

# Public Libraries Consultative Committee

Minutes of the meeting held Monday 22 September 2014  
 Pittwater Library, 11am to 1 pm  
 TRIM File No: 32540



1.	<p><b>Present:</b>                  Jan Richards (Library Council – Chair), Alex Byrne (State Library), Andrew Tink (Library Council), Susan Doyle (Library Council) Frances Sims (State Library), Michelle Simon (NSW MPLA), Clr Graham Smith (PLNSW), Keryl Collard (PLNSW), Clr Julie Hegarty (LGNSW), Robert Knight (PLNSW), Clr Veronique Marchandean (NSW MPLA), Paul Scully (NSW MPLA), Cameron Morley (State Library – Minutes)</p>	
2.	<p><b>Apologies:</b>                  Noel Baum (LGNSW), Natasa Mitic (Office of Local Government)</p>	
3.	<p><b>Confirmation of previous minutes 14 July 2014:</b>                  The Minutes of the 72nd meeting held on 14 July 2014, which had been circulated, were confirmed and accepted as a true record.</p>	
		<b>ACTION</b>
4.	<p><b>Business Arising from previous minutes:</b>                  The Chair noted that any Business Arising from the previous meeting is covered in the meeting papers.</p>	
5.	<p><b>Public Library Funding Strategy 2014/15:</b>                  Cameron Morley advised the Committee on progress of the 2014/15 Public Library Funding Strategy.</p> <p>The Library Council of NSW endorsed the PLCC's recommendations of 14 July 2014 at its meeting of 4 August 2014. The State Library subsequently submitted the recommended Funding Strategy to the Minister for the Arts in accordance with s4A and s5 of the Library Act 1939.</p> <p>Ministerial approval was received on 10 September 2014, including approval of the Public Library Infrastructure Grants Guidelines.</p> <p>Application forms for 2014/15 Subsidy and DGA payments were dispatched to NSW councils on 12 September. This includes the Statement of Library Operations form which has been revised this year to reflect recent changes to accounting standards. Forms are due on 24 October 2014, and payments to councils will be made as forms are received.</p>	

	<p>The Public Library Infrastructure Grants program was opened on 15 September 2014. Online applications are due on 31 October 2014.</p> <p>The March 2015 NSW Election has necessitated a revision to the Public Library Infrastructure Grants program timetable. Grants announcements must occur prior to caretaker period that commences in March 2015.</p> <p>Accordingly, the Library Council Grants Committee will convene on 10 December 2014 to form its recommendations for the consideration of the Library Council. It is expected that the Library Council will forward grant recommendations to the Minister for the Arts by the end of January 2015.</p> <p><b>Recommendation</b> The Public Libraries Consultative Committee NOTED the update on the implementation of the 2014/15 Public Library Funding Strategy.</p>	
<p><b>6.</b></p>	<p><b>Public Library Funding Model 2015/16 – Proposed Principles:</b></p> <p>Alex Byrne briefed the Committee on proposed principles for a new public library funding model for NSW, and sought feedback from Committee members.</p> <p>A statement made by the Minister for the Arts the Hon Troy Grant MP to the Legislative Assembly on 7 August 2014 was noted:</p> <p style="padding-left: 40px;">In relation to the Library Council of NSW, I am aware that increased funding is desirable to assist New South Wales councils in being able to continue to maintain and develop quality library services and ancillary services for the people of New South Wales. However, I argue that merely growing the per capita subsidy will only benefit councils with larger populations and a greater rating capacity. The preferred approach of this Government is to support councils that face greater challenges to deliver library services in a more structured and more appropriate manner. The Government has maintained and increased its contributions to local councils and libraries and, despite the tight budget circumstances it inherited, will continue to do so.<sup>1</sup></p>	

<sup>1</sup>

<http://www.parliament.nsw.gov.au/prod/parlment/hansart.nsf/V3Key/LA20140807031?open&refNavID=undefined#>

	<p>In addition the Committee was advised that the Library Council's recommendation to the Minister on the 2014/15 Public Library Funding Strategy included advice that the State Library is developing options for a new funding model from 2015/16 for the Minister's consideration.</p> <p>The Committee considered the following principles:</p> <ol style="list-style-type: none"> <li>1. The introduction of a base payment for councils with populations below 20,000 people.</li> <li>2. Achieving the appropriate balance between per capita funding and other components.</li> <li>3. Utilisation of NSW Local Government Grants Commission (LGGC) disability factors to effectively and equitably allocate funds to councils that have greater needs.</li> <li>4. Encouraging councils to cooperate regionally on library services.</li> <li>5. Strengthening statewide services provided through the State Library.</li> <li>6. Increasing the funding pool to enable more funds to be allocated to councils with greater needs without reducing funds to other councils.</li> <li>7. Introducing a new model and increased funding over a 4 year forward estimates period.</li> </ol> <p>The Committee discussed the principles and agreed that they are appropriate for use in the development of a new funding model.</p> <p>The Committee was advised that the State Library will prepare an options paper for the Minister.</p> <p><b>Recommendation</b> The Public Libraries Consultative Committee NOTED and ENDORSED the proposed principles for use in the development of a new public library funding model.</p>	<p>Frances Sims</p> <p>Cameron Morley</p>
<p><b>7.</b></p>	<p><b>Multicultural Services Review:</b> Frances Sims advised the Committee that a review of the State Library's multicultural services to public libraries will commence in October 2014.</p> <p>The aims and proposed methodology of the review are as follows:</p>	

	<p>1. Describe and assess the adequacy of the current service offering broken down into the Bulk Loans service and the Multicultural Purchasing Cooperative.</p> <p>Detail to include languages provided, libraries serviced, circulation management procedures and usage statistics.</p> <p>Adequacy may be assessed in terms of linguistic diversity in NSW and the needs of clients with reference to comparable services in other jurisdictions.</p> <p>2. Examine alternate models for the delivery of services. These may include:</p> <ul style="list-style-type: none"> <li>• outsourcing collection packaging and dispatch</li> <li>• delivery and return to a provider with the work to be undertaken at the Library or at an external site or a combination</li> <li>• offsite storage of the collection</li> <li>• potential for longer loan periods and/or a higher amount of items per loan</li> <li>• potential for specific language collections to be housed at public libraries (centre of excellence approach)</li> <li>• review of existing processes for efficiency</li> <li>• outsourcing the cooperative purchasing of common languages</li> </ul> <p>The methodology will include consultation with stakeholders on options.</p> <p>An external consultant will be engaged to assist with the review.</p> <p>3. The desired outcome is a service for implementation which will effectively and efficiently meet the needs of NSW public libraries and the community into the future.</p> <p><b>Recommendation</b> The Committee NOTED the briefing on the review of the State Library's Multicultural Services to NSW public libraries.</p>	
<p><b>8.</b></p>	<p><b>Statewide Projects Update</b> Cameron Morley updated the Committee on current statewide projects.</p> <p>Three major statewide projects managed by the State Library on behalf of the public library network are in progress:</p>	

- 1) Early Literacy Framework Research
- 2) Regional Library Models Research
- 3) Mobile Libraries and Outreach Models Research

### **Early Literacy Framework Research**

The survey for library managers, children's librarians and the branch library staff who deliver early literacy programs is now live, with all libraries encouraged to complete the online instrument by 30 September 2014.

Twenty four NSW public libraries will be visited by the researchers in the next phase of the project. The researchers will observe programs and survey participants. Libraries will be invited to participate.

### **Regional Library Models**

The UTS Centre for Local Government has been appointed to assist with this project.

Phase 1 will include sourcing information on the types of existing regional and cooperative library arrangements in NSW. In phase 2 the researchers will investigate other types of cooperative council arrangements that may have utility for library services.

Eight one-on-one interviews have been conducted to date with regional / cooperative library managers (including Jan Richards and Robert Knight), as well as PLCC members Councillors Smith and Hegarty, and the State Library's Dr Alex Byrne and Frances Sims.

The State Library will contact regional and cooperative library services and request copies of current agreements for research purposes. Libraries are not obligated to include financial information and may omit sensitive council to council service agreement information if desired. The researchers are most interested in the types of services that are included in agreements and the types of models that are in place.

### **Mobile Library and Outreach Models in the NSW Public Library Context**

The objective of the project is to gain an understanding of current practice with a view to establishing best practice guidelines.

The survey phase is now under way and will close on 22 September 2014. All NSW public libraries have been asked to participate, to gain detailed data on current mobile and outreach service models, including deposit stations.

Site visits are in the process of being finalized. The consultants Roger Henshaw and Associates plan to visit **Mobile Libraries** provided by Riverina Regional Library, Western Riverina Regional Library, Shoalhaven, Lake Macquarie, Port Stephens, Gosford and Wollondilly. Other models such as Broken Hill's Outback Letterbox Library, **Deposit Stations** operated by Hawkesbury, Greater Taree and Great Lakes and **Pop up**

	<p><b>libraries</b> operated by Camden, Greater Taree and Manly Library Afloat., will also be examined.</p> <p><b>Other Surveys</b> A range of other targeted surveys are being conducted by the State Library's Public Library Services Branch to ascertain how some NSW public libraries are attaining high usage of certain services, with a view to sharing best practice ideas with the rest of the network. The genesis of this research was the analysis of the past few years of NSW Public Library Statistics which showed that some libraries are achieving growth in traditional and non-traditional services, while other libraries are reporting contraction.</p> <p>This investigation is being undertaken with input from the Public Library Network Research Committee, and includes non-fiction management and promotion, community information services management, readers' advisory services and research into ebooks, ereaders and tablet provision.</p> <p><b>Plan of Action</b> Further updates will be brought to the Committee as the projects progress.</p> <p><b>Recommendation</b> The Committee NOTED the progress of the current statewide projects.</p>	
<p><b>9.</b></p>	<p><b>Joint Use Libraries – Guidelines Update</b> Frances Sims advised the Committee on progress of this matter.</p> <p>As discussed at the 14 July PLCC meeting two NSW councils had contacted the State Library for advice after being approached by separate TAFE Institutes regarding the development of possible joint public and TAFE library services. Subsequently two more councils have received similar approaches from local TAFE Institutes.</p> <p>The State Library provided the Library Council of NSW <i>Guideline for Joint Use Libraries</i> to the councils for reference. The Guidelines were approved by the Premier in 1983, and despite their age remain a useful guide to specifying the requirements for a joint use library service, including management responsibilities. The Guidelines as they stand specify that any joint use arrangement proposal needs to be considered by the Joint Use Libraries Consultative Group, which was convened by the State Librarian with senior representation from TAFE and DET.</p> <p>In light of these recent approaches from TAFE to councils regarding joint use libraries the State Library (State Librarian Alex Byrne, Frances Sims and Cameron Morley) met with TAFE (Managing Director Pam Christie, Marilyn Hart and Peter</p>	

	<p>Roberts) in July 2014 on principles for consultation and engagement on proposals for joint use Public / TAFE libraries, and to consider an update to the Guidelines.</p> <p>As a result of those discussions, the Guidelines have been revised and updated as a Discussion Draft to reflect changes in the library and information field and to consider a more flexible approach to joint-use libraries, including the concept of collaborative arrangements where one entity agrees to deliver a library service to serve the clients of another entity. In addition the draft sets out that decisions on collaborative arrangements are the province of the local authority, with State Library advice to be sought on aspects of any agreement that are Library Act-related.</p> <p>The Committee discussed and endorsed the draft. It was suggested and agreed that the draft should be shared with selected NSW public library managers for comment prior to being forwarded to TAFE NSW for input.</p> <p>It was further agreed that template agreements would be practicable and desirable to assist public libraries to enter into collaborative arrangements.</p> <p><b>Recommendation</b> That the Committee NOTED the briefing, and it was AGREED that the discussion draft is circulated to NSW public library managers for comment prior to being forwarded to TAFE NSW for input.</p>	Cameron Morley
10.	<p><b>Learning and development Strategy: Learning Communities</b></p> <p>Cameron Morley briefed the Committee on progress of the Learning and Development 3 year strategy.</p> <p>Consultation is underway in identifying the priorities for learning and development programs in the three year Learning and Development Strategy. A calendar is also in development to provide an overview of opportunities and to assist in planning.</p> <p>A new course for NSW public library staff has been developed with TAFE NSW entitled <i>Digital Repositories: Resource Creation and Management in Public Libraries</i>. The course is delivered online augmented by practical workshops. The first of six workshops is scheduled for 1 October. To date staff from 57 NSW public libraries have enrolled. The objective is to train 1 staff member from each of the 102 NSW public library services. Spaces will be opened up to additional staff from libraries that have already enrolled if not all libraries take up the offer</p> <p><b>Learning Communities</b> <i>Learning communities</i> (or communities of practice) is a key component of the Learning and Development Framework. This</p>	

component recognises the value of public library specialist practitioners interacting with and learning from their peers in other libraries, including the State Library, across NSW.

State Library and public library staff are active participants in many learning communities. Some of these communities are working groups established by the NSW MPLA or PLNSW. In some cases, the groups include zone or region based sub-groups (e.g. young people's services groups in South West and North East zones).

The State Library supports and facilitates the establishment and development of communities of interest and networks. This support includes advice to working groups, support and facilitation of seminars or meetings, specialist consultancy, venue provision, elist hosting and wiki/blog hosting. Most groups have a public library manager "sponsor" who reports on group activities to Association meetings. These learning communities currently include:

- Multicultural Working Group
- Local History Working Group
- Readers' Advisory Working Group
- Reference and Information Services working group
- Young people in NSW working group
- Home Library Services / Older People Working Group
- Document Delivery Working Group
- Literacy Working Group
- Marketing Working Group
- LIAC and drugInfo forum
- Mobile Libraries
- Regional Library Managers
- NSW.net content working group
- Taking the Lead (including alumni)

In discussion the amalgamation of the two NSW Public Library Associations was noted, and the Committee agreed that the new NSW Public Library Association and the State Library work together to ensure that these communities of practice continue. For example group auspicing, library manager sponsors, terms of reference and the hosting of wikis, minutes, agendas, reports and publications may require review.

It was suggested that a community of practice for library information technology may be of use, and it was agreed that this will be considered as part of the review.

### **Recommendations**

The Committee:

- 1) NOTED progress on the Learning and Development Strategy.

	<p>2) NOTED the importance of NSW public library learning communities and AGREED that the State Library works with NSW public libraries and the NSW Public Library Association to support the continuation and development of learning communities.</p>	
<p>11.</p>	<p><b>Update on planning for the 75<sup>th</sup> Anniversary of the Library Act 1939</b></p> <p>Cameron Morley updated the Committee on the progress of program.</p> <p><u>Gala event at the State Library on 17 November 2014, 5-7pm</u></p> <ul style="list-style-type: none"> <li>• NSW Minister for the Arts, the Hon Troy Grant MP, will be the special guest for the event.</li> <li>• Invitations will be sent in late September.</li> </ul> <p><u>The 11<sup>th</sup> Australian Library History Forum: Libraries for the People at the State Library on 18-19 November 2014</u></p> <ul style="list-style-type: none"> <li>• Bookings for the Forum went live in July.</li> <li>• The Forum has been promoted online via the State Library home page, on social media via the State Library Facebook and Twitter accounts and via email lists for the NSW public library network, interstate libraries, university libraries and historians associations. Advertisements were placed in the September issue of INCITE magazine and ALIA e-newsletters in August.</li> </ul> <p><u>Building on the Bookends Scenarios</u></p> <ul style="list-style-type: none"> <li>• A follow-up to the Bookends Scenarios of 2009, exploring future scenarios for the NSW public library network and possible strategic implications, facilitated by Oliver Freeman of the Neville Freeman Agency.</li> <li>• Oliver Freeman and Richard Watson carried out desk-based research and interviewed 18 Australian and international library stakeholders to produce two documents, The Thought Leadership Report and The Scenario Review: The future of public libraries.</li> <li>• These documents were used as “thought-starters” for the Future of Public Libraries Forum, a scenario building workshop held on 29 August 2014 at the State Library and attended by 40 representatives from the NSW public library network. Participants discussed which scenarios were emerging and what libraries could do in response to them. Discussion was captured using innovative “Zing” software.</li> <li>• A half-day presentation of the findings of the project will take place on the morning of 9 October 2014 (exact timings TBC).</li> </ul> <p><u>NSW public libraries to host a celebration event on 3 November</u></p> <ul style="list-style-type: none"> <li>• Libraries will be encouraged to host a celebration event on 3 November 2014.</li> </ul>	

- An information pack will be sent to libraries in September, outlining a brief history of the Library Act and a list of suggested celebration activities.
- Libraries will be encouraged to take part in social media activities leading up to 3 November (see below).
- Branded posters and materials will be provided to libraries to use during their celebration event or in a display at their library, e.g. bookmarks and balloons.

#### Online and social media activities

- A Libraryact75th blog was established in July at <http://libraryact75th.tumblr.com/>
- Information about the project is shared with the public library network via the Libraryact75th blog, PLS pages of the State Library website, PLS blog and email lists.
- A unique hashtag #libraryact75th has been established.
- NSW public libraries have been encouraged to share historical photographs of their library via the Celebrating 75 Years board on Pinterest at <http://www.pinterest.com/slnswpls/celebrating-75-years/>. The Pinterest board has been very successful, with over 100 followers and nine libraries sharing their own photos to date.
- A toolkit of suggested social media activities will be provided to libraries in September to help them celebrate and promote their library service. Libraries will be encouraged to coordinate at least one activity at their library.
- The State Library will co-ordinate social media activities in the month leading up to 3 November, such as asking key figures in the library and local community to share their “library memory”, featuring and featuring “a library a day” and sharing photos on dedicated themes.

#### Digitisation of key documents and photos of NSW public libraries from State Library corporate records

- The following documents have been digitised and are accessible via the State Library’s catalogue: Munn-Pitt report of 1935, Libraries Advisory Committee report and draft Library Bill of 1939, and the original Library Act 1939.
- Over 110 images of NSW public libraries from the 1940s-1980s have been digitised and shared on Pinterest via a dedicated Celebrating 75 Years board at <http://www.pinterest.com/slnswpls/celebrating-75-years/>
- The photos were featured on the front cover of the August 2014 edition of *Public Library News* and in a photo essay in the winter issue of *SL Magazine*.

#### Oral history

- NSW public libraries are encouraged to carry out oral history interviews with former library managers and staff to capture their memories of NSW libraries over the last 75 years.

	<ul style="list-style-type: none"> <li>• 19 libraries expressed interest in being trained to participate in the project.</li> <li>• An introduction to oral history training day was held on 16 September at the State Library for 20 public library participants. The training day was delivered by the Oral History Association's Louise Darmody, and has been developed with input from Sally Hone, Curator, Research and Discovery, State Library of NSW.</li> <li>• Libraries will be encouraged to donate a copy of their oral history to the State Library to create a legacy 75<sup>th</sup> anniversary of the Library Act oral history collection.</li> <li>• A project toolkit will be produced for libraries, providing them with best practice guidelines on carrying out oral histories and how to donate a copy of their oral history to the State Library.</li> <li>• Oral histories will be shared on the libraryact75th blog <a href="http://libraryact75th.tumblr.com/">http://libraryact75th.tumblr.com/</a></li> </ul> <p><b>Recommendation</b> The Committee NOTED the update on planning for the 75th Anniversary of the Library Act 1939.</p>	
12.	<p><b>Association Reports</b> Cr Graham Smith presented the NSW Public Library Association Report.</p> <p>The report outlined progress of the merger of the NSW MPLA and PLNSW.</p> <p>Nominations are now open for election of the inaugural Executive of the new association. Results will be announced at the AGM in Mudgee on 14 November 2014.</p> <p>The Public Library Funding Campaign petition has attracted over 60,000 signatures.</p> <p>Association representatives met with Minister Grant on 7 August 2014.</p> <p><b>Recommendation</b> The Committee NOTED the briefing.</p>	
13.	<p><b>Other Business</b> <u>Office of Local Government Report</u> Natasa Mitic provided a report relating to the Government's <i>Fit for the Future</i> announcement. The report will be circulated out of session.</p>	

	<p><u>Acknowledgements</u> The Chair and Committee congratulated Dr Alex Byrne on his recent IFLA Fellowship award.</p> <p>The Committee congratulated Jan Richards on her recent ALIA Fellowship.</p> <p>It was noted that this meeting will be the last for Clr Veronique Marchandean and Keryl Collard. Both were thanked for their valued participation.</p> <p><u>Annual Joint Meeting with Library Council</u> The Committee will meet with the Library Council from 3pm to 4pm on Monday 1 December 2014.</p> <p>It was agreed that agenda topics would include the proposed new funding model, 75<sup>th</sup> anniversary activities and the evolution of library service models, including joint use and regional models.</p> <p><u>Pittwater Council</u> Pittwater Library was thanked for agreeing to host the meeting.</p>	
14.	<p><b>Points for Communication</b> It was recommended that a summary of all agenda items apart from 6 and 9 can be circulated via a Points for Communication email to NSW public library managers.</p>	
15	<p><b>Dates for 2014</b></p> <ul style="list-style-type: none"> <li>• Monday 1 December 1.30-3.00, followed by Joint meeting with Library Council from 3.00-4.00</li> </ul>	
	The meeting closed at 1pm	