the Find Legal Answers service.

Drug Info and CDATs

As part of its commitment to encourage and facilitate partnerships between public libraries and Community Drug Action Teams (CDATs) Drug Info worked with the Australian Drug Foundation (ADF) to develop a pilot project to support ADF's work on crystalline methamphetamine ('ice'). In 2016 the Australian Drug Foundation ran a series of ten community forums on ice and created online resources. Drug Info worked with the ADF to develop a pilot project of targeted travelling library displays to support the forums. Libraries were



contacted and asked to participate in the project. All ten library services who were approached agreed to join the project. Half of the locations for the displays were in branch libraries and half were in central libraries. The 'Breaking the Ice' project consisted of a travelling display which was hosted by a local library to support the forum hosted in a specific town or region. This display remained in place for a specified amount of time after the forum date for maximum impact and referral purposes. The display was supported by a promotional kit developed by Drug Info, and media releases and campaign-specific printed material from the ADF. Libraries were also invited to attend the forum as guests and stallholders. Due to staffing



constraints this was not always feasible, however several libraries were able to participate in some capacity. Blacktown City sent a staff member from council to represent the library and other council services, Wagga Wagga City Library and Port-Macquarie Hastings Library held information stalls at their respective forums and staff from Queanbeyan Library attended the forum in their region. This partnership was successful because:

- communication between all parties was timely and responsive
- local libraries were able to connect directly with local CDAT and ADF organisers to find out about their local forum details which cut down on administrative details
- material provided to libraries was relevant to their communities.

Why do these partnerships work?

Partnerships such as these work because they:

- have been built up over a number of years
- are mutually beneficial
- are flexible – relationships and programs can change as required
- share the same aims – to assist and educate the NSW community.

CATHERINE BRYANT
LIAC Librarian,
State Library of NSW

and

ANDREA CURR
Drug Info Librarian,
State Library of NSW

BREAKING THE ICE TRAVELLING DISPLAY, A PILOT PROJECT BY DRUG INFO AND THE AUSTRALIAN DRUG FOUNDATION

A LEGAL AID REPRESENTATIVE SUPPORTS A LEGAL CHECK-UP AT KU-RING-GAI LIBRARY

Early literacy at Leeton Library

Leeton Shire Library's commitment to early literacy has been given a boost by our partnership with Leeton Community Health and local service clubs. The Rotary Club of Leeton Central has been sponsoring our Baby Bookstart program since 2005 by funding the purchase cost of small board books to include in bags made up by the Library. The bags contain the baby-appropriate book and information about the Library's services and programs. They are delivered monthly to the early childhood nurse at Leeton Community Health to be distributed to all new babies who visit the centre.

In 2014 the Leeton Lions Club also came onboard and launched a new initiative which builds on our Baby Bookstart program. Each child living in Leeton Shire will receive an age-appropriate book on their first and every subsequent birthday until they turn five. The Lions Club purchases a selection of books for the Library to distribute and sends a voucher to the child on their birthday that enables them to visit the library to pick up a book. Parents are given an application form at Community Health to fill in which is then passed on to the Lions Club if they wish to be part of the program. Our Library is committed to encouraging reading and promoting early literacy which is why we value the importance of programs such as these.



Another positive outcome of both programs is that people who normally wouldn't visit the Library are drawn in and often join up and become regular users. We are also seeing new faces at our regular lap-sit and preschool storytime sessions each month.

LEONIE MURPHY
Library Technician/Assistant,
Leeton Shire Library

SANDRA WATSON HELPS A YOUNG LEETON BORROWER CHOOSE A BOOK FROM THE LIONS CLUB FOR HER BIRTHDAY (IMAGE COURTESY OF THE IRRIGATOR)

Partnerships support STEM programming

Narrabri Library has long recognised the benefits of working in partnership and collaboration with other organisations and this has been demonstrated by the successful series of STEM events which have been developed for primary-aged children in the Narrabri Shire.

Narrabri Shire is very fortunate to have a number of industry-related research stations located within its LGA. At one time there were reputedly more PhDs per capita in Narrabri Shire than anywhere else in Australia! Narrabri Library has tapped into this resource to create an after-school science club where scientists lead experiments in their field of expertise. Sessions have been held on plant root structure and function, filtration, energy and liquid

viscosity to name but a few. A collaboration with the local Out of School Care Group means that we have a ready audience delivered to each session in addition to the children from the general public. Collaboration with the neighbouring public school means that Narrabri Library can use their hall for free for the larger audiences.

A partnership with volunteers allows us to run larger sessions safely with no additional staffing costs. Narrabri Library has also collaborated with the New England



TAFE to present a program of robotics, the Library supplying two LEGO robots and receiving training in their programming in return. This partnership is developing in some interesting new directions with TAFE discussing with the Narrabri Library developing programs on a regional basis with local, regional, state and

A partnership with volunteers allows us to run larger sessions safely with no additional staffing costs.

national organisations. The more formal partnership of the regional agreement with Central Northern Regional Library has also allowed an extension of the robotics program with the purchase of a NAO Humanoid Robot and spherical robots which are being demonstrated across the

region in 2017. A partnership with Randwick City Library, as Narrabri Shire Council's sister city, allowed the STEM program in Narrabri to become a reality. Randwick supported the program by sharing successful, trialled presentations which were included as part of 'Learning STEMs from Fun'. A collaboration with the North West Film Festival allowed Narrabri Library to run film-making workshops, where children took part in acting or directing a very short documentary which went on to win its section in the Festival. Partnerships and collaborative arrangements with organisations and community groups have allowed Narrabri Library to extend their normal programming to include STEM programs which may not have otherwise been available to our community.

JENNY CAMPBELL
Library Manager,
Narrabri Library

AFTER SCHOOL SCIENCE FUN AT NARRABRI LIBRARY

Boosting family literacy through childcare centres

Sometimes the opportunity for partnerships is nearer than you imagine. Central West Libraries (CWL) was considering ways to boost engagement with preschool children, identified as an untapped target group. Family literacy is a key service area, but resourcing it presents some challenges. Age appropriate books, DVDs, CDs and talking books can be accommodated within existing Library resources funding, but early literacy expertise and interventions are outside existing staff skills, especially at smaller branches. The identification of a suitable partner would solve the latter shortfall.

We realised that the ideal partner already existed – childcare centres – with the relationship already established through bulk loans and other activities such as National Simultaneous Storytime. A scoping of the centres within the CWL service area identified that only Orange City Council operated their own centres and that the other four Council areas contained private childcare facilities.

By partnering with another Council section, especially one within the same Directorate, it was possible to easily resolve issues around allocated responsibilities, governance, insurance, information technology and longevity. We realised that there would still be service delivery and practical considerations to be discussed so steps were taken to begin a pilot project.

Commitment to the project was obtained from the Library Manager, Community Services Manager and the Senior Children's Services Coordinator, who became the initial contact among her staff and advocate for the project. The enthusiasm of a senior teacher-educator at one centre resulted in it being chosen as the pilot location. This would give the best fit for success and evaluation before other centres came onboard.

For the project to be successful, both partners require benefits from the project and need to see its value as effort was required from Library and centre staff.

The childcare centre benefits from:

- new collections and supported access provided in the centre and for home use
- the opportunity to join Library staff in the selection of resources which have been funded as part of the Library collection
- regular, managed rotation of the collection, especially with other centres participating
- Library-provided training, Help Desk coaching and support.

By partnering with another Council section, especially one within the same Directorate, it was possible to easily resolve issues around allocated responsibilities, governance, insurance, information technology and longevity.

The Library benefits from:

- acquiring a previously untapped membership pool, including families, carers, siblings and especially the 'time poor' attendees of the centres
- support and interaction from trained early childhood educators who co-promote CWL early literacy programs
- encouragement of good reading habits and future Library patronage
- promotion of Library services to another section of Council
- opportunity for staff skill development by mentoring staff inexperienced in Library operations.

This partnership was made easier by the following factors:

- partner childcare centres were already part of the organisation
- the LMS web-based circulation is available on any internet-enabled PC in the childcare centre offices, so minimal IT infrastructure and staff support required
- enthusiasm and buy in from staff in both areas
- potential for the professional libraries at the centres to be managed through the LMS.

The partnership and program has been operating for 12 months. An evaluation of the project is underway so that processes can be finessed before broadening it to other Orange City Council centres in 2017.

The funds from winning the 2016 Marketing Awards for Public Libraries Services Category will be used to boost the collection for the centres, which will help us to meet our side of the 'partnership bargain' by providing

age-specific resources. The need for one-on-one Help Desk assistance and refresher training will continue and the need will increase when more centres are added. The pilot centre is ready to accept the role of advocate and advisor to their colleagues which will further cement the relationship between childcare centres and the Library. The experience will be vital in considering the next step towards services for not-for-profit and commercial centres. This will present a different set of challenges and opportunities as well as a shift in how we think about services for our community.

ROSALIND DORSMAN
Technical Services Librarian,
Central West Libraries



CHILDREN FROM COURALLIE PARK CHILD DEVELOPMENT CENTRE VISIT AND BORROW FROM ORANGE CITY LIBRARY

Paint Blacktown REaD

A community-based early literacy network

Blacktown City Libraries has been a member of Paint Blacktown REaD since 2011. Through this community-based early literacy network we work with a range of organisations to promote early literacy. Our aim is to work together to ensure all parents and carers understand and know the difference they can make by reading, singing and dancing with their child. We work with organisations such as Blacktown Area Community Centres, Mission Australia, Wesley Mission, Brighter Futures, local childcare centres, local speech therapists, a local early literacy advocate who runs the 100 Books Before School website and the local multicultural agency network, SydWest. We have found that by working with these agencies we are introduced to their networks, working not only in early literacy, but in family support and youth work.

In 2011 it was revealed that our partners had a common weakness in their early literacy programming – the understanding and knowledge of how to run programs for children, the ability to evaluate resources and determine what would be appropriate to their clients within the limitation of their venues. We saw that community workers needed to be trained in reading aloud, and so offered what we thought would be a one-off training event – this has now become a biannual two-day event!

We all have an understanding of how we work, and together we are looking for ways to do it better, to do it smarter and ultimately to make a difference to our community, for our children.

The training includes understanding how we do Baby Rhyme Time and Storytime (turning these community workers into library advocates), how to choose suitable books for reading aloud to different age groups, how to read books to groups, including audience participation books and stories and simple storytelling using felt board stories and props. We also get them to dance. This means that our partners run Baby Rhyme Time sessions outside traditional library spaces - in parks, in community centres with disadvantaged clients, and with people who might not think of going to a library.

One of the delightful outcomes of this training was with SydWest, our multicultural service provider who borrows a number of boxes of books every term for community workers to use with their different playgroups. Each box addresses the needs the community worker identifies for each individual group. It could be a box of children's books in Arabic, or a box of readers that the workers have taught the mothers to read and they take home for the week to read to their children, while practising their own English skills. Other boxes are full of

great picture books that are rummaged through by the children and parents each week, taken home and read, and returned. Library promotional material goes out with the boxes and the community workers talk about the Library and often arrange tours. Slowly over the year we notice that the parents are bringing their children to the Library for the early literacy events we hold each week.

We meet with our Paint Blacktown REaD partners every three months to find other ways we can work together and find other partners in the local area. We hold reading days, share a common mascot, Rooby the Reading Kangaroo, a common brand and social media. We all have an understanding of how we work, and together we are looking for ways to do it better, to do it smarter and ultimately to make a difference to our community, for our children.

MARGARET REDRUP-MAY
Outreach Programs Coordinator,
Blacktown City Libraries



STORYTIME WITH ROOBY THE READING KANGAROO AT BLACKTOWN CITY LIBRARIES, PART OF THE PAINT BLACKTOWN REaD PROGRAM

Partnering with education providers

Working with TAFE

Georges River Libraries and St George TAFE have developed a partnership by offering a Digital Media course. This 12-week course introduces participants to digital media tools. Library staff met with the Coordinator of Outreach at the TAFE to see how the entities could work together to utilise programs and spaces. The concept of running the Introduction to Digital Media course was discussed. The course was to be held within the Library space using Library technologies. This involved developing the foundation for the course, using software programs that could be accessed online. The participants explored some uses of digital media including Google Docs, blogs and online editing of photos. The participants published life stories to a community blog and also set up their own blogs.

The Library provided the training space, laptops, projector, bookings, and liaised with participants each week. The Library is now hosting the archived blogs via the catalogue. TAFE provided the teacher and staff to facilitate enrolment. Collaboration and communication contributed to the success of the partnership and any issues were addressed as they arose. The course was well attended each week and eight participants submitted a finished blog. Participants did have

to be permanent residents or Australian citizens. The local area does have many temporary residents, so this was a small disadvantage of the partnership. The timeframe and lead up to the event was very short. Due to this the course had to be run in an open space within the Library's exhibition

area. Looking to the future we will book one of our suitable spaces in advance for courses. A memorandum of understanding would also be beneficial to clearly define roles, use of spaces, the taking of bookings and use of participant's details.

FLYER FOR THE IELTS MASTERCLASS AT GEORGES RIVER LIBRARIES

IELTS Masterclass

A memorandum of understanding would also be beneficial to clearly define roles, use of spaces, the taking of bookings and use of participant's details.

This masterclass will give you practical tips on how best to enhance your English, help you understand IELTS assessment criteria and give guidance on the common mistakes to avoid.



PUBLISHED BLOG FROM THE DIGITAL MEDIA COURSE AT GEORGES RIVER LIBRARIES, RUN IN PARTNERSHIP WITH TAFE

UNSW Global partnership

Georges River Libraries and UNSW Global collaborated to conduct International English Language Training System (IELTS) Masterclasses. A memorandum of understanding was created to ensure that both parties knew what contributions they were making towards the classes and what benefits they were receiving. The agreement needed to be prepared well in advance to ensure we could maximise advertising time to ensure bookings.

the IELTS Masterclasses to customers and gain bookings.

Both TAFE and UNSW Global gained possible new students for their courses and promotion of their courses and services. UNSW Global had our online booking link on their website and this facilitated bookings for non-library users. Both the TAFE and UNSW Global partnerships did meet the Library's strategy to promote lifelong learning. With the success of the two different programs, future partnerships with these two entities are possible.

Due to the legal implications of the memorandum of understanding it needed to be approved by Council's legal staff which delayed the advertising and promotion for one of the courses. The other course was very well attended. We now have a memorandum of understanding in place for all future IELTS Masterclasses with UNSW Global. The Library gained attendees to the course who had not been to the Library previously and have since become members. They were made aware of our collections and the programs on offer. With a high usage of our IELTS collections, we were able to promote

MELINDA McNAUGHTON
Coordinator Library Programs,
Georges River Libraries

Parramatta encourages community partnerships

City of Parramatta is a dynamic city – ever-changing, diverse and culturally rich, with a unique mix of residents, community and businesses. We aim to welcome and include all who call Parramatta home. This requires adaptability, constant learning and understanding. When considering partnerships and who to partner with, there are many things to keep in mind and a strategic approach needs to be taken to ensure the project deliverables are met. These are some of the questions to consider:

- Who can I partner with to reach the demographic I want to reach or find hard to reach?
- Who has a contact base that the project could 'piggy back' on?
- Who has available facilities where the program could be run?
- Who has the knowledge and skill that we need to help deliver such a program?
- Who has the financial funding or resources to support a program and enhance a program in the desired areas?
- Do they have the same vested interest and strategic objectives outcomes?
- Do they have the same target audience?
- Do they have the same community, commercial or performance drivers?
- Can we build on the success of a project to do other important programs that are needed in the community?

The annual Read with a Mate program won the 2015 Zest Award for Exceptional Community Partnership across a Region with Holroyd City Council, Community Migrant Resource Centre and Parramatta Eels. The aim was to educate fathers about the important role they play in their child's development and what they can do every day to support their child's early literacy development. We built on its success and together prepared a children's book called *Poppy and Redsee Love to Read and Play*.

Currently we are partnering with Western Sydney Community Health, Westmead Hospital Women's Clinic, Community Migrant Resource Centre and Cumberland Council on the Mothers of Many Societies program. This is a mothers' group for new mothers from culturally diverse communities in the LGA. This project aims to address health issues at the grass roots. With a variety of partners with varying capacity, skills, internal capabilities and requirements, such a partnership has required clear communication about what we can and cannot do, negotiation over the programs to offer, sharing information, being flexible and respecting that we all have our own different internal requirements.

Many projects have developed out of the Paint Parra REaD and Paint the Town REaD program, an early literacy initiative aimed at educating the community about the importance of reading, talking and rhyming every day from birth. Over the past year, 5,600 information packs have

been distributed to families, parents and carers. The packs focus on the importance of supporting their child's early literacy development, emphasising the positive social, academic and economic impact through community partnerships and visits to key community events and centre. As a result, we have seen a marked improvement in library and storytime attendance. Our hope is that we have a positive impact on lives long term.

Partnerships require constant maintenance of the relationship, attending networking events, dropping into community groups, making regular contact, supporting and building capacity in the community. I believe for effective partnerships to work, a collaborative leadership style (as opposed to a traditional leadership style), is the key to success. Collaboration is working together to realise a common goal by sharing knowledge and building understanding. This may mean asking the question 'Is this a partnership?' and redefining what that looks like. This collaborative mindset will set partnerships up for success with their best foot forward to achieve a common goal using emotional intelligence, strategy, respect and trust.

ANNEMARIE KANTUREK
Community Partnerships Officer,
City of Parramatta Library



Partnerships require constant maintenance of the relationship, attending networking events, dropping into community groups, making regular contact, supporting and building capacity in the community.

Bland Shire partners with schools to provide workplace experience

Partnerships can be a powerful way of improving outcomes. For this reason, engaging with the community through partnerships is a priority for Bland Shire Library, a small rural public library in central western NSW.

Bland Shire Library has been partnering with West Wyalong High School for the best part of a decade in a program that supports students with special needs by providing valuable workplace experience.

Both the school and the Library recognise that students with special needs have a lot to offer, but often the skills these students have – skills that are valuable assets in the workplace – are overshadowed. By supporting students with special needs the partnership between Bland Shire Library and West Wyalong High School is contributing to meeting equal opportunities and diversity priorities.

Essentially, both Library staff and students benefit from the experience. Identifying suitable tasks for the student and monitoring student progress is an important component of the program, one that can positively challenge Library staff to be more empathetic and flexible in the way they work, thus developing their management and communication skills. Students benefit hugely from the opportunity to be more independent, gaining in confidence and developing skills, particularly communication and interpersonal skills.



/01

Students are required to undertake a council induction before commencing their work placement, which forms part of the total work experience. Students are also required to sign in on arrival at the Library and sign out once their hours have been completed.

This simple process gives students a sense of inclusion and stability.

Based on the success of the special needs work placement program, new initiatives are continually being developed between the school and the Library. One such initiative is a volunteers program which



/02



/03

commenced in 2017, where ten students from Years 10 and 11 who have an interest in childcare or teaching as a career option, volunteer their time at the Library. The students are rostered to assist Library staff with storytime activities for preschool children. Two students each week assist

While partnerships are often sought on the basis of seeking financial assistance, the partnership between Bland Shire Library and West Wyalong High School is evidence that even benevolent partnerships can be successful.

with activities under the supervision of Library staff. The program goals are to continue developing ties/partnership within the community and to give students work experience working with small children.

In addition, Bland Shire Library has for a number of years hosted HSC Lock-ins in partnership with

West Wyalong High School. The program for the HSC Lock-ins includes Library staff delivering a session on regional library and online resources, while community members and teachers deliver workshops on yoga and meditation for relaxation and stress relief, study skill techniques and career options. As a result of involving community members outside of the existing partnership, other partnerships have been formed, which has essentially created a network of partnerships.

While partnerships are often sought on the basis of seeking financial assistance, the partnership between Bland Shire Library and West Wyalong High School is evidence that even benevolent partnerships can be

successful. Partnerships can seem to come from nowhere – the partnership between Bland Shire Library and West Wyalong High School was born from a simple conversation between a librarian and a teacher which sparked an idea.

—
CATHY LANGE
Senior Library Officer,
Bland Shire Council, West Wyalong

BLAND SHIRE LIBRARY SUPPORTS STUDENTS FROM WEST WYALONG HIGH SCHOOL:
01 VOLUNTEER STUDENTS ASSIST CHILDREN'S ACTIVITIES

02 A WORK SKILLS AND CAREERS SESSION AT AN HSC LOCK-IN
03 HELPING STUDENTS RELAX WITH YOGA AT AN HSC LOCK-IN

School partnerships enable one-on-one learning at Campsie



/01



/02

The City of Canterbury-Bankstown's Campsie Library has had a successful ongoing partnership with a local high school for 12 years now, delivering intergenerational technology and computer training for seniors. In 2005 the Youth Librarian and the Aged and Disability Services Librarian contacted high schools to ask for student volunteers to run one-on-one computer training with seniors. It began with four schools onboard. We aimed to have two sessions per year, which we did up until 2014, using a different school each time. Numbers were limited to 16 participants in the computer training room at Campsie Library; eight students the seating capacity of the Library's bus and eight seniors who booked their places. The partnership was called LINKS: Intergenerational Computer Training for Seniors and one session was always held during Seniors Week/Month as part of our full program of events.

As this partnership was proving so successful, we approached the schools with the idea of expanding into another technology training that seniors were crying out for — how to use mobile phones to their full potential. Who better than teenagers to share their expertise and knowledge on the features of mobile phones which have become second nature to them!

It fulfils all the objectives of our Library Learning Framework, where partnerships are encouraged; Life Long Learning is embraced; and connections are made between teenagers and seniors.

By March 2010 we ran our first mobile phone class for seniors — Get Mobile'd: Mobile Phone Workshop for Seniors. For the last seven years we have run this event a week apart from the LINKS training, using different students from one high school for both events, making the coordination of both classes more streamlined. At the beginning of the class the students are organised into small groups with the seniors who have similar phones, with a ratio of two to three seniors per student.

We have fostered a close working relationship almost exclusively with one particular high school, Beverly Hills Girls. This has settled into a program which is both successful and sustainable. This is due to a particularly keen and forward thinking Year Coordinator who has been onboard since the outset of the project. Having this continued understanding and enthusiasm makes the planning of LINKS and Get Mobile'd much more streamlined, and gives us consistent quality in the students selected to participate. We will continue this advantageous collaboration into the

foreseeable future for a number of reasons. It fulfils all the objectives of our Library Learning Framework, where partnerships are encouraged; lifelong learning is embraced; and connections are made between teenagers and seniors.

The partnership brings to our library the ability to provide a group of seniors with one-to-one training that would not be possible with our staff.

Both parties appreciate the program and experience, as the positive feedback and reviews demonstrate. The teacher recently informed us that of all the different programs that the school is involved with, this is the one that she most values and feels has the most benefit for the students, who always love taking part. The partnership brings to our library the ability to provide a group of seniors with one-to-one training that would not be possible with our staff. The skills and know-how of school students in using the internet and smart phones are impressive and just waiting to be tapped. Our library management view this program as one of our true partnerships, as without the full cooperation of the high school there is no way we could run intergenerational training like this at our library. Both parties contribute to the planning and administrative processes - the school through their students and the library through their participating clients.

GREG ROBERTS
Aged and Disability Services Librarian,
Campsie Library, City of Canterbury-Bankstown
Library

01 A STUDENT EXPLAINS SMARTPHONE FEATURES TO A SENIOR AT CAMPSIE LIBRARY

02 A BEVERLY HILLS GIRLS HIGH STUDENT HELPS SENIORS AT A GET MOBILE'D SESSION AT CAMPSIE LIBRARY

Canada Bay art project partnership

It has been an extremely positive experience to work with the young people and showcase their views and talents to the wider community.

Over the last five years, City of Canada Bay Libraries have developed an ongoing partnership with art students at local school, Concord High, to create artworks for council-wide projects. Concord High Art Club students have provided rich content for several council projects, including the Great North Road banner project, a revamp of the youth area at Five Dock Library, an art project to design litter reduction campaign, and More Than Just a Name World War I video project. It has been an extremely positive experience to work with the young people and showcase their views and talents to the wider community.

Several City of Canada Bay projects were also given a higher profile among young people by including the vibrant work delivered by Concord High students. These included a project to design new street banners for Great North Road in Five Dock. Vibrant banners were developed to decorate the main street of Five Dock with the Concord High Art Club, incorporating their ideas about Spring. A creative consultant was engaged to work with the students using Canada Bay Libraries' multimedia lab to create digital images. The revamp of Five Dock Library youth area incorporated the images designed by students into light boxes, soft cushions, touch top table content and a decorative rug. This engaged the young people in the design and layout of the Five Dock Library youth area and made it a more desirable place to hang out after school. Valuable digital skills were achieved by students from working with the creative consultants engaged in the project.

An HSC Art exhibition is an ongoing initiative to display Concord High's HSC Art student works in December and January at Concord Library. It has been popular among library visitors as well as family and friends of the students.

Good communication with teachers and students has provided opportunities to assess and refine the projects as they progressed and created models for future partnerships. Some challenges of the partnership have

included the transportation and set up of student artworks, which required careful planning and implementation due to the fragile nature of some artworks. The More Than Just a Name World War I video project required Library staff to fact check the students' works for accuracy due to the sensitivity around relatives of World War I soldiers eventually viewing the final videos. School timetables are also challenging for libraries to work with given our own time constraints and other programming demands.

The partnership between City of Canada Bay Libraries and Concord High continues to share the visual arts talents and skills of young people to a wider audience and creates an opportunity for greater engagement with youth within the local community.

YEN HUYNH
Marketing & Communications Coordinator,
City of Canada Bay Libraries



CONCORD HIGH STUDENTS' VIBRANT ARTWORKS FOR FIVE DOCK LIBRARY'S YOUTH AREA AND GREAT NORTH ROAD BANNER PROJECT

Ryde Library partners with shopping centre

Ryde Library has been partnering with Top Ryde City Shopping Centre since 2015 for the delivery of a series of Outdoor Stories and Songs sessions as an extension of our Rhyme Time and Storytime programs. This program received a 'highly commended' for the Marketing Program category for the 2016 Marketing Awards for Public Libraries. Ryde Library is part of the Top Ryde City Shopping precinct and Library and Council staff located at the Centre had received feedback that shoppers had not realised there was a library in the shopping centre. The Library's event statistics over the previous four years indicated that Storytime and Rhyme Time sessions were by far the most popular programs that the Library provides, therefore our most promising solution would be to provide a taster or showcase of these events in a high-traffic area.

Having a well-situated Piazza with café and performance space on our doorstep, we approached the Top Ryde City Shopping Centre Management and pitched the partnership opportunity. Centre Management were keen to work with the Library to emphasise the services and activities available for children during the upcoming school holiday period. Using our unique staff resources of a number of Programs Staff at the Library who have had theatre and performance experience, we designed a pantomime program to increase the visibility of the Library services that involved a colourfully



This is an ongoing partnership and the mutual benefit to both the shopping centre and the Library has meant we can forge new event opportunities with them and we will continue to explore new ways of community engagement.

dressed biker riding down from the Library to the centre stage to deliver the storytelling book — emphasising the Library's location.

The partnership has mutual benefits. For the Top Ryde City Shopping Centre the Outdoor Stories and Songs program activates their entertainment precinct and we are a free-of-charge activity provider. The program attracts customers to the shopping centre for a free children's activity, providing a value-added shopping experience and consequential sales for the retailers in the centre. Who doesn't want a skinny chai latté as their child bops and sings along to Storytime tunes! For the Library, the program is designed to increase the Library's visibility, membership, library visits and attendance at children's events.

Specifically, Outdoor Stories and Songs targets those in our community who are not members, may have lapsed from usage, are new residents, or are new parents. The partnership with Top Ryde City Shopping Centre provides the library with marketing exposure for the month leading up to each session on huge plasma screens dotted around the sprawling shopping centre. This is marketing exposure we could not afford.

The partnership has been so successful that after hosting three Outdoor Stories and Songs session in the summer season of 2016 we have again hosted three further sessions across the summer season of 2017. That equates to three months each year of free marketing within the shopping centre as well as over 900 attendees

per season, many of them new to the area or to the Rhyme Time or Storytime sessions. The relationship has worked so well that we recently hosted the Simultaneous Storytime as a pantomime in May 2017. The model has also been used at other shopping centres in our local government area, building further partnerships with other shopping centre managements. Hitches and glitches are always inevitable with events and an outdoor one with up to 300 attendees is bound to have a couple. However these have been small and quickly remedied, especially as the Top Ryde City Centre Management team are on hand to assist. Of most concern is managing a crowd that is big and constantly moving, therefore we position extra staff for crowd management; but that

provides us another opportunity to talk to attendees and hand out brochures for future activities. And only once have we needed to move the session indoors due to inclement weather — which was great for the door count.

This is an ongoing partnership and the mutual benefit to both the shopping centre and the Library has meant we can forge new event opportunities with them and we will continue to explore new ways of community engagement.

—
KATHLEEN ALLEN
Senior Coordinator Library Programs,
Ryde Library Service

RYDE LIBRARY DELIVERS THE OUTDOOR STORIES AND SONGS PROGRAM AT TOP RYDE SHOPPING CENTRE

Indigenous Spaces in Library Places

One of the ways Indigenous Services at the State Library of NSW creates partnerships is through collaborating with the NSW public libraries network. Recently Indigenous Services and Public Library Services launched a strategy called Indigenous Spaces in Library Places. The strategy is designed to help NSW public libraries engage with Indigenous communities. It includes helpful tips for how to create a welcoming space for Indigenous people. The strategy also encourages NSW public libraries to actively recruit Indigenous staff and volunteers.

This year we have developed many successful partnerships with libraries including Liverpool City Library, Toronto Library and Taree Library. In February we visited Liverpool City Library and met with staff from the Library and Council to discuss how Indigenous Services might help them to provide outreach to Indigenous communities in the area. A high proportion of Indigenous people live in Western Sydney and this is something Liverpool City Library is responsive to. We were pleased to see their labelled Indigenous collection and Indigenous artwork throughout the building (even on the carpet!).

In March we held a family history workshop with staff from Toronto Library, providing them with tips and tricks on how to research Indigenous family history. The workshop helped Toronto Library staff to feel more



confident in handling Indigenous family history inquiries. Titled 'Connecting Culture: Tracing Ancestors', we are now rolling out this family history program across the NSW public libraries network.

Also in March we ventured out to Taree to host a family history workshop for local elders at Taree Library. This was a great opportunity to meet with community and talk about the issues that arise when doing Indigenous family history research. We were privileged to take part in a yarning circle and the visit helped us to continue our existing partnership with Taree Library.

As well as visits to public libraries, we encourage library staff to come to the State Library. Earlier this year we held our Indigenous Services Unconference. It was an opportunity to gather with some of the 40 NSW public libraries staff who undertook a pilot Aboriginal Cultural Competence course from Cultural Competence Australia. Thirteen representatives

from public libraries came to the State Library for a day of brainstorming and fun activities designed to promote Indigenous services in public libraries. The Unconference was a huge success. Participants talked about how it had given them confidence to pursue relationships and to make their library spaces more welcoming to Indigenous people. It helped us to consolidate partnerships with each of the libraries who attended and reinforced the role of Indigenous Services in providing support to the NSW public libraries network.

These are just some examples of how Indigenous Services at the State Library of NSW is building partnerships with NSW public libraries. Indigenous services is everyone's business and so we work actively with NSW public libraries to ensure they feel confident in providing services to Indigenous people and in engaging with their communities.

ANNE REDDA CLIFF
Librarian, Indigenous Services,
State Library of NSW

PARTICIPANTS AT THE INDIGENOUS SERVICES' UNCONFERENCE AT THE STATE LIBRARY LISTEN TO TASHA LAMB, MANAGER INDIGENOUS CONNECTIONS AT NATIONAL FILM AND SOUND ARCHIVE OF AUSTRALIA

Lane Cove Library and RSL develop military history talks

In 2015 Lane Cove Library partnered with the Lane Cove RSL Sub-Branch to present a series of public talks highlighting important events and battles of World War I. The talks included the Battle of Lone Pine, evacuation of the Gallipoli Peninsula, Battle of Fromelles, the Australian Light Horse 1914-16 and conscription. The Manager, Local Studies & Archives also presented a Lane Cove home front talk to share the local experience.

In February 2017 the RSL Sub-Branch extended the series to World War II battles when they presented a talk about the Fall of Singapore to commemorate the 75th anniversary. The schedule for the 2017 series will include talks on the Battle of Bullecourt, Beersheba and the 75th anniversary of the Battle of Kokoda. The talks have been delivered by individual members of the Lane Cove Sub-Branch with special interest in the subjects. Attendance at the talks has been excellent with over 90 people attending the most recent talk. It has been pleasing to see a high percentage of men attending the talks as it is often difficult getting them along to other library programs.

The program couldn't have succeeded without the support of the RSL Sub-Branch Executive, particularly the President and Secretary. They have coordinated and organised the speakers, spoken themselves, assisted with the preparation of visual aids and circulated promotional materials

via their membership. The Library has provided the venue, promotional materials, equipment, refreshments and assistance with research and finding resources. Local Studies & Archives have contributed by providing information and records on local lads who fought in the battles, ensuring that local ties and relevance is maintained. The partnership has allowed the speakers and Local Studies staff to develop and extend skills associated with military research. Local Studies has also used the talks to develop displays to promote the Local Studies collection and Lane Cove's extensive World War I subject strength collection. The program has been important for cultivating contacts in the broader community and among people who don't necessarily regularly visit the Library. The talks have also attracted visitors from areas beyond Lane Cove who have travelled some distance to attend. The popularity of this series is reflected in the number of visitors who have attended a number of the talks. It is envisaged that the program will continue into 2018.

NAOMI BASSFORD
Manager, Local Studies and Archives,
Lane Cove Library



It has been pleasing to see a high percentage of men attending the talks as it is often difficult getting them along to other library programs.

GRAEME DAVIS FROM LANE COVE RSL PRESENTS A TALK ON GALLIPOLI AT LANE COVE LIBRARY, APRIL 2015

Partners in literacy

Setting up an adult literacy volunteer program in your library



An adult literacy tutoring program can be a great example of community partnerships in action, bringing together libraries, training providers, community organisations and local businesses ... as well as the learners and tutors themselves. The Reading Writing Hotline, a national service which supports adult literacy and numeracy, spoke with **Chris Jones** from MidCoast Libraries and **Robert Stewart** from Singleton Library about the benefits of starting a volunteer literacy program for adult learners.

Why develop a volunteer tutor program?

Robert: Libraries are about literacy and learning. It's the core reason why we exist. A volunteer tutor program is a concrete way in which libraries can address issues of low adult literacy in their communities.

How did you attract your tutors?

Robert: A free two-day weekend training session was advertised via email, flyers, local media release, and school newsletters.

Chris: A promotional program tied in with a broader community network called Better Reading Better Communities. We're fortunate to have Champions within our community (individuals and organisations) which promote the programs. We were thrilled with how readily community members stepped forward to become tutors.

How did you reach potential learners?

Robert: We used the website, email, flyers, and social media. Major stores displayed flyers. Agencies such as Medicare, employment agencies, disability service providers, medical practices, opportunity shops and churches were approached to recommend the program and display flyers.

Chris: This is where the Better Reading Better Communities network is so important. We actively work with key organisations that have clients with reading challenges. We've also developed some great links with the local Aboriginal community and are doing training at remote locations.

Who trains your volunteers?

Chris: Our local TAFE delivered a compulsory literacy tutor module. Tutors start with a face to face session, and complete the module online. Face to face group training is very worthwhile at either end of the course. During four courses since 2014, we trained 40 tutors, with 30 completing. One course trained Indigenous tutors to work within their own communities.

Recently we've developed an online course that we think has nationwide possibilities.

Robert: We approached the team from Read Write and Spell – Foundation Studies for Adults. They were excellent and presented a highly engaging two-day course modelled specifically to suit our needs.

How was it funded?

Chris: Local government has money available through community grants. TAFE may be able to access community obligation funding and Friends of Library can also assist.

Robert: Through existing budgets and inviting staff from nearby library services to attend on a fee-paying basis.

Where do your tutors and learners work together?

Chris: We encourage meeting in the library, neighbourhood centre or other neutral space. The tutors also do outreach in the community such as reading to people in nursing homes, literacy support in local schools and the Community College. One tutor is a JP and goes to the court house and Centrelink to assist with completing forms.

Do you vet your tutors?

Chris: No, but all tutors complete training regardless of their teaching experience. They must also complete a Police Check and in some cases a Working With Children Check. Tutors may complete training and then decide

it's not for them, but even if 50% of tutors become active that's brilliant.

How are tutors coordinated?

Robert: The Library Programs Officer matches the student with a tutor. The Programs Officer facilitates training, is available for support and hosts a tutor get-together twice a year.

What's the key to making it work?

Chris: Don't run the program in isolation – promote it within the community to drive demand. The tutors are the linchpin, but it's the community action group that makes it thrive.

Robert: Reliable and enthusiastic tutors, heavy continuous promotion, attention to detail, and support from all Library staff.

Other comments?

Chris: While it doesn't provide a large increase in people using the library, it does make a huge difference for people using the programs. This provides one of those quality, life-changing outcomes. We've had plenty of those. Engaging tutors through professional development activities every few months is important. You need to have appropriate adult literacy resources available for tutors to use.

Has it been a good thing for the library?

Chris: Yes, it's been wonderful. Some days it feels like the best thing we have ever done.

Robert: Yes! It's a concrete way to tackle adult literacy. Libraries have many programs aimed at enhancing early childhood literacy, but relatively few aimed at adult literacy.

JILL FINCH
Reading Writing Hotline

Snapshots

A snapshot of partnerships taking place in NSW public libraries



/01

Hawkesbury Library partners with camera club

Hawkesbury Library Service partnered with the Hawkesbury Camera Club to provide free photography workshops. The Camera Club provided the presentation, volunteers and expertise while the Library provided the space, advertising and refreshments. The number of attendees increased from 25 to 60, which was probably due to the Library's improved advertising regime, email newsletters, newspaper, media releases and Facebook. The most recent session was capped at 30 which worked better for the Club for interacting with the attendees, whose ages ranged from teenagers to seniors. The format was a short presentation on the basics of digital SLR cameras, followed by a five-minute introduction to the Hawkesbury Camera Club. After a cup of coffee, participants were encouraged to take their camera off the automatic settings and take photographs at special stations set up around the room. There was also time for one-on-one advice from the experts. It's safe to say that the club

and Library are very keen to run similar events again. Partnerships such as these provide opportunities for local organisations to promote themselves and for the Library to promote our services, free membership and related collection materials to a captive audience.

—
LAURA SAUNDERS
Library Officer - Community Engagement,
Hawkesbury Library Service

Willoughby works with government agencies

Willoughby City Library has partnered with a number of government agencies to offer new programs for the local community. These partnerships include:

- A collaboration with the e-Safety Commissioner's Office in February to host a focus group to help understand the learning needs of seniors, and the most effective ways of supporting their learning within a digital environment.
- A second collaboration with the Department of Human Services – Financial Information, led to the introduction of two financial seminars



/02

in March on changes to superannuation and retirement income streams.

- The Library will also host a myGov Made Easy workshop to help customers learn how to gain secure access to Centrelink and other government online services.

We are creating a culture of partnerships to gain mutual goals. Partnerships help us to expand and improve our services in ways we would not be able to do on our own.

—
CECILIA WONG
Online Services Librarian,
Willoughby City Library

Goulburn partners with Telstra

The Goulburn Mulwaree Library has partnered with the local Goulburn Telstra store since 2015 to provide our patrons with training on using their smartphones and tablet devices. Patrons were often coming to the Library looking for assistance with browsing the internet, taking photos or completing other tasks using their smartphone or tablet. Staff were keen to help, but the diversity of devices and intensive nature of the assistance



/03

required meant that patrons were not growing their own skills and confidence in using their devices. The local Telstra store had expressed interest in partnering with us to provide training and assistance with technology. Telstra is keen to give back to the community and showcase the positive difference their staff can make on an individual basis; the Library is keen to provide technology training to our patrons but often doesn't have the time or availability of skilled staff to offer this service as an ongoing program. Telstra already offers Tech Savvy Seniors materials, and the Library has run sessions using these materials in the past, so a partnership was a logical extension of this. Through the Library providing a suitable space and Telstra providing highly skilled staff both partners have been able to meet their goals. Feedback on the program has been overwhelmingly positive, with the majority of participants feeling more confident using their devices.

—
SUSAN MCILROY
Library Support Officer,
Goulburn Mulwaree Library



/04

Lismore Library's Young Writers Group

In 2015 Lismore City Library established a Young Writers Group. Young writers meet once a month at the Library, facilitated by local author Jesse Blackadder. The group engages in writing-based activities, listens to and discusses each other's work and the works of published authors, and gains insight into the business of writing from their onsite published author, Jesse. At the end of each year, the group creates works for a collective volume which is given to each participant and added to the Library collection. The Library provides program coordination, the venue, refreshments, promotion and support at the workshops. It is very much a dynamic two-way partnership.

Midway through 2016, Jesse suggested expanding the group's horizons using the resources of the Byron Writers Festival's StoryBoard program. StoryBoard is a regional

adaptation of the Sydney Story Factory, and is a Byron Writers Festival initiative aimed at getting young people excited about literature, literacy and creativity, while giving them the tools to create their futures. Funding through the Byron Writers Festival has allowed further development of the program to incorporate new authors and themes. This year the first StoryBoard Masterclass, 'Tell Stories like a Filmmaker', was facilitated by author and director, Tristan Banks and film producer, Coralie Tapper. The collaboration with StoryBoard expands the range of writing experiences we are able to offer to participants. We have an ever-growing group of like-minded young people who enjoy the creative opportunities available to them through this forum which has been key to a successful partnership – satisfying community needs for collaborative creative spaces and opportunities to connect and create.

—
ANNETTE MCGRATH
Library Assistant, Lismore City Library,
Richmond Tweed Regional Library

01 GETTING TO KNOW YOUR CAMERA SESSION AT HAWKESBURY LIBRARY

02 WILLOUGHBY LIBRARY HOSTS A FOCUS GROUP DISCUSSION WITH THE E-SAFETY COMMISSIONER'S OFFICE

03 TELSTRA STAFF ASSIST PATRONS WITH USING THEIR SMARTPHONES AND TABLETS AT GOULBURN LIBRARY

04 LISMORE LIBRARY'S YOUNG WRITERS GROUP WITH LISMORE AREA LIBRARIAN LUCY KINSLEY AND AUTHOR JESSE BLACKADDER



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