



Public Libraries Consultative Committee Minutes of the 80th meeting

Date and time	Monday 25 July 2016, 11am to 1pm
Location	Waverley Library
Chair	Jan Richards (Library Council of NSW)
Members in Attendance	George Souris, AM (Library Council of NSW), Dr Alex Byrne (State Library), Lucy Milne (State Library), Cr Graham Smith (NSWPLA), Robert Knight (NSWPLA), Adele Casey (NSWPLA), Margaret Kay (LGNSW), Jennifer Alp (NSWPLA), Cr Dallas Tout (NSWPLA), Cr Carolyn Byrne (NSWPLA)
State Library Staff in Attendance	Cameron Morley (State Library)
Apologies	Michael Caulfield (Library Council of NSW)
Minutes	Cameron Morley

Minutes

Item 1: Preliminary Matters

1.1 The Committee NOTED that this will be the last meeting for the State Librarian Dr Alex Byrne, and for Cr Graham Smith, NSWPLA President.

The Committee acknowledged the outstanding contribution of Dr Byrne to both the State Library and the public library network over the past 5 years, which has included visits to over 180 public libraries, the Revitalising Regional Libraries program and the Public Library Infrastructure Grant funding.

Cr Smith was thanked for his commitment and advocacy for public libraries as the NSWPLA President and formerly as the President of the NSWPLA-Country over 8 years on the Committee.

The Committee also noted that the positions of NSWPLA representatives Julie Hegarty and Linda Gill on the PLCC have ended because of council amalgamations for Pittwater and Great Lakes respectively. The valuable contributions of these former councillors was noted, and the Committee agreed to write to both Julie and Linda thanking them for their efforts over many years.

Three new members were welcomed to the Committee:

- The Hon George Souris, AM, President of the Library Council of NSW
- Cr Dallas Tout, Wagga Wagga City Council, representing the NSWPLA
- Cr Carolyn Byrne, Tweed Shire Council, representing the NSWPLA

Item 2: Minutes, Business arising and action register

2.1 The Minutes of the 79th meeting held on 4 April 2016, which had been circulated, were confirmed and accepted as a true record.



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2.2 Business Arising

At the April meeting, the NSW Public Library Association representatives advised that the staggered approach to announcing successful grants resulted in some confusion and frustration for library managers. This matter was raised with the Library Council Grants Committee at its meeting of 20 June 2016, and the State Library will discuss this with the Deputy Premier's Office.

2.3 Progress report on the Public library funding strategy 2015/16 (Cameron Morley)

The Committee were advised that the \$27.5M of public library funding for 2015/16 has been expended according to the approved Public Library Funding Strategy.

Recommendation

The Public Libraries Consultative Committee NOTED the Business Arising.

Item 3: Priority business

3.1 Public Library Funding Strategy 2016/17 (Cameron Morley)

The Committee considered the draft Public Library Funding Strategy for 2016/17.

The Library Act 1939 sets out that the Library Council of NSW advises the Minister on the provision of assistance to local libraries (s4A) and makes recommendations on subsidies payable under the Act (s5) each year.

The NSW Budget was released on 21 June 2016. The Public Library Grants and Subsidies for 2016/17 total \$28.322M, an increase of \$810,000 over the previous year.

The increase is the result of a successful Parameter and Technical Adjustment application which was submitted by the State Library as part of the Budget process. The additional funds are to address population growth and CPI. An additional \$1.3M will be provided in 2017/18.

The Committee noted that this welcome result is the first increase to the recurrent funding since 2006, and enables the subsidy components to be funded without the need to source funding from other components of the funding strategy for at least the next two years.

The components which form the Public Library Funding Strategy and the nominated amounts per component for 2016/17 are as follows:

	Component	Amount
1	Subsidy - \$1.85 per capita Population served 7,614,507	\$14,086,838
2	Subsidy Adjustments (allocations to councils in addition to \$1.85 per capita in component 1 above).	\$7,137,162
3	NSW.net	\$1,940,000
4	Outback Letterbox Library	\$100,000
5	Strategic Network Projects	\$308,000
6	State Library services to public libraries	\$750,000



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7	Public Library Infrastructure Grant Fund Year 3.	\$4,000,000
	TOTAL	\$28,322,000

Per capita payments 2016/17

On 30 March 2016 the Australian Bureau of Statistics released its Estimated Resident Population for NSW Local Government Areas as at 30 June 2015. In accordance with the Library Regulation these are the population figures that are to be used to calculate the 2016/17 per capita payments.

The combined population of the 151 councils providing library services was 7,614,507 as at 30 June 2015 - an increase of 99,222 people over the previous year (note that Central Darling and Unincorporated Area populations are excluded).

Accordingly a total of \$14,086,838 is required to meet the \$1.85 prescribed per capita amount for subsidy for 2016/17. This is an increase of \$183,561 over the previous year.

On 12 May 2016, 19 new local councils were proclaimed as part of the Government's Fit for the Future program, and mergers of 42 councils resulted. The number of councils in NSW reduced from 152 councils to 129.

Population totals for new councils are straightforward for mergers which did not involve boundary changes.

For the new City of Parramatta and Cumberland Councils, the mergers involved boundary changes which have resulted in a redistribution of the populations of the former Auburn, Holroyd, and Parramatta councils. Some areas of the current Hornsby and The Hills Councils have also been allocated to the City of Parramatta.

The population figures for the above councils are based on the ABS Estimates as at 30 June 2015, and have been adjusted for library subsidy purposes with advice from the NSW Local Government Grants Commission and the NSW Department of Planning and Environment.

Subsidy Adjustments for 2016/17

This component (termed the Disability and Geographic Adjustment from 2005/06 to 2015/16) had been frozen at \$6.5M for the past two years because the recurrent funding envelope had been reached.

\$7,137,162 is available for 2016/17 due to the funding increase.

The Committee considered alternate models for the allocation of this component under item 3.2.

Grants and other components

2016/17 is year 3 of the Public Library Infrastructure Grants Fund. The Fund totals \$4 million per annum for 2016/17 and 2017/18.

NSW.net funds are unchanged at \$1.94M, while the *State Library Services to Public Libraries* and *Strategic Network Projects* components are consistent with last year, adjusted for the increase received.

The nominated breakdown of component 5 was agreed as follows:



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Interlibrary Loan Courier Service	\$35,000
Public Library Statistical Database	\$55,000
Professional Development	\$70,000
State-wide Projects	\$80,000
Research	\$68,000
Total	\$308,000

Margaret Kay asked for some detail on the programs funded under this component. Cameron Morley described the professional development, projects and research activities. Jan Richards and Robert Knight stressed the importance of the programs to the public library network from the point of view of staff development, advocacy and promotion of best practice.

Recommendation

The Public Libraries Consultative Committee endorsed the draft Public Library Funding Strategy for consideration by the Library Council.

3.2 Reform of the Public Library Funding Model – Discussion Paper

The Committee considered a Discussion Paper which outlined options for a revised public library funding model. It was noted that preliminary discussions of the possible direction of the model took place at the PLCC on 4 April 2016, at item 3.3.

Background

The paper built on the work conducted on behalf of the Library Council of NSW with stakeholders between 2012 and 2014.

It was noted that further consideration of a reformed public library funding model had been put on hold in 2015 while the Fit for the Future local government reform process was in progress. The Deputy Premier and State Library had communicated the following to local government stakeholders over 2015 and 2016:

Any changes to public library funding will be considered in the context of the reformed Local Government arrangements following the Fit for Future process.

The Fit for the Future reforms commenced on 12 May 2016, and accordingly the Discussion Paper was brought to the Committee for consideration.

Discussion

The Committee considered the Discussion Paper which outlined alternate models for the allocation of the Subsidy Adjustment component, which provides funding to councils in addition to the \$1.85 per head prescribed under the Library Regulation 2010.

The Committee considered the current model in comparison with a reformed approach which would allocate increased funding for councils with higher levels of need (mainly regional and rural councils), facilitated by decreases to councils with lower levels of need (mainly Sydney metropolitan councils).

The principles underlying the new model were strongly supported by stakeholders via the PLCC. However, the draft model as presented was not acceptable because of reductions to some regional councils (excluding those corrected for the 2000-2004 mergers), and reductions to some metropolitan councils were also of concern because of the socioeconomic pressures in those areas.



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The PLCC also advised that the introduction of a new model for 2016/17 is not desirable on the basis that councils have already formed budgets for the financial year, and any significant changes to expected payments would cause hardship.

The PLCC noted that there are attractive aspects of the draft reformed model, including increases for most rural and regional councils, incentives for cooperative arrangements and corrections to inequities that have resulted from previous amalgamations.

The PLCC however considered that the predicted hardship, and negative reaction that would likely result from reductions to councils in metropolitan areas, outweigh the positives of the model at this time. It was agreed that an appropriate phase-in period is to be considered for any new model to minimise any negative effects on library budgets.

The existing allocation model is therefore recommended for 2016/17, with work to continue on an alternate model for future consideration. It was proposed that an updated model is brought to the September meeting.

It was noted that should this recommendation be approved, all councils will receive their full Subsidy Adjustment entitlements for 2016/17, which will provide an increase in comparison with 2015/16 payments. Hornsby and The Hills would be two exceptions, as explained below.

Boundary Changes - City of Parramatta, Cumberland, Hornsby and The Hills

Four councils are not comparable with their pre-amalgamation predecessors due to boundary changes.

The new Cumberland and City of Parramatta councils are larger in population than their predecessors. Hornsby loses approximately 21,000 people to the new City of Parramatta, while The Hills loses approximately 31,000 people to the new City of Parramatta. Cumberland comprises the former Auburn and Holroyd areas, with part of the former Parramatta.

Hornsby and The Hills will both experience a reduction in funding commensurate with the populations that are now part of the new City of Parramatta.

Recommendation

The Public Libraries Consultative Committee recommended that the existing model for the allocation of the Subsidy Adjustment component is retained for 2016/17, with work to continue on an alternate model for consideration for 2017/18.

Item 4: Information papers

4.1 State Library Quality of Service of Public Library Services branch to NSW Public Library Network - Survey Results (Lucy Milne)

Lucy Milne briefed the Committee on the results of the survey, which was developed to measure the quality of State Library services to public libraries in support of the key goal of the State Library of NSW Strategic Plan 2015-2019 is to ensure quality of service to the NSW public library network.

The results will assist the State Library to further develop and refine services to public libraries, and will enable quantification of the following Strategic Plan key performance indicators (KPIs):



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- Our Library advances the Public Library Network – KPI: % of PLN agree the State Library supports the development and advancement of NSW public libraries.
- We lead in our sector – KPI: % of PLN say the State Library provides effective leadership to NSW public libraries.
- We advocate for libraries –KPI: % of PLN say the State Library advocates for NSW public libraries.

Two online surveys were administered by the Library's Research Officer. Survey 1 was sent to all NSW public library managers and covered most of the services provided by the PLS Branch, while survey 2 was sent to council IT managers and included questions about internet services provided by the NSW.net service.

Results Summary

A strong and statistically significant response was received. Eighty four responses were received for survey 1, and sixty nine were received for survey 2.

Perceptions of the State Library's support of the NSW public library network are overwhelmingly positive, with the vast majority of public library managers agreeing the State Library supports the development & advancement of NSW public libraries (Total Strongly agree or Tend to agree 95%).

Most feel the State Library advocates for libraries (87%) and say they are satisfied with the services provided by the State Library to their library (87%). A high proportion also feel that the State Library provides effective leadership to NSW public libraries (80%).

Meanwhile the combined Excellent or Very good score for professional development and training is 46%. In particular, the open comments reveal suggestions for a wide array of different topics to be covered in the professional development and training. It is worth keeping in mind that overall the vast majority give a positive rating for this service (Excellent, Very good or Good), while only 14% rate it Fair or Poor. One of the recurring comments throughout was the desire for more training to take place in regional areas.

The State Library thanked respondents for their constructive comments, and will note the results as part of branch planning for 2016/17. The survey results will be published on the State Library website.

Recommendation

The Public Libraries Consultative Committee NOTED the results of the PLS and NSW.net client services survey.

4.2 NSW Multicultural Heritage Centre and State Library Collection Repository (Alex Byrne)

Alex Byrne briefed the Committee on the pressing need for the State Library to develop an alternate storage solution to replace the Library's current inadequate collection storage infrastructure, and to provide capacity for the future growth of the collection. The need for the Library to expand its services and collections pertaining to multicultural NSW, along with the storage needs, provides the opportunity for the State Library to develop a co-located NSW Multicultural Heritage Centre and State Library collection repository.

A business case for the facility is in development.

Recommendation

The Public Libraries Consultative Committee NOTED the update on progress with the development of a proposed NSW Multicultural Heritage Centre and State Library of NSW Collection Repository.



4.3 Multicultural Collection Distributed Model (Abby Dawson)

The paper outlined that the State Library has regularly reviewed procedures and implemented a range of alternate approaches for the State Library's bulk loans service since 2010.

Service updates and discussion of distribution models have taken place regularly at the Public Libraries Consultative Committee and NSWPLA Zone meetings over the past year.

Consistent annual growth in demand from public libraries has resulted in the current model of distribution becoming unsustainable, due to the high number of orders and returns which require packing, dispatch, unpacking and check-in.

Demand in 2015/16 exceeded the capacity to deliver, prompting the exploration of alternate models over the year including:

- Leichhardt and Blacktown piloting a *centre of excellence* approach, which involves housing and distributing the Italian and Gujarati collections respectively.
- Large volume and long term loans are in place for a number of libraries, while other libraries are participating in a floating collection arrangement for large print and talking books.

However it is clear that there are many libraries that have high demand in a number of languages, and the State Library would like to provide these libraries with long term loans of a larger number of items.

Accordingly, a move to a *distributed model* of service has been investigated and is in the process of being implemented.

This model will make more of the collections available to public libraries on long term loan, resulting in immediate access for local communities.

The State Library will lend hundreds, or thousands, of items across multiple languages to public libraries for a 12 month period.

Libraries that are medium to heavy users of the bulk loans service have been approached to participate during June and we are currently awaiting responses. Once these have been received, we will work with libraries on allocating collections for a period of 12 months, depending on their needs and demand.

The State Library will continue to hold a smaller central collection and circulate items to libraries that have lower levels of demand.

These changes will not affect bulk loans of English large print and talking books. A number of libraries are already borrowing larger and longer term loans of these collections and this is available to those interested.

Demand is very low for interlibrary loans of individual titles. In the event of an individual title request we would put a system hold on the item and recall it from the borrowing library.

The Centre of Excellence pilots at Leichhardt and Blacktown will continue for the full duration, however the other four proposed will no longer proceed as we shift to this new model.



Recommendation

The Public Libraries Consultative Committee NOTED the update on progress toward a Multicultural Collection Distributed Model.

4.4 Drug Info Business Plan 2016/17 (Philippa Scarf)

The Committee was advised that NSW Health has agreed to continue funding the Drug Info partnership in 2016/17.

Since 2002 the State Library of NSW and the NSW Ministry of Health have been working in partnership to provide quality information on drugs and alcohol to the community through the NSW public library network.

The Drug Info Business Plan 2016-17 builds on the successful partnership between the State Library, the NSW Ministry of Health and local government.

The objective for the Drug Info service is to increase community awareness and knowledge of the responsible use of alcohol, and provide access to reliable and authoritative information on drugs. This will be achieved by:

- Developing a drug and alcohol information display hub prototype
- Supporting public libraries to provide access to reliable and authoritative information on drugs and alcohol
- Enabling public libraries to deliver alcohol awareness and drug information programs and events to their local communities
- Providing a complementary website to the NSW Health website (www.yourroom.com.au) that supports public libraries to deliver the Drug Info service.
- Strengthening partnerships with CDATs

The programs for 2016-17 are as follows:

- Drug and alcohol information hub
- Know your standards program
- Know your drug facts program
- Partnerships

Recommendation

The Public Libraries Consultative Committee NOTED Drug Info Business Plan 2016/17.

4.5 Learning and Development Programs 2016/17 (Kathleen Alexander)

Two new programs which build on the strengths of previous public library learning programs have been developed for delivery this year.

Collect Connect Community: an introduction to the State Library online builds on the success of the previous *Making Connections* with a stronger emphasis on online information and digitised content available through the new State Library website.

Taking the Lead: Tackling Transitions builds on the success of the previous *Taking the Lead* program with a timely emphasis on the challenges of navigating council amalgamations.

Both programs have been developed according to the *NSW Public Library Learning and Development Strategy* and advance the goals of the Library's Strategic Plan 2015-19 in particular:

- *Our Library is an excellent partner*
- *Our Library advances the public library network*
- *We build capability across the Public Library Network*

Both programs will be promoted to public libraries in August 2016.



Recommendation

The Public Libraries Consultative Committee NOTED the 2016 Learning and Development Program update.

4.6 NSW.net Service Delivery Strategy 2013-16 Progress Report January –June 2016 (Joyce Azzopardi)

Key achievements from January to June 2016 included:

- Twenty eight upgrades of new and existing internet services were completed. Thirty seven proposals were provided to councils/libraries for network upgrades. Eight firewall upgrades for end of life equipment were completed and 16 upgrades are in progress.
- From July 2015 to June 2016, there were 6,669,206 WiFi hotspot logins from around the state. A Wireless Management System (WMS) Breakout Session was held in Blacktown Library where more than 35 council/library staff participated both in person and via the State Library's Blue Jeans video conferencing system. The presentation and session recording were made available on the NSW.net website.
- Internet and WiFi reviews were completed for Wingecarribee, Broken Hill, Lachlan and Singleton libraries.
- Negotiated and renewed the 2016/17 state-wide subscription for the EBSCO suite of databases which included access to an additional three databases and the EBSCO Discovery Service (EDS) for a fixed price in Australian dollars. The new products added to the suite are the History Reference Center, Hobbies and Crafts Reference Center and eBook Public Library Collection.
- Negotiations with vendors for the 2016/17 consortia opt-in offers have concluded. All product offers are available on the NSW.net website.
- From July 2015 to June 2016 there were 5,131,485 full text downloads for the state-wide suite of databases.
- Trials were completed for 3M Cloud Library, ArtistWorks and ComicsPlus, and for six EBSCO databases, three of which were selected for inclusion in the state-wide suite of databases for 2016/17.
- Mosman, Willoughby and Wyong library services are now participating in local library card access to the State Library's eResources. Since April, over 4,225 public library members have registered with the State Library.

The eContent Management Platform (LEMP) pilot project is progressing well. Launches at Leichhardt and Parramatta Libraries took place in February and March this year. Licensing efforts continue with local Australian independent publishers. The deeper integration into Leichhardt's ILMs is operational once more after a technical glitch disrupted the download workflow. Work is still underway to integrate indyreads with Parramatta's SIRSI eResources Central (eRC). A social media marketing campaign is being developed. The State Library will supply marketing copy for distribution by the pilot sites using their existing social media channels. The indyreads trademark was successfully registered to the State Library.

Cr Tout queried whether the Blue Jeans system is available to the public from public libraries. The State Library will check the licensing and report back to the next meeting.

Future Reporting according to the State Library's Strategic Plan

The State Library adopted a Strategic Plan 2015-19, prior to the completion of the NSW.net Service Delivery Strategy 2013-16.

From July 2016, NSW.net services will be reported according to the State Library Strategic Plan 2015-19, focusing on the priorities Collect, Connect and Community. Six-monthly reports on progress and achievements will be brought to the PLCC.

Recommendation

The Public Libraries Consultative Committee NOTED the NSW.net Service Delivery Strategy 2013-16 Progress Report January –June 2016.



Item 5: Association reports

5.1 NSWPLA report

Cr Graham Smith updated the Committee on NSWPLA matters, as follows:

Since the last meeting of the PLCC, executive has formalised the appointments of Councillors Dallas Tout and Carolyn Byrne as Vice-Presidents. This morning, executive nominated Councillors Byrne and Tout to fulfil the duties of Joint Acting Presidents upon my retirement on September 9, and until the results of the September elections are clear.

Executive has also considered a restructure of membership categories and fees to take account of the Fit for the Future reforms.

SWITCH CONFERENCE AND AGM

Conference registrations have begun to pick up since the beginning of the new financial year, but are still somewhat behind previous years. There is however a good representation from metropolitan libraries, in contrast to previous country conferences. The trade exhibition is heavily subscribed, and sponsorship take-up for events and awards is also strong.

Executive has prepared a conference hosting manual, including a list of preferred venues, to ensure that future conference continue to be of significant benefit to the network.

The Annual General Meeting of the Association has been set for the Tuesday afternoon prior to the conference, in response to feedback from delegates in previous years.

FUNDING CAMPAIGN

NSWPLA welcomes the increased funding made available in the 2016-17 Budget. Executive this morning considered the proposed new funding model and resolved to raise concerns with PLCC about some elements of the new model.

COOPERATION BETWEEN NSWPLA AND LGNSW

In the wake of recent reforms, an exchange of correspondence between the two associations has led to an agreement that a form of cooperation be re-established. This will be the subject of further discussion in coming weeks.

This is my last report to PLCC as President of NSWPLA and formerly Chairman of CPLA and PLNSW. I wish to thank members of the committee and the staff of SLNSW for the respectful discussions and positive relationships which have been shared over the last eight years. I have greatly enjoyed my time as a committee member.

Item 6: Other business

6.1 Points for communication

It was recommended that a summary of agenda items be circulated via a Points for Communication email to NSW public library managers.

There being no other business the meeting closed at 1pm.

Next Meeting

Date	Monday 26 September 2016
Time	11am-1pm
Location	Garling Room, State Library of NSW