9th Meeting of the Strategic Network Committee
Minutes of the meeting of 3 May 2019

Date and time	Friday 3 May 2019, 11am to 1pm
Location	Garling Room, State Library of NSW
Chair	Cameron Morley (State Library)
Members in Attendance	Melanie Gurney (Sydney North Zone), Vicki Edmunds (Sydney West Zone), Keryl Collard (CE Zone), Debbie Best (Sydney South Zone), Chris Jones (NE Zone) Marge Kirkness (SE Zone), Robert Knight (SW Zone), Michelle Maunder (CW Zone).
State Library Staff in Attendance	Mylee Joseph, Kate O'Grady, Philippa Scarf, Ellen Forsyth
Apologies	nil
Minutes	Cameron Morley (State Library)

Minutes

Item 1: Preliminary Matters

Item 2: Minutes, Business arising and action register

2.1 The Minutes of the Strategic Network Committee held on 19 October 2019, which had been circulated, were adopted.

2.2 Business Arising

Item 3: Priority business

3.1 Research Project Ideas
Mylee Joseph presented two concepts for possible research projects.

Topic 1: Libraries serving small communities: best practice
How are the smaller rural councils in NSW (population <20,000) creating strong, future focused libraries for their communities? What are the factors that impact capacity and community impact? The methodology involves consulting with councils and library staff and desktop research of good practice examples from Australia and overseas.

Rationale:
In June 2016, fifty-eight of the local government areas (LGAs) in NSW had populations of less than 20,000 residents. The ABS classify these councils as rural (noting that Hunters Hill in metropolitan Sydney also has a population of less

than 20,000). This is more than half of all the councils in NSW. Of these smaller councils, approximately two thirds are members of regional library arrangements as defined by Section 12.

The findings from the research will be used to inform professional development opportunities, networking and technology support, collection advice (physical and digital), stronger regional libraries, inclusion and diversity (DIAP, ATSI, etc.), library spaces (buildings and online), innovation and community engagement.

A focus of the research is to develop a plan for future collaboration with the State Library and to showcase case studies of excellence in community engagement.

Topic 2: Libraries and Smart Cities

How can public libraries play an active role in the development, growth and sustainability of smart cities in New South Wales?

This research seeks information about smart city objectives, strategies, community engagement and innovations in Australia and overseas, including identifying the potential for public library participation and partnerships. The methodology involves desktop research and interviews to investigate the factors of smart city projects that are relevant to the roles and opportunities for public libraries, and information gathering from the smart cities in NSW and around Australia.

Rationale:

Australia held the first smart city awards in 2018. A smart city is a council that "uses information and communication technologies to increase operational efficiency, share information with the public and improve both the quality of government services and citizen welfare." (O'Brien, 2018) Clearly there is an important role for public libraries to play in realising and sustaining this vision for smart cities in NSW. "The real brain of a smart city needs to be a central clearinghouse for connecting people, creating social cohesion and enabling sustained economic growth through knowledge." (Wheaton and Murray, 2012)

Some of the aspects to be investigated could include:
- Libraries as smart buildings
- Libraries and smart citizens
  - Social cohesion and digital inclusion (assistive technologies, skill building, access and affordability)
  - Libraries as skill and innovation incubators (makerspaces, partnerships, STEM programs including coding and robotics)
- Libraries as smart city showrooms

A focus of the research is to identify information that will inform councils of the roles public libraries can play in smart cities to inform their planning and service delivery.

Decision

The Committee endorsed the concepts, and the State Library team agreed to develop project briefs.

In discussion the Committee also noted the challenges of recruiting suitably qualified staff, and the need to develop and manage multidisciplinary teams. A separate project possibly looking at recruitment over the previous year, with case studies on successful public library team structures was suggested. The State Library agreed to scope this concept for future consideration by the Committee.

3.2 Access to Information Guideline

Philippa Scarf briefed the Committee on the updated Library Council of NSW Access to Information Guideline. The Guideline has been amended to reflect updated legislation (including classification and relevant regulations), however the principles of freedom of access to information and the library's duty to be unbiased are unchanged.

The Committee noted the update.

3.3 State Library's Public Library Services 2019/20 Action Plan
Cameron Morley presented the Public Library Services team's draft 2019/20 Action Plan, noting the arrangement of services under 6 streams:

- Funding
- Policies, Guidelines and Data
- Compliance and Assessment
- Connectivity
- Specialist Information Services
- Cooperative and Multicultural

It was noted that the State Library is developing a new Strategic Plan, which will be shared with all libraries shortly.

Decision
The State Library agreed to the Committee's suggestion that the plan could be presented to Zone meetings, with an emphasis on the public library-related aspects.

3.4 NSW Public Library Wiki
Ellen Forsyth presented a paper on the NSW Public Library Wiki.

The first meeting of the Strategic Network Committee on 5 June 2015 discussed the need for a review of the NSW public library working groups. At the April 2016 meeting of the Strategic Network Committee, a review of public library working groups was approved. Mylee Joseph and Ellen Forsyth conducted this review. In the review wikis were shown to be a key communication tool for working groups. At the time of the review, the working groups used a range of different wikis that met most of their needs. A small group, with representatives from four of the working groups, explored wiki options further after the review to investigate any more suitable alternatives. At that time no change to current wiki solutions was recommended.

In 2018 working group members began experiencing difficulties with some of the wikis used by several of the state-wide working groups. Library staff were locked out of editing for several weeks. At that stage other wikis were investigated including Dokuwiki, which is used by the State Library of Queensland.

Rationale
After investigation and liaison with State Library of NSW IT staff, DokuWiki has been installed on the Quadra site which Public Library Services uses to host email lists. This NSW public library wiki has been setup by representatives from four working groups, with input from another three. There were video conferences held to discuss this with chairs and steering groups of working groups. Presentations were made in at least three working groups meetings. The wiki has been set up so that all public library staff can easily locate the content from each state-wide working group including the ability to view all forthcoming agendas, past minutes and seminars, or explore each working group separately.

The different working groups are progressing with migrating their content to the DokuWiki site, and decisions are being made collaboratively. This is the first time that the Multicultural working group has used a wiki. There have been a small number of wiki working bees, and some working groups (especially local studies and readers' advisory) will need to plan additional working bees to migrate additional information. Mylee Joseph, Kate O'Grady and I have been working with different working groups to help them with their content.

Anyone in NSW public libraries can join the wiki by following a link the *About this wiki*[1] page. This page also contains some editing conventions for the site. There is a separate DokuWiki site[2] which contains detailed editing information so that people can find out what procedures to use.

The look of the wiki can be changed, but at present the working groups do not want to do this. The wiki is backed up daily, and is managed by IT staff at the State Library of NSW. Mylee Joseph, Kate O'Grady and I are also administrators for this wiki.

Decision
The Committee noted the project, and encourages participation in the Wiki.
It was also suggested and agreed that the Wiki is demonstrated at Zone meetings.

3.5 Local studies audit and projects
Ellen Forsyth briefed the Committee on three local studies activities.

Topic 1: National local studies discussion
A video conference with presentations from the Northern Territory, NSW, Queensland, South Australia, Tasmania and Victoria has been planned for 2 May 2019.

This occurred as a result of a discussion started by NSW, with Queensland and Victorian library staff. These three states all have statewide local studies groups for public libraries staff. There are bookings from each state and territory to participate in the video conference with over 80 sites participating. The video conference was planned to help improve connections between local studies staff so that there can be a more effective sharing of ideas across Australia. This has helped build connections for the local studies meeting which will take place in Albury 8 November 2019.

Topic 2: Portable local studies
This idea is inspired by the *Archivist in a backpack* program from Southern Historical Collection (SHC) at the Wilson Special Collections Library at the University of North Carolina. These kits in backpacks (oral history) or wheeled suitcase (scanning) will contain items to assist public library staff conduct and record oral history interviews and begin assembling photographs, letters, documents and meaningful artefacts. In NSW our target was public libraries to enable them to more effectively collect material for local studies collections.

The kits will be used to target under collected areas across NSW. Preference was given to proposals which include collecting material with Aboriginal and Torres Strait Islander people, including collecting material in a language other than English and/or collecting material with culturally and linguistically diverse communities including in languages other than English.   The aim will be to have 20 libraries across NSW using these kits to collect. Expressions of interest were completed in April. It was encouraging to see how some libraries have used this opportunity to build new connections with their communities.

Topic 3: Local studies audit
Both the State Library of NSW and the NSW public library network play a key role in developing, maintaining and providing access to collections that relate to the history and development of local communities across NSW. In 2004 the State Library of NSW commissioned an audit of local studies collections across the NSW public library network which led to the publication of the Digital Practice Guidelines for NSW public libraries (guidelines updated in 2011). While the Digital Practice Guidelines provide guidelines for public libraries that are involved in digitisation projects,

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[1] About this wiki, NSW public library wiki http://wiki-beta.libraries.nsw.gov.au/doku.php?id=about_this_wiki [accessed 24 April 2019]
[2] DokuWiki https://www.dokuwiki.org/dokuwiki [accessed 24 April 2019]

there are currently no broad guidelines or standards for developing and managing local studies collections and services. This was attempted after the 2013 local studies audit, but it was only partly successful.

Collection of data on local studies collections and services via an audit and sampling of other data would provide information that will inform the planning and provision of local studies collections and services. The development of guidelines or a framework would provide information across the state to develop high quality local studies collections and services as well as highlighting areas which need a greater collecting focus.

We will be using a survey to obtain responses from all councils, and a sample of catalogue information to explore areas which can't be properly investigated by a survey. The sample of catalogue information will be from a small number of libraries and require that local studies data can be extracted to an excel spreadsheet to look at age of material and subjects covered.

There will be a call for participants for the steering committee for this research project.

Decision
The Committee noted the report, and encourages public library participation in the audit.

3.6 Developing library strategic plans beyond 2020 - discussion
The Committee discussed the shared document that had been circulated following the previous meeting.

The following additions were suggested:
Include ATSI communities.

Other models
Engagement with community and street libraries, such as Newcastle.
Hybrid professional and volunteer libraries, such as Avalon.
Challenge – how to cover weekend hours with professional staff.

Spaces
We are aiming for ambient, welcoming, inclusive spaces, but how do we know if they are?
We have technology UX, why not space UX?

Wiki
Is there a wiki for programs?

Decision
It was agreed that the edited document could be shared with the Zones.

Item 4: Other Business

4.1 Reports from the Zone Secretaries

See Appendix 1 for the consolidated reports.

Next Meeting	
Date	Friday 25 October 2019
Time	11am-1pm followed by lunch
Location	Garling Room, State Library of NSW, Macquarie St, Sydney

Appendix 1 – Reports from Zones

South East Zone May 2019

Zone-Wide initiatives

- eLibrary **-** Consolidation of SE Zone eResources via major expansion of BorrowBox and content transitioned from OverDrive – 1 November 2018. First 6 months have shown extended uptake and usage with 45% increase in active users within BorrowBox
- Professional development – middle meeting of the year for SE Zone (May) is a trial change to Library Managers professional development and networking session.

Buildings and Infrastructure

- Shellharbour's City Library was announced as winner of Australian Public Library Design Awards 2019 at Australian Library Design Awards conference in March
- Eurobodalla opened Moruya Library and Arts Centre, February 2019 – additional meeting rooms, exhibition space, extended hours and creation of 11 non-fiction zones
- Shoalhaven Libraries launched its new, additional bookmobile in April thanks to over $140k from the Library Infrastructure Grants. The van has 1,000 item capacity plus a retractable awning to allow for outside seating. It's Wi-Fi enabled wherever it travels.
- Queanbeyan-Palerang – consultant engaged to develop refurbishment plan
- Yass Valley Library service preparing for launch of 'Street Libraries' across Yass Valley LGA – stage one at bus stops and stage two across surrounding villages
- Shellharbour City Libraries – building commenced on new Warilla branch library – November 2018, due for completion end of 2019

Programs and Partnerships

- Bega Valley successful in Youth Opportunities Program grant – the Bermagui Create and Make Crew will see young people 16-15 start their own creative businesses and take a lead role in a new Creative Makers space at Bermagui Library
- Wollondilly – major partnership initiative with all local historical societies and schools to undertake History Week heritage activities
- Wollongong Library - partnership with UOW Early Start Discovery Space – library membership entitles families to one free pass per annum to visit the Early Start Discover Space. This partnership program with UOW has also been embarked on by Shellharbour City Libraries.
- Snowy-Monaro has hosted the National Gallery's travelling Blue Case exhibition during April-May - including taking it out on the mobile library. The highly tactile exhibition has generated a very positive response from the community.

Indigenous initiatives

- Kiama Library hosted the exhibition Hidden in Plain View: The Aboriginal People of Coastal Sydney, based on book by Paul Irish, whose presentation was well-received.
- Shellharbour City Libraries, guided by Council's Aboriginal Advisory Committee (AAC) and State Library's Indigenous Services section launched an Aboriginal Culture collection in December 2018

Technology

- Upper Lachlan and Goulburn Mulwaree are working in partnership for LMS transition from AMLIB to Spydus in July 2019
- Wingecarribee Library's new website has gone live and received positive feedback
- Eurobodalla developing IT assist program in consultation with TAFE and IT specialist
- Wingecarribee completed its Oral History Digitisation project in November 2018.

Steaming ahead

- Queanbeyan-Palerang is introducing a STEAM club for primary children
- Kiama has delivered successful robotics programs
- Shellharbour's Robo Club students participated in regional First LEGO League regional competition in November, a first for a 'library' team in the Illawarra.

Training and professional development

- Wollongong has participated in successful Council School Based Traineeship program which has resulted in career interest in libraries and casual appointments
- Shellharbour has successfully recruited for a 2-year Library Trainee position which includes the fully sponsored completion of TAFE Library and Information Diploma

South West Zone Report – May 2019

The South West Zone Digital Library consortium (SWZDL), now in its seventh year of operation, continues to achieve high circulation and turnover rates. The SWZDL offers over 323,000 residents in 23 council areas access to a large collection of eBooks, eAudiobooks and eMagazines. Similarly, the South-West Zone (SWZ) Libero UNO Consortium provides enhanced zone wide catalogue searching capacity for a number of participating libraries across the Zone.

Building on the success of the Renew Our Libraries funding campaign and the associated increased interest in library matters by both library staff and councillors across the Zone, it was decided to hold planning workshops at the September 2018 managers' meeting and the October 2018 meeting of the full zone. The workshops asked attendees to discuss the following three questions in groups:

- What do you think constitutes successful, zone-wide collaboration?
- What are you willing to contribute to making the SW Zone successful?
- What actual outcomes/events/support do you want to see from the SWZ?

Each group presented their findings to the meeting, and the collated responses formed the basis of a draft Strategic Plan based using the NSWPLA Strategic Plan focus areas of Identity and Advocacy. The draft plan, which focuses on the engagement and input of members at all levels in councils and libraries across the zone, will be recommended for adoption at the next meeting of the full zone on 30 May 2019.

Ross Balharrie, NSW.net Services Delivery Coordinator at State Library of New South Wales, updated the South-West Zone Librarians' Meeting held on 13 March 2019 about the Indyreads platform which provides a local approach to eContent licensing, aggregation and access. Discussion ensued about the opportunity for both the South-West Zone Digital Library and individual library eContent aggregation.

Training

- On the 17 September 2018, Jess and Alex from Sydney's Coder Academy came to Wagga Wagga to deliver a day of interactive Science, Technology, Engineering, Art and Maths (STEAM) program training. 17 participants from across the zone learnt to make paper circuits, use LittleBits to invent and problem solve, code robots, and experiment with Augmented Reality and Virtual Reality. It was a great day of hands on experiences, networking and considering how STEAM can be incorporated into library programming.

- Drug and Alcohol training was provided by Andrea Curr from the State Library on Friday 29 March 2019 at the Henty Library, from 10am – 1pm. This workshop focused on the state-wide Find Legal Answers and Drug Info services available through public libraries across NSW and online. The workshop helped to build the capacity of public library staff to answer enquiries about the law, drugs and alcohol. It provided information about why clients need to know about the law, drugs and alcohol, where to find information, and how to deliver law, drug and alcohol information programs to the community. The workshop also included a standard drink demonstration.

Sydney North Zone Report – May 2019

The major updated across the zone were:

City of Ryde Library Service

A Voluntary Planning Agreement has been signed by City of Ryde and AMP Capital for a 5000 sqm Library and Creative Hub as part of the redevelopment of Macquarie Shopping Centre.

A major revision of the Library Service Strategic Plan *Great Libraries Great Communities* is currently on public exhibition. It includes an updated Library Services Delivery Model to meet the needs of our growing community including scenarios for new and expanded libraries.

"The Hive" Digital Media Lab has opened at West Ryde Library. The Lab provides four Multimedia PCs with creative software, including Adobe Creative Cloud, and peripherals. A formal launch will be held on 20 June 2019.

A refresh of Eastwood Library was completed in November 2018 including new carpet and a smaller service point.

Kid Robotics clubs have commenced using Edison and Cubetto robotics kits.

Planning is underway for a major refurbishment of Ryde Library in 2019/2020.

Ryde Library is hosted writer Jeff Sparrow for Sydney Writers Festival event in May 2019.

A major upgrade of the Library Management System to Civica/Spydus 10.2 was completed in April 2019.

Tech Savvy Seniors courses in Mandarin and Korean held between March and June.

National Simultaneous Story Time held in three locations this year. Outdoors in the Top Ryde Shopping Centre Plaza, The North Ryde School of Arts and West Ryde Library.

Ku-ring-gai

Ku-ring-gai Library has been increasing its digital footprint over the past decade, and we find our community is increasingly engaging with digital resources. Digital technology has been integrated not only by way of resources, but also in the planning of programs. The introduction of STEM in our programs has improved attendance, and we find that all the events are booked out. This program also complements the available resources for young people for e.g. Science kits, online databases, world book etc. We have increased our tech-savvy programs for seniors to make the digital resources more accessible. This change can be seen in usage statistics. In the second quarter of this year usage of e-resources had gone up by 44% compared to the same time last year. Library visitations across the branches has also seen an increase of 12%. Our membership has also reached 45,967 which is 13.8% up from last year.

The Ku-ring-gai library online user survey revealed that the library continues to provide a varied and interesting collection for the reading and informational needs of the residents of Ku-ring-gai. The top 4 services were lending, online resources, events and library spaces. The overall message from respondents showed that 91% found the staff extremely helpful. Library staff answered over 25,000 enquiries and delivered innovative and interesting resources to the community.

Highlights included events and displays covering:

- Disability advocacy
- Nobel Peace Prize winners

- Halloween
- School holiday activities
- Children's authors
- Dragon Source database
- Stroke Awareness
- Council's sustainability and waste service
- World Movies
- Feminist Writers Festival Remembrance Day
- Stan Lee
- Tech Savvy Seniors
- Sweet Baking and Gingerbread houses
- Healthy Brain Matters
- Sustainable Christmas Craft
- Roald Dahl
- Dementia Australia
- The life of St Nicholas around the world
- Christmas Craft
- Science kit information for the Little Bang discover Club
- Trans Awareness
- Australian Fashion

Our video-based oral history project "Tell your Story," started in 2017, is proving to be popular booking out again this year. Over the past two years 23 Ku-ring-gai residents have shared their life stories with us in interviews that have given a unique insight into the lives and memories of our community. Coordinated by the Local Studies team, the interviews are conducted by a number of library staff.

Lane Cove
A Literary Evening was held on Wednesday 29 May which included Performance Poet Eunice Andrada, local winning authors reading their entries, and the book launch of the Lane Cove Literary Awards 2018: An Anthology and the opening of the Lane Cove Literary Awards 2019.

Visual Literacy Collection this collection will be launched June 2019 and will contain several borrowable technology kits to increase the Lane Cove community's ability to pursue lifelong learning and educational entertainment.

The collection will include Codable technology – Makey Makeys, Ozobot Bit's and Micro:bit Go's as well as Retro Gaming Consoles – Atari, Nintendo etc. The kits can be borrowed for 3 weeks.

Touch Screens have been installed in the Library foyer and provides access to Booking Library events, browse the Library catalogue, access Local History photograph collection and lots more.

Northern Beaches
The library service has over 181,000 library members and e-Loans continued to be in high demand, reaching 46,236 loans in the past financial quarter which is a 61% from the same period last year. 441 programs were also delivered in quarter two with 11,737 community members participating.

In December 2018, Northern Beaches Library Services launched 'Tiny Doors', which is a unique youth-led public art project drawing on the creativity of young people from across the peninsula. The grant led project featured a series of unique miniature art pieces, styled in the form of tiny doorways and portals. The tiny doors were created by local youth and installed in public spaces across the Northern Beaches.

A new print, copy, scan and PC reservation system was implemented across the service, delivering consistent access for all library customers. This system includes a mobile print capability.

Lastly, the new customer feedback tool 'Your Voice' continues to be popular with over 3000 instances of feedback received throughout quarter two.

North Sydney

Introduced monthly Tick Tock Talks for staff: This is a 20-minute staff discussion on a particular topic as a way to continue to develop and improve customer service skills and knowledge. Staff suggest a topic and someone from the team runs the session, writes up what has been agreed upon and puts it in the staff newsletter. Staff are finding these helpful and this is reflected in improvements at the customer service desk.

Reservations have been opened up across Shorelink and as a result, reserves are being satisfied more quickly. There has also been an unexpected cost saving as each library doesn't need to purchase as many copies of a title. Another Shorelink service, automatic renewals, has been introduced and we are receiving lots of positive feedback about this service.

Storybox filmed a couple of segments in the library. Author Matt Cosgrove, Kids TV personality Jimmy Giggle and our Children's and Youth librarian, Yasmin were filmed reading stories with the help of very fluffy and very cute Alpacas!

Willoughby

Chatswood Library undertook a successful refurbishment at the end of 2018 – changes include:

- A new, flexible Creator Space for community and Library activities
- A complete re-design of the front entry, including a re-sized information desk
- Two new meeting rooms
- The re-location of Local Studies to improve accessibility to and visibility of this collection
- The re-location of public PCs to improve staff assistance and oversight
- The creation of new quiet spaces for study

The Library remained operational during the refurbishment period.

The second stage of the refurbishment will begin in autumn and will include a re-design of the library foyer, new AV equipment for library promotions and communication, upgraded cash handling facilities and another new information desk.

Following the introduction of the SPYDUS LMS in November 2017, the Library began implementing the archives module. This will improve access to, and storage of Local Studies materials, and is expected to go live following the upgrade to Spydus 10.2.

Sydney South Zone May 2019

Bayside

At Bayside, there are a number of projects that are ongoing in addition to the normal library operations. These include:

- The implementation of Monitor PC reservation and print management system
- A review of library facilities with a second stage to incorporate programs, services and staffing at a later date
- Information gathering in preparation for an RFQ to go to market for a new LMS in 2020

Canterbury Bankstown

Canterbury Bankstown Libraries have undertaken some building renovations in Lakemba Library (children's area) and Panania Library (new meeting room) and have installed 8 Story Pods in six branches with a very positive response from the community. CALD events have included: Chinese square dancing, art workshops, classic poetry classes and the Lunar New Year celebrations.

A new library service model has been implemented. It includes:

- A combined weekend roster and new rostering system, Libstaffer
- Program shifts have been developed and applied to nine branches
- Roaming customer service being trialled at Bankstown Library
- A structured desk shift roster including roaming and floor walking roles at Campsie Library

City of Sydney

Work continues in preparing for the opening of Darling Square Library in mid-2019. Delays in construction have pushed out timeframes and opening date is yet to be determined.

The Library's Technology Team has developed an easy to use, data collection mobile app, using Office 365 tools including Power BI, to collect enquiries statistics. The app significantly reduces double handling and manual intervention in statistical reporting. This has been rolled out across all nine library branches.

Programs include:

- Auslan Storytime, which supports the early literacy of deaf children as well as providing exposure to deaf culture for hearing children and their families
- Auslan interpreting at many events. During Jan/Feb/Mar - 86% of people surveyed agreed or strongly agreed that our programs gave them "a greater understanding of why library programs should be accessible to everyone".
- Rainbow Family Storytime across the network, presented by a diverse range of LGBT community members, two of which were presented in Auslan, and Talking Bodies explored gender constructs across cultures
- Art month precinct night: *Speaking with your mouth full* activated the Amphitheatre and the entire lower floor of the Green Square Library with performing artists and musicians who led attendees on a journey through the library, examining the book as device, language as a medium for conveying musicality, and reading as a choral communion.
- The launch of the 2019 Late Night Library series Talking Bodies at Surry Hills Library focused on choreography and the body, where attendees watched performers give a 'dance lecture' that combined storytelling with movement and images.
- Underground was a free Youth Week event for young people 13 – 18 years, presented in collaboration with our Library Youth Curators. Live music, interactive art and retro gaming took over Green Square Library for a special after-hours event. In collaboration with Andrew Burrell, the program built a live virtual reality world using found

text and images from the library's collection, attendees contributed their thoughts on environmental issues to an interactive artwork designed by the Youth Curators. Activities included karaoke room to sing their hearts out or grab a joystick to play our retro video games. Battling it out on all the classic Atari, Nintendo and Sega games of the 80s and 90s on the big screen.

Georges River

Georges River Council recently unveiled a refurbished Kogarah Library and Service Centre, which has become a flexible multi-use space, providing access to quality and responsive services. The refurbishment has resulted in a contemporary and welcoming community space, with a green wall in the foyer, contemporary furniture and a concierge to triage customer enquiries and direction to services along with information screens and self-service computers.

The Library has redesigned its website in response to customer feedback and analytical data relating to the way people use our site. The new site consolidates library content which was previously published on the Council webpage, such as account management, services and events, into the library catalogue. Contextual links back to the Council website and services have been maintained. This will ensure that our most requested information is prominently presented in ways that are consistent with the look and feel of our other publications as well as being responsive to different devices and display sizes. New features such as an image slider and image tiles allow us to present a wide range of information in a concise and visually appealing way.

The Discovery Collection is a collection of physical items that promote interactive discovery learning experiences for the community. It incorporates and expands on the scope of the Toy and Equipment Collections and is underpinned by the theory of discovery learning. Included are all the items within the existing Toy and Equipment Collections such as guitars, wooden puzzles, ride on toys, baby play and newly acquired items that reflect the expanded scope and objectives of the Discovery Collection. These include telescopes, digital microscopes, night sky projectors and Sphero.

Georges River Libraries Hurstville and Kogarah branches are now open on selected public holidays. Statistics are showing there is a demand for the Library Service to operate during these periods with visitation of close to or over 1000 customers combined.

An Exit Survey Kiosk was introduced at Georges River Libraries Hurstville branch and will then relocate to each of the other 4 branches for a period of time. The Exit Survey asked customers to "Rate their Library experience today". The results captured will help form part of the Library Service Delivery Review and assist in providing continual improvement to the Library Service overall.

Georges River Council was successful in its grant application for the Community War Memorial Fund. This recognition from the NSW Officer of Veteran Affairs will allow the Library to work in conjunction with the Museum and Gallery and Assets teams to support the protection, conservation and repair of existing war memorials within our LGA.

Randwick

Randwick City Council has a new General Manager and the library has a new Director, so a lot of change is forecast. In addition, we received a grant of $80,000 to develop The Third Space, a lifelong learning space for all ages at the Lionel Bowen Library.

Other developments have been:

- The installation of a new 19 bay compactus at the Lionel Bowen Library, which will be complete by mid- June 2019

- We continue to hold a range of engaging talks, the most well-attended with over 100 people being Jane Caro and Bob Carr, speaking about their latest books
- Our exciting youth event, The City of Tomorrow is an interesting project, ties into council's Smart Cities strategy and has been very well-received
- We also held a number of events for Harmony Day and Multicultural March, which were very well-attended.

Sutherland

Sutherland Shire Council has a new General Manager and is recruiting for a new Director for the Shire Services Division, which the library is part of.

We are moving ahead with the implementation of a new digital asset management system, Recollect. Combined with the local studies digitisation program we are undertaking as a result of the NSW Library Council grant, by the end of 2019 we will have a dynamic, engaging and historically significant online presence.

Some of our more successful events held during this period were:

- Two fully booked talks by Joy Rayner, at Sutherland and Cronulla Libraries, on Walking the Camino de Santiago. These were well-received by over 150 people.
- A Non-Muslim's Guide to Islam – presented by Souha Korbatieh only a few days before the Christchurch Mosque shootings in March. Souha unravelled topics such as the negative portrayal of Muslim people in the press, confusion about gender issues in Islam, Jihad and Sharia law.
- Working with local café, White Horse Coffee, a pop-up café was created in Sutherland Library when Josephine Moon spoke about her latest book, *The Gift of Life.* Everyone was treated to a complimentary coffee to enjoy as they listened to the talk.
- Library Book Bake Off - bakers and cake decorators of the Sutherland Shire wowed library goers on Saturday 6 April with a range of cakes and cupcakes inspired by their favourite books and literary figures! *Snugglepot and Cuddlepie*, *The Cat in the Hat*, *The Very Hungry Caterpillar*, *Harry Potter and the Philosopher's Stone* and other well-known fiction books inspired many of the entries. But an amazing cake made to look like crystalline quartz was inspired by a non-fiction book on rocks and minerals. Library visitors voted for their favourite cake and winners received a gift voucher.

Waverley Library

Highlights from the last quarter include:

- Additional eResources including Kanopy and IELTs online have been made available.
- After the successful recruitment of our ePrograms Librarian our Techtime and Techhelp programs have been successfully revamped and relaunched.
- New STEM children's programs have been added to our calendar. Messy Science where 8-12 years old are provided with lab gear and materials to perform guided experiments and Blockly Games where 5-8 years old solve puzzles, mazes and mathematical problems.
- Two 3d printers have been purchased by The Friends of Waverley Library for use in Library programs
- Preparation of a Business Case for the establishment of a Knowledge and Innovation precinct incorporating the Library.

Woollahra

- Lots of activities and programs to fit in with NSW Youth Week and Australian Heritage Festival. All well received.
- The Library hosted a very successful 20-week program of Tech Savvy for Seniors – (Feb – June 19) which has been fully booked each week. This was launched during Seniors Festival.
- Since 20 January 2019 Paddington Library has extended opening hours to include Sundays 10am -4pm, in response to community demand. An Open Day was held at Paddington Library on Sunday 31 March with over 580 people attending.
- Poets Picnic celebrated its 30th Anniversary on Tuesday 26 February 2019 with over 300 people in attendance. Simon Marnie emceed and there was a diverse range of poets including both slam and traditional poets. 4 local schools participated in the program as well.
- Following receipt of 4 consultant submissions for the development of a new 5-year Library Strategic Plan, the project was deferred until July 2019 pending the outcomes of Council's Community Facilities Review.
- The Woollahra Digital Literary Award is in its third year and focuses on writers' publishing within digital mediums. 84 submissions were received across the three categories of Fiction, Non-Fiction and Poetry. The short list will be announced on Friday 10 May 2019 with the winners being awarded at a ceremony on Thursday 30 May 2019.

Sydney West Zone May 2019

Campbelltown:

HJ Daley Library entrance has been renovated to create a vibrant and welcoming entrance.

Renovations included the removal of the old Service Desk, the introduction of modular style furniture and café style seating, the creation of a new 'returns' wall, a new Service Pod, improved lighting, and Welcome to Country signage at both the external and internal entrances. This project also included the harmonization of self-service technology (RFID) across the library network with new self-loan kiosks, security gates and returns functions installed at all locations. This project has achieved the goal enabling our community to have a more streamlined and uniform experience across all our locations. Funding for the project was through a $15,000 Stronger Communities Grant from Dr Michael Freelander's office and existing council project funds.

The Hills

 We were successful in securing a Metropolitan Public Library Grant of $93 000 to completely refurbish our Dural library

The library closed yesterday (29/4) and work is underway with the re-opening date set for Tuesday 11 June

Blue Mountains
Just received $2million from the Western Sydney City Deal Liveability Fund for an upgrade to Springwood Library. Tenders have just been called with work to commence in 2020.

Proposed Community Media Studies & Reading Area

Proposed New Entry from Macquarie Road

Camden
Greater number of programs on offer across 3 Libraries – new programs include 3D printer workshops, legal matters talks, and Recording Studio inductions.

ALIA Library Design Awards 2019
Public Libraries Commended Camden Libraries Oran Park Library

Penrith City Library

During March 2019, we recently introduced an adult inclusive outreach session at Penrith Library. The first session was held on Friday 1 March and the theme was an interactive games morning. The Theatrette was set up into activity/ games stations, consisting of oversized sized Jenga and Connect 4 sets as well as a bowling alley, ring toss games and two tables of puzzles and board games. 20 people attended the session, and everyone had a great time!

This initiative was specifically designed to support the ongoing developmental needs and interests of adults with diagnosed disabilities and/ or ongoing high support needs access a range of interactive games, equipment and resources which we hold in our outreach toy collection for unstructured play opportunities. At this stage we plan to run these sessions once a quarter and will invite local disability support groups to attend.