8th Meeting of the Strategic Network Committee
Minutes of the meeting of 19 October 2018

Date and time	Friday 19 October 2018, 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), Alexander Mills (CE Zone), Debbie Best (Sydney South Zone), Jo Carmody (NE Zone) Michelle Hudson (SE Zone), Sue Killham (SW Zone), Michelle Maunder (CW Zone via teleconference).
State Library Staff in Attendance	Mylee Joseph, Kate O'Grady, Philippa Scarf, Kathleen Alexander, Ross Balharrie
Apologies	Robert Knight, Keryl Collard, Chris Jones
Minutes	Cameron Morley (State Library)

Minutes

Item 1: Preliminary Matters

Welcome and apologies.

It was noted that Sue Killham attended in place of Robert Knight, Alex Mills in place of Keryl Collard, and Jo Carmody as the North East Zone alternate.

Item 2: Minutes, Business arising and action register

2.1 The Minutes of the Strategic Network Committee held on 4 May 2018, which had been circulated, were adopted.

2.2 Business Arising

Debbie Best inquired about the core services guideline, observing that this will be important as there is a perception that libraries are being asked to do more and more. Cameron Morley noted that the new version of Living Learning Libraries: standards and guidelines for NSW public libraries will outline the range of services that public libraries provide. While this may not define services as core/non-core in those terms, the Guideline will function as a core services statement.

Item 3: Priority business

3.1 People Places update project – demonstration and discussion of new tools
Kate O'Grady reported that the project had progressed well, and that draft library space planning tools had been developed for testing.

Kate demonstrated the functionality of the spreadsheets, noting that:

- The catchment population has now become the starting point for the service based benchmark calculation.

- Anomalies present in the previous spreadsheet at thresholds of populations of 20,000, 35,000 and other points have been remedied, with the application of an algorithm which has smoothed the curve.
- The "post occupancy" forms have been reviewed and will be renamed something more descriptive, such as "space evaluation tool".
- The library design briefs have been reviewed and updated.
- A new spreadsheet was demonstrated which enables users to start from an existing library size, and specify sizes of functional areas within that defined envelope. This approach has been designed to assist with design of renovations or refurbishments within existing libraries.

The Committee noted that there is some additional work to be undertaken prior to the publication of the new tools, and that the State Library will work on updating trends and text associated with People Places, based on the review workshops conducted by Elton Consulting on behalf of the State Library.

3.2 Indyreads – demonstration and discussion of state-wide rollout
Ross Balharrie presented a comprehensive overview of the indyreads project to date, including the success of the pilots with Parramatta and Leichhardt libraries. An overview of the epublishing landscape was also presented, which affirmed the relevance and importance of the indyreads project for NSW public libraries.

Indyreads will enable local epublishing (e.g. for local studies, or local authors) and for the content to be shared across NSW through library catalogues and the indyreads portal.

NSW.net has worked with a range of independent and mid-list publishers to assemble a core set of epublications which are licensed for state-wide use. A set of classics has also been purchased, which will mean that local libraries will not necessarily need to duplicate these subscriptions.

The plan from here is to seek EOIs from libraries to opt-in to indyreads, and libraries will be added in batches over the following 3 months.

The project will be presented to the PLCC in December 2018.

3.3 Privacy Guidelines / Children's Policy Guidelines Update
Philippa Scarf explained that the State Library had instructed the NSW Crown Solicitor to review and update the Library Council Guidelines relating to NSW public libraries policies for children and privacy to reflect legislative changes and service provision.

The draft guidelines had been circulated prior to the meeting. There was discussion over some aspects including views on what constitutes *a reasonable amount* of private information necessary to manage membership, including for reciprocal membership. Date of birth is currently collected by all libraries as part of membership. This is considered reasonable for identification purposes, to assist with service planning based on demographics, and is necessary in order to implement appropriate procedures regarding access to collection items classified PG, M, MA, and R.

The Committee members noted the updates.

The policies will be submitted to PLCC in December for approval and then made available on the State Library website.

3.4 eResources Refresh
Kathleen Alexander briefed the Committee on proposed initiatives to promote enhanced usage of the NSW.net state-wide eResources.

NSW.net. provides NSW public libraries with free access to 12 EBSCO databases:
https://www.nswnet.net/e-resources/database/Statewide

These databases provide a wide range of quality and peer-reviewed content covering topics including the arts, science, literature and health and are available in the library and remotely.

The EBSCO databases have been in place for several years. At the end of 2017/18, NSW.net surveyed the public library network for feedback on the databases to inform purchasing decisions for the next financial year. More than 50 library services responded and the databases received very high rankings of "relevant or very relevant". NoveList (a readers' advisory tool) ranked the highest at 98%, Consumer Health Complete second at 97%, ANZ Reference Centre third at 95%. Even the lowest ranking database, the eBooks collection, ranked 74%.

Clearly, the network deems these tools relevant. However, in comments provided, public library staff noted that take-up rates, usage and promotion remained challenging. As one respondent said:

"We love the databases as librarians but it can be hard to get people to look further than Google."

The NSW.net Statewide Databases are competing in an increasingly busy eContent environment and are vying for library website space – and staff and client attention - with eBooks, eAudio, eMagazines and streaming video. Evidence from usage statistics and initial analysis of library websites show great diversity amongst public libraries in their use and promotion of these databases.

It is proposed that a range of initiatives will work together to "refresh" the approach to these important tools, maximising their use and increasing the Library's return on investment.

PLANNED INITIATIVES

Several areas of focus are proposed but these will be refined with input from the new CWG which meets in early December. Scope exists to also involve the Reference and Information Services Working Group and the Readers' Advisory Working Group as these products are relevant to both groups.

There is also an opportunity to further integrate Statewide Databases into the PLS suite of professional development offerings.

At this stage initiatives include:

- A survey of public library websites:
    - NSW.net will survey public library websites to ascertain whether libraries have links to the 12 databases and access to the free EBSCO search tool
    - The survey will focus on placement of the database links, terminology and supporting descriptive content, access to search functionality and the look and feel of the pages
    - The websites of high usage libraries will also be analysed to identify success factors
    - A list of "best practice" sites will be compiled
- A renewed focus on usage statistics:
    - Working with EBSCO, NSW.net will repackage information on how to access usage statistics, including tailored training webinars for NSW public library staff
    - NSW.net will look for trends in usage data to identify success factors

- Enhanced information on the Statewide Databases on the NSW.net website:
  - NSW.net will redesign the NSW.net Databases pages to provide improved links to promotional material, user guides, tutorials, journal lists etc. in one place for library staff
  - NSW.net will provide information on how libraries can import MARC records for full-text journals
- Promotion of the EBSCO free search box:
  - NSW.net will analyse the take-up of the free search box and publication finder
  - We will work with EBSCO to write a communication plan highlighting the availability of this tool especially for public libraries who do not have a discovery layer.
- An increased emphasis on training for NSW public library staff:
  - NSW.net have been working with EBSCO's dedicated trainer to promote webinars on the Statewide Databases, this will continue with an emphasis on usage statistics and promotion
  - NSW.net will also investigate piloting a short training program with the working title "eResources Essentials" to complement the suite of PLS professional development offerings. This could be combined with Collect, Connect, Community, Drug Info and Legal Information workshops when these are delivered in regional NSW.

The Committee welcomed the initiatives.

3.5 Standing item: emerging trends - discussion

Mylee Joseph led a discussion of community and industry trends aimed at assisting with the development of library strategic plans beyond 2020.

Points discussed included community expectations, high density living, ageing, competition for library space, opening hours, mobile and outreach services, creative communities, staffing needs.

It was agreed that a google document would be created, and the Committee will be encouraged to add to the document after the meeting.

The State Library will edit the document for more general release, and ask the Committee's advice on appropriate action to assist libraries to address the emerging trends as appropriate.

The shared Google doc has been created to capture these ideas. You can find the document at this link:
https://tinyurl.com/y9r35hhd

Item 4: Other Business

The Zone representatives shared highlights from libraries within each zone. These included:

South West Zone

- 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 Libero UNO Consortium provides enhanced zone wide catalogue searching capacity for a number of participating libraries across the Zone.
- During August, a number of SW Zone staff attended a Readers' Advisory Training session presented by Duncan Smith, founder of NoveList, the readers' advisory database available through NSW.net, in how to search and get the most out of NoveList.

- The September meeting of the SW Zone Library Managers considered strategies to achieve higher levels of engagement with councils and libraries across the Zone. It was agreed that the inclusion of workshop-style sessions on contemporary library issues at both Library Managers meetings and Zone meetings would support better engagement.
- The meeting also resolved to compile a SW Zone strategic plan and to focus on supporting more Zone-wide training opportunities.

Western Sydney ZONE - Quarterly Report – August 2018

Camden

Camden Libraries opened their third library at Oran Park on Saturday 30 June. We had over 3,000 visitors on the day enjoying what's on offer at Oran Park Library. Our newest library is co-located with a community centre totalling 2500m2. The publicly accessible part of the library comprises 1150m2 floor space over 2 floors. Highlights of Oran Park Library include motor racing theme; movable shelving; no customer service desk; fully RFID operative with autosorter connected by both internal and external returns chute; interactive table, floor and wall; numerous interactive projectors: media pod with apple air-play; 3D printer; 24 public access computers in total located in adults, youth and children's areas; high calibre public art – two large grasshopper sculptures made from old car and motorcycle parts – one suspended in the void area and the other on the lift shaft, mural art, sculpture from old toy cars, and Indigenous art work panels; various study spaces; community learning room; activity rooms; coffee cart located in the shared foyer between library and community centre; and staff work area situated on the upper floor of the community centre. We are welcoming over 2,000 visitors per week and have joined over 800 new members. We love our new space and look forward to welcoming you when you visit.

The Hills

The Hills have continued moving towards self service for routine services such as printing and copying with the installation of the Pharos system and increased use of tap and go technologies for payment of fees and charges at the self check kiosks. These systems have been embraced by customers and staff.

Library events continue to be well supported with school holiday activities such as coding workshops selling out.

In July the Mayor of The Hills Shire, senior Council staff and the Library team hosted a visit from Library Council of NSW. The day included site visits to 3 of The Hills Libraries and highlighted the challenges facing growth Councils in providing services to keep pace with expanding populations.

Hawkesbury

As part of this years 100 year Anniversary of Armistice Day, the Hawkesbury library service has been hosting monthly knitting days. The goal is to create knitted and crocheted Poppies!

In partnership with the Hawkesbury Regional Gallery we have been working on creating an instillation using the poppies. We were initially hoping for 2000 and have already reached 5600 poppies.

We plan to launch the art work on the 9th of November.

The project has been hugely successful and well supported by the community. We only have 3 months to go!

We at the Hawkesbury Library look forward to seeing you there!!

Campbelltown

Campbelltown hosted Eddie Woo on Wednesday 8 August to an audience of over 200 students and their families. Eddie has a book coming out in September and is highly recommended as a speaker. The library's IT&Biscuits program has been nominated for the National Local Government Association Award for Community Excellence which will be presented in Canberra on 23 August. The library has been busy embedding the Strategic Plan and has started a process/workflow review for back of house functions and begun the process of developing a new Civic Library. There will be a Mayoral Minute regarding support for the funding campaign on Tuesday 14 August. Glenquarie Library will be renovated in October/November to join the community hall with the library to create more space. The second Learning Education Autism Program (LEAP) is being run in August and September with a music program and

personalized visits to the library during the quiet period. The library has been working with the Visitor Information Centre and its Virtual Reality program on its Pop Up Library activations.

Cumberland
Cumberland libraries have been busy with completing our RFID and pay for print installation, which is now operational across all of our libraries. Our new Granville Multipurpose Centre including branch library has had DA approval and we are now working on the interiors and operations of the centre to be opened in 2020. Cumberland has had a service review and are still implementing our new structure and have a Library Strategy going to Council in October.

City of Parramatta Library
- **Borrow Box** commences June 2018
- **New online resources available** – to read, write & speak English
  includes- Tense Buster (grammar) Active Reading , Clear Pronunciation 1& 2 and IELTS Preparation
- **PROGRAMS-Increase in variety of programs offered in languages other than English**-
- **Outreach-Bi-Lingual Story time** – program in partnership with local migrant group.
- NATIONAL SCIENCE WEEK – 11-19 August
  A variety of programs to celebrate science
  e.g.
   Smart Home Devices.
  Is Bilingualism good for your child's brain?
- Popular **You Tube Reader's Advice** continues with new titles.
- **Health& Wellbeing Booklet** produced.
- **BUILDING UPDATE-** Wentworth Point Community Centre and Library
  Fit out begins with expected opening mid--2019. Report on operating model being prepared by ELTON in consultation with COP.
- **COLLECTIONS**- A Dyslexic Collection added

Blacktown
Blacktown City Libraries will be holding our second annual Make Healthy Normal month in September, in partnership with Health NSW. Talks and activities will be in English, Tamil, Tagalog and Punjabi and include Diabetes Awareness, Healthy Eating and Physical Activity, and Fall Prevention. STEM activities have been expanding at our libraries with the Little Bang Discovery Club increasing in popularity.

August was a busy month with us launching the Blacktown Creative Writing Prize, the Mayoral History Prize, and the Research Excellence Award which involved 11 High Schools.
Normal IT and employment training have been doing well and the last Poetry Slam attracted 50 people with 20 competing from ages 13 to 57. Opening hours have been extended on Sundays at Max Webber and Mount Druitt Libraries for the HSC.

Blacktown City Council now has a councillor representative for PLANSW, and council endorsed support for the 'Renew our Libraries' campaign.

Penrith
St Marys Library Flood
St Marys Library sustained serious flood damage on 15 December 2017 due to a faulty firehose on the first floor. The flood caused substantial damage to both the ground and first floors of the building. Resources staff evaluated the condition of 30,000 items which were on the shelves at the time of the flood and removed just over 14,000 water damaged items, with an asset value of $573,000. St Marys Library reopened to the public on 29 January 2018 with

limited services and a small collection. All the flood restoration and recovery work required to be completed at St Marys Library was finally finished in June 2018. St Marys Library is now open and back to providing a full range of library services.

'Our Fallen' project
The 'Our Fallen' project at Penrith City Library was undertaken to acknowledge the service of local men and women during the First World War. A booklet has been compiled by Research Services staff of local fallen soldiers for 1915, 1916, 1917, 1918. The project documents the life of every fallen soldier that have been remembered on honour rolls and war memorials across the City of Penrith.

Fairfield
Fairfield City Open Libraries has implemented a number of new customer services including, LiveChat, a multilingual PC Smart service to assist customers with basic ICT issues and a multilingual Form Filling Assistance service. The Library has initiated a council-wide customer experience program introducing a concierge service in all libraries, developing a Customer Care Charter and customer care competencies for Library staff. A new exhibitions program showcases 2 exhibitions in May – *Cabramatta: The Fabric Capital of Sydney* [featuring the Lam family of Saigon Fabrics] and *It's All About The Dress* [capturing bridal trends in Fairfield]. The Library's new business initiative *The Workary* is successfully connecting with local startups through a program of business basics workshops and seminars.

The Workary's coworking spaces [large shared work and recreational spaces, smaller shared office space and meeting rooms] are under development and will be launched in August at Whitlam Library. The creative audiovisual production space, *Studio 2166* and the new media, ICT, learning space the *LX Lab* will also be completed in August 2018. In preparation for *Studio 2166*and the *LX Lab* the Library has launched the busking program, *The Alcove* and diverse technology customer learning programs which include courses on virtual reality, film making and app development. Extensive analysis of the use of the Library's collections has resulted in a complete rethink regarding the location of collections. For example, the majority of the large English language collection held at Whitlam Library Cabramatta, where 78% of the population's first language is not English, has been relocated to libraries servicing English speaking populations. The uptake of Cloud Library's [ebook platform] pay-per-use option has enabled the Library to provide resources in languages that have previously not been available through the Library, such as, Indonesian. For information about these and other Fairfield City Open Libraries programs and initiatives please contact Paul Scully, 9725 0358.

Blue Mountains
- Tech Connect sessions at Springwood, Katoomba and Blaxland Libraries;
- National Simultaneous Storytime;
- Code Club;
- HSC workshops and an information session for parents on "Demystifying the HSC" panel discussion;
- Free Comic Book Day at Katoomba Library;
- NAIDOC Week Family workshops with local aboriginal artist/dancer
- First Thursday talks at Springwood Library covering topics such as the Zig Zag Railway, How to attract birds to your garden, Dickens reading, Online Safety and Staying Fit and Healthy.
- Mountains of Stories writing workshops; and
- Author Talks
    - Opal Dragonfly by Julian Leatherdale
    - The Yellow Villa by Amanda Hampson

In April 2018, in conjunction with Varuna Writers House and the Sydney Writers Festival, a Kids Festival was hosted by Katoomba Library and the Blue Mountains Cultural Centre. The library hosted a Grug storytime followed by a meet and greet with Grug. This was followed up with a talk by Emily Rodda, the author of the *Deltora Quest* series.
This quarter also saw the expansion of the digital library collection from Special Variation Rate money allocation, with the addition of popular eBooks and eAudio books with a focus on purchasing Australian titles; HSC Study Lab – an online tool that covers the NSW HSC syllabus for Biology, Chemistry, Physics and Business Studies; and Story Box Library – an education website that includes videos of Australian childrens stories being read aloud by fantastic storytellers.

Sydney South
Sydney South libraries have been busy presenting a wide variety of programs including a Language Festival at Burwood Library which included indigenous Australian languages, Esperanto and Klingon; intergenerational Chinese storytimes at Canterbury Bankstown; helping HSC students to de-stress with greyhounds to pat in Sutherland Library; Abbotsford Walk historical tours hosted by Canada Bay; 'Stories from the Street', published by Randwick Library, a compilation of short stories written by participants in their Writing for Pleasure program, and the purchase of D.H. Souter's painting *Bondi Beach and the Bondi Surf Shed c1920* to add to the Waverley Library local studies collection.

There have been a variety of technology upgrades plus implementation of new systems. Burwood, Inner West, Strathfield and City of Canada Bay libraries have undertaken a joint tender process to select and implement a new Library Management System. Georges River Libraries have implemented new LMS, RFID, print management system and OPACs, while Randwick and Waverley libraries have introduced the technology to enable their branches to go cashless. Bayside Libraries have introduced a new print management and PC reservation system and Sutherland Library has introduced BrightSign digital signage to replace printed publicity material. Burwood and Inner West libraries have withdrawn from SWIFT.

The Inner West Library Service has been busy with building work continuing on the new Marrickville Library, which is due to open in mid 2019, and have commenced planning on the Haberfield Library refurbishment. Bayside Libraries have undertaken a service review to identify alternative service models in growth areas and Waverley Council has appointed Elton Consulting to scope the establishment of a Knowledge and Innovation precinct incorporating the library.

Gallery Tour
Following the meeting, the members attended a curator-led tour of the State Library's new galleries and exhibitions.

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