

Sensitive: NSW Government

97th Meeting - Public Libraries Consultative Committee Joint meeting with Library Council MINUTES	
DATE	Wednesday 14 December 2022
TIME	3:00pm to 4:00pm
LOCATION	Jean Garling Room, SLNSW
CHAIR	Kay Delahunt (Library Council of NSW)
EXECUTIVE OFFICER	Cameron Morley (State Library)
MEMBERS ATTENDING	Dr Ursula Dubosarsky (Library Council) Jody Rodas (Woollahra Library) Adele Casey (NSWPLA) Cr Romola Hollywood (President NSWPLA, Blue Mountains City Council) Bronwen Regan (LGNSW) Dr John Vallance (State Librarian) Library Council members in attendance Kathy Bail Bob Cameron AO Jane Garling Victoria Weekes Mark Tedeschi AM KC Victoria Weekes
APOLOGIES	Hon George Souris AM (Library Council of NSW) Pam Kelly (Warren Library, North West Regional Library) Cr Nick Katris (LGNSW, Georges River Council) Christopher Allen (Library Council)
MINUTES	Philippa Scarf
ITEM 1: PRELIMINARY MATTERS	
1.1 Welcome and Apologies	
<ul style="list-style-type: none">The Chair opened the meeting and noted apologies.	
1.2 Notification of Other Business	
Nil	
ITEM 2: MINUTES, BUSINESS ARISING	

2.1 Minutes of the Previous Meeting

The previous minutes of the 96th Meeting of the PLCC held on 29 June 2022 were approved.

2.1.1 Business arising

- Review of the Children’s Policy – to be reviewed in 2023. Discussions with public libraries are ongoing.

ITEM 3: MEETING BUSINESS

3.1 New funding commitment

The Minister for the Arts the Hon Ben Franklin MLC announced on 10 November 2022 that the record levels of State Government funding for NSW public libraries will now be recurrent.

Total funding over the next four years will be as follows:

2023/24	\$40.892M
2024/25	\$41.326M
2025/26	\$41.771M
2026/27	\$42.227M

Cr Romola Hollywood thanked the State Library on behalf of the NSWPLA and acknowledged the work that had been done to secure funding for NSW public libraries.

3.2 State Library program of public library assessment and compliance

The State Library monitors the performance of public libraries through a range of activities including the collection of financial and statistical data, and the ongoing series of *assessment and compliance* visits.

All councils provide detailed information on library expenditure as part of the annual application for the library subsidy. Councils also submit statistical and narrative information to the State Library which outlines their library’s performance. This includes usage figures, collection information, opening hours, staffing, digital information, among a wide range of indicators. A selection of this financial and statistical data is published in the annual *Public Library Statistics*.

The State Library uses this data to determine medians and to group libraries into cohorts based on population. This helps to assess the performance of libraries of different sizes relative to their peers.

The State Library also makes regular assessment and compliance visits to public libraries where performance and plans are discussed with library and council staff. Each library receives a brief report following the visit, including commentary on strengths and any suggested areas of improvement.

Following analysis of recent annual returns and trends it has been noted that there is a larger and growing gap between high-performing and low-performing libraries. This gap is somewhat masked by the medians for some of the key performance measures. While

there has been little change to the medians the range between the higher and lower libraries is now much larger.

There are some fundamental areas where the high performing libraries differ from the lower performing libraries. Libraries with have high membership, visitation and usage are strong in the following areas:

- collections (including a high percentage of books that are less than 5 years old, the staff and community have input into selection, and they have a higher number of items per capita than the median).
- library buildings and spaces are large enough for their catchment populations.
- sufficient staff, including qualified staff.
- opening hours across a wide range of hours.
- deliver outreach and promotion.

Libraries that are underperforming have small collections (some have even less than 1 item per capita), small library, and they do not deliver outreach or promotion to their communities.

The State Library will focus on the 25% of libraries who are underperforming. This will include library buildings that are older than 50 years. The State Library will support public libraries to develop renewal plans for major infrastructure projects for older library buildings.

3.3 NSW.net six-monthly report

Joyce Azzopardi and Ross Balharrie provide the following six-month progress report to the Committee. From July to December 2022 the following services have been delivered:

1. Internet Connectivity

NBN upgrades

NBN service upgrades for councils and public libraries are continuing with the availability of NBN services. Basic grade NBN services were installed in Manildra, Surry Hills, Pyrmont, Lismore temporary library (x2) and Tilligerry.

Fibre internet service upgrades

There has been an ongoing requirement by both metropolitan and regional libraries for faster internet services to meet user needs. Most libraries are requesting the higher grade NBN EE services which offer excellent performance. The cost of these services is substantially more than the basic NBN services so consideration into increasing the NSW.net budget for high performance internet connectivity services is a future requirement. Adjustments to the 2022-2023 NSW.net budget were made to cater for increased costs for internet connectivity.

An NBN EE 100mpbs service was installed in Bogan Community Youth Centre and a 1000M/50M fibre service was installed in Murwillumbah. The installation of 50M fibre services were completed in Eastwood and Gladesville. NBN EE 100Mbps fibre service

installations are in progress for the new library in Gilgandra, Bellingen and Urunga and NBN EE 200Mbps fibre service installations are in progress for Grafton and Goulburn.

The installation of a 1Gigabit fibre service and associated equipment has been completed for St Leonards Library.

The installation of equipment and services was completed for the Wagga Wagga mobile library. Awaiting the completion of the fit out of the Narrabri mobile library before finalising the installation of equipment and services.

An audit of legacy Soul services was completed resulting in substantial savings. ISP contracts were renewed for services in Barooga, Finley, Tocumwal, Blacktown (x3), Lalor Park (x2), Mt Druitt (x2), Stanhope Gardens (x2), Blayney (x2), Iluka, Maclean, Yamba, Raymond Terrace and Tomaree. These contracts were renewed due to end of contract term and a reduction in the monthly charges from \$72.50 to \$59.50 per service.

Following the installation of fast fibre services in Ryde council and libraries, the existing basic NBN services that the libraries were using were transitioned to these new fibre services to provide increased performance. The services which were replaced were cancelled, seven in total.

Renewed contracts to apply NSW.net subsidy to services at Burwood and Parkes.

Firewall upgrades

Firewall upgrades were completed for 6 libraries. A network upgrade proposal was provided to Hilltops (Young) for the relocation of their existing library into a new premises.

Following the successful testing of a new model of firewall, the NSA2700 to provide higher performance for sites with higher bandwidth internet services. Following initial replacements in 29 libraries earlier this year, further replacements are in progress for Gosford, Umina, Toukley, Woy Woy, Kariong, Bateau Bay, Lake Haven, Kincumber, Grafton, Bellingen, Dorrigo, Urunga, Iluka, Maclean, Yamba, Inverell, Narrabri, Wee Waa, Boggabri, Werris Creek, Parkes, Peak Hill, Tullamore and Trundle.

Wireless Management System (WMS)

A Ruckus Wireless Access Point (WAP) was installed in Tilligerry Library. A new access point was installed in Singleton Library.

Wi-Fi hotspots have vastly increased internet access for the public in public libraries. Since 2011 and up to the end of October 2022, there have been 50,930,609 total logins and 5,491,952 total devices using WMS.

2. e-Resources

Statewide Licensed Databases

On the 1 July 2022 an updated suite of statewide licensed databases was made available to the NSW public library network. These are the databases that are available to the public free of charge for all NSW public libraries.

Based on an analysis of usage data and feedback from the NSWPLN two-underperforming resources; Gale Business Plan Builder (GBPB) and Gale Business Entrepreneurship (GBE) were removed and replaced with Gale Business Insights Gale OneFile Australia and New Zealand.

The updated suite covers a diverse range of subjects including, Australian news sources, business skills, contemporary issues, environment, geography, literature, science, and history. The 2022-23 statewide suite of licensed databases is comprised of the following databases:

- Gale General OneFile, the largest general-interest periodical resource offered by Gale, which contains over 9,000 full-text titles including, award-winning reference sets such as the Gale Encyclopedia of Science and the Full-text of the New York Times from 1985 to the present (updated daily), and The Economist from 1988 to the present, with no embargo.
- Gale General: OneFile News - full-text newspaper resource allows users to search articles instantly by title, headline, date, author, and many other fields. Gale OneFile: News provides access to more than 2,300 major world newspapers (493 Australian Newspapers), and includes thousands of images, radio and TV broadcasts and transcripts.
- Gale OneFile: Australia and New Zealand - Curated content from Australian, New Zealand and International sources covering important issues relating to Australia and New Zealand. Featuring authoritative and continuously updated reference material and focused on an Australian and New Zealand perspective, this user-friendly database organizes over 850 full-text publications including full-text ANZ periodicals, magazines, academic journals, ANZ news articles, images, videos and audio files.
- Gale Health and Wellness Resource - Authoritative source for health information, updated daily.
- Gale Interactive Science - Authoritative, high-quality digital content paired with interactive 3D models with functionality including zooming in, rotating, and pulling them apart.
- Gale Business Insights - Global provides thousands of global company, country and business topic overviews featuring detailed information as well as interactive rankings and statistics, with quick links to associated content. Information includes global Histories, SWOT Reports, Thomson Reuters Company Financials and Investment Reports, Market Share Reports, and Industry Research Essays, and well as periodical and journal articles.
- Gale Literature Resource Centre - offers the broadest and most representative range of authors and their works, including a large collection of full-text critical and literary analysis.
- Gale Literature: Books and Authors - A readers' advisory database for discovery of books by author, genre and topic.

- Gale in Context: Environmental Studies - Interdisciplinary study of sustainability and the environment, Gale in Context Environmental Studies provides authoritative reference content in the areas of the environment, energy and natural resources.
- Gale in Context: Biography - Contextual information on the world's most influential people. Over 650,000 biographical entries cover a range of historically significant figures and present-day newsmakers.
- Gale in Context: Global Issues - A database designed to support global awareness. Authoritative content empowers learners to critically analyze and understand the most important issues of the modern world.
- Gale in Context: Opposing View Points - Database designed to support science, social studies, current events, and language arts presents each side of important issues and empowers learners to develop information literacy and critical thinking skills.
- Gale in Context: Science - Database designed to support science, social studies, current events, and language arts presents each side of important issues and empowers learners to develop information literacy and critical thinking skills.
- Gale in Context: World History - Database designed to provide an overview of world history covering the most-studied events, cultures, civilizations, religions, people, and more.
- National Geographic Virtual Library - offers access to the complete archive of National Geographic magazine — every page of every issue — along with a cross-searchable collection of books, maps, images, and videos.
- PowerPacks - Libraries can also select 5 PowerPack databases from a collection 24 available subject specific resources

The usage statistics for the current suite of e-Resources (July 2022 – Nov 2022) are: 16,621 individual sessions, 40,990 searches, and 18,799 full-text downloads.

indyreads

The indyreads platform enables public libraries to provide free access to eBooks and eAudio. The collection focus is on Australian and International Independent published material, emerging authors and classic and award-winning titles.

The collection continues to grow with over 23,500 eBook and Audio titles currently available. The LOTE collection includes 453 Chinese titles, 375 Italian, 417 Spanish titles, 272 French, 199 Romanian, 193 Russian, 190 Polish, 47 Vietnamese and 253 Portuguese titles. From January 2022 to November 2022 there has been over 75,500 loans.

NSWPLN staff can access a comprehensive suite of marketing resources, training resources, user guides and current project news online via the Public Library Services indyreads portal.

indyreads Summer Book Club

The indyreads Summer Book Club commenced on the 1 December 2022 and will conclude with an author talk on 14 February 2023.

The book selected is, *Every Version of You* by the Australian author Grace Chan. An unlimited simultaneous user license was negotiated for the book. Social media campaign collateral, a media release and bookmarks has been distributed to the NSWPLN.

indyreads® Untapped the Australian Literary Heritage Project Collection

The Untapped collection contains over 160 culturally significant Australian titles that were previously out of print. These works include local and national histories, biographies and memoirs, beloved children’s titles – and even winners of glittering literary prizes such as the Miles Franklin Literary Award. The titles have been purchased under an unlimited simultaneous user license making them ideal for book clubs. To learn more about the Untapped project: <https://untapped.org.au/>, to view the collection, go to: <https://untapped.org.au/collection/>. 1261 loans have been recorded for this collection.

Consortia Opt-in Offer Scheme

The Consortia Opt-in Offer Scheme provides NSW public libraries with discounted pricing for over 100 eContent products that have been evaluated by the CWG. The 2022/23 Consortia Opt-in offers were released in May 2022.

The Committee noted the progress of the NSW.net internet connectivity and eResources services.

3.4 Association Reports

Adele Casey delivered the NSWPLA year in review for 2022 (See attached).

Adele also noted that the NSWPLA continues to work with the State Library on the issue of Trove funding and the retirement of LADD, the interlibrary loans database.

Jody Rodas, Manager, Woollahra Library provided an overview of trends in libraries including:

- staff shortages are affecting library services (recruiting for positions is the issue, not cuts in staffing)
- physical visits have not increased to pre COVID-19 levels
- demand for quiet spaces and increased opening hours
- attendance at library programs remains unpredictable and there is a demand for hybrid and streamed programs
- community demand for meeting rooms with video/streaming capabilities
- resourcing of ebooks and eaudio
- importance of UX design in library websites to facilitate access to collections
- staff training for eresources across numerous platforms

ITEM 4: OTHER BUSINESS

4.1 Membership of PLCC

The membership of the PLCC will be reviewed in 2023 following the resignation of Suzie Gately from Newcastle City Library.

NEXT MEETING	
DATE	Wednesday 28 June 2023
TIME	2:00pm - 3:30pm
LOCATION	State Library of NSW