

## **Public Libraries Consultative Committee (PLCC)**

59th meeting of the Library Council Sub-committee to be held on  
Monday 6 June 2011 in the Coles Room, Macquarie Wing  
State Library of New South Wales at 10 for 10.30am

(Note: meeting scheduled for 21 March 2011 was deferred)

(Lunch will be served from 12.00pm)

# **Agenda**

**1. Attendance**

**2. Minutes**

The minutes of the 58th meeting held on 15 November 2010

- 2.1 Business Arising
  - Regional Libraries and the Library Act 1939

**3. Public Library Funding**

Director, Public Library and Community Learning Services  
Manager, Funding and Advisory Services

*Verbal update*

**Action**

For information and discussion

**4. NSW Public Library Associations meeting with Library Council President**

Director, Public Library and Community Learning Services

**Action**

For information and discussion

**5. Proposal from Public Libraries NSW – Metropolitan regarding the Interlibrary Loan Van service (management of contract by the State Library)**

Director, Public Library and Community Learning Services

**Action**

For information and discussion

**6. Review of the PLCC – draft survey report**

Chair, PLCC

Director, Public Library and Community Learning Services

**Action**

For discussion and recommendation

**7. Australian Learning Communities Network**  
Chair PLCC

**Action**

For discussion and recommendation

**8. Public Library Network Research Committee Update**

**8.1 Professional Development Program 2011**

Manager, Funding and Advisory Services

**8.2 Victorian Public Library Value Study**

**Action**

For information and discussion

**9. Briefing on the NSW.net Service Delivery and Marketing Strategy  
January – June 2011**

Manager, NSW.net

**Action**

For information and discussion

**10. Library Council report (*standing item*)**  
Chair, PLCC

**Action**

For information

**11. Public Library Holdings on Libraries Australia**  
Manager, Funding and Advisory Services

**Action**

For information and discussion

**12. Association reports**

**12.1 Public Libraries NSW - Metropolitan report**  
Secretary, PLM

**12.2 Public Libraries NSW - Country report**  
Secretary, PLC

**12.3 Local Government Managers Association, NSW**  
LGMA representative

**GENERAL BUSINESS**

**13. Other business**

## Public Libraries Consultative Committee (PLCC)

### Minutes

59th meeting of the Library Council Sub-committee held on Monday 6 June 2011 in the Coles Room State Library of New South Wales, at 10.30am

Item	Discussion	Action
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1	<b>Present</b>	
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Robert Knight (Chair, Library Council of NSW), Rob Thomas (President, Library Council of NSW), Noelle Nelson (State Library), Ian Greenhalgh (PLNSW), Clr Graham Smith (PLNSW), Clr Win Gaffney (MPLA), Jennifer Bice (MPLA), Frances Sims (State Library of NSW), Michelle Mashman (MPLA), Keryl Collard (PLNSW), Richard Fisher (Library Council of NSW), Clr Julie Hegarty (LGSA), Jenny Eakins (LGMA) Cameron Morley (State Library of NSW- Minutes)

#### Apologies

Noel Baum (LGSA)

2	<b>Review of Previous Minutes and Business Arising</b>	
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The minutes of the 58th meeting held on 15 November 2010, which had been circulated, were confirmed and accepted as a true record. The Library Council President sought the agreement of the meeting for Robert Knight to perform the role of Chair. The Committee agreed. The Chair welcomed Noelle Nelson, Acting State Librarian and Jenny Eakins (Coffs Harbour City Council, representing the LGMA).

2.1	<b>Business arising</b>	
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#### *Regional libraries and the Library Act 1939*

Cameron Morley updated the Committee on progress. The Library Amendment Bill 2011 passed the Legislative Assembly on 30 May 2011 and the Legislative Council on 31 May 2011. The Bill now awaits assent.

The amendment is in keeping with the 2010 recommendation of the PLCC and Library Council to enable increased flexibility for councils in the operation of regional library services. Formal discussion of such an amendment began at the PLCC meeting of March 2009 when the matter was raised by the Public Libraries NSW-Country Association. The PLCC Minutes of the 51<sup>st</sup> through 58<sup>th</sup> meetings show the progress of the concept.

The Library Amendment Bill adds s12A to the Library Act 1939, and enables councils who wish to operate regional library services differently to the options available under ss12(1) +(2) to propose an alternative model for approval. Such proposals will need to be approved by the Minister for the Arts with the agreement of the Minister for Local Government. This is to ensure that alternative arrangements meet the requirements of the Library Act and Local Government Act.

The State Library will communicate with councils on the operation of the new s12A.

Cameron  
Morley

The Committee expressed its approval for the amendment and the process. The President commended the work of Frances Sims and Cameron Morley in assisting Arts NSW and the Government in the passage of the Bill.

### **Monitor the funding arrangements to provide advice to the Library Council on an annual basis**

#### **3 Public Library Funding**

Frances Sims updated the Committee. The June meeting of the PLCC is usually where allocations for the next financial year are discussed. The NSW State Budget will be released on 6 September 2011, therefore allocations to councils are not able to be discussed at this meeting.

Once the Budget is released, the PLCC Funding Working Group will be convened to consider the allocations and Funding Strategy for 2011/12. It was noted that the Government promised an additional \$4m for regional libraries during the election campaign, and that the Minister stated in his speeches on the Library Amendment Bill that the Government would give further consideration to public library funding. The Maintenance of Effort submission requesting an additional \$14.5m for public libraries, developed in consultation with the PLCC and Library Council, has been resubmitted to the Government.

#### **4 NSW Public Library Associations meeting with Library Council President**

The Library Council President elected to defer the 21 March 2011 PLCC meeting in order to work through some of the issues between the two NSW public library Associations arising from merger deliberations.

A key imperative for the Library Council in the wake of the above was to ensure continuation of the business of the PLCC. The President therefore proposed an informal meeting with representatives of the two Associations to discuss ongoing relations.

Clr Win Gaffney, Paul Scully and Jennifer Bice attended as representatives of the MPLA. Clr Les Lambert, John Bayliss and Ian Greenhalgh attended as representatives of Public Libraries NSW.

Frances Sims and Cameron Morley of the State Library of NSW also attended.

The meeting was productive and provided a good opportunity for dialogue. The meeting reached agreement that all parties are comfortable working together through the PLCC.

Each Association agreed in principle at the meeting that it would nominate a delegate as liaison representative with the other Association and that they would need to take the concept to their executive / association meetings. The role of delegates would be to identify issues of concern, attend meetings as appropriate and to network with country / metropolitan colleagues.

The Committee considered the Report. The President noted that he would like to see momentum continuing on the liaison delegates. The Associations indicated they would consider at their respective AGMs in November and inform of the results.

MPLA and  
PLNSW  
representat  
ives

**Provide policy advice to Library Council in relation to the provision of public library services in New South Wales**

**Provide advice to Library Council on an annual basis concerning the development of guidelines for Library Development Grants**

**Provide a consultative framework for the Library Council, the State Library and key stakeholders in local government concerning public library services in New South Wales**

**5 Proposal from Public Libraries NSW – Metropolitan regarding the Interlibrary Loan Van service (management of contract by the State Library)**

The Sydney Metropolitan Interlibrary Loan Van Service has operated since 1973. The service delivers interlibrary loans between the 38 Sydney metropolitan public libraries and the State Library. The service is currently managed by Waverley Library, co-funded by the 38 metropolitan public library services and the State Library through the Public Libraries Grants and Subsidies budget.

The NSW MPLA (which represents the 38 libraries) reviewed the service in 2010 with all participants including the State Library. The review recommendations include 1) outsourcing the service to a courier company, 2) rationalising the runs based on feedback received, and 3) requesting that the State Library manages the contract for the outsourced service on behalf of the participants.

The Association wrote to the State Library on 9 February 2011 requesting that the State Library manages the contract for an outsourced service on behalf of participating libraries. It was also requested that in the event of increased State funding that the service would be fully funded by the State.

The State Library has agreed to manage the outsourced contract on behalf of metropolitan libraries from 4 July 2011. Over March and April, the State Library has worked with participating libraries on the implementation. This has involved verifying the revised schedule with libraries and approaching three courier companies to quote according to this schedule. Quotes were received on 20 May 2011.

Cameron  
Morley

Following acceptance of a quote, a contract will be established using the State Government model contract. Further refinement of the service will take place in consultation with participating libraries during June 2011.

With regards to the request that the service is fully funded by the State in the event that increased State funding for public libraries is secured in 2011/12, this would need to be considered along with other demands on the funding. The NSW Budget will be handed down on 6 September 2011.

At this time a submission would need to be made through the appropriate process, that is, to the PLCC from the MPLA. The matter would then be considered by all the stakeholders at the PLCC when determining allocation of the available funds for network projects for recommendation to Library Council.

## **6 Review of the PLCC – draft survey report**

A review of the PLCC was discussed and agreed at the 11 June 2010 meeting.

At the November 2010 meeting it was agreed that a survey of NSW public library managers is to elicit responses in the following areas:

- Engagement
- Communication
- Membership
- Options for advising Library Council

The survey phase of the PLCC review took place in February 2011, conducted by Huegin Consulting. A draft report was provided by the consultants on 11 March 2011.

The survey was sent to 122 people who include current PLCC members and all NSW library managers. Seventy two (72) responses were received.

Trends identified from the review include:

- A desire to adjust the stakeholder mix to include more library managers (pages 4-6)
- Perceived blockages in communication between PLCC representatives and public libraries (pages 7-9)
- 65% agree that “the PLCC understands the issues and challenges facing my library” (page 10).

- The PLCC is relatively effective in meeting its terms of reference (page 11)
- Wide support for other forums to supplement the PLCC (page 12)

There are some misconceptions about PLCC process, role and scope evident in the comments. Having these issues raised as part of the review gives the Committee the opportunity to respond and provide clarity in these areas.

The Library Council considered the report at its March meeting.

The Committee discussed the survey report and the following next steps were agreed:

Frances  
Sims /  
Cameron  
Morley

- Publish the report on the State Library Website
- Convene a working group to prepare a plan of action based on the results in consultation with stakeholders for consideration by the PLCC; with the working group to comprise PLCC members and others. Possible ideas for consideration include:
  - Regular formal reporting from the Public Library Network Research Committee to the PLCC
  - Convening other forums which report to PLCC, for example an advisory group on the Professional Development program funded with the Strategic Network Funds
  - State Library to convene focus groups of library managers and staff on current issues (city and country venues).

The wider sharing of PLCC papers which are not about confidential government matters was recommended to enhance Committee communication with public libraries.

## **7 Australian Learning Communities Network**

The PLCC Chair presented the paper.

The Australian Learning Communities Network (ALCN) has requested that the PLCC promulgate information about the organisation to the NSW public library network.

The State Library proposes to hold a learning communities seminar and information forum during 2011 to showcase the programs and strategies that the State Library, as well as a number of councils and libraries in NSW, have implemented under the learning communities banner.

Frances  
Sims

## 8 Public Library Network Research Committee Update

Cameron Morley updated the Committee on current projects which include the Stock Quality Health Check, a standard customer satisfaction survey tool for NSW public libraries and the review of the *People Places Library Building Guidelines*.

The report was noted.

### 8.1 Professional Development Program 2011

Cameron Morley updated the Committee on the 2011 Professional Development Program. To date more than 500 public library staff have attended seminars at the State Library on topics such as library futures, reference, HSC, local studies and digitisation.

A new course entitled "Taking the Lead" is being run for 22 staff identified as potential future leaders in public libraries.

### 8.2 Victorian Public Library Value Study

The State Library of Victoria and the Public Libraries Victoria Network has recently published the results of a 3-year study to assess the economic value of public libraries in Victoria, *Dollars, Sense and Public Libraries – the landmark study of the socio-economic value of Victorian public libraries*

The Committee discussed the results in comparison with the NSW 2008 *Enriching Communities* study.

It was proposed to update the NSW value study using the latest public library statistics and values and the methodology developed as part of *Enriching Communities* to ensure this key resource remains up to date.

It was agreed that updating of *Enriching Communities* be referred to the NSW Public Library Network Research Committee for action.

Cameron  
Morley

## 9 Briefing on the NSW.net Service Delivery and Marketing Strategy January – June 2011

Joyce Azzopardi attended to present the report.

The report was endorsed and NSW.net was congratulated for its successful trial of Ebscohost, ebook platforms and ongoing service to the public library network.

## 10 Library Council report (*standing item*)

The Chair presented the report, which was noted.

## 11 Public Library Holdings on Libraries Australia

The issue of inaccurate holdings on Libraries Australia has been identified as a significant issue for NSW Inter Library Loans officers and the Public Libraries Metropolitan Document Delivery working group over the last 10 years.

Concurrently, the National Library has identified the inaccurate public library holdings records on the Libraries Australia (LA) database as a growing concern which is becoming more transparent as the volume of public library customers using Trove as their primary search tool to find material increases.

In August 2010 the Public Libraries Metropolitan Document Delivery working group and the State Library of NSW undertook consultation with NSW public library managers and staff to:

- identify the existing barriers from a NSW public library perspective to adding and deleting holdings on Libraries Australia databases.
- develop an understanding of the implications of inaccurate public library holdings on Libraries Australia across the NSW public Library network

Feedback was received from Library Managers from twenty metropolitan libraries and fifteen country library services. This represents approximately 35% of NSW public libraries. Approximately 50% of metropolitan libraries and 75% of country libraries did not respond to the issues paper.

In early February 2011 a document summarising the feedback from the network was shared with Libraries Australia. The comments received from the network were provided verbatim to ensure that issues were clearly articulated and the intention of the comment carried over. Library names were removed.

The document is intended to provide Libraries Australia with some background about the issues around holdings on Libraries Australia from a NSW public library perspective.

The State Library, Document Delivery Group representatives, and Libraries Australia will work together to develop a plan of action.

The Committee discussed the report and Noelle Nelson (A/State Librarian) undertook to follow up the matter in her capacity as a member of the Libraries Australia Advisory Committee.

Noelle  
Nelson

## 12 For Information

### 12.1 NSW MPLA Report Secretary, PLM

Rob Thomas requested a copy of the letter sent by the Association to the Minister. PLNSW also noted it sent a letter to the Minister. The Associations undertook to provide copies of the letters to Frances Sims.

Jennifer  
Bice/  
Graham  
Smith

### 12.2 Public Libraries NSW Report Secretary, PLC

Clr Smith highlighted the Kath Knowles Award, and that the Colin Mills Award is now available Statewide.

### 12.3 Local Government Managers Association, NSW LGMA representative The reports were noted.

#### Meeting dates for 2011:

- Monday 22 August 2011, 1.30-3pm (PLCC Working Group)
- Monday 12 September 2011, 10.30-12
- Monday 7 November 1.30-3pm (followed by annual meeting with the Library Council).

**Meeting closed 12.10 pm**