Public Libraries Consultative Committee (PLCC)

Minutes

66th meeting of the Library Council Sub-committee held on
Monday 3 December, at the State Library, 1.30pm

Item Discussion

1   Present

Jan Richards (Chair, Library Council of NSW), Alex Byrne (State
Librarian), Rob Thomas (Library Council of NSW), Andrew Tink (Library
Council of NSW), Robert Knight (PLNSW), Clr Graham Smith (PLNSW),
Clr Veronique Marchandeau (NSW MPLA), Noel Baum (LGSA), Frances
Sims (State Library of NSW), Michelle Simon (NSW MPLA), Keryl Collard
(PLNSW), Clr Julie Hegarty (LGSA), Cameron Morley (State Library of
NSW- Minutes)

Apologies
Paul Scully (NSW MPLA).

2   Review of Previous Minutes and Business Arising

The minutes of the 65th meeting held on 3 September 2012, which had
been circulated, were confirmed and accepted as a true record.

2.1 Business Arising

Revitalising Regional Libraries Media Release.
 A draft media release was tabled for the Committee. It was
agreed this would be circulated to councils receiving a grant under
the program to promote the projects funded.

Revitalising Regional Libraries list of projects
A list of the projects funded to date was circulated.

Reference Group – 75th Anniversary of the Library Act 1939
Frances Sims reported that a group of State Library staff have
convened about this project, and that participation from public
library representatives will be sought in the new year.

It was suggested that an oral history project as part of the 75th
anniversary could be taken up across NSW. The State Library's
Oral History Librarian is to be approached to advice on this.

3   Public Library Funding Strategy 2012/13
Cameron Morley presented a paper updating the Committee on
progress with the 2012/13 Strategy. It was noted that 93 of 151
Subsidy applications had been received as of the meeting date,

and that 67 Library Development / Country Libraries Fund applications had been received in this round.

3.1 Reforming Public Library Funding Submission
Alex Byrne updated the Committee on progress with the submission. It was noted that the Library Council had endorsed the submission at its September meeting. The submission is now with the Department of Trade & Industry for consideration. The State Library has been asked for supplementary information, including on the feasibility of school community libraries.

It was agreed that a summary of this supplementary information is made available to Committee members.

Clr Graham Smith noted that the Joint Associations have released a document entitled *Enabling Communities* which advocates the reform of the funding model and additional funding. The Associations will provide this information to all NSW councils.

The Committee discussed how to raise awareness of public library funding needs within Government, and it was agreed that continuing to pursue the reform through Departmental and Government budget channels would be the approach.

4   **State Library Innovation Project**
The State Library's Mylee Joseph attended and presented on this project.

The Innovation Project is piloting new State Library service offerings in an online world during 2012 extending the Library's use of social media tools with a view to developing a model to support and enable service delivery innovation. The project includes policy development, staff training, exploration of social media tools, management of online communities and evaluation of the return on investment.

The Committee were presented with examples of the use of State Library collections through the Historypin and Pinterest applications.

It was agreed that a statewide approach in cooperation with public libraries would be considered once the project concludes.

5   **NSW.net Service Delivery Strategy – December 2012 Report**
Joyce Azzopardi attended to present the report.

As endorsed at the PLCC meeting of 28 May 2012, a NSW.net Service Delivery Strategy 2013-16 is currently under development.

Progress to Date:
NSW.net continues to provide public libraries with a robust and stable technology platform equipped to meet the demands of an ever-changing online environment.

Following the release of a Statement of Works (SOW) to three selected consultancy companies, Libraries Alive! was engaged to develop a NSW.net Service Delivery Strategy 2013-16 in consultation with representatives from the State Library of NSW, nominated staff from small, medium and large metropolitan and country public libraries, and IT staff from small, medium and large Councils. Nominated public library staff were chosen by each public library association and include representatives from Kiama, Coffs Harbour, Auburn and Penrith, existing and future NBN sites.

These representatives form the project's steering committee which will play a vital role in developing the new strategy.

To date, actions completed for the project include:

- Project start-up meeting to confirm project plan, consultation strategy and reporting procedure
- Develop client survey
- Conduct client survey pilot
- Conduct client survey – 2 weeks for response

The client survey closed on 23 November 2012.   Remaining actions for the project will include:

- Analyse survey results – address value considerations; follow-up outstanding issues; produce Survey Report for Steering Committee
- Develop Options Paper for Steering Committee
- Prepare, conduct & document Workshop with Steering Committee to discuss both the Survey Report and the Options Paper, check that all issues have been addressed
- Using information gathered from the survey & workshop, prepare and distribute to stakeholders a draft of the Service Delivery Strategy, including draft recommendations
- Incorporate feedback from stakeholders, finalise recommendations and any outstanding issues, present completed Service Delivery Strategy.

The Committee noted the report.

5.1   WiFi Hotspot Implementation Update
Joyce Azzopardi attended to present the update.

It was noted that through the State Library of NSW's Revitalising Regional Libraries program, in 2011/12, WiFi hotspots were installed in 72 public libraries across the state. In October 2012, Invitations to Participate in the WiFi Hotspot Implementation in 2012/13 were sent to Councils with libraries not currently using the Wireless Management System (WMS), NSW.net's WiFi hotspot solution.

Responses to this request were received from 12 library services and means that WiFi hotspots will be installed in 22 country public libraries in 2012/13. Libraries participating in this rollout include South West Regional Libraries (3 branches), Bourke, Forbes, Glen Innes, Gerringong, Macquarie Regional Library (2 branches), Shellharbour Libraries (4 branches), Upper Hunter Libraries (5 branches), Uralla and Wentworth Libraries (3 branches).

NSW.net will contact non-participating public libraries in early 2013 to promote the program to encourage their participation in this program.

6   **Briefing on the National Broadband Network**
Joyce Azzopardi attended to present the report.

The Committee noted that The rollout of the National Broadband Network (NBN) services throughout NSW is progressing steadily. Fibre construction is underway in over 20 NSW public library locations with more new constructions underway within the next 12 months.

NSW public libraries currently involved in the rollout include Kiama, Armidale, Blacktown (Riverstone), Coffs Harbour, Auburn and Penrith.

The Committee considered issues initially raised by Robert Knight (Riverina Regional Library) about the NBN, which include:

- a fairly low degree of overall understanding in NSW public libraries about the NBN rollout and associated opportunities
- The need for libraries to be identified as key stakeholders in the NBN rollout (to ensure that other departments of councils don't overlook libraries)
- The importance of aggregating experiences of 'NBN libraries' as the rollout progresses, especially programs and services established
- Identification of potential problems/barriers to a successful NBN transition
- Identification of funding opportunities for NBN projects

It was agreed that the State Library of NSW will act as a central

agency to aggregate the NBN experiences of libraries as the NBN rollout progresses. The investigation of the establishment of an NBN portal on the NSW.net website was agreed.

It was agreed that the above will be considered in the NSW.net Strategic planning 2013/16.

7. **Public Library Network Research Committee Projects**
Cameron Morley updated the Committee on three projects being undertaken by the Public Library Network research Committee at present. The projects are:

- Cost benefit analysis of RFID in NSW public libraries
- Local history collections and services: a shared strategy
- Data visualisation prototypes

The report was noted and it was agreed that further detail will be brought to meetings in 2013 as the projects progress.

8. **Joint Membership Investigation**
Clr Graham Smith brought a proposal endorsed by the Public Libraries NSW Association to investigate a joint public library / State Library of NSW membership card.

Following discussion the Committee endorsed further scoping of the concept in 2013 with a view to piloting dual membership card with a public library.

Considerations to be addressed in the project scoping include privacy and licensed access to online subscriptions.

9. **Review of the State Library's Professional Development Program**
Clr Graham Smith raised this proposal which had been discussed at a Central East Zone meeting on 17 November 2012.

The Chair noted that feedback on the program has been generally positive.

It was noted that the program had been reviewed in 2004 and 2008, and that the Committee has previously endorsed a recommendation that programs aimed at developing leadership were a priority.

Following discussion it was agreed that it is timely to review the program to ensure that it meets the needs of NSW public libraries.

It was agreed that the State Library conducts a professional development needs analysis with NSW public libraries in 2013. A survey will be developed to ascertain needs. Results and recommendations will be brought back to the Committee for discussion.

GENERAL BUSINESS

10.   Association Reports
The PLNSW report was noted.

11.   Points for Communication
It was agreed that a summary of all items discussed are able to be communicated to the public library network.

12.   Dates for 2013

1. Monday 18 March 2013, 10.30-12
2. Monday 15 July 2013, 10.30-12
3. Monday 16 September 2013, 10.30-12
4. Monday 2 December 2013, 1.30-3, followed by the annual joint meeting with the Library Council from 3-4.

The Meeting closed at 3.05pm.