Sensitive: NSW Government

91st Meeting - Public Libraries Consultative Committee MINUTES

DATE	Monday 22 July 2019
TIME	11am – 1pm
LOCATION	Unaipon Room – Level 1, Macquarie Building, State Library of NSW
CHAIR	Jan Richards AM
EXECUTIVE OFFICER	Cameron Morley (State Library)
MEMBERS ATTENDING	Dr John Vallance (State Librarian) Sarah Taylor (NSWPLA, Shoalhaven Council) Cr Dallas Tout (NSWPLA, Wagga Wagga City Council) Cr Les Lambert (NSWPLA, Narromine Shire Council) Cr Lesley Furneaux-Cook (LGNSW, Burwood Council) Dr Ursula Dubosarsky (Library Council of NSW) Philip Edney (NSWPLA, City of Canada Bay Council) Robert Knight OAM (NSWPLA, Riverina Regional Library) The Hon. George Souris AM (Library Council NSW) Cr Romola Hollywood (NSWPLA, Blue Mountains City Council)
APOLOGIES	Damian Thomas (LGNSW)
SL NSW STAFF	Philippa Scarf

ITEM 1: PRELIMINARY MATTERS

1.1 Welcome and Apologies

- The Chair opened the meeting with an acknowledgement of the Traditional Owners, the Gadigal.
- New member Sarah Taylor was welcomed to the Committee, replacing Adele Casey. The Committee thanked Adele Casey for her valuable contribution.

1.2 Notification of Other Business

- nil

ITEM 2: MINUTES, BUSINESS ARISING AND ACTION REGISTER

2.1 Minutes of the Previous Meeting

- The Minutes of the Meeting of 25 March 2019 were approved.

ITEM 2: MINUTES, BUSINESS ARISING AND ACTION REGISTER

2.2 Business Arising

- **Funding model approval and announcement**
  The Committee was advised that the Library Council of NSW endorsed the model on 10 May 2019, and recommended it to the Minister for the Arts for consideration and approval.

  The Minister approved the model and payments on 19 June 2019.

  Library managers were notified of the new model and recommended payments on 28 June 2019, and the model was published on the State Library's website.

  The Library Amendment (Subsidies) Regulation 2019 was assented on 28 June 2019. The amendment inserted the new per capita amounts in the Library Regulation 2018.

  The State Librarian wrote to all NSW council General Managers on 3 July 2019 with details of the new funding, including reporting.

- **Subsidy Adjustment figures**
  Cameron Morley noted a slight amendment to the Subsidy Adjustment figures that were discussed during the modelling at the March meeting. The Subsidy Adjustment figures that were used in the modelling were $66,818 for Band 1 SEIFA councils ranging down to $56,516 for Band 10. This modelling was based on an estimated population.

  The NSW population figures for 30 June 2018 were released a week after the PLCC met on 25 March. When these revised population figures were applied to the agreed model, it resulted in Band 1 SEIFA councils receiving a Subsidy Adjustment of $64,430 ranging to $55,591 for Band 10 councils.

ITEM 3: PAPERS FOR DISCUSSION AND NOTING

3.1 State Library Strategy – Inside Out

Dr John Vallance briefed the Committee on the new State Library Strategic Plan 2019-2023, entitled Inside Out.

The Strategy was developed in-house with extensive consultation with staff.

The plan includes strategies to improve reader experience, expand audiences and improve staff culture. The grounding priorities for the library are collect, preserve, access, public libraries and organisational support.

The plan specifically acknowledges the importance that the Library Act places on the relationship between the State Library and public libraries.

A theme for the State Library is to make it clear that the library is for everyone. Visitation is increasing and the plan is to continue to build on this. New initiatives include new acquisitions on display for public use and the development of the Children's Library space and collection.

The State Librarian recently visited two corrective services libraries, and is actively pursuing new partnerships.

Library branches are currently developing their action plans based on the strategy. Further detail will be shared as these are developed, especially the public library cooperative and support services which are a key focus.

Dr Vallance also noted the recent amendment to the Library Act 1939, which brought the legal deposit provisions into the Library Act, and establishes digital legal deposit provisions for the first time. This strengthens the role of the State Library as the repository of NSW publications regardless of format.

3.2 Public Library Funding Reporting

The Committee was asked to provide advice on the reporting that will be required from councils regarding the increased public library funding.

The Committee noted a letter that the State Librarian had written to council general managers on 4 July 2019, which stated:

> The increased funding was provided to assist councils to meet the demand for more library services from communities, for example increased hours, staff, collections, spaces, technology, programs etc.
>
> Councils will be asked to demonstrate how the increased funding has improved library services. The State Library will update the annual financial and narrative reporting required from councils to facilitate this reporting.

Councils are currently required to provide reporting to the State Library about public library operations as part of the annual application for library subsidy.

This reporting includes:

- Library expenditure for the previous financial year.
- Voted (budgeted) library expenditure for the current financial year.
- Statistics including library usage measures, opening hours, staff, collection and technology data.
- A narrative statement outlining library developments and highlights for that year.

It was agreed that the reporting framework is modified to include provision for a description of the results that are achieved with the additional funding.

The State Library will evaluate the reporting received, including the annual expenditure, projected budget, narrative statement and statistical data of each council.

The State Library will closely monitor budgeted library expenditure for each council.

It will be of particular interest to note an increase to the expenditure on library services by councils commensurate with the funding increase, and to demonstrate that library services for the public are improved.

The State Library will report to the PLCC and Library Council annually on the results.

The State Library advises that bids for future funding increases will likely be dependent on the results of this increase over 4 years.

Robert Knight suggested that eligibility for Public Library Infrastructure Grants could be dependent on the new subsidy funding being added to existing library budgets.

The Committee considered this, and concluded that applicants would likely score more highly on the *council commitment* criteria if the new subsidy funds are clearly supporting library service improvements.

DECISION

1) The reporting framework will be modified to include provision for a description of the results that are achieved with the additional funding, noting that the State Library will evaluate the reporting received, including the annual expenditure, projected budget, narrative statement and statistical data of each council.

2) Public Library Infrastructure Grants Guidelines will include provision for detail of what will be achieved with the new funding as part of the *council commitment* criteria.

3.3 Public Library Infrastructure Grant Guidelines 2019/20

The Committee considered draft Guidelines for the 2019/20 Grant program, which had been prepared with reference to the discussions at the previous two meetings.

The minutes quoted below outline the Committee's direction for the program:

Public Library Infrastructure Grants
The Committee recommended that the larger grant pool of $6M per annum enables an increase to the maximum grant available under the program. $500,000 will be the recommendation.

A two-tiered system will be recommended, with a different level of detail required for applications for funding below and above $200,000.

It was noted that the previous program was targeted to infrastructure, with library buildings, spaces and information technology projects being the main beneficiaries of the funds.

The Committee discussed the possibility of expanding the range of project types to include new collections and services, however recommended that infrastructure and capital improvements are to be retained as the focus of the program. This is because the increases to the Subsidy ought to support collections and services.

It was noted that the following simplified criteria are proposed for the Infrastructure Grant program:
- improvement to library services for the community with a focus on need and expected benefits
- council commitment / capacity to implement
- sustainability
- evaluation plan

Applications above $200,000 will need to have a higher threshold of evidence. These could include detailed plans, DA information, detailed costings (for example quantity surveyor documentation), matching funding, evidence of use of People Places guidelines for public library buildings, and reference to other relevant NSW public library standards.

Reporting, feedback, monitoring and audit requirements will be maintained in accordance with the Good Practice Guide to Grants Administration issued by the Department of Premier and Cabinet.

DECISION

The Committee considered and endorsed the Draft Guidelines for recommendation to the Library Council, noting the additional point regarding the council commitment criteria discussed under item 3.2.

3.4 Wireless Access Point Upgrades

The Committee noted a paper outlining the rollout of replacement Wireless Access Points (WAPs) to NSW metropolitan and regional public libraries.

Since 2011, NSW.net has installed a vast number of Wi-Fi hotspots in metropolitan and regional public libraries. At the time, a Wi-Fi hotspot solution known as the Wireless Management System (WMS) was developed by NSW.net's partner, Hitech Support, to specifically meet user needs.

WMS was initially deployed in roughly half of metropolitan and regional public libraries. In 2011/12, the NSW Government's Revitalising Regional Libraries initiative provided the State Library with $2M over a four-year time frame to support internet connectivity for NSW public libraries including new technologies like Wi-Fi. During this rollout, NSW.net installed WMS Wi-Fi hotspots in all remaining regional public libraries (126 sites over the 4 years).

The WMS solution is unique in that it offers control and comprehensive reporting. Features can be turned off or on to suit library needs and the system is also compatible with NBN services.

WMS deployment includes the provision and installation of a firewall, wireless access points (WAPs) and a hotspot controller. As many of the WAPs have been in operation for many years now, they have reached their 'end of life'. To address this issue NSW.net has commenced the gradual upgrade of these WAPs.

The rollout is being staged and Stage 1 is currently in progress. Public libraries targeted for these upgrades are those with NBN services already installed as the new WAPs enhance the performance of high bandwidth services.

Eighty-four (84) library sites have been targeted for replacement in Stage 1 which includes a mixture of metropolitan and regional public libraries. Remaining NBN library sites will be gradually upgraded as funds and time permits. Libraries where ADSL2 services are still in use, will have their WAPs upgraded as NBN services become available. In this instance, the NBN service and the WAPs will be upgraded simultaneously.

Wi-Fi hotspots have vastly increased internet access for the public in public libraries. Since 2011, there have been 42,228,151 total logins and 4,356,033 total devices using WMS.

3.5 Western NSW Strategy

Cameron Morley briefed the Committee on a strategy to improve library services for Western NSW residents.

It was noted that the residents of Central Darling Shire (population 1,837) and Unincorporated NSW (population 1,080) do not have ready access to public library services.

Central Darling Shire adopted the Library Act in 1991 with a view to opening a library at Wilcannia, however this has not yet eventuated.

Broken Hill City Council has provided the Outback Letterbox Library (OLL) service to Central Darling and Unincorporated Area residents since 1977. The OLL is funded by the Library Council of NSW, through an annual grant. $100,000 was provided annually between 2006 and 2018/19. The funding doubles to $200,000 per annum from 2019/20.

There are approximately 600 members of the OLL, who receive collections via mail or courier, and have access to online collections (connectivity permitting). Over 13,500 items are loaned per annum, with items delivered directly to readers.

The State Library of NSW is working with Broken Hill City Council on improvements to the OLL service and has reopened dialogue with Central Darling Shire about library service needs.

This additional funding will enable Broken Hill City Library to provide an enhanced service through the OLL, including better collections, online services, logistical improvements and promotion. The possibility of library service points, or a mobile or pop-up library provided in partnership is also being explored, where collections, connectivity and technology could be directly accessed.

The French aid organisation Bibliotheques Sans Frontieres has developed the ideas box, which is a portable library facility that was originally designed for use in disaster zones and remote areas.

The State Library has been monitoring *ideas box* development and implementation since 2015, including pilots in indigenous communities in North Queensland and Western Australia.
Broken Hill City Library has advised that there is scope to establish pop-up library presences in areas such as White Cliffs, Wilcannia and Menindee. A pop-up could include collections, Wi-Fi, e-collections for download, technology and furniture. Community centres, halls or schools are potential hosts. Initial discussions with Central Darling Shire in May 2018 indicated that they would be willing to trial library models with appropriate assistance.

The State Library has placed an order for a customised *ideas box*, that will be developed with Broken Hill and local communities including consultation on suitable hard copy and e-collections, and Wi-Fi solutions.
It is envisaged that this customised portable pop-up library with collections, Wi-Fi and technology will help fill the gaps out in Western NSW, and having Broken Hill Library running the day-to-day operations and transport will make it viable.

State Library staff will be in Western NSW later this year working with Broken Hill and Central Darling on the OLL and the Ideas Box.

Progress reports will be brought back to the PLCC.

3.6 Section 7.11 of the Environmental Planning and Assessment Act - Submission

Philip Edney briefed the Committee on s7.11 of the Environmental Planning & Assessment Act 1979.

The Committee was advised that Section 7.11 of the Environmental Planning & Assessment Act, 1979 (EP&A Act) enables consent authorities (usually local councils) to levy developer contributions, as a condition of development consent, towards the cost of providing local public infrastructure and facilities required as a consequence of development.

In 2008, Premier Nathan Rees capped Section 94 (now renumbered as Section 7.11) contributions to $20,000 per lot/dwelling. After intense lobbying from NSW councils the government increased the cap for greenfield areas to $30,000 per lot/dwelling, and established the Local Infrastructure Growth Scheme (LIGS), to enable councils to receive funding from the government above either cap.

In addition, Section 7.11 Contributions Plans could only contain infrastructure prescribed in the Department of Planning, Industry and Environment's 'Essential Works List'. The Essential Works List includes land for community services (for example, childcare centres and libraries) but does not include construction of the buildings.

This limitation on what Section 7.11 contributions may be used for places serious limitations on the provision of facilities such as libraries, swimming pools, youth centres and community meeting places. It is estimated that the capital cost of delivering community facility buildings in growth precincts in North Western Sydney alone is over $300 million.

The NSW Public Libraries Association requested that the Committee recommend that the Library Council makes a submission to relevant Ministers to have public library infrastructure included as essential works.

The Hon George Souris AM noted that any representation from Library Council needs to be made to the Minister for the Arts, and that a recent position paper or statement by local government would be helpful to reference in the advice.

DECISION

The Committee agreed that this is a significant issue, and the matter will be referred to the Library Council with a view to providing advice to the Minister.

The NSW Local Government Association was asked whether a motion on the matter would be considered at the annual conference. This would give the Library Council a reference point for any advice to the Minister.

Cr Furneaux-Cook agreed to follow this up and ask Damien Thomas to advise the State Library.

3.7   Specialist Information Services and Programs 2018/19

Philippa Scarf briefed the Committee on the State Library's specialist information services and programs delivered in partnership with the public library network in 2018-19, including:

- Find Legal Answers
- Drug Info
- Collect Connect Community
- Tech Savvy Seniors

Find Legal Answers

The Find Legal Answers service provides quality, plain English legal information for the NSW community in partnership with the public library network and legal agencies. A focus of the service in 2018-19 has been supporting public libraries to deliver legal information programs to their communities.

Law talks program

LIAC worked with Legal Aid NSW to present community legal education talks in public libraries during Law Week 2019. Following consultation with public libraries, two legal talks were offered:
- NDIS – how the law can help
- Avoiding scams – telephone, door-to-door and online

The legal talks were held at 45 public library locations between May and June 2019, including 4 libraries who showed the webinar provided by Legal Aid. Avoiding Scams was held at 27 locations, NDIS at 14, the Avoiding Scams webinar was shown at 1 location and the NDIS webinar at 3 locations. This represents 37 councils – 12 metro and 25 country.

The feedback from participating libraries was most positive and included:

> *The event was really successful. The participants were really engaged and commented that they learnt a lot and would pass on tips to friends and family. If we had a suite of similar-themed workshops I'm*

sure numbers would grow. We have made great relationships with Legal Aid and Fair Trading through the event and would be happy to partner with both agencies on further workshops in the future.

Piano Forte

The Piano Forte program is a community education program that deals with the issue of elder financial abuse.

The program consists of a film screening and panel discussion with legal and community service representatives, and is a partnership between the State Library of NSW, Legal Aid NSW, Seniors Rights Service and other legal assistance agencies including community legal centres, and public libraries.

The Piano Forte program was first introduced in NSW public libraries for Law Week 2018, and is now available for libraries to host at any time of year.

Piano Forte sessions were held at 27 locations in 2018-19. This represents 25 councils – 9 metro and 16 country. Six sessions were held during Law Week in May 2019.

The following feedback illustrates the success of this program:

> *It generated a lot of interest in the community, and many discussions about elder abuse. The other agencies involved included Centrelink, and as a result of the day, we will run future events with Centrelink - we discussed holding a day about pensions in the new year. It was such a great event! Josh Scotland from Legal Aid was a terrific facilitator, and he assembled a panel made up of a Legal Aid solicitor from Dubbo, two staff from Centrelink, one from Seniors' Rights, one from Gilgandra Community Care and the manager of Gilgandra's aged care facilities. The people came with some questions, and I saw a few people taking notes- they were really interested. One lady gave up a Christmas party to come, because she didn't want to miss it. Thank you for this great opportunity. I think this event really touched a nerve in our community- it caused a lot of interest.*

Drug Info

The Drug Info service provides quality information on drugs and alcohol, supports public library staff to deliver innovative alcohol awareness and drug information programs and events to their local communities, and promotes partnerships.

Drug and Alcohol Info Hub

The Drug and Alcohol Info Hub is an interactive information display providing access to quality drug and alcohol information for the community. The hub is provided to public libraries on a rotational basis following an EOI process. Training is offered to all public libraries hosting the hub. Public libraries who host the hub agree to run a minimum of two events or activities during the display period. The hub provides an excellent opportunity for libraries to partner with schools, community organisations and the local area health service.
28 public libraries hosted the Drug and Alcohol Info Hub (12 metro and 16 regional locations). Two "mini hub" units were purchased and trialled in Cooma and Camden during Youth Week and hosted by Woollahra Library in June.

Activities included:
- 195 high school students took part in four group drug and alcohol awareness sessions at Finley Library (Berrigan Shire)
- Wagga Wagga Library held an event in partnership with the local Community Drug Action Team (CDAT) to acknowledge services that support people who face difficulties with drugs and alcohol
- Moree Library held an information stall at the Moree Cultural Family Fun Day

- Kempsey and Shellharbour partnered with NSW Health to deliver sessions on pregnancy and alcohol (Kempsey), and alcohol and healthy living (Shellharbour)
- Broken Hill Library held two popular mocktail events, beer goggles activities for students, and staff attended the local high school assembly to promote drug and alcohol information in the library
- Henty Library staff took the *Drug and Alcohol Info Hub* to the Greater Hume Council Youth Week/Heywire - Step Up Festival. Over 250 young people and families attended the event
- Narooma, Charlestown and Queanbeyan libraries held alcohol awareness sessions incorporating standard drink information, mocktail making and beer goggle activities.
- Gordon Library collaborated with the Youth Centre to host an alcohol awareness event and held a drug info scavenger hunt and quiz with library staff to familiarise staff with hub content and resources.

Law Week, Youth Week and the Seniors Festival 2019

LIAC and Drug Info provided public libraries with promotional packs to distribute at community events such as health/wellbeing expos, community festivals, Youth Week, Seniors' Festival, Law Week and multicultural events. 89% of library services were supplied with promotional packs for community events.

The major promotions were:
- Youth Week - 54 libraries ordered 121 promotional/showbag packs, comprising a total of 28,200 individual items
- Seniors Festival - 83 libraries ordered 178 promotional/showbag packs, comprising a total of 76,600 individual items
- Law Week - 51 libraries ordered 102 promotional/showbag packs, comprising a total of 25,500 individual items

Legal, drug and alcohol information workshop

The Legal, drug and alcohol information workshop focuses on the statewide Find Legal Answers and Drug Info services. The workshop involves a mix of lecture style, hands-on group work and guided opportunities for participants to explore these services. The workshop covers:

- what is a legal enquiry?
- using the Find Legal Answers Tool Kit
- using the Find Legal Answers website to locate legal information and sources of assistance
- drug facts activity
- using the Drug Info website to locate legal information and sources of assistance
- promotion and partnerships.

LIAC and Drug Info staff delivered 23 sessions of the Legal, drug and alcohol information workshop to 227 participants from 29 councils, in 17 locations. The two sessions delivered at the State Library included the advanced training on finding legislation and case law.
99% of the participants rated the training as excellent or very good.
Feedback from the participants included:
- *I feel I have more confidence in advising customers on the materials available and I have a better understanding of the topics covered*
- *The training promotes awareness and as a consequence more interest in promoting both legal and drug info*

Collect, Connect, Community

The Collect Connect Community training course introduces public library participants to the collections and services of the State Library of NSW. Topics covered include:

- the role of and brief history of the State Library of NSW
- using the catalogue
- finding content on the State Library website
- how public library clients can access eResources from home and their conditions of use
- the Stories section
- research guides
- the role of Public Library Services.

Public Library Services staff delivered a total of 15 sessions.
- 9 sessions at the State Library
- 6 sessions at public libraries - Campbelltown (2), Blacktown, Shellharbour (2), Eurobodalla

A total of 220 participants from 49 councils (23 country, 26 metro) attended. 97% rated the training as excellent or very good. Feedback from the participants included:

- *This gives a good overview of how the State Library supports the library network of NSW*
- *Good info on where to find information that supports what we deliver*
- *This is a fantastic program - should be compulsory to attend for everyone working in libraries*
- *Really informative, lovely learning environment*
- *The presenters were engaging and I learned a lot*
- *I really liked how hands-on the program was - the group discussions were a great way to share opinions and thoughts*
- *The presenters were very clear and concise – the pace made it easy to follow along*
- *Increased my existing knowledge of resources; attention grabbing, creative, kept me educated and entertained - this met / exceeded expectations*

Tech Savvy Seniors

The State Library manages the Tech Savvy Seniors digital literacy training program which is delivered in public libraries and funded by the NSW Government and Telstra. Tech Savvy helps seniors develop the skills and confidence to get connected and participate in the online world. The program aims to increase digital inclusion, reduce social isolation and increase access to government information and services among older people.

In 2018/19 participating libraries delivered 911 sessions to 7,200 people. There were 2,715 participants who attended 410 sessions in community languages.

Over 27,000 seniors have been trained in English and community languages since 2013.

DECISION

The Committee noted the report.

Next Meeting	
Date	Tuesday 3 December 2019
Time	1 for 1.15pm to 3pm, followed by Joint Meeting with the Library Council from 3-4
Location	State Library of NSW – room to be advised