Public Libraries Consultative Committee

Minutes of the meeting held Monday 18 March 2013
10.30-12, Coles Room, State Library of NSW
TRIM File No: 32540

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), Frances Sims (State Library of NSW), Michelle Simon (NSW MPLA), Paul Scully (NSW MPLA), Keryl Collard (PLNSW), Clr Julie Hegarty (LGSA), Cameron Morley (State Library of NSW - Minutes)	
2.	**Apologies:** Noel Baum (LGSA)	
3.	**Review of Previous Minutes and Business Arising** The minutes of the 66th meeting held on 3 December 2012, which had been circulated, were confirmed and accepted as a true record.	
4.	**Business Arising** ***Professional Development Needs Assessment*** At the PLCC meeting of 3 December it was agreed that a survey of NSW public libraries is undertaken to gauge professional development needs, with the results to inform future program offerings. Cameron Morley provided the following information. A proportion of the Strategic Network Funds component of the Public Library Grants and Subsidies (currently $80k) is allocated in support of professional development activities for NSW public library staff. These activities include seminars and workshops developed with public library working groups (such as the HSC Forum, Reference and Readers' Advisory Seminars), the *Taking the Lead* course which targets potential public library managers, and targeted training programs such as marketing plan development and cross cultural awareness. The funds also support interstate and international speakers where appropriate (e.g. for Association conferences), and travel subsidies for NSW public library staff who need to travel more than 100km to attend approved professional development activities. A needs assessment survey is being scoped at present by the Public Library Services team in collaboration with the State Library's Coordinator Research & Evaluation, and Coordinator Professional Development. The survey will seek to identify: • Current and future training and PD needs	

		• Gaps in the current program of professional development activities • Opportunities for future partnerships It is proposed that an online survey will be implemented to gather information from all NSW public library managers; to be followed by several focus groups for further discussion. A draft schedule of events and programs will then be brought to the PLCC for comment, with rollout of the revised program to occur from 2013/14. *Recommendation:* The Committee agreed that a report outlining a proposed schedule of events and programs be brought to the PLCC following completion of the professional development needs assessment. ***Reforming Public Library Funding*** The Committee was informed on 3 December that the State Library had been asked for supplementary information following the submission of the *Reforming* proposal in September 2012, and it was agreed that a summary of the supplementary information would be brought to this meeting. Cameron Morley provided information that an options paper was prepared at the request of the Deputy Director General, Trade and Investment, and submitted on 18 December 2012. This paper outlined options for a staged introduction of the reforms over a longer period, and the feasibility of piloting school community libraries as part of the package in communities that don't have a public library at present. More recently the State Library has submitted a New Policy and Spending Proposal through Trade and Investment (8 February), and a Cabinet Minute on the proposal (4 March). The latter two documents recommend the *Reforming* package as proposed by the Library Council in September 2012. ***Joint Membership Investigation Update*** The Committee endorsed a proposal on 3 December 2012 that a joint public library / State Library membership card is investigated. Frances Sims provided information that work has begun on scoping the project, and that project activities will include investigation of system requirements and piloting with a public library. The Committee requested that a pilot be undertaken with a country and metropolitan library. The project will be managed by Joyce Azzopardi, NSW.net.	Cameron Morley
			ACTION
5.		**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 149 of 151 councils had applied for subsidies to date.	

		All councils were invited to apply for either a Library Development Grant or Country Libraries Fund Grant on 24 September 2012. The deadline for applications was 5pm on 23 November 2012. Sixty-seven applications were received by the deadline. Assessments of the applications was completed over January 2013, and the Library Council Grants Committee met on 7 February 2013 to form its recommendations. The Committee's recommendations were endorsed by the Library Council on 18 February, and are now with the Minister for approval. The Committee noted the information.	
6.		**Deloitte Access Economics Library Value Projects** The Committee was informed of the findings of two studies conducted in 2012 by Deloitte Access Economics on behalf of the State Library of NSW. The first study assessed the value of the State Library of NSW, while the second assessed the value of the NSW public library network. The reports quantify dollar values using multiple methodologies and also include valuable qualitative information based on surveys of library users. The draft reports will be finalised and published shortly. Brochures outlining the key findings will also be published and distributed for use by public libraries in advocacy. The Committee noted the briefing. The Chair noted that ALIA has recently released a national study into the value of public libraries, and it was agreed that it would be useful for a comparison to be done between the reports so that a common message may be communicated. *Recommendation:* The Committee requested that a comparison between the NSW public library Deloitte Access Economics Library Value Study and the ALIA value study be undertaken and a report provided to the Committee.	Cameron Morley
7.		**NSW.net Service Delivery Strategy – 2013-16** Joyce Azzopardi was in attendance to seek endorsement of the NSW Service Delivery Strategy 2013-16. In light of the expiry of the NSW.net Service Delivery and Marketing Strategy 2009-12, the State Library required information from NSW.net clients on the value and importance of the existing	

		service and any potential recommendations for the service for future strategic planning. In August 2012, the Library Council endorsed the Public Library Consultative Committee's recommendation of 28 May 2012 to develop a NSW.net Service Delivery Strategy for 2013-16. This work was to be undertaken by an external consultant in consultation with a Steering Committee comprising representatives from the State Library of New South Wales, nominated public library representatives from small, medium and large metropolitan and country public libraries and council IT representatives. Libraries Alive! was appointed as the external consultant.	

Based on the findings of the consultation, survey and analysis, it is recommended that NSW.net continues to:

1. Provide NSW local government and public libraries with reliable and fast internet connectivity services. NSW.net should continue to explore new opportunities for competitive internet connectivity options for their clients in response to an ever growing demand for increased bandwidth and speed such as fibre services provided by the NBN.

2. Provide NSW public libraries with access to the statewide eResources. NSW.net should continue to explore new deals and opportunities for eBooks and improved access to eResources through the use of discovery tools suitable for public library websites.

3. Provide expert advice on technology development and issues of concern to enable public libraries to assist their clients and the community, such as the newly developed eLending portal for eBook discussions.

4. Provide training, advice and support, both online (website) and face-to-face via seminars and learning programs such as the eLending Kit (ELK) program to support public libraries in developing their skills to assist clients in using a range of eReading devices.

Discussion highlighted the growth in usage of online databases, the impressive success of discovery layer technology and the responsiveness of NSW.net to changing needs. NSW.net's unique services and the importance of NSW.net as a core service to councils was also highlighted, as was the importance of promoting this aspect to the Government.

Recommendation:
The Committee endorsed the NSW.net Service Delivery Strategy 2013-16 and congratulated the NSW.net team for their contribution.

Joyce Azzopardi

7.2	**eLending Kit (ELK) Pilot Program**	

		Joyce Azzopardi informed the Committee about the development of an ebook lending kit and training materials for NSW public libraries. NSW.net has noted that the availability of library ebook solutions and the widespread uptake of WiFi Hotspots in public libraries has led to growth in demand for ebook reader assistance from the public. In response NSW.net has developed an eLending Kit as a pilot program designed to increase public library staff knowledge and experience of eLending devices and the eLending environment. It is proposed to run the program for 3 months from April to June 2013. Following completion of the pilot it will be evaluated, the results communicated to the public library network and if successful, the program extended to other interested public libraries. A pilot will be run in Lithgow and Mudgee Libraries. The Committee discussed the particular importance of the eLK pilot to Lithgow. Lithgow Library is establishing a public library/school/university network due to education providers becoming more prominent in the area. The Committee noted the implementation of the eLending Kit for NSW public library staff.	Joyce Azzopardi
8.		**Extension of Local Courts / Public Libraries Project** Sue Walden was in attendance to update the Committee on the pilot project between the Courts and Tribunal Services (CaTS), department of Attorney General and Justice, LIAC and NSW public libraries to test the viability of local courts promoting public libraries as a place to access legal information. An analysis of the 2012 pilot in the lower Hunter and Blacktown indicated that the program is successful, and that court staff in particular see the value of the LIAC information available online and through public libraries. Increases in the usage of the LIAC toolkits was reported at Blacktown and Newcastle. At a meeting of CaTS and LIAC staff in December 2012 it was agreed to extend the project to obtain more robust data, using the learnings gained from 2012. These included the need for: • LIAC to liaise directly with each participating court on the best dates and locations for workshop delivery to facilitate maximum attendance by court staff (the Blacktown model). • Formal 'buy in' by each participating court and public library – a written agreement to commit to clearly defined project requirements, including reporting requirements. • LIAC and CaTs to develop standard reporting templates and procedures to support regular and consistent reporting.	

	• Workshops for participating public library staff to ensure knowledge and understanding of the project across all staff. • Ongoing communication with local court staff to ensure that staff are aware of useful new LIAC resources, both print and online. The Registrar, Blacktown Local Court recommends email communication to each local court registrar to be shared with other staff at staff meetings etc. It was also agreed that the project would be extended to a maximum of ten locations and that CaTS would provide funding to assist with the implementation. **Actions to date** • LIAC staff presented details of the pilot project, at a meeting of registrars from metropolitan courts in December. • CaTs sought expressions of interest from local court registrars and received positive responses from ten: Queanbeyan, Goulburn, Lithgow, Kiama, Wagga Wagga, Orange, Hornsby, Parramatta, Sutherland and Burwood. • LIAC sought and received expressions of interest from library managers in the ten nominated areas. • Letters sent to registrars and library managers clearly outlining the requirements of the project. Replies received confirming capacity to meet project requirements. • LIAC is currently liaising with local courts and public libraries on workshop dates and locations. (LIAC's plan to deliver all local court workshops by the end of May will be dependent on local court staff availability). • Reporting templates and procedures, including base data statistics for public libraries are in development. **Further plans for 2013** In addition to the face-face referrals from courts, this initiative will also address telephone and online service channels. In the second half of 2013, LIAC staff will work with the NSW Courts Service Centre. This group handles all incoming phone enquiries for the major metropolitan courts, Wollongong and Newcastle, with over 500,000 calls received in 2012. This volume will increase over time as more courts' telephones are redirected. The Courts Service Centre management team is keen for staff to receive Find Legal Answers training and successfully refer relevant telephone clients. The Committee noted the report on the Local Courts/Public Libraries Project.	Sue Walden
9.	**Cost Benefit Analysis of RFID Report** Cameron Morley presented the paper outlining the Cost Benefit Analysis of RFID project and draft report findings. In September 2012 the State Library, on behalf of the NSW Public Library Network Research Committee commissioned Huegin Consulting to undertake a cost benefit analysis of using Radio Frequency Identification (RFID) in NSW public libraries. The aim of the project was to explore, establish, analyse and	

	document the costs and benefits of using RFID in a variety of contexts relevant to the NSW public library network. The project included significant consultation with 8 NSW public libraries currently using RFID systems. The draft report has been considered by the Public Library Network Research Committee and feedback is currently with Huegin for incorporation into the final report. The draft report provides analysis of the different levels of RFID implementation in libraries across NSW and presents a business case framework for NSW councils to assess the most effective and cost efficient service model for circulation and stock management for their particular context. It is anticipated that the report will be available to NSW public libraries by the end of April 2013. It was noted that the business case framework described in the report will be applicable to a range of library technology acquisitions, including Library Management Systems. The Committee noted the progress of the Cost Benefit Analysis of RFID Project.	
10.	**State Library Cultural Diversity Strategy** Frances Sims informed the Committee of the development of the State Library's Cultural Diversity Strategy 2012-15. The three year State Library Cultural Diversity Strategy has been developed to support the coordination of activities for culturally and linguistically diverse communities (CALD) across the range of library operations and to meet government reporting requirements. The Strategy has been developed to align with key State Library of NSW goals and priorities and relevant state government legislation and policies including *NSW 2021, Library Act 1939, Principles of Multiculturalism Act 2000* and the *NSW Community Relations Multicultural Policies and Service Program* (MPSP). Community Relations Commission policy staff have advised that the Strategy complies with the MPSP and with reporting requirements. Alignment with *Re-imagining Libraries 2012-2016,* the National, State and Territory libraries of Australia and New Zealand (NSLA) strategic plan and best practice principles and research in the delivery of culturally responsive access to services also underpins the Strategy. The Strategy will be published shortly on the State Library's website. The President of the Library Council expressed Library Council's appreciation of the development of the Strategy under the State Librarian's guidance and supported by the Executive.	Frances Sims

	The Committee noted the State Library Cultural Diversity Strategy 2012-15.	
11.	**Tech Savvy Seniors** Cameron Morley briefed the Committee on the Tech Savvy Seniors program. Tech Savvy Seniors is a partnership between Telstra and the NSW Government which aims to assist seniors to access information, websites and services online, and to gain confidence in devices such as tablets and smartphones. At the end of January at a launch at the State Library, the NSW Government announced a partnership with Telstra for the expansion of the Tech Savvy Seniors program. The partnership will expand the Tech Savvy Seniors program through NSW public libraries and may include other community partners such as U3As, Computer Pals clubs etc. The focus will be on reaching seniors in regional and remote areas. NSW Office for Ageing (part of Dept of Family & Community Services) is managing this partnership on behalf of the NSW government. The Tech Savvy Seniors Program is scheduled to run from January 2013 to the end of June 2014. Invitations to participate in the Program will be sent by the State Library of NSW on behalf of the Steering Committee to selected public libraries in two rounds, with the first round occurring during NSW Seniors Week (18 to 22 March 2013) and the second round forecast to occur in September 2013. These invitations will include comprehensive information on the Program and Application Forms. The Committee discussed the appropriateness of public libraries as venues for Tech Savvy Seniors Training, and noted that funding will made available from Telstra for participating libraries. It was however noted that ongoing recognition of the role of public libraries in this field is required to ensure that funders remain aware of the value of the network in educating seniors and making technology available to communities. It was agreed that the successes of the impending program are to be used in future discussions on funding. The Committee noted the Tech Savvy Seniors information.	
12.	**Taking the Lead Program 2012** The Committee was briefed on the 2012 Taking the Lead Program, a leadership course for NSW public library staff devised by the State Library and run by Annie Talve and Associates. Twenty participants completed the 2012, which comprised workshops, teleconferences and group work. The project groups developed presentations on topical issues such as ebooks, outreach services, marketing and the future of the profession.	

	The Chair commented that the course was noted by regional library managers as being of high quality, and the Committee agreed that this is a valuable initiative. It is expected that a 2013 course will be run in the second half of this year. The Committee noted the Taking the Lead evaluation report and information.	
13.	**Association Reports** Reports provided by the NSW Metropolitan Public Libraries Association and Public Libraries NSW were noted.	
14.	**Meetings for 2013 – suggested venues** It was agreed that the June and September meetings would be taken to a Metropolitan and Country library. North Sydney was suggested for June, and Lithgow was suggested for September. The State Library will confirm these venues, and notify the Committee of the outcome. *Recommendation:* The Committee agreed that the June PLCC meeting be held in a metropolitan library and the September meeting be held in a country library, with North Sydney and Lithgow to be confirmed as the locations.	Frances Sims Cameron Morley
15.	**Points for Communication** It was agreed that a summary of all items discussed are able to be communicated to the public library network. *Recommendation:* The Committee agreed that a summary of this meeting can be shared with the public library network.	Cameron Morley
16.	**Other Business** *Local Government NSW* Clr Hegarty informed the Committee that the LGSA is now known as Local Government NSW, following the official merger of the Local Government Association and the Shires Association on 1 March 2013. Clr Hegarty drew the Committee's attention to the NSW Government's Creative Industries Draft Action Plan which has relevance to public libraries. Local Government NSW will put in a submission. *Upper Murray Regional Library* Robert Knight informed the Committee that the four NSW councils party to the Upper Murray Regional Library are likely to become members of the Riverina Regional Library following the winding up	

	of the Upper Murray Regional Library Corporation on 30 June 2013	
	Mobile Libraries Conference Robert Knight informed the Committee that a mobile libraries conference will be held in Wagga Wagga from 23-25 August 2013.	
	Outsourcing of Collection Selection Andrew Tink enquired about the extent of the outsourcing of collection selection in NSW public libraries. The library managers present noted that most libraries outsource a proportion of selection, and that this practice, judiciously managed, does not compromise their collections.	
	It was agreed that a briefing for the Library Council on selection policies and practice in NSW public libraries would be drafted to clarify the enquiry.	Cameron Morley
	Recommendation: The Committee agreed that a briefing on selection policies and practices be provided for Library Council and the PLCC.	
	Dates for 2013	
	1. Monday 15 July 2013 (*1.30-3pm North Sydney to be confirmed*) 2. Monday 16 September 2013, (*Lithgow, time and venue to be confirmed*) 3. Monday 2 December 2013, 1.30-3, followed by the annual joint meeting with the Library Council from 3-4.	