

Public Libraries Consultative Committee

Confirmed Minutes of the meeting held Monday 2 December 2013

State Library of NSW, 1.30-3.00pm

TRIM File No: 32540



1.	<p>Present: Jan Richards (Library Council – Chair), Paul Scully (NSW MPLA), Rob Thomas (Library Council), Andrew Tink (Library Council), Alex Byrne (State Library), Frances Sims (State Library), Michelle Simon (NSW MPLA), Clr Veronique Marchandea (NSW MPLA), Clr Graham Smith (PLNSW), Keryl Collard (PLNSW), Clr Julie Hegarty (NSW LGA), Robert Knight (PLNSW).</p>	
2.	<p>Apologies: Noel Baum (NSW LGA)</p>	
3.	<p>Confirmation of previous minutes 16 September 2013: The Minutes of the 69th meeting held on 16 September 2013 at Lithgow, which had been circulated, were confirmed and accepted as a true record.</p>	
		ACTION
4.	<p>Business arising from previous minutes: Alex Byrne updated the Committee on public library funding reform, advising that the funding is now to be considered as part of the 2014/15 Budget process.</p> <p>Frances Sims advised that 2013/14 Public Library Funding Strategy is progressing to schedule. Sixty Library Development Grant applications were received by the due date of 29 November 2013. 105 Subsidy applications have been received to date, with 46 outstanding.</p>	
5.	<p>Love2Read 2013: The Committee discussed the Love2Read 2013 initiative, noting that the program did not appear to provide a return on investment for NSW public libraries to the value of the contribution of the three NSW partners (NSW MPLA, PLNSW and the State Library of NSW).</p> <p>It was agreed that the partners would raise the matter through the national committee ahead of 2014. Graham Smith moved that a meeting of founder partners is requisitioned.</p> <p>Recommendation The Committee agreed to raise concerns about Love2Read 2013 through the National Committee and to requisition a meeting of founder partners to review operations.</p>	

<p>6.</p>	<p>NSW Net Service Delivery Strategy Update: Joyce Azzopardi attended and presented the strategy update.</p> <p>The following key achievements were noted:</p> <ul style="list-style-type: none"> • A new partnership with Optus to provide competitively priced and subsidised internet connectivity services. • The completion of 46 upgrades to new and existing services. • Commencement of year 3 of the WiFi component of the Revitalising Regional Libraries program. To date 115 libraries have been connected, out of a possible 139. • Negotiation and release of consortia opt-in offers for 137 eresources products, including former ERA products. • Completion and evaluation of pilots for the eLending Kit program at Mudgee and Lithgow Libraries. Following feedback, a four week self-paced learning program has been developed to accompany the kits. 37 metropolitan and country library services have expressed interest in participating in the program. • Development of a business case to conduct an eContent management platform trial to purchase and host independent and local history ebook publications. • Development of an NBN portal on the NSW.net website to aggregate information on NBN activities for public library use. <p>Recommendation The Committee ENDORSED the NSW.net Service Delivery Strategy progress report July-December 2013.</p>	
<p>7.</p>	<p>Progress of the Libraries Act! Card Project: Joyce Azzopardi presented a progress report on the pilot project.</p> <p>The following activities have been completed:</p> <ul style="list-style-type: none"> • A written agreement between the State Library and councils of libraries participating in the pilots was developed and signed by the parties. The agreement establishes the principles for collaboration between the parties to undertake a pilot project to provide direct access to the State Library;s eresources by that Council's public library clients • Access to the State Library's eresources was established and tested following the provision of the membership barcode ranges for Great Lakes and Randwick libraries • In collaboration with staff from these libraries, a marketing campaign to promote joint membership was developed by the State Library's Marketing and Business Development Division. The materials 	

	<p>developed included bookmarks, pull-up banners, badges and web graphics to be displayed on each local website with a link to the State Library eresources web page</p> <ul style="list-style-type: none"> • Launches were held at Great Lakes Library (9 October) and Randwick Library (10 October) <p>Both pilots are in progress and will be evaluated towards the end of March 2014. If successful, it is intended that joint membership access will be rolled out to the remaining public libraries from November 2014 to mark the seventy-fifth anniversary of the Library Act 1939.</p> <p>Recommendation The Committee NOTED the progress report on the Libraries Act! Card project.</p>	
<p>8.</p>	<p>Public Library Services Branch Review Progress Report Frances Sims briefed the Committee on progress of the State Library's Public Library Services Branch (PLS) Review.</p> <p>The review report prepared by consultants Fyusion Asia Pacific was received by the State Library on 21 October 2013, and circulated for comment to relevant State Library staff, and the library manager representatives on the PLCC.</p> <p>Review Report Recommendations The Report makes recommendations on the future service model and structure of the Branch.</p> <p>A professional services model for branch services is specified in the report. The model is designed to ensure that the Library Council's public library objects and duties are met by the Branch, with an emphasis on boosting the inspectorial role set out in s5 of the Library Act 1939. This will enable the Branch's services to be packaged and delivered in a more focused manner, and work more closely with public libraries that are in need of additional assistance.</p> <p>Four functional areas are proposed for PLS:</p> <ul style="list-style-type: none"> • Compliance and Inspectorial • Advisory and Consultancy • Collaborative and Cooperative Services • Research and Professional Development <p>It is notable that the proposed structure would enable the Branch to deliver an expanded suite of services, work with all NSW public libraries on a formalised rotational basis and aid workforce development by implementing a structure with staff at a wider range of levels, including secondment positions.</p>	

	<p>The Report also recommends a structure to deliver services through these functional streams.</p> <p>Review Report Feedback</p> <p>The feedback received on the Report to date is supportive of the overall findings including the development of a new service model under the four functional streams.</p> <p>It was noted that the review recommendations include some aspects which are already being undertaken, particularly in the consortia and professional development area. It is intended to develop awareness-raising of these services with the network.</p> <p>Feedback received from library managers on the PLCC was broadly supportive of the Report, especially the clearer definition of Branch services and the recommended structure.</p> <p><i>I support putting a fence around what the branch does and doesn't do.</i></p> <p><i>I like the structure, good succession planning.</i></p> <p><i>I support linking the reviews to standards and guidelines - established mechanisms.</i></p> <p><i>Many of the documents already produced by PLS such as Living Learning Libraries and People Places are incredibly valuable evaluation tools and provide a framework for libraries to improve their services.</i></p> <p>It is considered that some aspects of the Review need further analysis and evaluation before they can be made operational.</p> <p>Next steps</p> <p>A plan is in development to implement the recommendations of the Review Report, taking account of the feedback received from consultations, and feedback from the State Library Executive.</p> <p>Recommendation</p> <p>The Committee NOTED the Public Library Services Branch Review Progress Report.</p>	
<p>9.</p>	<p>Pain Management Core Collection</p> <p>The Committee was advised that the NSW Agency for Clinical Innovation (ACI, a division of NSW Health) is managing a statewide project on pain management. The project includes strategies for engaging practitioners, pharmacists, carers, patients and the general community.</p> <p>Focus groups conducted by ACI with community members indicated that public libraries were the preferred community</p>	

	<p>location where people would access information on pain management.</p> <p>ACI approached the State Library with the concept of placing a pain management collection in public libraries across NSW, and offered to fund the purchase of a core collection for distribution to all NSW central libraries.</p> <p>Following initial discussions between ACI and the State Library, the following in principle agreement was developed:</p> <p>ACI agreed to</p> <ul style="list-style-type: none"> • identify 11 titles as the core pain management collection • fund the collection purchase • provide text for communication to NSW public libraries and promotional material • provide biannual advice (April and November) on recommended publications for library collections as well as updated information on the Pain Management website • in consultation with the State Library, jointly provide the project launch and associated media releases. <p>State Library of New South Wales agreed to</p> <ul style="list-style-type: none"> • communicate with NSW public libraries on the initiative • order the pain management collections • distribute the pain management collections to NSW public libraries • facilitate the launch of the collection at a nominated public library. <p>Indicative costing for the collection purchase is \$45,000.</p> <p>Discussion</p> <p>The Public Library Association representatives expressed a reluctance to accept the offer without assurances of ongoing support and maintenance, noting that the State Government and other agencies do not always acknowledge the ongoing needs of public libraries when offering partnerships.</p> <p>It was agreed that principles would be drafted which set out how such offers are to be considered in the future.</p> <p>The State Library will work with the Joint Associations out of session to develop the principles.</p> <p>Recommendation</p> <p>The Committee AGREED that the State Library will work with the Joint Associations to draft principles for use in assessing partnership opportunities from other agencies.</p>	

<p>10.</p>	<p>Public Library News on Pinterest <i>Public Library News</i>, published three times each year by the State Library of NSW, enables NSW public libraries to share and promote their successful events, programs and initiatives. The publication is also a valuable communication tool for the State Library to inform NSW public libraries about State Library news and events.</p> <p>The Committee was advised that the the volume of short pieces received for each issue often exceeds the space that is available, and the style of the publication limits the size and colours of pictures that are published.</p> <p>Transitioning part of <i>Public Library News</i> to an online publishing environment will enable more short visual items to be published, and allow more space in the printed publication for longer articles, including those on library issues.</p> <p>For the December issue of <i>Public Library News</i>, the State Library has piloted a <i>Public Library News</i> Pinterest board. The photographs on this board have been pinned by the State Library on behalf of public libraries. All libraries that provided stories and photographs for the December print edition of <i>Public Library News</i> agreed to release the images for use on the <i>Public Library News</i> Pinterest board. Each photo is accompanied by a brief explanation of the event and a link to the public library.</p> <p>The concept Pinterest Board was demonstrated to the PLCC at the meeting.</p> <p>It was agreed that the Pinterest board will be used as an adjunct to <i>Public Library News</i>, and be used to share and promote events in NSW Public Libraries, including local programs as well as statewide events such as Library Lovers Day, Simultaneous Storytime and Book Week.</p> <p>Recommendation The Committee NOTED the briefing and ENDORSED the use of Pinterest for the online publishing and sharing of public library images.</p>	
<p>11.</p>	<p>Statewide Early Literacy Framework Progress Report As agreed at the PLCC meeting of 16 September 2013, the development of a statewide public library literacy framework and strategy is desirable to promote best practice in this field.</p> <p>The Committee was advised that scoping of the project is under way.</p> <p>A meeting with Dr Emilia Djonov, Institute of Early Childhood, Macquarie University has been organised to discuss possible</p>	

	<p>collaboration on the development of core competencies, and evaluation and benchmarking tools.</p> <p>State Library staff are reviewing the library literacy initiatives in other States and Territories and synthesising information on frameworks, programs and data collection methods.</p> <p>A budget will be drafted once this initial data gathering phase is complete.</p> <p>In the meantime the Associations will be invited to nominate representatives for a reference group which will ensure public library input throughout the project.</p> <p>Recommendation The Committee NOTED the progress to date on the development of a Statewide Early Literacy Framework.</p>	Cameron Morley
12.	<p>Local Studies Collections and Services: a shared strategy</p> <p>Cameron Morley briefed the Committee on progress with this project. Phase 1, a detailed statewide audit of public library local studies collections is near completion. 84 of the 102 NSW public libraries had completed or nearly completed the survey as at the time of the meeting.</p> <p>The State Library will develop a draft report detailing the results of the audit and identifying areas for action. This report will be shared with the relevant stakeholders including the Library Services Division at the State Library, the Local Studies working group and the Public Library Networking Research Committee.</p> <p>This report will be used to inform and support the 2nd and 3rd phases of the project, which are:</p> <ul style="list-style-type: none"> • Development of best practice guidelines for collection development, managing collections including reformatting, providing access and service delivery. • State Library of NSW and the NSW public Library network collaborate to develop a tiered statewide strategy for public access to local history collections. <p>The Committee commented that this will be a valuable project to promote the development of, and access to, local studies collections.</p> <p>Recommendation The Committee NOTED progress of the Local Studies Shared Strategy project.</p>	

<p>13.</p>	<p>Regional Library Models Review</p> <p>Frances Sims briefed the Committee on a proposed project to review and recommend regional library models for consideration by councils.</p> <p>The State Library will commission research into regional library arrangements across NSW. This will include current arrangements under the Library Act (68 councils), other cooperative arrangements (formal and informal) between councils that include library services (e.g. shared library management systems, shared procurement), and other possible models of council cooperation.</p> <p>It is envisaged that the project will identify and recommend a tiered approach to regional cooperation which specifies functions and services that may be managed on a regional basis.</p> <p>The project will propose a series of possible regional models for councils to consider, starting from a base level (e.g. shared LMS), ranging through to a completely integrated regional service. A modular approach will enable councils to choose the functions that are managed regionally.</p> <p>The Committee agreed that this project will assist councils to respond to the future local government context indicated by the Independent Local Government Review Panel (ILGRP). This will be especially significant to the 83 councils that are not presently party to a library agreement under s12 of the Library Act 1939.</p> <p>It was noted that in the recent consultation with NSW library managers as part of the Public Library Services Branch review, many managers indicated that assistance in responding to the ILGRP findings is a key emerging issue.</p> <p>Plan of Action</p> <p>A detailed project brief will be developed and it is proposed that quotes are sought from suitably qualified contractors to undertake the research into existing models. The State Library would then work with the Division of Local Government on framing models for regional library agreements.</p> <p>The project is to be funded from the research component of the Strategic Network Funds.</p> <p>Recommendation</p> <p>The Committee NOTED the development of a project to review and recommend models for regional library management.</p>	

14.	<p>Association Reports The reports of the NSW MPLA and Public Libraries NSW were received and noted.</p> <p>Rob Thomas congratulated the Associations on the successful Switch Conference.</p>	
15.	<p>Points for Communication</p> <p>It was agreed that a summary of all agenda items apart from Items 5 and 9 are to be included in the Points for Communication email to NSW library managers.</p>	
16.	<p>Dates for 2014: The following dates were agreed for 2014:</p> <ul style="list-style-type: none"> • Monday 17 March 10.30-12.00 • Monday 14 July • Monday 22 September • Monday 1 December 1.30-3.00, followed by Joint meeting with Library Council from 3.00-4.00 <p>It was proposed that the July and September meetings are conducted at public libraries to be nominated. Times and locations are to be confirmed out of session.</p>	