LIBRARY COUNCIL OF NEW SOUTH WALES

Standards and guidelines
for NSW public libraries

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Living Learning Libraries — a population approach
7th edition
2020 update

STATE LIBRARY®
NEW SOUTH WALES

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Library Council of New South Wales
August 2020

Updated with 2018/19 statistics

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INTRODUCTION

The objectives of a public library service

NSW public libraries have a distinct philosophy and set of foundation principles which have their roots in the Free Library Movement of the 1930s and the *Library Act 1939*. These early priorities still resonate with the goals and roles of contemporary public libraries in NSW.

1. Public library service is a national necessity.
2. Their essential purpose is the supply of literature and information necessary to the progress and prosperity of the community as a whole.
3. Research is essential to commerce and industry.
4. Without libraries, the citizen has no check on indoctrination and propaganda.
Libraries Advisory Committee, NSW 1939

The *Library Act 1939* (the Act) encouraged NSW local councils to establish and manage public libraries. Councils that have adopted the Act and provide a library in accordance with the Act are entitled to state government assistance and cooperative services with the State Library of NSW. The Act also sets out that the people of NSW are entitled to access public libraries, use library collections and become members free of charge.

All NSW councils have adopted the Act. The Library Council of NSW is established under the Act as the statutory authority charged with advising the government and local councils on library matters.

The public library exists to provide the materials which communicate ideas, experience and information. Public libraries in NSW have continued to evolve as physical and virtual spaces with diverse collections and are notable for their sophisticated and responsive services which are provided to communities across the state.

Standards and guidelines

The Library Council of NSW has formulated recommended minimum standards and guidelines for public library services in NSW, to help councils assess the level of service given by their public libraries to their respective communities.

This latest edition, entitled *Living Learning Libraries — a population approach: standards and guidelines for NSW public libraries*, is an evidence-based guide to the development of library services in NSW. Written in two parts, it provides a framework for service assessment and continuous improvement, as well as a practical basis for comparison among library services. It is intended to encourage best practice in service delivery by highlighting state and peer cohort medians and the services that have been achieved by leading libraries.

These standards and guidelines are intended to assist public libraries and councils to:

- evaluate current services
- set targets for improvement
- develop continuous improvement in library service delivery, and
- plan for future needs.

This document also contains strategies from library practitioners for tailoring services to the needs of local communities based on such factors as age, disability, socioeconomic status, cultural diversity and affordability.

Living Learning Libraries is not intended as a 'one size fits all' procedure manual, nor as a substitute for the experience and judgement of public library managers. The Library Council acknowledges that the application of these standards and guidelines will vary with local circumstances, however the publication of state medians and best practice figures is provided to assist councils set objectives for their library services.

Background to this edition

The Library Board of NSW issued a set of public library standards in 1959, followed by the more comprehensive *Public Library Objectives and Standards* in 1969. This influential set of objectives set targets for collections, reader services, circulation, hours of opening, membership, staff, expenditure and library space.

In 2008 the Board's successor, the Library Council of NSW, endorsed a revised approach to the standards, using the evidence base provided by the annual NSW Public Library Statistics, which are collected by the State Library of NSW from local councils in support of the Library Council's duty to make careful inquiry into the operation and management of NSW public libraries.

The 2008 revision was developed by the State Library of NSW with the assistance of *Libraries Alive! Pty Ltd*. The work of Sherrey Quinn and Ian McCallum from *Libraries Alive!* is acknowledged in the development of the 2008 standards and guidelines, *Living Learning Libraries.* Revisions were made to *Living Learning Libraries* six times between 2008 and 2016 to reflect changes to the evidence base as indicated by the statewide statistics.

In 2016 the ongoing evolution of public library services, along with a major change to the council landscape brought about by mergers, prompted the State Library to undertake a major review of *Living Learning Libraries.*

The 2018 edition was a substantial revision, which introduced a population-based approach and defined smaller peer cohorts for benchmarking, enabling easier comparisons among library services based on the populations of their communities.

Cohort medians and top of cohort figures are updated annually with evidence base of the latest NSW Public Library Statistics.

The introduction of the strategy *Indigenous Spaces in Library Places: Building a Vibrant Public Library Network Inclusive of Indigenous Peoples and Communities*, the update of the *Multicultural Benchmarks* following a statewide research project in 2017 and the launch of the *Early Literacy Framework* in 2018 have also resulted in updates of the relevant sections of the guidelines.

Review of the guidelines section has been informed by the growing importance of public libraries as a provider of community space and diverse services, while giving due acknowledgement to the ongoing relevance of the foundation philosophies of NSW public libraries.

PART A — STANDARDS

Standards for NSW public libraries are recommended quality levels and best practice goals. The evidence base for the target figures in Part A — Standards is derived from the NSW Public Library Statistics and additional data collected annually in the statistical return and statement of library operations.

In this edition 2018/19 statistics are used with data submitted by councils as at 30 June 2019 and per capita calculations based on ABS population figures for June 2018.

Key terms

Cohort is the group of NSW public libraries serving populations of similar sizes, categorised as either urban or rural using the Australian Bureau of Statistics (ABS) definitions.

- **Rural** — populations under 20,000 are designated rural by ABS, noting that some LGAs include a mix of urban and rural locales. The rural regional library member cohort is relevant for some benchmarks. This cohort includes those rural LGAs with populations up to 20,000 that are party to a library agreement with another council or councils under section 12 of the *Library Act 1939*. These cooperative arrangements influence the statistics for the libraries involved and necessitate a separate cohort for some measures.
- **Urban** — populations over 20,001 are designated urban by ABS. Many of these areas are located outside the Greater Sydney region and may include LGAs with a mix of town and rural communities.

The cohorts are defined as follows:

rural standalone	population up to 20,000
rural regional library member	population up to 20,000
urban small	population 20,001-50,000
urban medium	population 50,001-150,000
urban large	population 150,001+

Eligible population for per capita analysis is the population of the area/local government area served by the library service. Data is sourced from the Public Library Statistics 2018/19 and the ABS population figures for June 2018.

Median is the middle value of a series of numbers arranged in order from lowest to highest.

State median is derived from the median value across the state.

State enhanced is derived from the midpoint value of the third quartile across the state.

Population cohort median is derived from the median value within the peer cohort. This is judged to be a reasonable minimum target for libraries in that cohort.

Top of the population cohort are the values at the top of each population cohort as identified for the relevant standard.

How to use the standards and guidelines

These standards and guidelines will assist library managers and stakeholders to:

- identify appropriate library services to benchmark their services with peers
- evaluate current library performance, for example to benchmark against past performance, or against other libraries
- set reasonable targets for improvement in service delivery
- plan for future service needs
- ensure equitable service delivery
- develop evidence-based business cases for resources, equipment, and innovative services.

Guidance from practitioners is included to assist in tailoring services to the needs of local communities, based on such factors as age, disability, socioeconomic status, cultural diversity and affordability.

Part A presents standards and their objectives. Targets are given where appropriate, along with measurement parameters and other factors to be considered. Reference is made to the relevant supporting guideline(s) in Part B.

Libraries that are below their cohort median for a given standard are encouraged to consider the median as a target to attain. Libraries are encouraged to aim to be the top of their cohort to demonstrate council is delivering best practice services to the local community.

In Part B, the guidelines cover the principles and practices for library service provision, with reference to the relevant standard(s). Guidelines are presented in checklist format, convenient for use in assessing performance of library services, either in self-evaluation or in more formal reviews.

Useful documents are listed in context throughout the standards and guidelines, and a complete list is given in the REFERENCES section. The supporting material includes a glossary and an index.

LIBRARY MANAGEMENT STANDARDS

Objective

To provide the community with a library service that is equitable, accessible, cost effective and efficient.

Section 10 of the *Library Act 1939* and the guidelines to section 10[1] set out the core components of public library services to be provided free of charge.

To provide the community with a library service that provides the range of services outlined in this publication.

S1. Library expenditure per capita

state median = $55.25

Benchmarks	Rural LGA standalone	Rural LGA in regional lib	Urban 20,001-50,000	Urban 50,001-150,000	Urban 150,001+
Population cohort medians	$69.84	$55.43	$60.03	$49.25	$46.35
Top of the population cohort	$166.34	$215.13	$121.41	$109.05	$92.76

NB: Very small rural populations have significantly higher per capita costs (population up to 5,000 medians are $102 for standalone library services and $79 for regional library member LGAs).

Measurement parameters
- library expenditure includes operating expenditure and library materials (print and non-print) expenditure by library service, and excludes all capital expenditure except library material
- for detailed definitions of capital and operating expenditure see *Public Libraries in New South Wales: Financial Reporting*, State Library of NSW: https://www.sl.nsw.gov.au/public-library-services/financial-reporting-subsidy-applications

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1 Guidelines for Local Government Authorities http://www.sl.nsw.gov.au/public-library-services/guidelines-local-government-authorities including Guidelines to section 10, *Library Act 1939* http://www.sl.nsw.gov.au/public-library-services/guidelines-section-10

S2. Library members as percentage of population

state median = 38.58%   **state enhanced = greater than 60%**

Benchmarks	Rural standalone	Rural regional lib	Urban 20,001–50,000	Urban 50,001–150,000	Urban 150,001+
Population cohort medians	35.90%	26.83%	38.38%	42.88%	38.26%
Top of the population cohort	65.62%	74.43%	62.63%	97.91%*	67.87%

* includes libraries with a high number of non-resident membership (see below)

Measurement parameters

Registered members are members of the community who have joined their local public library and hold a membership card. Active members are defined as library members who have used their library card in the last three years.

Variables to consider

Non-resident membership — some Local Government Areas (LGAs) are likely to show a higher percentage of membership because members include non-residents who travel to the LGA to work, shop or for holidays. These non-resident members are not, by definition, included in the base 'eligible population'. However, the measure of membership per capita, using number of registered active members and LGA population, is a measure agreed across Australia. For this standard, total members includes resident and non-resident members.

Libraries may have 'hidden membership', that is, customers who, without registering as members, visit the library to use materials, computers, wi-fi or library spaces, or attend events. These customers will be counted in the 'visits' statistics, but not in the membership tally. In general, all customers who visit the library or use its resources should be encouraged to register as members.

S3 and S4 Opening hours

Objective

To open at times which enable the community to make the most effective use of the library service and to ensure that the library's resources and services are as widely available as possible.

- general guidelines for opening hours are presented in G2. Opening hours
- the targets in S3 and S4 are suggested minimum opening hours

S3. Tier One library opening hours

Formerly known as a 'central' library. A Tier One library is a major service point where the public have direct access to a full range of library services and facilities. Tier One libraries are operated by permanent paid library staff.

Population	Hours per week
<10,000	30
10,000 – 20,000	42
20,000 – 50,000	48
50,000 – 100,000	53
100,000+	62

Measurement parameters

- A Tier One library is a major service point where the public have direct access to a full range of library services and facilities.
- Tier One libraries are operated by permanent paid library staff.
- Tier One libraries can be any one of the following:
    - a single site library service point in an LGA
    - the operational centre and /or a major service point of a multiple site library service in an LGA
    - one of several major service points in a large LGA
    - a member of a regional library and the only service point in its LGA, or the major service point in its LGA.
- 'Population' is the population of the area/local government area served by the library; data is sourced from the ABS.

S4. Total opening hours in a Local Government Area (LGA)

Population	Suggested average opening hours per branch per week (excluding main library hours)	Suggested total opening hours per week = tier one library opening hours per week + (no of branches x average branch opening hours per week)
<10,000	17	30 + (no of branches x 17)
10,000 – 20,000	21	42 + (no of branches x 21)
20,000 – 50,000	27	48 + (no of branches x 27)
50,000 – 100,000	31	53 + (no of branches x 31)
100,000+	40	62 + (no of branches x 40)

Measurement parameters

- Standard S4 is appropriate only for branch libraries in a library service run by a single LGA and does not apply to branches of a regional library where there is only one service point in an LGA. In that case, apply S3. Tier One library opening hours. Where a large urban library service has multiple Tier One libraries, this standard only applies to any smaller branch libraries.
- The targets in S4 are suggested minimum total opening hours for libraries with at least one branch other than their Tier One library. Total library opening hours include all Tier One and branch opening hours, and mobile library stops (that is, the number of hours that mobile libraries are accessible to the public, but not the travel time between stops). Libraries with a central or main library and no branches should use S3. Tier One library opening hours.
- As defined in Public Library Statistics, a branch or Tier Two library is a service point that is an auxiliary facility with separate quarters from the Tier One library, a permanent collection of books, permanent paid staff present during all hours of opening, offers a broad range of public library services and a regular schedule of public service hours.
- Public service outlets and deposit stations should not be included in this calculation. Suggested opening hours per week are based on average number of opening hours per branch including mobile libraries within the nominated population ranges because, in general, the more branches the greater the total number of opening hours.

Variables to consider

It is difficult to be prescriptive about opening hours given the variations in library service models and community area and population density in NSW, so it is appropriate to sound a note of caution in applying this standard without regard for the different ways in which library services are delivered to different communities. For example, opening hours and number of branches for a library serving central Sydney are likely to be quite different from opening hours and branches for a library service striving to cover hundreds or even thousands of square kilometres.

The main variables which influence opening hours include:

- structure and service models — Tier One and/or branch/branches (Tier Two) and/or mobile library/libraries and/or other service points (Tier Three)
- number of branches and size (area and population) of the community/region served

- Tier One libraries and other branch library locations and degree of geographic isolation
- staff numbers
- location of other community service points
- local shopping and school hours
- commuter habits and transport timing.

S5. Visits to library per capita

state median = 4.02

Benchmarks	Rural standalone	Rural regional lib	Urban 20,001–50,000	Urban 50,001–150,000	Urban 150,001+
Population cohort median	3.98	3.84	4.41	4.03	3.94
Top of the population cohort	6.94	4.56	15.16	11.87	6.06

Measurement parameters
'Visits' is visits in person and includes all visits to all service points (i.e. library buildings and mobile libraries).

Variables to consider
Many more people use public libraries than are registered members. This standard includes the use of library services by customers who visit to consult the reference collection and information resources, read newspapers and magazines, use computers and the internet in the library, attend library events and programs, as well as borrow library materials. Visit numbers for city or regional centre LGAs and tourist destinations are likely to be higher since they include travellers to work, to shop and for holidays.

Note: Virtual visits or visits to a library website are a significant measure of library usage. A standard for measuring use of electronic services is presented as S16.   Measuring electronic service usage.

STAFFING STANDARDS

Objective

To ensure that the size and mix of library staff support a range of services and programs which meet the needs of the community.

Each public library has paid qualified staff of one or more persons including a fully qualified library manager. Please refer to the Australian Library and Information Association (ALIA) recognised library and information qualifications at https://www.alia.org.au/course-accreditation

A library service's commitment and responsiveness to its community is reflected in the mix of library staff selected to offer programs and services. It is assumed that in any library, responsibility for reference services and technical services is assigned to appropriately qualified staff. It is acknowledged that some libraries outsource some technical tasks including collection selection and cataloguing activities. In addition, responsibility for special and targeted services is also explicitly assigned.

The standards S6 and S7 are recommended as the minimum requirement for numbers of staff (S6) and qualified staff (S7), to encourage consistency of service delivery across the state.

Note: A regional library staffing model should reflect the regional library agreement. The distribution of staff across the different councils should be consistent with the distribution of responsibilities. For example, where one council is identified as responsible for collection management, information technology, professional development, programming and promotion across the region there is likely to be a larger proportion of the staff based in the regional library at that council. If responsibility for aspects of the service are shared across the member councils than staff will be more evenly spread across the member councils.

General guidelines for library staffing are presented in G8. Library staffing.

S6. Staff members — minimum level

Minimum number of staff members per 3,000 eligible population:

Baseline	Enhanced	Exemplary
1	1.1	1.3

Measurement parameters
- 'staff members' means paid library staff and does not include ancillary staff (e.g. couriers and cleaners), casuals or volunteers; population data is sourced from the ABS
- staff members include established positions regardless of whether or not they are currently occupied

Points to consider

Libraries which use self-check/RFID and/or outsource collection management functions may find their staffing requirements can be rationalised, freeing-up staff for additional professional services and programs, and/or reducing the number of staff required for routine materials handling.

Other factors which affect staffing requirements include the number of self-check units, and the degree of customer acceptance of them (that is, the percentage of loans which are self-checked).

S7. Qualified staff members – minimum level

Population	Minimum qualified staffing level	Enhanced qualified staffing level	Exemplary qualified staffing level
<50,000	for every 7,500 people or part thereof, one of the full-time equivalent staff should be a qualified staff member	for every 5,000 people or part thereof, one of the full-time equivalent staff should be a qualified staff member	for every 4,000 people or part thereof, one of the full-time equivalent staff should be a qualified staff member
>50,000	for every 10,000 people or part thereof, one of the full-time equivalent staff should be a qualified staff member	for every 7,500 people or part thereof, one of the full-time equivalent staff should be a qualified staff member	for every 5,000 people or part thereof, one of the full-time equivalent staff should be a qualified staff member

Measurement parameters
- 'qualified staff members' means paid members who are eligible for professional membership of ALIA; population data is sourced from the ABS
- staff members with specialist responsibilities (see S8) are included in this count
- the distribution of qualified staff across a regional library should be consistent with the distribution of responsibilities as outlined in the regional library agreement

Note: These targets are minimum standards.

Points to consider
Many libraries, particularly those serving large populations and populations including significant numbers of people from culturally diverse backgrounds, require a higher proportion of qualified staff because the range of programs and special services offered is both more varied and greater in number. Such libraries are likely to exceed these standards.

It is acknowledged that many rural libraries have significant difficulties in recruiting qualified staff members. Local authorities should seek to employ the most appropriate mix possible of professional and paraprofessional library staff. Paraprofessional staff are those eligible for library technician membership of ALIA.

S8. Staff members — special responsibilities for targeted services

Staff members with special responsibilities for targeted services are included in the overall count for S6 and S7.

General guidelines for targeted services are presented in G13 to G19.

Population	Assign responsibility to a suitably qualified staff member for:
35,000 or more	young people's services (children and young adults) older people's services home library services (major duty) reference and information services (major duty)
up to 50,000	information technology/library systems (major duty) local studies (major duty)
50,000 or more	information technology/library systems (1 x full-time equivalent) local studies (full-time equivalent) home library services (1 x full-time equivalent)
110,000 or more	young adult services specialist (1 x full-time equivalent)
20–40% speaking language other than English at home	multicultural services specialist (1 x full-time equivalent)
>40% speaking language other than English at home	multicultural services specialists (2 x full-time equivalent)

Measurement parameters

Reference services are considered core components of public library services which will be provided by all public libraries across NSW. It is assumed that in all libraries, responsibility for reference services and technical services is assigned to appropriately qualified staff, however the model and level of staffing have been left to the discretion of the library manager so that local conditions can be applied.

Responsibility has been assigned to various specialist areas. Numbers of staff assigned to these areas have been specified only when the population is above 35,000. Library services with smaller populations are likely to have fewer staff resources and therefore staffing targets have been developed to allow more flexibility in these circumstances.

Points to consider

A remote central library may not be the most appropriate to deliver a home library service in local communities. For libraries in regional library arrangements, a home library service should therefore be resourced and delivered at the local level. A large urban library service may require multiple specialist positions e.g. children's librarians to meet community needs.

COLLECTION STANDARDS

Objective

To provide access to a current and relevant collection which meets the needs of the community.

Note that S10, S11, S12, S13 and S14 are related measures and should be used in conjunction with each other to assess collection quality and performance. 'Items per capita' alone is not a sufficient measure of quality. Items per capita may be artificially inflated if the collection is not regularly weeded and the age of stock drifts out, or if the library maintains a large 'stack' collection. Given that the strength of a collection usually lies with its currency rather than its size, stock turnover (S13) and circulation (S14) are important measures of the appeal of collection items.

General guidelines for stock collection and acquisition are presented in G9. Collection development and management.

S9. Expenditure on library materials per capita

state median = $4.74

Benchmarks	Rural standalone	Rural regional lib	Urban 20,001–50,000	Urban 50,001–150,000	Urban 150,001+
Population cohort median	$5.41	$ 4.65	$5.41	$4.74	$3.77
Top of the population cohort	$14.20	$9.75	$9.12	$11.96	$10.32

Measurement parameters

'Library material' is defined as 'book, periodical, newspaper and any other printed matter and also

includes map, music, manuscript, picture, photographic plate and film and any other matter or thing on or by which words, sounds or images are recorded or reproduced'.[2] Note that expenditure on licensed access to electronic resources is included in line with the definition from the *Public Libraries in New South Wales: Financial Reporting*, State Library of NSW: https://www.sl.nsw.gov.au/sites/default/files/financial_reporting_2014.pdf used in statistics collection for *Public Library Statistics, 2018/19*.

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[2] *Library Act 1939*

S10. Items per capita

state median = 1.82

Benchmarks	Rural standalone	Rural regional lib	Urban 20,001–50,000	Urban 50,001–150,000	Urban 150,001+
Population cohort median	3.21	2.91	2.09	1.61	1.23
Top of the population cohort	7.70	7.51	5.53	3.46	3.57

Measurement parameters

'Items in collection' is 'library material' (stock). 'Library materials' are defined as 'any book and non-book material, including but not limited to talking books, ebooks, e-audio books, DVDs, computer games, toys, magazines, CDs, newspapers, CD-ROMs, maps, plans, manuscripts'. Note that licensed access to electronic resources (databases) is not included.

Points to consider

Smaller libraries need a proportionately higher number of items per capita in order to maintain customer choice.

S11. Acquisitions per capita

state median = 0.22

Benchmarks	Rural standalone	Rural regional lib	Urban 20,001–50,000	Urban 50,001–150,000	Urban 150,001+
Population cohort median	0.28	N/A	0.23	0.18	0.17
Top of the population cohort	0.82	N/A	0.81	0.39	0.26

Note: A rural council that is a regional library member standard is not currently available, libraries should refer to the rural standalone as a proxy in the interim.

Measurement parameters

'Items in collection' is 'library material' (stock). 'Library materials' are defined as 'any book and non-book material, including but not limited to videos, talking books, ebooks, e-audio books, DVDs, computer games, toys, magazines, CDs, newspapers, CD-ROMs, maps, plans, manuscripts'. Note that licensed access to electronic resources (databases) is not included.

Points to consider

A library should acquire new material to meet the needs of the community, including providing sufficient choice, and should also address the diversity in the community.

S12. Age of collection

% of library collection purchased in last 5 years
state median = 50.51%

Benchmarks	Rural standalone	Rural regional lib	Urban 20,001–50,000	Urban 50,001–150,000	Urban 150,001+
Population cohort median	40%	N/A	46.64%	51.37%	59%
Top of the population cohort	69.35%	N/A	66%	71.31%	84.5%

Note: A rural council that is a regional library member standard is not currently available, libraries should refer to the rural standalone as a proxy in the interim.

% of library collection purchased in last 10 years
state median = 78%

Benchmarks	Rural standalone	Rural regional lib	Urban 20,001–50,000	Urban 50,001–150,000	Urban 150,001+
Population cohort median	69.6%	N/A	73.8%	79.1%	84.75%
Top of the population cohort	88.53%	N/A	92.55%	104%	96.6%

Note: A rural council that is a regional library member standard is not currently available, libraries should refer to the rural standalone as a proxy in the interim.

Measurement parameters

Age is the per cent of the collections purchased within the last five or 10 years.

Library collection is the total number of items of library material (stock) owned by the library service. 'Library materials' are defined as 'any book and non-book material, including but not limited to talking books, ebooks, e-audio books, DVDs, computer games, toys, magazines, CDs, newspapers, maps, plans, manuscripts'.

Note: Licensed access to electronic resources (databases) is not included. If the age of the collection is improved (that is, a higher percentage of the collection is new), then loans and collection turnover will increase.

Variables to consider

Family history and local studies library material may not be included when applying this standard. These resources have usually been collected over long periods and are intended to be retained indefinitely regardless of age.

S13. Turnover of stock

state median = 3.08

Benchmarks	Rural standalone	Rural regional lib	Urban 20,001–50,000	Urban 50,001–150,000	Urban 150,001+
Population cohort median	1.56	N/A	3.08	3.41	4.46
Top of the population cohort	2.59	N/A	4.74	5.55	6.66

Note: A rural council that is a regional library member standard is not currently available, libraries should refer to the rural standalone as a proxy in the interim.

Measurement parameters

Turnover is obtained by dividing the **total circulation** by the **total library lending stock** to provide an indication of stock use.

Note: If there is a large non-lending stack or reference collection this will reduce performance against standard S12.

S14. Circulation per capita

state median = 4.63

Benchmarks	Rural standalone	Rural regional lib	Urban 20,001–50,000	Urban 50,001–150,000	Urban 150,001+
Population cohort median	3.76	4.65	5.47	5.04	4.77
Top of the population cohort	15.11	4.68	14.02	11.58	7.85

Measurement parameters
- 'circulation' is the total number of loans (items) from all service points
- include ebook and e-audio book loans
- exclude electronic serials issues from issues lending figures

Points to consider

- if there is a large non-lending stack collection and/or significant family history and genealogy reference collections this will reduce performance against standard S12

- collection age directly influences loans and stock turnover. If the age of the collection is improved (that is, a higher percentage of the collection is new), then loans and collection turnover will increase

- length of circulation period

- number of items allowed to be borrowed at one time

- renewal policy

INFORMATION TECHNOLOGY STANDARDS

Objective

To ensure the accessibility of all library resources and services to the community served by the library. Information Technology Standards include all aspects of ICT (information and communication technologies).

General guidelines for library technology are presented in G12. Information technology.

S15. Provision of multiple use public internet workstations

Minimum standards:

- general — 1 PC for public access to the internet per 3,000 residents or part thereof
- libraries serving populations of less than 20,000 at least five PCs with internet access.

Public access PCs provided with current software, printing facilities, scanners and associated equipment:

- public and staff PCs less than three years old
- application software less than three years old
- at least one printer accessible from each public workstation
- wi-fi provision and power outlets so that customers can use their own personal devices in the library
- printing available from wireless devices.

Points to consider

- public access PCs for internet access and other uses should be provided in each branch; numbers of PCs per branch is dependent on the population served
- number of printers provided will depend on the network configuration within individual libraries and on customer demand

Note: General practice is to depreciate computers and peripherals over a three-year period. Some library services operate with different depreciation periods, e.g. four years, and some purchase or leasing arrangements are likely to be required to conform with council policies.

STANDARD FOR MEASURING USAGE OF ELECTRONIC SERVICES

Objective

To provide a set of measures for electronic resources use which NSW libraries can use for comparison with each other, or for identifying trends over time.

These are not the only measures of electronic library services that libraries will employ. Libraries and councils will collect additional information and monitor the use of electronic resources to plan and develop electronic library services. Measurements such as website bounce rates, time spent on the website, page views and time spent on a webpage will provide libraries with useful data for analysing website use and for planning future content and navigation.

Related guidelines for library technology are presented in G12. Information technology.

S16. Measuring electronic service usage

The library collects and reports on the following data sets:

Access (resources available)
- number of public workstations connected to the internet in the library
- numbers of items digitised by the library
- number of full text journal, book and film titles available on databases
- number of ebook and e-audio titles
- proportion of expenditure on digital resources by comparison with print materials

Usage (resources used)
- number of visits to the library website per annum
- number of unique visitors to the library website per annum
- number of internet hours used on public workstations per annum
- number of internet sessions on public workstations per annum
- number of wireless logins in the library per annum
- number of wireless devices used in the library per annum
- number of downloads of ebook and e-audio titles
- number of database searches per annum
- number of views and/or downloads of full text items from databases and other external or commercial content such as music downloads per annum
- number of downloads and/or views of items digitised by the library per annum.

Notes

- All the datasets listed above are collected annually via the NSW Public Libraries Statistical Return which contains detailed definitions for each measure.
- While website usage reports can be generated by libraries themselves, reports of externally-hosted database, ebook and e-audio usage are generated by commercial suppliers. Access to vendor usage figures is critical and should be considered with other selection criteria such as costs, coverage and retention rights.
- For consortia-purchased electronic materials such as ebooks, reporting libraries will need to disaggregate their usage figures from the consortium total.
- In relation to measuring website usage, number of visits is the accepted metric as defined in NSW Public Libraries Statistical Return.

PROGRAMS

Objective

To provide the community with a range of activities, events and programs.

General guidelines for library programs are presented in [G20. Programs](#).

A **library program** is an ongoing series or sequence of activities provided by library staff or library staff in partnership with other community or business organisations and usually related to a particular library service, library collection or population demographic for example:

- children's literacy programs including storytimes
- homework help
- book discussion groups or reading clubs
- technology tutoring
- learning activities related to library user education programs
- English language conversation classes
- parent education seminars.

Library programs are usually delivered in library buildings but can be conducted in other community spaces e.g. schools, senior citizens centres etc.

A **library event** is a 'one off' activity or performance or occasion that is usually held in the library and is usually related to a library program, thus targeting sections of the library's community of users, for example:

- musical performance
- trivia night
- book week activities
- teddy bears' picnic
- Christmas carols in the library
- celebrating local community festivals.

S17. Library programs

Population	Programs
<10,000	1 preschool storytime per week
10,000 – 30,000	preschool storytime offered more than once per week baby/toddler storytime also offered 1 library program suitable for adults or seniors or culturally diverse community, per week 1 user education program offered more than once per week
30,001 – 50,000	preschool storytime offered more than once per week baby/toddler storytime also offered young persons' library program on regular basis library program suitable for adults or seniors or culturally diverse community reader/customer education library program offered more than once per week
50,000+	a mix of library programs to meet population demographics and other variables, particularly staff skills; some offered more than once per week.

Variables to consider
- size of library — for larger library services replication of some library programs in some or all branches may be appropriate
- size and composition of community demographics
- physical spaces in library buildings that can accommodate groups
- IT equipment that can accommodate group learning
- library staff skills
- community and business organisations appropriate for relevant partnerships
- activities provided by other similar community organisations
- age appropriateness of programming
- best practice for preschool programming is specified in *Early Literacy Framework* https://www.sl.nsw.gov.au/public-library-services/early-literacy-project

SATISFACTION WITH LIBRARY SERVICES

Objective

To ascertain library customer satisfaction or dissatisfaction with library services.

The aim is to suggest a single, simple measure of satisfaction which NSW libraries can use for comparison with each other, or for identifying trends over time.

This is not the only measure of satisfaction that libraries will employ. Libraries and councils collect information and monitor their performance against a variety of user satisfaction measures for their own management purposes and to reflect the consultation or planning processes they have undertaken. When seeking such feedback, surveys and questions are usually purpose-designed, and thus are beyond the scope of this standards document.

Additional discussion of qualitative measures is presented in G20. Qualitative Data Collection; see also G21. Customer service.

S18. % of library users who view their library service as 'good' or 'very good'

Question: Do you view the library service as:

Very good	Good	Adequate	Poor	Very poor

Suggested target: 95% of survey sample respond 'good' or 'very good'.

Measurement parameters

It is recommended that a survey is conducted every two years.

The State Library of NSW provides a survey template with model survey questions that are recommended for use by NSW public libraries to survey users about their experience of library services.

This tool for measuring library user satisfaction was developed in close consultation with library managers and staff across the NSW public library network. Focus groups and user testing were undertaken with library staff and community members throughout the project to ensure that the questionnaire is relevant and useful for measuring satisfaction with contemporary public library services.

The template is: *Library User Satisfaction Survey: a model for NSW public libraries*, available at: https://www.sl.nsw.gov.au/public-library-services/library-user-satisfaction-survey

PART B — GUIDELINES

This part provides general guidelines for developing quality services in NSW public libraries.

Guidelines are numbered and prefixed with G to distinguish them from standards. Each numbered section includes an objective, guidelines (covering principles, issues and best practice), suggested performance indicators and things to consider. Reference is made to existing standards where relevant. The purpose of the performance indicators is to suggest some techniques which library managers can use to measure the success and efficiency of library processes and gain an overview of the performance of the library

Together, the guidelines are a set of principles for developing levels of performance which lead to quality library services.

How to use the standards and guidelines
These standards and guidelines will assist library managers and stakeholders to:

- evaluate current library performance, for example as a benchmark against past performance, or against other libraries

- set reasonable targets for improvement in service delivery

- plan for future service needs

- ensure equitable service delivery

- develop evidence-based business cases for resources, equipment, and innovative services.

Guidance from practitioners is included to assist in tailoring services to the needs of local communities, based on such factors as age, disability, socioeconomic status, cultural diversity and affordability.

Part A presents standards and their objectives. Targets are given where appropriate, along with measurement techniques. Reference is made to the relevant supporting guideline(s) in Part B.

Part B covers principles and practices for library service provision, with reference to the relevant standard(s). The guidelines are presented in checklist format, convenient for use in assessing performance of library services, either in self-evaluation or in more formal reviews.

Useful documents are listed in context throughout the standards and guidelines, and a complete list is given in the bibliography. The supporting material includes a glossary and index.

G1. Library management

Objectives

To provide the community with a library service that is equitable, accessible, cost effective and efficient.

Main relevant standards: S1 to S5, Library management standards.

Library service management principles

- library manager is an appropriately qualified librarian
- staff, services and resources of the public library are managed efficiently and effectively
- local council is kept informed of new developments in library service provision and their potential impact on the provision of library services
- the library interacts with other council services and community agencies to ensure that the library service is a focal point for the community
- statistics are collected that relate to resources, staff, services and activities, in order to facilitate library planning
- statistics are used to benchmark against other comparable libraries
- standard statistical reporting data is provided to appropriate organisations, i.e. SLNSW; ABS; National and State Libraries of Australia (NSLA)
- a long-range plan is in place, stating goals, objectives, priorities, strategies, programs and policies
- new services and programs are planned and initiated according to changing needs in the community
- library facilities are planned and developed according to changing needs in the community
- library manager contributes to the local council's overall planning, policy development and reporting, to ensure the library is integral to council's broader strategic planning process[3], e.g. community strategic plan, cultural plan and community consultation
- library manager operates and advises within the framework of the *Library Act 1939* and Library Regulation 2018 and other relevant legislation including *Local Government Act 1993*, *Copyright Act 1968* and *State Records Act 1998*
- library manager is an advocate for the library service, communicating the value that a public library adds to the community
- library manager contributes to and is involved in activities related to the library profession as a whole, in order to maintain professional expertise in management
- library policy documents are established, promulgated, maintained and updated — these documents include but are not limited to:
    - collection development policy (retention and deselection of library materials; complaints re library materials; gifts and donations; digital practice; special collections)
    - conditions of library use policy (including, for example, youth protocol, code of conduct, customer service charter, policy on exclusion of customers)
    - membership policy
    - circulation of library materials policy
    - online information policy including internet acceptable use policy
    - policy for children and young people (e.g. services, supervision, safety)
    - volunteers' policy
    - home library services policy

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[3]NSW Integrated Planning and Reporting (IP&R) framework https://www.olg.nsw.gov.au/councils/integrated-planning-and-reporting/framework

Points to consider

The references provided include useful policy documents, guidelines and manuals which will assist library managers and their staff in service design, delivery and reporting. For information on financial reporting refer to Financial reporting, State Library of NSW: https://www.sl.nsw.gov.au/public-library-services/financial-reporting-subsidy-applications

There are a number of resources which assist library managers to demonstrate and communicate the value that libraries add to their communities. These include studies in New South Wales and Victoria:

- *Libraries work! The socio-economic value of public libraries to Victorians*, State Library Victoria, 2018 https://www.slv.vic.gov.au/sites/default/files/Libraries-work.pdf

- *Creative communities: the cultural benefits of Victoria's public libraries*, Melbourne, Victoria State Library of Victoria, 2014. https://culturecounts.cc/marketing-uploads/resources/The-cultural-benefits-of-Victoria%E2%80%99s-public-libraries-Creative-Communities-2014.pdf

- *Enriching communities: the value of public libraries in New South Wales*, prepared by JL Management Services, Library Council of New South Wales, March 2008 https://www.sl.nsw.gov.au/public-library-services/enriching-communities-value-public-libraries-nsw

- *Dollars, sense and public libraries — The landmark study of the socio-economic value of Victorian Public Libraries*, prepared by SGS Economics & Planning (A State-wide Public Library Development Project funded by the Library Board of Victoria and delivered by the State Library of Victoria in collaboration with Public Libraries Victoria): https://www.slv.vic.gov.au/about-us/collaborations-affiliations/public-libraries

- National Welfare & Economic Contributions of Public Libraries, ALIA 2013 http://www.alia.org.au/sites/default/files/documents/advocacy/Contribution%20of%20Australian%20Public%20Libraries%20Report.pdf

- *Bookends scenarios*, 2009 and *Building on the Bookends Scenarios*, 2014 https://www.sl.nsw.gov.au/public-library-services/strategy-and-planning

G2. Opening hours

Objective

To open at times which enable the community to make the most effective use of the library service and to ensure that the library's resources and services are as widely available as possible.

Public libraries should be open at times when their customers might reasonably expect them to be open. Local influences on opening hours include library location, location of other community service points, local shopping and school hours, number of branches and size (area and population) of the community/region served, and number of staff employed. Relevant standards: S3 and S4 Opening hours.

Guidelines

- library hours are fixed and include morning, afternoon, evening and weekend hours, based on assessment of users and potential users rather than on staff convenience
- library opening hours are displayed outside service points
- opening hours are consistent, predictable and easy for customers to understand
- changes to opening hours are advertised well in advance
- the library establishes and meets the standard for hours open, appropriate for size of population served
- the nature of the community (for example, young people, families with children, seniors) is considered
- proximity of the library to other community facilities such as shops, businesses and public transport, and their hours of operation are considered
- remote access to library resources (e.g. online library services and resources, including the online catalogue) is available at all times
- the library provides after hours facilities for return of library materials
- hours, once set, are routinely reviewed to consider changing demographics and circumstances

Suggested performance indicators

- Tier One libraries opening hours per week per capita of population
- branch library (tier two) opening hours per week per capita of population
- total opening hours (all service points) per week per capita

Points to consider

Measuring opening hours needs to take account of all service points (all central and branch opening hours) including mobile libraries. The measure of opening hours for mobile libraries is the operating time spent at mobile library stops; travelling time between stops is not counted (Public Library Statistics, 2017/18, p xxii).

G3. Library buildings

Objectives

To provide a physical facility which will serve the identified needs of the community. The building should be attractive, designed for efficiency and sustainability, flexible and functional.

To provide libraries that are convenient and accessible to the public.

Guidelines

- library buildings and service points should conform with the provisions of *People places: a guide for public library buildings in NSW* which is a comprehensive guide to the planning and management of library buildings https://www.sl.nsw.gov.au/public-library-services/people-places-tools
- Guidelines on Joint-Use Libraries https://www.sl.nsw.gov.au/public-library-services/advice-and-best-practice/library-council-guidelines/co-location-and-joint-use-libraries

Points to consider

- Suitable accommodation is essential to the success of a public library.
- An experienced librarian and a qualified architect should work cooperatively from the beginning of a public library building project to its completion. If a qualified librarian is not available, the advice of the State Library of NSW should be sought. The State Library is available to work with all NSW councils on library building projects and improvements.
- The State Library has developed tools to calculate the minimum recommended library size based on the catchment population to be serviced. The table on the following page provides a summary, however see *People places* for a more comprehensive guide. Note that these sizes do not take into account non-resident workforce, central library activities or the range of spaces and services required in a contemporary library building.

Population serviced	Minimum recommended library size in square metres *
Under 2,750	190
4,000	276
5,000	345
8,000	552
10,000	690
12,000	828
15,000	1,035
18,000	1,163
20,000	1,234
25,000	1,410
30,000	1,583
35,000	1,753
40,000	1,920
45,000	2,084
50,000	2,245
55,000	2,403
60,000	2,558
70,000	2,859
80,000	3,148

- Co-location is a significant trend in NSW, bringing a range of community, commercial or government functions into one complex. A co-located library has its own distinct space within a wider complex or set of buildings. It may share a foyer, meeting rooms and amenities with other tenants, however the public library functions are managed separately to the other functions within the complex.
- Joint use public libraries are rare in NSW, however consideration of a joint-use approach in some circumstances has merit. A joint-use library is one in which two or more distinct groups of users are served in the same library premises, the governance of which is collaboratively agreed between two or more separate authorities. Examples include a joint public/school library, or a joint public /TAFE /University Library.

Other resources
- ALIA's policy statement: Joint-use libraries http://www.alia.org.au/about-alia/policies-standards-and-guidelines/joint-use-libraries

- Shared facilities standard, revised December 2008 (Queensland Public Library Standards and Guidelines) https://content.plconnect.slq.qld.gov.au/sites/default/files/SLQ-sharedfacilitiesstandard-200812.pdf

G4. Mobile libraries

Objective
To provide a public library service via a specially designed and equipped vehicle to those people who cannot reach a normal branch or central library.

Guidelines
- access is provided to a representative range of the library's services and collections within the mobile library, including access to library technology
- the mobile library's schedule and opening hours are appropriate for customers and locations
- sites are chosen and reviewed according to criteria developed by the library service with reference to published guidelines
- mobile library stops are signposted or advertised at each location
- mobile library size and vehicle type is appropriate for the services and outreach programs delivered from it, and for the access constraints of the locations it services
- mobile library is designed and configured for ease of access and satisfies relevant occupational health and safety requirements
- mobile library drivers are appropriately licensed for the type of vehicle employed
- mobile library drivers/staff are knowledgeable about the library's collections, services and procedures, and occupational health and safety requirements
- staff numbers are sufficient to meet demand at high activity stops
- sufficient numbers of backup staff, qualified to drive the vehicle and experienced in library service delivery, are available to maintain continuity of service
- mobile library staff participate in training and professional development programs
- mobile library vehicle is maintained and replaced according to a planned schedule

Other resources
- Mobile & outreach services: NSW public libraries practice, standards & guidelines, 2015 https://www.sl.nsw.gov.au/public-library-services/mobile-libraries-and-outreach-service-models-nsw-public-libraries
- *People places: a guide for public library buildings in NSW* https://www.sl.nsw.gov.au/public-library-services/people-places
- State Library of Queensland, Mobile libraries standard (Queensland Public Library Standards and Guidelines), 2009 https://content.plconnect.slq.qld.gov.au/sites/default/files/SLQ-mobilelibrariesstandard-200906.pdf
- Country Public Libraries Group (Victoria), Health and safety in a mobile library: guidelines for staff, Issue no 2, prepared by ARK Consulting Group, 2005 www.libraries.vic.gov.au/downloads/Country_Public_Libraries_Group/health_and_safety_in_a_mobile_library_v3.doc
- Country Public Libraries Group (Victoria), Mobile libraries occupational health and safety checklist, Issue no 2, prepared by ARK Consulting Group, 2005 http://www.libraries.vic.gov.au/downloads/Country_Public_Libraries_Group/mobile_libraries_ohs_checklist_v3.doc

G5. Marketing and promotion

Objectives
To ensure that all members of the community are made aware of library services and programs.

To facilitate easy access to library facilities, services and programs for all members of the community.

This guideline should be read in conjunction with G21. Customer service.

Note: Refer also to S18. Satisfaction with library services.

Guidelines
- a proportion of the library budget is allocated to marketing and promotional activities
- library staff participate in marketing and promotion
- local electronic, print and non-print media, including accessible formats, are used to promote library services and programs
- specific strategies are developed to provide information about targeted library services and programs, including dissemination of publicity materials in alternate formats and languages other than English
- good quality informational, directional and promotional material is used
- library policies are developed, reviewed and revised with consideration given to their effect on the library's public relations
- partnerships have been formed with local community organisations, local businesses, State Library of NSW and ALIA to facilitate library marketing and promotion
- partnerships are monitored to ensure ongoing relevance
- library surveys are conducted with both library customers and people who are not library users, on a regular basis, e.g. every two year
- the success or popularity of library programs and events is evaluated using surveys of opinion or by assessing the impact on, for example, visits, loans and membership
- media coverage is monitored for frequency of mention of library service and usefulness for library events and programs, including specific media coverage for specific events and programs

Suggested performance indicators
- number of promotional activities per annum
- number of positive media mentions of the library service per annum
- number of participants attending activities

Points to consider

- libraries may need to operate within the constraints of local council policy (if any) on media relations and promotion
- council's media/public relations staff may be able to assist the Library in promotional activities and preparation of promotional materials
- a 'Friends of the Library' group can provide advocacy, publicity and support for the library

Other resources

Library user satisfaction survey: a model for NSW public libraries, Library Council of NSW, 2012
https://www.sl.nsw.gov.au/services/public_libraries/community_and_engagement/Library_user_satisfaction_survey.html

G6. Information and readers' advisory services

Objectives

To offer information and readers' advisory services to all library customers. To ensure that these services provide customers with the information and/or reading materials that suit their requirements in an appropriate time frame. To offer education programs to support information and digital literacy, and effective use of library resources and facilities.

This guideline should be read in conjunction with G21. Customer service.

Definitions

Information requests — include contact with a library customer where the service that is provided is predominantly informational/instructional, including information and referral services, by a member of the library staff.

Information sources include printed and non-printed materials, databases, online resources, catalogues, referral to other libraries, institutions, and people inside and outside the library.

The request may come in any form including in person, by phone, mail, email or social media from an adult or a child.

Information requests include:

- author/title: requests to locate or reserve a specific title or the works by a specific author (in-house and ILL)
- general subject: requests for non-fiction subjects or fiction for information
- readers advisory: requests for fiction or non-fiction subjects for leisure
- local studies: requests for information, photographs, maps, books, newspapers, journals or other materials that concern the local area.
- genealogy: requests for assistance with finding genealogy or family history information for people tracing their family history.
- community information: requests for information on, or direction to, services, program, activities, or facilities whether provided by the library or council, other government, community, commercial or any other group
- literacy/ESL: requests for material to assist with literacy or English language learning
- community languages: requests for books, newspapers or other material in a language other than English including material on-loan from the State Library of NSW or other library services
- technology instruction: requests for instruction/guidance with the use of technology for: information purposes (for example to search the internet or access an eresource); communication purposes (for example providing instruction for the basics of online communication including email, Word and scanning); to access library services through online portals (for example borrowing ebooks/emagazines, articles); to access external services through online portals (for example registering with and utilising government services)

Readers' advisory work — *Rewarding Reading*, the training program for readers' advisers, developed for the State Library of New South Wales and presented across Australia and New Zealand since 2005 uses the following definition:

'A readers' advisory service is one in which knowledgeable, non-judgemental library staff help readers with their leisure reading needs. Using knowledge of fiction and non-fiction material, familiarity with the library collection, and print and electronic reference tools, the

readers' adviser helps the reader answer the question 'What do I read next?' The service includes suggesting new or unfamiliar authors and topics or genres, interesting casual readers in more systematic reading, maintaining contacts with local educational agencies, promoting reading and encouraging use of the library service.'

Reader education or **user education —** provide individuals and/or groups with advice on using the library's facilities and services; training programs in the use of information technology; information and digital literacy programs. A reader education program may be formal tuition in an aspect of library service, information technology or digital literacy, or as informal as a booking for one or two people for a 'how to use the internet' session.

Guidelines
- reference and information services are core components of public library services as set out in the Library Act 1939 s10 and the Guidelines to s10
- appropriately skilled and trained staff deal with information and readers' advisory requests
- library staff are proactive in offering assistance and promoting services and resources to customers
- library collections and electronic resources support the provision of information by library staff in response to requests for information and recreational material
- information services are accessible to library customers onsite and electronically
- when appropriate for content and the community served, library delivers customer education and help services online via its website
- appropriately trained staff provide customer education programs
- reader education programs and activities in the library are appropriately advertised and promoted
- appropriate community information database/s are developed and/or used for information service delivery.
- interlibrary loan services are used to support information service delivery.
- signage in library buildings is used to facilitate access to information and readers' advisory services.
- high quality informational, directional, instructional and promotional material is used/provided.
- interior layout and furniture facilitate side-by-side options for staff assistance to readers, particularly when demonstrating online services.
- appropriate training in information service, technology assistance and readers' advisory work and procedures are provided to all staff
- staff have a responsibility to maintain their reference and readers advisory skills and knowledge to a professional standard by participating in training and self-development/education
- regular statistics of enquiries are recorded, sampling is a valid methodology

Suggested performance indicators
- number of reservations per annum

- number of requests per annum involving all aspects of library services onsite and electronically:
    - information requests
    - readers' advisory requests
    - community information enquiries
    - council services enquiries

- number of reader education and training programs offered per annum

- attendance numbers of library customers at public reader education and other training programs per annum

- satisfaction rate for reader education and other training programs.

Points to consider

In measuring performance of information and readers' advisory services, it is recommended that the following guidelines be applied when counting completed information requests.

Count all information requests. An information request is defined as any enquiry which involves the knowledge, use, recommendations, interpretation, or instruction in the use of one or more informational sources, including information and referral services, by a member of the library staff. Information sources include printed and non-printed materials, databases, online resources, catalogues, referral to other libraries, institutions and people inside and outside the library.

Information requests include enquiries on:

- author / title or other details

- subjects

- local studies

- genealogy

- community information

- literacy / ESL resources

- community language resources

- technology instruction

Customer service requests should be counted separately. These include any enquiries that are not counted under the definition of an information request provided above. Examples include changing a customer's registration details or helping customers with equipment, PC bookings, wireless inquiries and directional inquiries.

Do not count:

- issuing of loans

- accepting items for return.

Other resources

- Enquiry Completion Rate definitions and instructions, State Library of NSW: https://www.sl.nsw.gov.au/public-library-services/advice-best-practice/public-library-statistics

- Service guidelines; information and research services at NSLA libraries, NSLA, 2019: https://www.nsla.org.au/resources/service-guidelines-information-and-research-services-nsla-libraries

- Information and research services principles for the National and State Libraries of Australasia, NSLA, 2011: https://www.nsla.org.au/publication/information-and-research-services-principles

- Reference services standard (Queensland Public Library Standards and Guidelines), State Library of Queensland, 2009
  http://www.plconnect.slq.qld.gov.au/__data/assets/pdf_file/0010/148591/148591_Reference_services_standard_-_Oct_2009.pdf

G7. Interlibrary loans and document delivery

Objective
To facilitate access by the local community to resources held in other Australian library and information services collections. Libraries use interlibrary loans to supplement, but not supplant, local collection development.

Guidelines
- provision, whenever possible, of a free or cost recovery interlibrary loan (ILL) service to customers
- NSW public libraries should follow the Australian Interlibrary Resource Sharing (ILRS) Code 2013 http://www.alia.org.au/resources-and-information/interlibrary-lending/australian-interlibrary-resource-sharing-ilrs-code
- technology is used appropriately to expedite ILLs
- simple workflows and/or automated ILL processes which interface with library system software are used to expedite ILLs
- ILL staff are trained in latest ILL technological developments and kept up-to-date with document delivery/ILL trends through involvement in the NSW public library network
- library holdings are added to and maintained on union catalogues
- cooperative agreements are implemented with key requesting and supplying libraries, where possible

Suggested performance indicators
- proportion of total ILLs supplied within timeframes specified within the ILRS Code

- proportion of total requested ILLs received within time frames specified within the ILRS Code

Other resources
- Share It, Australia's Interlibrary and Resource Sharing (ILRS) Wiki: http://shareit.alianational.wikispaces.net/
- Australia's national bibliographic database, Libraries Australia, and its Document Delivery module facilitate interlibrary lending: https://www.nla.gov.au/librariesaustralia/

G8. Library staffing

Objective

To ensure that the size and mix of library staff support a range of services and programs which meet the needs of the community.

Each public library must have paid qualified staff of one or more persons, including a suitably qualified library manager.

Relevant standards: S6 to S8 Staffing standards.

Guidelines

Note: For discussion of targeted library services see guidelines G13 to G19.

- library has paid and suitably qualified staff, appropriately trained to discharge their particular job responsibilities
- staffing levels are sufficient to deliver the services set out in the *Library Act* section 10 and other services appropriate for the library's community
- responsibility for core services (such as reference and information services and technical services) set out in the guidelines relating to section 10 is assigned to appropriately qualified staff
- specialist library staff are determined by overall community requirements for the skills of the specialist — consideration should be given to the skills mix of library staff to deliver targeted services described in guidelines G13 to G19
- library staff undertaking librarianship, library technician and other relevant studies are supported by their library manager and council
- library staff are encouraged to expand their library and cross-sectoral networks, and further their professional development by attending courses, conferences, and meetings and joining email lists
- the library supports staff work-related study, continuing education and professional activities, including paid work time for attendance, registration fees and travel costs
- all library staff (including casual and relief staff) have sufficient training to undertake the requirements of their roles with a minimum of supervision
- formal training is augmented by informal skills transfer and information sessions for staff
- library has an orientation program for new staff
- library provides a staff mentoring program
- library has current position descriptions for all positions
- library has a succession plan for critical positions
- job rotation and staff exchanges are encouraged as an excellent means of ensuring adequate training and development, especially for more isolated staff such as those in small branch libraries
- volunteer help from the community is recruited according to the terms and conditions of a written policy defining the tasks which may be undertaken by these volunteers and clarifying their relationship to library operations and staff
- volunteers are not used as a substitute for appropriately trained and paid library staff — their role is separate from the day to day operation of the library service, and their tasks should not include core library duties

Suggested performance indicators

- number of full-time equivalent staff per capita

- number of qualified staff per head of population served

- number of items circulated per staff member per annum

- number of training courses undertaken by staff members per annum

- staff turnover ratio

Other resources

- Library and information sector: core knowledge, skills and attributes, ALIA, 2014: http://www.alia.org.au/about-alia/policies-standards-and-guidelines/library-and-information-sector-core-knowledge-skills-and-attributes
- Professional development for library and information professionals, ALIA, 2009, amended 2019: http://www.alia.org.au/about-alia/policies-standards-and-guidelines/professional-development-library-and-information-professionals
- ALIA's policy on volunteers in libraries is: Statement on voluntary work in library and information services, 2009, amended 2017: http://www.alia.org.au/about-alia/policies-standards-and-guidelines/statement-voluntary-work-library-and-information-services
- The core access and information components of public library services to be provided free of charge are set out in section 10 of the *Library Act 1939*. The guidelines to section 10 provide principles and examples to assist local authorities in provision of core, non-core and value-added services appropriate for the library's community: https://www.sl.nsw.gov.au/public-library-services/guidelines-section-10

G9. Collection development and management

Objective

To develop and manage a broad collection which meets the needs of the community, inspires intellectual curiosity and anticipates future need.

To provide information and reference resources, recreational reading, literacy development and education support materials. A public library collection should comprise a rich and diverse mix of content including (but not limited to):

- fiction (including a range of genres, such as literary, popular, with different appeal characteristics)
- non-fiction covering the principal fields of knowledge (using the Dewey Classification 000–999 as a guide)
- reference, including internet resources
- multiple formats (including monographs, serials, ebooks, e-audio, graphic novels, databases, digital formats, large print)
- age-appropriate collections (including picture books, children's, young adult)
- collections in community languages
- local studies.

To develop selection and acquisition procedures that ensure library materials are available to the community as soon as possible.

Relevant standards: S9 to S14 Collection standards.

Guidelines

- A collection development strategy (policy) based on community needs is developed and maintained, which includes:
  - selection criteria and guidelines
  - collection strengths and purchase priorities
  - customer requests for purchase of materials
  - evaluation guidelines, especially for deselecting items
  - policy on donations (for example, what is acceptable/unacceptable, or whether donations must meet selection criteria)
  - it may also include conformance with the provisions of copyright legislation.
- The collection development policy is reviewed every two to four years.
- The library provides webpages with links to government, education and reputable commercial websites.
- Enough items should be added to the collection annually to provide up-to-date information and to reflect contemporary publishing.
- Provision should be made for duplication of useful material for which there is heavy demand.
- The library uses interlibrary loan to supplement, but not supplant, local collection development.
- The library cooperates in collection development with other local, regional and state libraries and collecting institutions to provide a wide range of resources in a variety of formats to meet the needs of its community.

- The library provides access to resources in a variety of formats to ensure equal access for persons of all ages including those with disabilities.
- Access is provided to adult basic skills and English as a Second Language (ESL) materials with reading levels and formats appropriate to meet the needs of customers who are adult new readers or who have developmental disabilities or limited English speaking skills.
- Suppliers are reviewed on an ongoing basis to ensure timeliness of supply and discount rates.
- Discard, acquisition and depreciation rates are related to each other, in order to enhance the currency and overall appeal of the collection. Higher or lower rates of discard may be appropriate in special circumstances, such as relocation of library collections, or collection rejuvenation.

Suggested performance indicators
- customer satisfaction with library collection
- acquisitions rate for core library materials per capita
- percentage of total expenditure on library materials
- timeliness, for example, time taken from order to shelf ready and available to library customers
- discards per annum as percentage of total stock
- number of collection items per head of population
- age of collection items, for example, percentage of collection purchased in last five/ten years
- turnover (loans/items)
- costs of library acquisitions by item type; overall costs including staffing, outsourcing etc
- costs per loan
- number of library loans per annum by type of item e.g. non-fiction
- percentage of library material expenditure per annum on digital material
- percentage of library material expenditure per annum on print material

Points to consider

Collection size is dependent on variables such as the geographic spread and size of the population served. Each library should possess sufficient stock to ensure that it can meet its normal operational requirements.

If there is a large stack collection and/or significant family history and genealogy reference collections this will reduce performance against standards S12 to S14.

Collection age directly influences loans and stock turnover. If the age of the collection is improved (that is, a higher percentage of the collection is new), then loans and collection turnover will increase.

Access to library collections can be enhanced through local and regional co-operative measures, resource sharing between libraries, and through the national interlibrary lending scheme.

The number of duplicate titles will depend upon the type of library service and the collection development policy.

When calculating costings for libraries, factor in relevant CPI increases. This guideline is not prescriptive about methods for calculating costs. Different methods can be used, provided the method is explained.

Targeted services may involve purchase of special materials (for example large-print items, or items in languages other than English) which have significantly higher unit costs. This will have an impact on the acquisitions budget.

The State Library of NSW has developed a program of Stock Quality Health Check tools with input from public library readers' advisory experts from around NSW. The spreadsheets provided on the State Library website suggest an indicative range of authors and titles across a variety of genres.

Other resources
- A benefit cost analysis: outsourcing of acquisitions, cataloguing and processing NSW public libraries, Library Council of NSW, 2010: https://www.sl.nsw.gov.au/public-library-services/benefit-costs-analysis-outsourcing-acquisitions-cataloguing-processing
- An evaluation tool - outsourcing of acquisitions, cataloguing and processing, Library Council of NSW, 2010, available at: https://www.sl.nsw.gov.au/public-library-services/collection-management
- Stock Quality Health Check, State Library of NSW, 2017: https://www.sl.nsw.gov.au/public-library-services/collection-management
- ALIA (2012) Information on Copyright available at https://www.alia.org.au/information-and-resources/copyright/useful-copyright-links
- NSLA (2020) Copyright information for clients https://www.nsla.org.au/publication/copyright-information-clients

G10. Local studies collections

Objectives
To collect resources that document, illustrate and record the history and cultural heritage of the local area. To provide access to, preserve and maintain a collection that relates to the history and development of the local community.

Guidelines

Skills
Local Studies staff have appropriate skills and knowledge in:
- digital archiving
- multimedia skills to make collections and resources accessible to various audiences
- exhibition and display procedure and preparation.

Collecting
- collecting policies for local studies materials, including acquisitions and management, are recorded in the library's collection development policy
- the library actively collects and preserves local studies material, including local newspapers
- the library provides opportunities and means for the public to donate relevant local studies material
- items are acquired through purchase, donation, copying or transfer from local organisations
- materials collected from local private sources are provided to the public with appropriate permissions and copyright clearances
- the library develops mechanisms for community creation and co-creation of relevant local information in a range of formats
- contemporary collecting includes born digital materials of local interest
- cooperative arrangements are in place with appropriate local community groups and other cultural institutions such as museums and galleries for the growth, development and use of the local studies collection

Access
- access is available to non-rare and non-fragile materials (i.e. standard items in Local Studies collection) at any time the library is open
- access to rare and fragile materials is controlled
- access provisions for sensitive materials and manuscripts are clearly documented
- all newspapers whether print or digital are accessible free of charge to the public
- local history photographs (print or digital) are accessible free of charge to the public
- Public programs (such as participation in National Trust Heritage Festival, History Week, Family History Week, Anzac Day, NAIDOC week and other similar events) are offered by the library, where appropriate in partnership with other local community organisations
- appropriate exhibitions of local studies materials are curated and displayed
- specific provision is made for collecting, organising and providing access to family history materials
- partnerships are established with the media to develop and exploit opportunities for promotion of local studies programs

Preservation
- a controlled environment and standards-compliant storage conditions to permanently preserve materials are provided if the materials in the collection require such treatment
- appropriate library space and storage is provided including security for the collection
- oral history collections are made digitally available in priority terms of significance
- digital archives standards are used for local studies collections
- a disaster control plan has been developed for protection of the collection
- links have been established with specialist consultants for professional advice concerning conservation matters
- a digitisation plan is developed for local studies material
- all copying is done in accordance with the *Copyright Act 1968* (Cth) and other regulations

Suggested performance indicators
- number of new still and moving images collected annually
- percentage of local studies photographs in the collection digitised
- number of oral history interviews made available per annum
- number of exhibitions of local studies collections/materials
- proportion of users who rate the relevance and quality of the local studies collection as satisfactory or better
- number of local history information requests recorded as part of the enquiry completion rate or other tracking mechanism
- number of times per annum online local studies resources are accessed
- number of items added to the local studies collection annually

Points to consider
- Collecting of contemporary local information is as important as collecting older local historical material. Today's information is tomorrow's history.
- Staff skills — shifts in library landscape, global digital communication, and archiving procedures and standards may have significant impact on local studies staff skills requirements. Ongoing professional development and training will be necessary to foster and maintain specialist skills and knowledge.

Other resources
- *Digital practice guidelines*, Library Council of NSW, 2011: https://www.sl.nsw.gov.au/public-library-services/content/digital-practice-guidelines-public-libraries-0
- National Library of Australia's digitisation policy and priorities, and general principles for digitisation, as outlined in its collection digitisation policy: http://www.nla.gov.au/policy-and-planning/collection-digitisation-policy and Image capture standards: http://www.nla.gov.au/standards/digitisation-guidelines
- State Library of NSW Disaster planning, response and recovery resources available at https://www.sl.nsw.gov.au/public-library-services/strategy-and-planning

G11. Cataloguing

Objective
To provide a framework for bibliographic description of library materials and the exchange of bibliographic data.

To maintain rigorous control to ensure consistency and uniformity which facilitates use by those unfamiliar with the rules.

Guidelines
- all materials available in the collection are listed in the library catalogue
- public libraries' catalogue data should conform with international standards for descriptive and subject cataloguing
- access to the collection, particularly unique items, is maximised by contributing information to Libraries Australia

Suggested performance indicators
- catalogued materials (including outsourced cataloguing/materials) conform to the recommended standards

- cost of cataloguing each item

- timeliness, for example, turnaround time (time taken from receipt of item to ready for loan) for both in-house processed and outsourced items meets acceptable targets.

- proportion of collection added to Libraries Australia database

- per cent of acquisitions contributed to Libraries Australia per annum

Other resources
- Cataloguing standards for Libraries Australia:
  https://www.nla.gov.au/librariesaustralia/standards-cataloguing-anbd
- Libraries Australia is a subscription-based service for libraries. The free service based on the ANBD and other Australian information repositories is known as Trove. Trove is a discovery service focused on Australia, Australians, and items found in Australian collecting institutions. It provides a single point of access to resources discoverable via the National Library of Australia's multiple discovery services, and to digitised material freely available online anywhere in the world. Trove is available at: http://trove.nla.gov.au/
- Resource Description and Access (RDA) in Australia:
  https://www.nla.gov.au/librariesaustralia/resource-description-and-access-rda
- For some library material formats, cataloguing standards will be determined by the format. For example, see Digital practice guidelines, State Library of NSW, 2011 (Library Council of NSW Guideline): https://www.sl.nsw.gov.au/public-library-services/content/digital-practice-guidelines-public-libraries-0

Points to consider
- Contributors to Libraries Australia should ensure that the records of their holdings are kept current, not only by contributing information on new material, but also by deleting holdings information for material discarded.
- Cataloguing backlogs should be minimised, that is, actively managed to maximise throughput consistent with meeting cataloguing standards and timeliness of availability for loan to customers.

G12. Information technology

Objective

To ensure the accessibility of all library resources and services to the community served by the library. Information Technology Standards include all aspects of ICT: Information and Communication Technologies.

Relevant standards: S8. Staffing standard and S15. Information technology and S16. Standard for measuring use of electronic resources.

Guidelines

Systems infrastructure:
- library has an ICT strategy that covers planning, implementation, maintenance and replacement of information/communications technology and equipment
- library IT platform is secured with service level agreements with IT suppliers; service level agreements ensure that service and maintenance of public computers/networks is given as high a priority as in-house council/government/corporate systems
- library IT is managed by appropriately qualified and/or experienced staff
- system downtime due to maintenance is scheduled and communicated in advance to staff and customers
- public and staff workstations are comprised of current hardware and appropriate up-to-date software
- software provided for customer use includes standard desktop word-processing, spreadsheet, presentation, web browser and document reader software
- peripheral equipment provided with customer workstations or for customer use includes standard office machines such as printers, fax machines, scanners
- adaptive technologies are provided for people with disability
- one workstation is provided per FTE staff member
- ICT training programs are ongoing and updated as appropriate for staff and customers
- library supports social networking technologies
- library supports portable storage devices
- library supports video conferencing technologies
- wireless networks are available to library customers in library branches
- IT and internet access policies provide appropriate guidance to customers
- internet bandwidth is sufficient for consistent good quality access to digital print/image/sound resources served to customers by the library; performance to be monitored regularly to ensure responsive access by customers using public PCs and wi-fi hotspots
- consider the use of a dedicated internet service to ensure a good user experience for staff participating in videoconferencing sessions.

Library management system:
- integrated library management system (ILMS) operates latest or near-to-latest software release
- library reserves computers for catalogue use
- library catalogue is available through the library's website
- ILMS mobile catalogue apps where available are promoted to the community
- new books/resources list is available online

- individual personal information and preferences can be updated online by the customer, with appropriate authentication and privacy controls in place
- library fees and fines are payable online
- library items can be requested/reserved online
- items for purchase can be suggested online
- library customers can view and renew their own loans online
- library notifications can be delivered by a method selected by the customer, including email or SMS
- web-scale discovery or federated search of library catalogue and electronic databases is available
- library management system supports recording, identification and delivery of collection items which are in print, audiovisual and digital formats
- library management system provides management and statistical reports for effective performance tracking and service evaluation purposes.

Website:
- full description of library services, branches and opening hours is on the library's website
- support for online interaction with customers
- support for online reference and information service
- website includes up-to-date information on policies, programs and staff contacts
- website supports links to external resources including links to other libraries
- support for remote and in-house access to library catalogue and free and licensed databases
- library activities, programs and training sessions can be booked online
- downloadable ebooks and e-audiobooks are available
- audio and video streaming, RSS feeds and podcasts are available
- website designed to work optimally on mobile browsers (responsive web design principles)
- library website meets W3C standards for disability access
- links to all social media channels used by the library.

Suggested performance indicators
- number of items digitised from library's collection (if appropriate) per annum
- number of hours of public workstation use per annum
- number of visits to library website per annum[4]
- bounce rates (percentage of website visitors who move on to a different site without continuing on to subsequent pages on the initial site) will provide some indication of how customers are using the website
- use of wireless access
- some metrics for use of databases (for example, searches, hits, page views, vendor statistics)
- proportion of expenditure on digital resources by comparison with print materials
- percentage (time) of outages for all library electronic services

Points to consider
- Council ICT availability, platforms, connectivity, security requirements, internet access and backup requirements need to be considered in using these guidelines.

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[4] In relation to measuring website usage there are, unfortunately, no widely agreed metrics. However, Google Analytics, a free downloadable software application appears to be emerging as a de facto standard for both government and business.

- The State Library's NSW.net service suggests the standard configuration for internet access equipment could include a wireless interface that can be activated to provide in-house wireless internet access. The current NSW.net solution is an in-the-cloud service that offers functionality such as a ticketing system to control access and comprehensive reporting facilities. These features can be turned on or off to suit the library's needs.
- Availability of library web access may be modified at certain times by backup requirements of some library management systems.
- Metrics for time taken to load pages may be useful in demonstrating the need for more processing power or bandwidth.
- The reporting capabilities of the library's integrated library management system (ILMS) should be exploited to collect statistics which contribute to the whole picture of library use, enabling performance evaluation and benchmarking.

Other resources
- Access to information in New South Wales public libraries, (Library Council of NSW Guideline): https://www.sl.nsw.gov.au/public-library-services/library-council-guidelines

- Internet policy guidelines for NSW public libraries (Library Council of NSW Guideline): https://www.sl.nsw.gov.au/public-library-services/library-council-guidelines

- The Australian Human Rights Commission publishes information on the implementation of the World Wide Web accessibility provisions: World Wide Web Access: Disability Discrimination Act Advisory Notes: https://www.humanrights.gov.au/world-wide-web-access-disability-discrimination-act-advisory-notes-ver-41-2014

- Digital practice guidelines, (Library Council of NSW Guideline): https://www.sl.nsw.gov.au/public-library-services/content/digital-practice-guidelines-public-libraries-0

- National Library of Australia's digitisation policy and priorities, and general principles for digitisation, as outlined in its Collection digitisation policy: http://www.nla.gov.au/policy-and-planning/collection-digitisation-policy and image capture standards: http://www.nla.gov.au/standards/digitisation-guidelines

TARGETED SERVICES

Objective

To provide services and materials which meet the needs of distinct customer groups served by the library.

Such customer groups may include individuals of all ages who face barriers to their use of public library services. Barriers may be physical, as in the case of older people, or persons with physical or developmental disabilities, those who are homebound or institutionalised or who live in residential care facilities.

There are also likely to be a range of groups whose access to library services is difficult for other reasons, for example carers.

Good planning will identify all of the library's potential constituencies, including individuals with special needs. The library can then develop specific strategies for reaching them and for providing appropriate services, materials and resources.

Guidelines presented in the following sections address:

G13. Literacy services

G14. Services for culturally diverse communities

G15. Services for Aboriginal and Torres Strait Islander peoples

G16. Services for people with disability

G17. Young people and children's services

G18. Services for older people

G19. Home library services

The services listed above are typical of those provided by libraries to reach particular groups within their local communities.

For staffing levels see S8.

G13. Literacy services

Objective
To actively promote and support programs for members of the community with identified literacy needs. Literacy services also cater to the needs of community members requiring assistance with English as a second language.

To provide resources and programs which encourage and stimulate reading among all members of the community.

To provide a welcoming, trusted place where those seeking to improve their literacy skills have opportunities to do so without fear of judgment or stigma.

Definition
'Literacy involves the integration of listening, speaking, reading, writing and critical thinking; it incorporates numeracy. It includes the cultural knowledge that enables the speaker, writer or reader to recognise and use language appropriate to different social situations. For an advanced technological society such as Australia, the goal is an active literacy which allows people to use language to enhance their capacity to think, create and question, in order to participate effectively in society' (Australian Council for Adult Literacy 1991).

Guidelines
- The collection development policy includes sections outlining the acquisition, scope, formats, purposes and management of the relevant literacy collection/s including early literacy material for children, adult literacy resources, English as a Second Language (ESL) material, and material to support literacy programs, including those undertaken by specialist organisations in the community.
- Literacy materials are organised to enhance access to and use of the literacy collection.
- Provision is made to acquire the latest literacy equipment and technology within the overall financial and IT plans for the library.
- Where appropriate, literacy services and collections are managed by specifically skilled and trained staff.
- All library staff receive basic training in assisting people with literacy difficulties.
- Library staff are aware of the range of literacy resources and programs offered by the library, and ongoing staff awareness training is conducted.
- Literacy signs and symbols are displayed where appropriate.
- Literacy/learning English classes are provided in community languages where appropriate
- Programs for preschool aged children and families which foster early literacy skills. Examples include story-time, baby rhyme-time. (see Early Literacy Framework https://www.sl.nsw.gov.au/public-library-services/early-literacy-project)
- Programs for children and adults include activities which encourage use of the library, promote the development of skills and foster literacy development. Examples include story-telling, story/information trails, reading challenges, book clubs and discussion groups, conversation classes, homework clubs, author talks/events, parent/grandparent/carer–child activities, displays and exhibitions, technology and internet skills classes and so on. Programs are tailored to suit the community, with an emphasis on fun.
- Family literacy and digital literacy programs complement early literacy programs.
- Literacy programs are delivered in collaboration with literacy service providers and may be delivered in the library or in other locations in the community.

Suggested performance indicators
- customer satisfaction with literacy collections and services
- number of literacy classes per annum

Other resources
- Early literacy framework https://www.sl.nsw.gov.au/public-library-services/early-literacy-project
- Statement on information literacy for all Australians, ALIA, 2006: http://www.alia.org.au/about-alia/policies-standards-and-guidelines/statement-information-literacy-all-australians
- Statement on libraries and literacies, ALIA, 2006: http://www.alia.org.au/about-alia/policies-standards-and-guidelines/statement-libraries-and-literacies
- Literacy services for public libraries: https://literacyservices.wordpress.com/

G14. Services for culturally diverse communities

Objective

To meet the library needs of culturally and linguistically diverse communities (CALD).

Guidelines

Guidance to the NSW public library network in enhancing services dedicated to culturally and linguistically diverse communities (CALD) is provided in Benchmarking NSW public library services to multicultural communities (2018) https://www.sl.nsw.gov.au/public-library-services/services-multicultural-services-public-libraries/standards-and-guidelines

Note: The following checklist applies predominantly to those local government areas with a significant CALD population. They may not be relevant for some library services.

Planning for library services relevant to NESB clients
- mechanisms exist for multicultural communities to identify their library service needs, wants and preferences
- comprehensive community data is used to inform library service planning for multicultural services
- comprehensive library planning mechanisms exist which are inclusive of diversity issues and which allocate appropriate staffing, resourcing and planning

Organisational capacity to develop and deliver multicultural services/collections
- a multicultural policy exists and is integrated into the overall library policy structure
- multicultural skill sets are identified as part of overall service delivery planning and reflected in position descriptions and recruitment procedures
- staff have the skills and capacity to develop and implement services for a CALD customer base, which is developed through training, performance appraisal and organisational support.
- resource allocation for multilingual collections and services exists to meet CALD customer needs

Quality of multicultural services/collections
- Based on knowledge of particular cultural needs and trends:
  - a collection exists for a particular language when there are at least 1,000 residents speaking that language as their major language at home, but
  - for large LGAs (population over 100,000), a collection exists for a particular language when there are at least 2% of the resident population speaking that language as their major language at home. For LGAs with a very mixed population a higher percentage may be appropriate at the determination of the library manager.
  - a language other than English (LOTE) collection should have at least 100 items.
- State Library bulk loans are used to provide access to LOTE collections where there is insufficient demand to warrant the establishment of a collection by the library.
- An English as Second Language collection is established where the CALD population is greater than 1% of the total LGA population.

Promotions and delivery

- Collections are easily accessible by CALD library users –for example, bilingual staff, cataloguing in first language, and signage.
- A multicultural communications strategy, appropriate to area demographics, is integrated into the overall library or council communications program with a level of resources reflective of multicultural requirements.
- Services and collections reflect community profiles and respond to needs identified in community consultations.

Evaluation

- To meet the needs of diverse customer groups, a range of formal and informal monitoring mechanisms is in place, the output from which is used to inform the ongoing planning process
- Formal audience research is carried out at least biennially to assess the relevant success of libraries in meeting customer needs
- The library reflects multicultural community into ongoing planning and operation. Activities specific to CALD users are clearly identified (may include multilingual storytime for preschools, English language classes, educational seminars, cultural celebrations), measurable, and are part of the mainstream library service.

Suggested performance indicators

Provision of collections of languages other than English (LOTE) in relation to the demographic composition of the local community is recommended in these ways:

- use of community language material is in proportion to the cultural characteristics and composition of the local community
- one specialist Librarian employed where more than 20% of the population speak a language other than English at home
- two specialist librarians employed where more than 40% of the population speak a language other than English at home.

Points to consider

- ageing profile of the different CALD communities in your LGA
- level of literacy and education of different CALD communities in your LGA
- English proficiency of different CALD communities
- availability of LOTE material in specific languages
- format preferences of CALD communities
- LOTE collections tend to have a high turnover rate and may require weeding and replacement at a higher rate than other collections

Other resources

- Multicultural Library Services in NSW Public Libraries 2017: https://www.sl.nsw.gov.au/public-library-services/research-multicultural-services-nsw-public-libraries

- Benchmarking NSW public library services to multicultural communities, 2018: https://www.sl.nsw.gov.au/sites/default/files/multicultural-library-service-benchmarks.pdf

- The State Library of NSW has a Multicultural Consultant who can advise on any aspect of provision of multicultural services: https://www.sl.nsw.gov.au/public-library-services/services-multicultural-services-public-libraries-multicultural-services

G15. Services for Aboriginal and Torres Strait Islander Peoples

Objective

To engage and consult with local Aboriginal and Torres Strait Islander peoples and communities to ensure the library provides a welcoming and safe cultural space, services and collections, representative of their needs and aspirations.

Guidelines

The strategy *Indigenous Spaces in Library Places: Building a Vibrant Public Library Network Inclusive of Indigenous Peoples and Communities* and the associated toolkit provide guidance to the NSW public library network in enhancing services dedicated to the local Aboriginal and Torres Strait Islander population. https://www.sl.nsw.gov.au/public-library-services/services/indigenous-spaces-library-places

Welcome:
- create a visible Indigenous presence in the library space — for example, through signs (e.g. welcome or acknowledgement of the local Aboriginal community and traditional owners), Aboriginal flags, displays and artwork
- establish links with Aboriginal and Torres Strait Islander members of the community in order to receive guidance and assistance in the consultation and negotiation process
- ensure library staff receive cultural competency training
- ensure all library staff have some awareness of the Aboriginal history of the local area, including the traditional owners and local language groups. Sensitivity to historical events and locations is important.

Engagement:
- liaise with local Aboriginal and Torres Strait Islander groups and associations regarding shared aspirations and programs — for example, Reconciliation groups and Land Councils
- develop working relationships with appropriate government organisations and educational institutions in connection with the provision of services to Aboriginal and Torres Strait Islander communities
- consult local Aboriginal and Torres Strait Islander peoples and communities regarding establishment and operation of library services for their community
- increase outreach activities to Indigenous communities and promote services through radio, television, newspapers, brochures and library displays as appropriate.

Collections and programs:
- develop collections related to Australian Indigenous history and culture acquiring materials written by, as well as about, Aboriginal and Torres Strait Islander people; ensure collections contain contemporary works, that represent the vibrancy and resilience of Aboriginal culture today; consult the community to see which texts are not representative of current historical views (e.g. racist comments, dated anthropological texts)
- acknowledge and protect the cultural and intellectual property of Aboriginal and Torres Strait Islander communities as owners of all aspects of their traditional knowledge and cultural expression in all forms of media and documentation
- facilitate appropriate access to library archives and information resources for Aboriginal and Torres Strait Islander communities

- collaborate with local Aboriginal and Torres Strait peoples and communities to create and share stories including collecting local histories relating to experiences of the Indigenous community, collecting ephemera, collaborating with Indigenous artists
- collaborate/work in partnership with the local Aboriginal community to provide programs and events driven by communities needs and aspirations (e.g. digital literacy, language programs etc)
- expand the range of Indigenous employment opportunities in the library including traineeships.

Suggested performance indicators

- frequency of engagement with representatives of the Aboriginal and Torres Strait Islander community to ensure relevant collections and service provisions; consider the variety of types of consultations (e.g. family history, local studies collections, oral histories)

- number of events involving the local Aboriginal and Torres Strait Islander community per annum (e.g. recognition and participation in NAIDOC week, Sorry Day, Indigenous Literacy Day)

- number of staff completing cultural competence training and Indigenous family history training

- percentage of staff trained in cultural competence

Other resources

- Library Council of NSW has adopted the *Aboriginal and Torres Strait Islander protocols for libraries, archives and information services (The ATSILIRN protocols)*: http://www.aiatsis.gov.au/atsilirn/protocols.php

- Development of all aspects of library services for Aboriginal and Torres Strait Islander people should be guided by, and in accord with the ALIA statement Libraries and information services and Indigenous peoples: https://www.alia.org.au/about-alia/policies-standards-and-guidelines/libraries-and-information-services-and-indigenous-peoples

- *Position statement: Aboriginal and Torres Strait Islander library services and collections*, NSLA, 2014: https://www.nsla.org.au/resources/paboriginal-torres-strait-islander-library-services-collections

G16. Services for people with disability

Objective
To facilitate and enable full and active participation and access to collections, services, programs, and work spaces by people with disability.

Guidelines

Library spaces:
- accessible entrance and parking, physical access to and within library buildings, which enables access for people with a disability, is provided in accordance with appropriate legislation and relevant building standards
- wayfinding, disability symbols and signage are displayed in appropriate formats, e.g. large print, Braille.

Collections and programs:
- the collection development policy includes sections outlining the acquisition, scope, formats, purposes and management of library materials designed to assist and be used by people with disability e.g. alternative formats such as large print books, audiobooks and audio-described DVDs are provided to cater for people with vision impairment
- collections including alternative format resources are provided, with appropriate service delivery, in response to community profile and demand
- accessibility information should be included in program advertisements (e.g. wheelchair access to venue, hearing loop availability in meeting room)
- accessibility is considered in developing public programs, in consultation with community organisations.

Technology and digital services:
- the library's ICT plan covers planning for and provision of adaptive technologies
- assistive technology devices are provided to enable people with disability to access information in both print and electronic formats. For example, screen reading computer software, magnifying devices and book or tablet holders
- website design meets Web Content Accessibility Guidelines 2.0 Level AA accessibility standards

Policies and services:
- flexible lending periods and loan limits are embedded into the library's policies
- free home library service delivery is offered to members who are unable to attend the library due to illness or disability (see *Library Act 1939,* section 10) Staffing:
  - training by persons suitably qualified in the area of disability and access issues is delivered to all library staff, so that they may assist customers with disability

- a professional member of staff is responsible for coordinating services for people with disability, including staff training and professional development

Suggested performance indicators
- the library is included in the council's Disability Inclusion Action Plan

- the library provides adaptive technology on some public access PCs

- per annum use of designated equipment

Other resources
- Library and information services for people with a disability, ALIA: http://www.alia.org.au/about-alia/policies-standards-and-guidelines/library-and-information-services-people-disability

- Accessibility and mobility issues for library buildings and service points are addressed in *People places: a guide for public library buildings in NSW* https://www.sl.nsw.gov.au/public-library-services/people-places-tools

- 'Accessible web design' refers to the philosophy and practice of designing web pages so that they can be navigated and read by everyone, regardless of location, experience, or the type of computer technology used. Advisory notes are provided by the Australian Human Rights Commission (AHRC) in World Wide Web access: Disability Discrimination Act Advisory Notes: https://www.humanrights.gov.au/world-wide-web-access-disability-discrimination-act-advisory-notes-ver-41-2014

G17. Services for young people

Objective

To provide access to materials and services which meet the identified needs of children and young people in the community.

For the purposes of this guideline and program delivery the following definitions are used:

- children (0–12 years)
- young adults (13–18 years)

Relevant standards: S6 to S8 staffing levels for children and young adult services

Guidelines

- The library's policy for young people accords with relevant local, state and federal government policies, and includes:
    - service statement
    - parental responsibility statement
    - child-safe policies.
- Collecting policies for young people's library materials (including acquisitions and management) are included in the library's Collection Development Policy.
- A percentage of the library's collections budget is allocated to young people's resources appropriate to the demographics of the community.
- Staff responsible for services to young people should either directly select material or create selection profiles for use to aid suppliers in their selection of material to suit the needs of young people in the area.
- Mechanisms exist which allow participation of young people in identifying their library service needs, wants and preferences
- Development of age appropriate library programs, including outreach services, collections, and budget for young people's services is undertaken by librarian/s with appropriate skills
- Young people of any age are issued with their own library card with full borrowing privileges.
- Young people have access to a full range of library materials subject to parental guidance and relevant legislation
- Date of birth of members is recorded to allow data on age breakdown of customers to be extracted for reporting reasons, including comparison against statistics collected by other agencies which may define 'children' and 'youth' differently.

Suggested performance indicators

- numbers per annum attending programs and services targeted at children and young adults

- library membership for children and young adults (per cent of children and young adult population in the community)

- number of recurrent programs targeted at specific age groups per annum

- loans per annum from children's and young adult collections

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Other resources

- Children's policy guidelines for NSW public libraries, (Library Council Guideline):
  https://www.sl.nsw.gov.au/public-library-services/library-council-guidelines

- Early language and literacy at public libraries: Framework developing and evaluating early literacy sessions, E Djonov, M Stenglin & J Torr, 2018, Department of Educational Studies, Macquarie University:
  https://www.sl.nsw.gov.au/sites/default/files/early_literacy_framework.pdf

- Early language and literacy: Review of research with implications for early literacy programs at NSW public libraries, E Djonov, J Torr, & M Stenglin, 2018, Department of Educational Studies, Macquarie University:
  https://www.sl.nsw.gov.au/sites/default/files/early_literacy_literature_review_feb2018.pdf

G18. Services for older people

Objective

To ensure that older members of the community can access and use library collections, services and programs.

Relevant standards S6 to S8, Staffing

Guidelines

Planning:

- council management, social and cultural plans cover library strategies for addressing the needs of older people

- library works with Council on initiatives for older people

- older library customers represented in community consultations, surveys and focus groups; library provides venue for some focus groups

- older people identified as target group in library planning

- needs of active engaged and frail aged identified in library planning

- older people identified as target group in marketing plans

- needs of active engaged and frail aged identified in marketing plans

- library promotes services to other relevant providers, e.g. community health workers, GPs, community workers

- library budgets for resources for older people and people with disabilities reflect priorities and area demographics

- staff trained to meet the needs of older people

- partnerships developed with community organisations such as Council Access Committee, Meals on Wheels, U3A, Senior Citizens' groups, Computer Pals, Better Hearing Australia, Vision Australia, Friends of the Library

- collection development policies provide for input from community groups, including active and housebound people.

Relevant collections:

- health and legal information in plain English

- resources to support lifelong learning

- large print and audio books

- local history

- genealogy and family history

- community language materials, including newspapers and magazines

- ageing issues addressed in the collection

- health and carer information.

Appropriate technology:

- internet access

- programs for older people

- facilities comply with guideline G12

Services and programs:

- home library services available to carers as well as housebound individuals

- opportunities provided for support groups to meet

- intergenerational programming, e.g. young people teaching SMS and internet skills, older people working with younger people on local history and oral history projects

- technology assistance and training sessions address the needs of older people

- appropriate spaces provided, e.g. well-lit quiet reading areas.

Other resources

- *Active engaged valued: older people and NSW public libraries*, State Library of NSW, 2006: https://www.sl.nsw.gov.au/sites/default/files/active_engaged_valued.pdf

- For building standards refer to *People places: a guide for public library buildings in NSW* at: https://www.sl.nsw.gov.au/public-library-services/people-places-tools

G19. Home library services

Objective

To provide access to library information and resources for those community members who are unable to physically access their local library for any reason.

Relevant standard: S8. Staff members — special responsibilities for targeted services

Guidelines

- home library service is available to all eligible residents
- the library has a policy on eligibility for home library service
- all resources held by the library including the reservation and interlibrary loan systems are to be made available to home library service customers
- customer profiles are maintained to ensure appropriate selection of materials
- home library service is staffed by suitably qualified library staff
- membership is based on physical need and no age restriction applies
- service is available to carers who are housebound
- bulk loans are provided to residential and day care establishments
- loan periods, item restrictions and frequency of delivery are determined by the library service and comply with WHS regulations
- a vehicle suitably modified according to applicable work health and safety guidelines is provided
- staff liaise with community organisations, nursing homes and day care centres to promote the service
- staff receive training in:
    - manual handling
    - first aid
    - communication with aged/disabled
    - disability awareness
    - personal safety and advanced driving skills
    - multicultural awareness (when appropriate)
- HLS membership forms contain a component providing permission for staff members to enter customers' property
- staff have access to mobile phones and wear name badges at all times.
- home library service customer satisfaction survey is conducted every 2–4 years

Suggested performance indicators

- annual loans for home library service
- proportion of eligible population receiving home library service

Things to consider

The Guidelines to section 10 of the *Library Act 1939* discuss free delivery for home library services.

Guideline 4: Free Delivery states that:

> 'No charge is to be made for the delivery to a member of the library of any book or information that the member is entitled to borrow free of charge if the member for reasons of ill-health or disability cannot reasonably be expected to attend the library in person.'

This relates to services currently known as 'housebound' or 'home library' services.

The intention of this provision is to ensure that no charge is levied where the local library provides a delivery service to members of the library who by reason of sickness or disability are unable to attend the library. Each local authority may determine the extent of the geographic area served by its delivery service where such services are provided.

Source: Guidelines to section 10, *Library Act 1939*: https://www.sl.nsw.gov.au/public-library-services/guidelines-section-10

A remote central library may not be the most appropriate to deliver a home library services in local communities. For libraries in regional library arrangements, a home library service should therefore be resourced and delivered at the local level.

Other resources

- Policy guidelines for NSW home library services, 2008 https://www.sl.nsw.gov.au/public-library-services/home-library-services

- Risk management guidelines for NSW home library services, 2016 https://www.sl.nsw.gov.au/public-library-services/home-library-services

- Guidelines for Australian home library services, ALIA, 2000 http://www.alia.org.au/about-alia/policies-and-guidelines/alia-policies/guidelines-australian-home-library-services

G20. Programs

Objective

To provide the community with a range of activities related to library services and collections that enrich the lives of community members who choose to attend.

A library program is an ongoing series or sequence of activities provided by library staff or library staff in partnership with other community or business organisations and usually related to a particular library service, library collection or population demographic. Library programs are usually delivered in library buildings but can be conducted in other community spaces, e.g. schools; senior citizen centres

Examples of library programs include:

- adult literacy programs
- adult student programs
- computer literacy
- business and industry programs
- displays
- early literacy programs for preschool children (e.g. baby and preschool storytimes)
- English language conversation classes
- exhibitions
- family history programs
- high school programs
- home library service programs
- homework help
- internet training
- hospital and nursing home programs
- language learner programs
- library user education programs
- local government programs
- makerspaces
- parent education seminars
- primary school children programs
- programs for Aboriginal and Torres Strait Islander people
- programs for multicultural groups
- programs for people with disability
- readers clubs or book discussion groups
- young adult programs.

Relevant standard: S17. Library programs

G21. Qualitative data collection

Objective
Community opinions on library services are important in assessing performance. Libraries and their councils may collect information for a variety of reasons, for example, to:

- inform library planning

- monitor performance for continuous improvement

- establish trends in performance for management and training purposes

- compare performance of different council services

- assess community response to plans

- assess customer response to new or changed services

- identify services that might encourage non-members to join the library.

Points to consider
Qualitative information can be collected in a variety of ways, such as surveys (in-library questionnaires, online forms, telephone surveys), interviews, and focus groups. Usually the collection tool is designed for a particular purpose, with questions intended to elicit the information required to assess performance, compare services, or plan an activity or service.

In addition to the simple question posed at S18. Satisfaction with library services, library managers have suggested the following:

- customer satisfaction surveys — include virtual and physical surveys, surveys of members and non-members, users and non-users

- library services are included in any overall council surveys.

See also G22. Customer service.

Other resources
- Library User Satisfaction Survey: a model for NSW public libraries, available at: https://www.sl.nsw.gov.au/public-library-services/library-user-satisfaction-survey

G22. Customer service

Objective

To provide high quality customer service to library clients of all ages.

High quality customer service underpins the targets set in the standards, and the suggestions made in the guidelines. In addition, customer service involves not just what is delivered, but how it is delivered, i.e. there are both quantitative and qualitative aspects to customer service.

Guidelines

Note: Relevant standard: S18. Satisfaction with library services; see also G21. Qualitative data collection.

- library has adopted guidelines for customer service, which are promulgated to all staff, and which are reviewed periodically

- all library staff display a positive and helpful attitude in compliance with Library policy and standards of behaviour

- library has a published Customer Service Charter

- customer service training is identified in the library's training plan

- library staff receive diversity and ability awareness training for communicating with library customers and co-workers, including people with a disability, those from diverse cultural backgrounds, adult new readers and individuals speaking languages other than English (LOTE)

- library staff are available during opening hours for customer assistance and inquiries

- staff members are easily identifiable when working on public service points or providing a roving service

- staff clothing conforms with the dress code established by the library or Council and with work health and safety requirements

- good quality informational and directional signage and material are provided

- staff rosters are arranged to ensure that staff numbers are sufficient to deliver the services set out in the *Library Act 1939,* section 10 and other services appropriate for the library's community and library opening hours. (See also S3–S4 and G2. Opening hours; S6–S8 and G8. Library staffing; and G13–G19, Targeted services)

- library communicates information about new items, services or programs to customers, using means such as email, website, mass media, social media (see also G5. Marketing and promotion)

- library communicates with individual customers according to customer preference by means such as email, SMS, social media messages

- within the library, communication with customers is by appropriate means such as public address announcements, programmable electronic signs, online messages/announcements

- clear directions for use are provided for all equipment used by customers (for example, self-checkers, photocopiers, printers, wireless internet access)

- copyright notices are displayed on equipment used by customers (e.g. computers, scanners and photocopiers)

Suggested performance indicators
Satisfaction rate for service delivery standards (customer survey results)

Points to consider
- The council may have customer service principles and requirements which are suitable for adoption or adaptation by the Library. Similarly, council may have a customer service training program which is suitable for Library staff.
- Council or library may have a dress code or uniform.

Other resources
- Reference Excellence (ref-ex) wiki self-paced reference and information services training https://wiki.libraries.nsw.gov.au/index.php?title=Reference_excellence

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This bibliography is a select list of publications consulted in developing this document and referred to in context throughout the text. Readers should also consult the Public Libraries pages of the State Library of NSW website for other useful information: https://www.sl.nsw.gov.au/public-library-services

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- Guidelines for local government authorities: *Library Act 1939:*
  https://www.sl.nsw.gov.au/public-library-services/guidelines-local-government-authorities
- Guidelines to section 10, *Library Act 1939: https://www.sl.nsw.gov.au/public-library-services/guidelines-section-10*
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- Census of population and housing, Australian Bureau of Statistics:
  http://www.abs.gov.au/Census
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https://www.alia.org.au/employment-and-careers/accredited-courses
http://www.alia.org.au/about-alia/policies-standards-and-guidelines#Education-and-qualifications

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https://www.alia.org.au/resources-and-information/interlibrary-lending/australian-interlibrary-resource-sharing-ilrs-code

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VIAF: the Virtual International Authority File http://viaf.org/

GLOSSARY

ABS Australian Bureau of Statistics

Access *see* **Free access**

Accessible web design 'Accessible web design' refers to the philosophy and practice of designing web pages so that they can be navigated and read by everyone, regardless of location, experience, or the type of computer technology used. Accessible web design is usually discussed in relation to people with a disability, because this group are most likely to be disadvantaged if the principles of accessible web design are not implemented. Failure to follow these principles can make it difficult or impossible for people with a disability to access web pages.'

Source*:* World Wide Web access: Disability Discrimination Act Advisory Notes, version 4.0, October 2010 (Australian Human Rights Commission: http://www.humanrights.gov.au/our-work/disability-rights/standards/world-wide-web-access-disability-discrimination-act-advisory

Aged *see* **Older people**

ATSILIRN Aboriginal and Torres Strait Islander Library, Information and Resource Network

Basic reference service *see* **Reference service**

Branch Library A branch library is a service point that is an auxiliary facility with separate quarters from the Tier One library, a permanent collection of books, permanent paid staff present during all hours of opening, offers a broad range of public library services and a regular schedule of public service hours. Source: Public library statistics 2016/17: Public library services in NSW, State Library of NSW, 2018, p xxi https://www.sl.nsw.gov.au/public-library-services/advice-best-practice/public-library-statistics

CALD Culturally and linguistically diverse communities

Children *see* **Young people**

Cohort The group of NSW public libraries serving populations of similar sizes. They are defined as rural serving populations of up to 20,000 people, either operating as standalone library services (single council) or as members of regional library services as defined in the *Library Act 1939*, section 12 and the urban libraries are divided into three cohorts based on population size (20,001–50,000; 50,001–150,000 and 150,001+).

Customer service requests Customer enquiries that are not counted under the definition of **an Information request** below. Examples include changing a customer's registration details or helping customers with equipment, PC bookings, wireless inquiries and directional inquiries. Issuing of loans or accepting items for return are not included in the definitions of **Customer service requests** or **Information requests**.

ESL English as a second language

Free access Any person (whether or not a member of the library) is entitled free of charge to access to any book of the library and to any information forming part of the information service of the library (other than information excepted from free access by guidelines issued by the Council) for use on the library premises. Source: Guidelines to section 10*, Library Act 1939*: https://www.sl.nsw.gov.au/public-library-services/guidelines-section-10

Free delivery No charge is to be made for the delivery to a member of the library of any book or information that the member is entitled to borrow free of charge if the member for reasons of ill-health or disability cannot reasonably be expected to attend the library in person.

This relates to services currently known as 'housebound' or 'home library' services.

The intention of this provision is to ensure that no charge is levied where the local library provides a delivery service to members of the library who by reason of sickness or disability are unable to attend the library. Each local authority may determine the extent of the geographic area served by its delivery service where such services are provided. Source: Guidelines to section 10, *Library Act 1939*: https://www.sl.nsw.gov.au/public-library-services/guidelines-section-10

Free loans Any person who is a member of the library is entitled to borrow free of charge from the library for use away from the library premises any library material of the library which has been classified by the librarian of the library as being of literary, informative, or educational value or as being fiction.

The intention of this provision is to ensure that residents and ratepayers are able to borrow free of charge any materials which have been classified by the librarian as loan material which has literary, informative, or educational value and fiction materials (including large print and other special format fiction materials).

The term 'classified by the librarian of the library' acknowledges that librarians within individual local authorities have responsibility for determining what constitutes educational and informative material. For the purposes of this provision, the librarian of the library must classify loan materials as being of literary, informative or educational value. Source: Guidelines to section 10, *Library Act 1939*: https://www.sl.nsw.gov.au/public-library-services/guidelines-section-10

Free membership Free membership is membership of a local authority library including provision of a library card for residents of that local authority's area and for residents of other local authorities who are signatories to the Reciprocal Borrowing Agreement (held by the Library Council of NSW). Any person who is a resident of the area of the local authority or a ratepayer of the local authority is entitled to free membership of the Library free of charge. Source: Guidelines to section 10*, Library Act 1939*: https://www.sl.nsw.gov.au/public-library-services/guidelines-section-10

See also Membership records

FTE Full-time equivalent (in reference to staffing)

Guidelines A set of principles for developing levels of performance which lead to quality library services.

HLS Home Library Service

ICT Information and communication technology

ILL Interlibrary loan also known as document delivery

ILMS *see* **Integrated library management system**

In-depth reference service *see* Reference service

Information request Contact with a library customer where the service that is provided is predominantly informational/instructional. Examples include:

- author/title
- general subject
- readers advisory
- local studies
- genealogy

- community information
- literacy/ESL
- community languages
- technology instruction

Information service Information service means an information service provided, controlled or managed in conjunction with a library or library service. (*Library Act 1939*)

'Information service' is 'personal assistance provided by members of the reference staff to library users in pursuit of information. Synonymous with reference service'. (The ALA Glossary of Library and Information Science, American Library Association, 1983.) Source*: Library Act 1939* No 40: http://www.legislation.nsw.gov.au/viewtop/inforce/act+40+1939+FIRST+0+N/ and Guidelines to

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See also **Reference service**

Integrated library management system Software which stores and manages the library's bibliographic records, item records and linked resources and content, which provides web-based search, display and customer services, which manages circulation and inventory control, and which provides management and reporting functions.

IT Information technology

Joint use facility/ Joint use area A Joint use facility or area is open to the public, has a permanent paid staff and is managed by a formal cooperative agreement between the council and another institution (usually educational, e.g. School or TAFE). A joint use facility normally functions as a library, e.g. a school/public library whilst a joint use area functions within a library, e.g. a telecentre. Source: Public library statistics 2016/17: Public library services in NSW, State Library of NSW, 2018, p xxii
https://www.sl.nsw.gov.au/public-library-services/advice-best-practice/public-library-statistics

LGA Local Government Authority. See also **Local authority**

Library management system *see* **Integrated library management system**

Library material The *Library Act 1939* defines library material 'Library material includes book, periodical, newspaper and any other printed matter and also includes map, music, manuscript, picture, photographic plate and film and any other matter or thing on or by which words, sounds or images are recorded or reproduced'. Source: *Library Act 1939* (NSW)
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This definition includes electronic publications and information that is accessible via the internet, and it means that members of the public can enter a public library and access information, regardless of its format, free of charge (other than information excepted from free access by guidelines issued by the Council). Source: Guidelines to section 10*, Library Act 1939*:
https://www.sl.nsw.gov.au/public-library-services/guidelines-section-10

Library program *see* **Program**

Library staff Library staff are the paid staff members, and may include staff with qualifications, prior learning and/or relevant experience in related fields.

Volunteers are not used as a substitute for appropriately trained and paid library staff. Their role is separate from the day to day operation of the library service and the tasks they undertake do not comprise core library duties.

See also **Qualified staff**

Literacy Literacy involves the integration of listening, speaking, reading, writing and critical thinking; it incorporates numeracy. It includes the cultural knowledge that enables the speaker, writer or reader to recognise and use language appropriate to different social situations. For an advanced technological society such as Australia, the goal is an active literacy which allows people to use language to enhance their capacity to think, create and question, in order to participate effectively in society.

Source: Australian Council for Adult Literacy, 1991

Loans *see* **Free loans**

Local authority Local authority means a council within the meaning of the Local Government Act 1993. Source: *Library Act 1939* (NSW)
http://www.legislation.nsw.gov.au/viewtop/inforce/act+40+1939+FIRST+0+N/

Local library Local library means a library in an area provided, controlled or managed by a local authority and includes a library provided, controlled or managed pursuant to section 12 and a

library provided, controlled or managed by a local authority in conjunction with any other person. Source: *Library Act 1939* (NSW)
http://www.legislation.nsw.gov.au/viewtop/inforce/act+40+1939+FIRST+0+N/

LOTE Languages other than English

Tier One library A Tier One library is a location where the public have direct access to a full range of library services and facilities. Tier One libraries are operated by permanent paid library staff. Tier One libraries in NSW are one of the following:

- a single site library service point in an LGA

- the operational centre and /or a major service point of a multiple site library service in an LGA (Note: Large urban LGAs may have more than one Tier One library)

- a member of a regional library and the only service point in its LGA, or the major service point in the LGA.

Members Members are those members of the community who have joined their local public library and hold a membership card. Source: Public library statistics 2016/17: Public library services in NSW, State Library of NSW, 2018, p vi
https://www.sl.nsw.gov.au/public-library-services/advice-best-practice/public-library-statistics

Membership records Membership records are maintained on computer databases and these records are updated every three years. See also **Free membership**

Mobile library A mobile library is a vehicle equipped and operated by paid library staff to provide a mobile branch library service. Source: Public library statistics 2016/17: Public library services in NSW, State Library of NSW, 2018, p xxii
https://www.sl.nsw.gov.au/public-library-services/advice-best-practice/public-library-statistics

NSLA National and State Libraries Australia. Membership includes the State Libraries of each Australian state, the ACT Library and Information Service, the Northern Territory Library and Information Service and the National Library of Australia: https://www.nsla.org.au/

Older people People aged 65 years and over

Patron education *see* **Reader education**

Program A library program is an ongoing series or sequence of activities provided by library staff or library staff in partnership with other community or business organisations and usually related to a library service, library collection or population demographic e.g. children's storytimes; homework help; book discussion groups or reading clubs; learning activities related to library user education programs; English language conversation classes; parent education seminars. Library programs are usually delivered in library buildings but can be conducted in other community spaces, e.g. schools, senior citizens centres.

Public library A collection of sources, resources, and services for of information and recreational reading, viewing and listening. The term also covers the structure in which collections and services are housed. Public libraries have collections of books, magazines, CDs, DVDs, audio-books, ebooks, and a wide range of electronic sources of information and recreational material. They provide computers and free internet access. Public libraries support the information, education, cultural and recreational needs of local communities. They occupy a central place in community life. They offer a wide range of exciting and innovative services and programs for all age groups. Public libraries are safe and trusted public spaces where everyone is welcome.

Qualified staff Library staff members who are eligible for professional membership of the Australian Library and Information Association (ALIA). Paraprofessional staff are those qualified for Library Technician membership of ALIA. Source: Public library statistics 2016/17: Public library

services in NSW, State Library of NSW, 2018, p 78
https://www.sl.nsw.gov.au/public-library-services/advice-best-practice/public-library-statistics

Reader education Reader education provides individuals and/or groups advice on using the library's facilities and services; training programs in use of information technology; information and digital literacy programs. Sometimes called User education.

Readers' advisory service A readers' advisory service (sometimes called reader development service) is one in which knowledgeable, non-judgemental library staff help readers with their leisure reading needs. Using knowledge of fiction and non-fiction material, of the library collection, and print and electronic reference tools, the readers' adviser helps the reader answer the question 'What do I read next?' The service includes suggesting new or unfamiliar authors and topics or genres, interesting casual readers in more systematic reading, maintaining contacts with local educational agencies, promoting reading and encouraging use of the library service.

Reference service

Basic reference service

Any person who is a member of the library is entitled to be provided free of charge with basic reference services (being any service classified by guidelines issued by the council as a basic reference service), including assistance in locating information and sources of information.

It is the intention of this provision to ensure that public libraries make provision for free basic reference or information services.

Note: 'Information service' and 'reference service' are synonymous for the purposes of the guidelines.

Basic reference/information services which are to be provided free include:

- provision of independent access to reference materials for persons who see such information on the premises of the library including assistance in identifying and locating library materials (by any appropriate means) within the library or from other sources.

- provision of assistance by library staff in identifying, retrieving, and making available, relevant information (by any appropriate means) in response to requests for information by library customers.

In-depth reference service

Reference/information services which may, at the discretion of the local authority, attract a charge include in-depth reference/information searches at the request of an individual library user.

The criteria for determining whether a reference or information search is in-depth include an assessment of:

- the extent of the search
- the level of staff interaction
- the cost incurred
- the level of analysis of the information
- the amount of repackaging or formatting (e.g. preparation of a summary or a report)
- the method of delivery.

Source: Guidelines to section 10, *Library Act 1939*: https://www.sl.nsw.gov.au/public-library-services/guidelines-section-10

Regional library In NSW, library services delivered across a group of LGAs where the councils have combined to collaboratively resource and provide services under S12 of the *Library Act 1939*.

(Note: the term has different meanings elsewhere in Australia. In Victoria, 'regional libraries' are run by 'regional library corporations', which operate library services on behalf of groups of local government councils. In Western Australia, 'regional library' arrangements ensure that professional library expertise is available to small councils unable to employ professional or paraprofessional library staff.

Reservation fee Administrative cost associated with reserving an item for the member who has requested it. Source: Guidelines to section 10*, Library Act 1939*: https://www.sl.nsw.gov.au/public-library-services/guidelines-section-10

Seniors *see* **Older people**

Service point A Service Point refers to the building, not the number of information or service desks within the building. Source: Public library statistics 2016/17: Public library services in NSW, State Library of NSW, 2018, p xxi
https://www.sl.nsw.gov.au/public-library-services/advice-best-practice/public-library-statistics

Shelf-ready items Library resources which have been catalogued and 'end processed' so as to be ready for immediate use. 'Shelf-ready' includes cataloguing, covering, spine labelling, book labelling, bar-coding, and genre labels.

SLNSW State Library of New South Wales

Specialist service point A Specialist Service Point is a facility with public access that does not offer a broad range of public library services, but focuses on one aspect of public library service, e.g. children's, genealogy. It is operated by permanent paid library staff present during all hours of opening. This is not counted as a Branch Library but as a Specialist Service Point. Source: Public library statistics 2016/17: Public library services in NSW, State Library of NSW, 2018, p xxi
https://www.sl.nsw.gov.au/public-library-services/advice-best-practice/public-library-statistics

Staff *see* **Library staff**; **Qualified staff**

Standards   Quality levels and goals for attainment

Turnover Turnover is obtained by dividing the total circulation by the total library lending stock to provide an indication of stock use. Source: Public library statistics 2016/17: Public library services in NSW. State Library of NSW, 2018, p. 74
https://www.sl.nsw.gov.au/public-library-services/advice-best-practice/public-library-statistics

24/7   Twenty-four hours a day, seven days a week.

User education see **Reader education**

Young people For the purposes of these guidelines, young people are defined as follows: children (0–12 years) and young adults (13–18 years).

CHANGES TO THE LATEST EDITION

Version	Revision	Page numbers
Version 1.1, December 2008	Revision of S4. Total opening hours	7–9
Version 2 (2nd edition), December 2009	Incorporation of new targets for standards, using the evidence base of the 2007 NSW statistics; revision of text of standards and guidelines to incorporate feedback from stakeholders and other enhancements identified as a result of using the document for operational purposes during 2009.	Entire document
Version 3 (3rd edition), 2011	Incorporation of new targets for standards, using the evidence base of the 2009/10 NSW statistics; revision of text of standards and guidelines where necessary to reflect feedback from stakeholders.	Entire document
Version 4 (4th edition), 2012	Incorporation of new targets for standards, using the evidence base of the 2010/11 NSW Public Library Statistics; inclusion of new preliminary standard for measuring use of electronic resources as S16, with consequent re-numbering of former standards S16 and S17 as S17 and S18, respectively; revision of text to reflect new circumstances, publications and feedback from stakeholders.	Entire document
Version 5 (5th edition), 2013	Incorporation of new targets for standards, using the evidence base of the 2011/12 NSW Public Library Statistics.	Entire document
Version 6 (6th edition), 2015	Incorporation of new targets for standards, using the evidence base of the 2013/14 NSW Public Library Statistics; revision of text to reflect new circumstances and publications; review of S16 standard for measuring use of electronic resources.	Entire document
Version 7 (7th edition), 2018	A completely revised edition including the introduction of benchmarking peer groups following council mergers in 2016, using the evidence base of the 2016/17 NSW Public Library Statistics; major review of G9. Collection Development and Management; G10. Local Studies; G14. Services for culturally diverse communities; G15. Indigenous Services; review of G16. Disability. New Library Regulation 2018.	Entire document
Version 7.2 2019	Updated with evidence base of the 2017/18 NSW Public Library Statistics	Cohort medians and top of cohort figures
Version 7.3 2020	Updated with evidence base of the 2018/19 NSW Public Library Statistics	Cohort medians and top of cohort figures