

# DISCUSSION GUIDE – STAKEHOLDER INTERVIEWS

## STATE LIBRARY NSW – REGIONAL MANAGEMENT MODELS RESEARCH

The University of Technology, Sydney, Centre for Local Government (CLG) has been engaged by the State Library of New South Wales to undertake research to explore and consider regional management models for NSW public libraries.

CLG is undertaking this research project to:

- [ Understand the types of arrangements that are currently in place between councils for regional or cooperative library services across NSW;
- [ Explore regional management models for NSW public libraries; and
- [ Explore other possibilities for management models e.g. cooperative models that councils may use for other local and regional arrangements.

We are hoping to speak with you today to gain a greater understanding of your thoughts on regional management models for NSW public libraries.

### A few things to note:

- [ The interview may take up to 45 minutes
- [ You or your organisation will not be identified by name in any reports or papers using information from this interview without your permission and after your review of the materials.
- [ All information collected will be kept strictly confidential and stored securely and any subsequent use of the data will be subject to standard data use policies which protect the anonymity of individuals and institutions.
- [ I will take notes as we talk to help with the analysis.

*Do you have any questions? Can you please confirm that you have understood this information and agree to the interview being recorded?*

**Thank you** – let's begin.

### **Introduction:**

1. Can you please tell us briefly a little about your current role and the type of work you are doing? (E.g. position/title/organisation etc.)
2. Do you have any direct involvement with a local library of the State Library of NSW? If so, are you able to provide some detail of your relationship/involvement?

### **The Act:**

3. What is your opinion of the changes to the Act in 2011 – inserting Section 12A into the legislation which strongly encourages further collaboration between libraries?
4. There has currently been no take-up of Section 12A – do you think there are any particular reasons for Councils not taking-up Section 12A for alternative models for regional library management?

### **Regional libraries:**

5. Do you know of any Councils/libraries that are currently operating under a regional agreement/arrangement?
6. If yes, do you know if these libraries operate through formal or informal agreements or partnerships?
  - What is the type of agreement?
  - Who are the partners to the agreement (how many)?
  - What geographic area does the agreement cover?
  - What library services and aspects of business does the agreement cover?
7. What do you think are some benefits for libraries operating and collaborating at a regional scale?
  - For organisation management?
  - For relationship building between Councils?
  - To library staff?
  - To Council?
  - To the community?
8. What do you think are some barriers for libraries operating and collaborating at a regional scale?
  - For organisation management?
  - For relationships between Councils?
  - To library staff?
  - To Council?
  - To the community?
9. What do you think are some elements that make regional and/or cooperative library models work?
10. What do you think have been some of the reasons for standalone libraries not wanting to be part of a regional or cooperative model?
11. Do you think there are other things that may help/assist with regional and/or cooperative library arrangements?
12. Do you think there is any incentive for standalone libraries to want to be part of a regional or cooperative library model? If so, what do you think they are?

### **Shared services – other than libraries (e.g. child care, water and sewerage, recreation facilities etc.):**

13. What do you classify as a shared service? Can you provide some examples?
14. Can you provide some examples of where you have seen successful shared services in operation? What made them successful?
15. Can you provide some examples of where you have seen unsuccessful shared services in operation? What made them unsuccessful?

16. Are there any particular local or regional services (e.g. child care, senior's centres etc) you think libraries could collaborate with more closely and potentially provide a shared service offer?

**The future:**

Now thinking about all the possible arrangements for regional cooperation and shared service delivery...

17. Are there any particular council services, including libraries that you would like to see be part of a regional agreement or shared service arrangement? Are you able to provide some example? (E.g. potential councils and associated services)
18. Do you think there are currently any barriers and challenges in achieving shared service and/or regional agreements of libraries and other services across Local Government Areas?
19. If yes, what do you think are the barriers and challenges facing councils in order to achieve regional library agreements?
20. Looking towards the future, do you think there will be any changes in the demand for library services? If so, what do you think these changes may include?
21. Looking towards the future, do you think there will be any changes in community expectations of library services? If so, what do you think these expectations may include?
22. To what degree do you think regional library models may be able to meet these new challenges?
23. What opportunities/benefits do you think could result from regional libraries/shared services in communities across NSW?
24. What is the overall value that libraries add to the local/regional community?

**Thank you for your time.**