

Strategic Network Committee

Confirmed minutes of the meeting of 6 April

Date and time	Wednesday 6 April 2016, 10am to 11am
Location	Gallery Room, State Library of NSW
Chair	Cameron Morley (State Library)
Members in Attendance	Lucy Milne (State Library), Keryl Collard (CE Zone), John Bayliss (CW Zone), Chris Jones (NE Zone), Melanie Gurney (Sydney North Zone), Laurence McDonnell (Sydney West Zone), Mark Norman (SE Zone), Wilma Bancroft (Sydney South Zone)
State Library Staff in Attendance	Mylee Joseph, Ellen Forsyth
Apologies	Jennifer Alp (Sydney South Zone) Karen Hansen (SE Zone) Robert Knight (SW Zone)
Minutes	Philippa Scarf (State Library)

Minutes

Item 1: Preliminary Matters

The meeting will be followed by the National Public Library Standards Review workshop convened by Ian Phillips and Carol Oxley from I & J Management Services. Workshop participants include the Strategic Network Committee, State Library staff and approximately 20 other public library managers and staff.

Item 2: Minutes, Business arising and action register

- 2.1 The Minutes of the Strategic Network Committee held on 16 October, which had been circulated, were adopted.
- 2.2 Business arising and action register (Cameron Morley)
Strategic options and the identification of projects based on the *Building on the bookends scenarios* will be moved to the October 2016 meeting.
- 2.3 A presence for the Committee has been established on the State Library's website within Public Library Services
<http://www.sl.nsw.gov.au/public-library-services/advice-best-practice/strategic-network-committee>

Item 3: Priority business

3.1 Working groups review draft project plan (Cameron Morley)

The Committee discussed the draft project plan and made a number of recommendations including the draft project plan be circulated to library managers and be published on the State Library's website. It was agreed, once completed, the draft proposal for future Working Groups is to be provided to Strategic Network Committee for comment and approval.

Plan of action:



1. Draft project plan for Working groups to be circulated to library managers.
2. Draft project plan for Working groups to be published on the Strategic Network Committee area of the State Library's website (<http://www.sl.nsw.gov.au/public-library-services/advice-best-practice/strategic-network-committee>) and include milestones for achievements.
3. The draft proposal for future Working groups be circulated to the Strategic Network Committee in July 2016 for comment out of session.

Recommendation

The Strategic Network Committee ENDORSED the Working Groups Review project plan.

Item 4: Tabled papers

4.1 Research projects update and proposals (Mylee Joseph, Ellen Forsyth, Oriana Acevedo)

Mylee Joseph updated the Committee on the Early literacy project currently being undertaken by Dr Emilia Djonov, Institute of Early Childhood, Macquarie University. Dr Djonov delivered a paper on the research project at the Australian National Early Literacy Summit in March. An infographic overview of the project developed by Natalie Papaellinas was tabled.

Mylee Joseph and Ellen Forsyth outlined a number of research project ideas and priorities for 2016/17.

People Places: new edition

Objective: To update *People places: A guide for public library buildings in New South Wales* (2012) to meet the needs of local government planning library spaces to reflect best practice contemporary library service requirements and the mix of library services and activities, and to respond to changes in the legislative framework affecting library spaces, including the Disability Inclusion Act, 2014. The update will include:

- Calculation of functional spaces methodology and tools (Service Based Benchmark and Population Based Benchmark calculations and updated spreadsheets) including consideration of refurbishment of existing library spaces, co-location of services, building on limited footprints (small blocks and multiple levels) and local government areas where there may be more than one large community hub following amalgamations.
- Consideration of changes in public library practice including: outsourcing of many aspects of collection management, self check and RFID equipment, roving reference service models, introduction of digitisation equipment, mix of collection formats, creative community spaces (eg. creative studios, makerspaces and 3D printing), bring your own device policies and mobile technology, demand for program and public event spaces.

Method: Case studies of libraries built using *People Places* in the past 10 years with consideration of how the space requirements and usage in these facilities has changed over time. Consideration of other recent library buildings developed within limited footprints (refurbishments and small sites) and their capacity to meet community needs. Redevelopment of the formulas used to calculate the floor areas required, with consideration given to library catchments, technology requirements, the evidence base for collection sizes, new build vs refurbishment, contemporary library service and program offerings and library client needs and design of new spreadsheets. Expert advice on best practice in accessibility.

Budget: TBC, a commissioned consultancy is likely.

Living Learning Libraries: fit for the future

Objective: To examine *Living Learning Libraries standards and guidelines for NSW public libraries* (LLL) in the light of changes to the local government boundaries in NSW and the new National Public Library Standards.



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To update the standards and guidelines to provide guidance for local government in the provision of public library services. To respond to changes in the legislative framework affecting libraries, including the Disability Inclusion Act, 2014.

Method: Model the baseline, enhanced and exemplary standards against the new local government boundaries in NSW. Compare the new National Public Library Standards and other impact and outcome measures in use in the library industry with the LLL standards and guidelines. Make recommendations for an updated set of standards and guidelines to Library Council of NSW.

Budget: State Library staff time, possible commissioned consultancy (TBC).

Readers Advisory Quality ~ Evaluation tool kit

Objective: To examine the value leisure reading collections add to the lives of NSW community members, and the impact that Readers Advisory has on customer satisfaction, circulation and discoverability.

- To understand the intended use of material borrowed from public libraries (eg we assume that fiction is for leisure reading, but how do we know?)
- To gain a better understanding of how library members select their leisure reading material
- To develop and test a robust methodology for evaluating the effectiveness of Readers Advisory services
- Measure the impact the availability of leisure reading materials has on the wellbeing of our communities
- Examine best practice for passive readers advisory methods
- To develop a toolkit for Readers Advisory evaluation that can be applied locally

Method: Readers Advisory working group to act as steering committee. Survey of library clients (% of libraries participating); Focus groups and Observation of customer behaviour, interaction with collections and RA tools

Budget: TBC

Multicultural services: developing plans of action

Objectives: To compare the library services offered to multicultural communities in NSW against the following service benchmarks: planning for relevant library services, organisational capacity to develop and deliver services/collections, quality of service/collections, promotions and delivery, and evaluation. To recommend any updates to the benchmarks that may be required.

To develop strategies and tactics to assist libraries to meet the benchmarks and future library scenarios, including considering contemporary issues in the industry (eg. shift in emphasis from a collection focus to community engagement and programming, collaborative projects and partnerships, increase in digital/online information sources) and directly affecting the multicultural community (e.g. ageing in the multicultural community and the demand for digital literacy skills and technology training).

This project updates the *Culturally diverse communities and the public library: a review of NSW public library multicultural services* research conducted in 2003.

Method: Survey questionnaire containing both structured and open ended questions. Follow-up interviews to explore examples of good practice and develop case studies. Scenario planning workshop with public library staff. Development of a report outlining strategies and tactics for improving services to multicultural communities in each benchmark area.

Budget: TBC



Adult Fiction Stock Quality Health Check

Objective: To examine the relevance, depth and range of adult fiction collection stock in relation to the NSW communities the public libraries serve. This research project will indicate how the growth of outsourced collection development and the introduction of automated collection management tools (eg. Collection HQ) have impacted the range and quality of adult fiction collections, updating the NSW public library network's previous *Adult Fiction Stock Quality Health Check* in 2011.

Method: A public library working group is set up consisting of a mix of readers advisory and collection services library staff and a representative mix of participants from metropolitan and country libraries and libraries of different sizes. The expert working group develop a spreadsheet of five hundred adult fiction titles which are representative across designated areas of reading interest (genres) which indicates the breadth and depth of an adult fiction collection in New South Wales. The spreadsheet tool is distributed to public libraries to audit their own collections.

Budget: Staff time - State Library and public library network working group participants.

Local studies toolkit

Develop a local studies collection strategy template, recommended metadata schema for describing typical formats and creating linked data, model digitisation workflows, a guide to developing specifications for digitisation and digital asset management equipment.

Budget: State Library staff time, with involvement from the Local Studies Working Group.

Plan of action:

1. Mylee Joseph to circulate the presentation by Dr Djonov from the Australian National Early Literacy Summit.
2. The infographic overview of the Early literacy project by Natalie Papaellinas to be published on the State Library website.
3. Ross Balharrie provide an update report to the Committee on indyreads at the October meeting.

Recommendation

The Committee ENDORSED the proposed research proposals. The Committee considered the first two projects: a new edition of *People Places tools* and *Living Learning Libraries: fit for the future* the priority projects for 2016/17.

Item 5: Other business

5.1 NSW participation in the National Public Library Standards Review

The Australian Public Library Alliance (APLA) and National & State Libraries Australasia (NSLA) have engaged Melbourne-based consultants I&J Management Services to review and update the National Standards and Guidelines for Australian Public Libraries (2012).

These national standards, published by ALIA, are based on *Living Learning Libraries: standards and guidelines for NSW public libraries*, which were developed by the State Library of NSW in consultation with NSW public libraries, with assistance from Libraries Alive Pty Ltd in 2008.

The NSW standards and guidelines have the status of a Library Council Guideline and are updated annually, using the data from the NSW Public Library Statistics.

The national review is notable because the objectives include exploration of the value and impact of public libraries, with a view to making measures of this type more prominent in the standards and guidelines.



Currently, the NSW standards and the National standards are congruent in terms of measures and KPIs. The NSW figures differ from the national figures because the NSW figures are derived from NSW public library medians rather than national medians. This ensures that the NSW KPIs are reflective of NSW practice.

The State Library envisages that this principle of using NSW data within a nationally congruent suite of measures will continue, and that any changes to the National Standards as a result of the current project will be incorporated into the NSW standards and guidelines.

It was noted that the State Library was to host the NSW workshop on the National Public Library Standards immediately following the 6 April 2016 Committee meeting. The workshop will be convened by I&J Management Services, while workshop participants are to include include the Strategic Network Committee, State Library staff and approximately 20 other public library managers and staff. Participants were selected by an EOI process.

Results of the national review will be brought back to the Strategic Network Committee for consideration.

Recommendation

The Strategic Network Committee NOTED the briefing on the National Public Library Standards review.

5.2 Points for communication

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

There being no other business the meeting closed at 11am.

Next Meeting

Date	Friday 14 October 2016
Time	11am-1pm followed by lunch
Location	Garling Room, State Library of NSW, Macquarie St, Sydney