Public Libraries Consultative Committee

Unconfirmed Minutes of the meeting held
Monday 23 March 2015
State Library of NSW 1pm to 3pm
TRIM File No: 32540

1.	**Present:** Jan Richards (Library Council – Chair), Susan Doyle (Library Council), Alex Byrne (State Library), Andrew Tink (Library Council), Lucy Milne (State Library), Michelle Simon (NSW PLA), Clr Graham Smith (NSW PLA), Clr Julie Hegarty (LGNSW), Robert Knight (NSWPLA), Noel Baum (LGNSW), Natasa Mitic (Office of Local Government), Adele Casey (NSWPLA), Cameron Morley (State Library – Executive Officer)		
2.	**Apologies:** Clr Linda Gill (NSWPLA)		
3.	**Confirmation of previous minutes:** The Minutes of the 74th meeting held on 1 December 2014, which had been circulated, were confirmed and accepted as a true record.		
		ACTION	
4.	**Business Arising from previous minutes:** **4.1 Public Library Funding 2015/16** Alex Byrne updated the Committee on progress toward the 2015/16 funding model. A model will be developed for the Minister's consideration after the NSW Election. **4.2 Joint Use Library Guidelines** Cameron Morley advised that TAFE NSW is considering the draft Guidelines.		
5.	**Correspondence:** 1) The Committee noted a letter from Clr Graham Smith of the NSW PLA to the Hon Mike Baird, MP, Premier of NSW regarding the Association's campaign for increased funding for NSW public libraries. 2) The Committee noted a letter from Cameron Morley, State Library of NSW to Clr Graham Smith regarding a proposed meeting between State Library and NSWPLA representatives to discuss and review public library working groups.	Cameron Morley / Graham Smith	

6.	**Welcome to Lucy Milne:** The Chair welcomed Lucy Milne to the Committee and congratulated Lucy on her appointment to the position of Executive Director, Public Libraries and Engagement Division, State Library of NSW.	
7.	**Public Library Funding Strategy:** Cameron Morley updated the Committee on progress of the 2014/15 Strategy. The Public Library Grants and Subsidies for 2014/15 total $27,518,000, and expenditure is progressing according to budget expectations. **Subsidy / DGA** Application forms for 2014/15 Subsidy and DGA payments were dispatched to NSW councils on 12 September. This includes the Statement of Library Operations form which has been revised this year to reflect recent changes to accounting standards. Forms were due on 24 October 2014, and payments to councils are made as forms are received and assessed. As at 12 March applications have not been received from 4 councils. The State Library is in dialogue with these councils to ensure compliance. All libraries have now lodged their 2013/14 public library statistical returns, and publication is imminent. **Public Library Infrastructure Grants** $3M was allocated for Year 1 of the Public Library Infrastructure Grants program. The Library Council Grants Committee convened on 10 December 2014 to form its recommendations, which were subsequently considered by the Library Council. Demand for grants in this first year of the program was been strong, with applications for projects totalling $6.7M. The Library Council's recommendation were forwarded to the Deputy Premier and Minister for the Arts the Hon Troy Grant in January 2015. The Deputy Premier has announced approximately 10 successful projects as at 12 March, and the remaining grants are expected to be announced by the end of March. The State Library will formally notify all applicant councils of results and transfer funds to the successful councils once the Deputy Premier has completed the announcements	

	$4M will be available under the program annually for the 3 years from 2015/16. **Revitalising Regional Libraries** The following councils will receive their $16,000 RRL grants this year: Bombala, Coolamon, Cooma-Monaro, Cootamundra, Corowa, Dubbo, Goulburn-Mulwaree, Greater Hume, Gundagai, Junee, Lake Macquarie, Liverpool Plains, Lockhart, Narrabri, Narromine, Shellharbour, Snowy River, Tamworth Regional, Temora, Tumbarumba, Tumut, Upper Lachlan, Uralla, Urana, Wagga Wagga, Walcha, Warrumbungle, Wellington. The State Library team completed the needs assessment visits to these councils in early March, and payments are in progress. 120 rural and regional libraries have been supplied with WiFi Hotspots under the Hotspot roll-out component of the program, with a further 7 to be installed by June, making a total of 127 over the 4 years. A report outlining the achievements of the Revitalising Regional Libraries initiative over four years is in development. This will include analysis of the needs identified, case studies, review of the needs assessment methodology and discussion of further use of the methodology to inform future funding programs. **Recommendation** The Committee NOTED the update on the implementation of the 2014/15 Public Library Funding Strategy	
8.	**Evaluation of DrugInfo @ your library model** Philippa Scarf attended the meeting and advised the Committee on the impending NSW Health evaluation of the DrugInfo service. *DrugInfo* commenced in March 2002 as part of the NSW Community Drug Information Strategy. The service was developed in response to the NSW Government's 1999 Drug Summit as a partnership between the NSW Premier's Department and the State Library. Originally known as DI@YLL (Drug Information at your Local Library), as a result of focus testing and community feedback, the service was rebranded in 2005 as *drug info @ your library*. The Drug Info service is a four year funded agreement which ends on 30 June 2015, funded as part of the Drug and Alcohol Population and Community Programs (DAPCP), Mental Health and Drug and Alcohol Office (MHDAO). From 1 October 2014 Drug and Alcohol Population and Community Programs (DAPCP) has been incorporated into the Centre for Population Health (CPH), NSW Ministry of Health.	

	Lisa Russell A/Associate Director, Social Marketing & Education, DAPCP has advised that as part of the Centre for Population Health (CPH) the expansion of the Drug Info service to include healthy lifestyle information is desirable for the future of the model. Damien Cordery, Public Health Officer, DAPCP has been appointed to review the Drug Info model. The purpose of the review is to gain an understanding of the perceptions of Drug Info and the suitability of the model for use in delivering other healthy lifestyle information. This information may include, but not be limited to, material covering healthy eating, overweight and obesity and physical activity. The elements of the Drug Info model are: • Collection – reliable, authoritative, plain language information on alcohol and other drugs in public libraries and via the dedicated Drug Info website. • Promotional material and supported promotional activities • Training and communication The following methods are being used to evaluate the suitability of the Drug Info model being expanded into healthy lifestyle information: an online survey of public library managers; a user survey on the Drug Info website and individual interviews with a sample group of regional and metropolitan library managers. A 45 minute workshop facilitated by Damien Cordery was held at the annual Drug Info forum at the State Library on Thursday 5 March. NSW Health is aiming for the evaluation to be completed by 30 June 2015, which is the expiration of the current funding agreement between NSW Health and the State Library. Lisa Russell has advised that she will be requesting a 12 month extension of the agreement from NSW Health should the evaluation project not be completed by 30 June 2015. Following completion of the evaluation, if NSW Health is favourable toward expanding the service model, the State Library will work with NSW Health on establishing an expanded service model funding agreement. This will include the application of the FAMOUS principles for the sustainable delivery of external agency information or services to communities through local libraries. **Recommendation** The Committee NOTED the report.	Philippa Scarf	
9.	**Learning and Development Strategy 2015-18** Mylee Joseph attended the meeting and presented the draft Public Library Learning and Development Strategy 2015-18.		

The Committee endorsed the NSW Public Libraries Learning and Development Framework at the March 2014 meeting. It was agreed that a 3 year learning and development strategy would be developed in consultation with stakeholders, based on the results of the 2013 survey of NSW public library professional development needs.

The State Library has developed a draft Strategy 2015-18, incorporating an action plan of activities for 2015 and identifying the existing public library learning communities and working groups (attached). It is intended that the action plans in the 3 year strategy will continue to be developed in consultation with State Library and public library stakeholders.

A calendar of learning and development activities has also been introduced and available via the State Library website.

The introduction of the ALIA Program Guidelines for Public Library Specialisation is noted and where appropriate the competencies identified will be used to inform learning and development activities.

The Strategy features the 6 main areas identified in the Training Needs Audit and the Framework:
1. Leadership and management
2. Communication and promotion
3. Specialist library skills and knowledge
4. Information technology
5. Program development and management
6. Collection development and management

Learning communities are a feature of the Strategy and will be developed in consultation with public libraries. AS noted at agenda item 5 above, the State Library and NSWPLA will review the working groups in consultation.The Committee suggested that a leadership working group is investigated as part of the consultation.

The Committee suggested that the Action Plan should have defined aims, outcomes, key performance indicators and a communications plan.

It was agreed that key performance indicators for the Strategy should include participation, reach and satisfaction.

Noel Baum suggested that the Strategy should reference the professional development program managed by LGNSW.

Recommendation
The Committee ENDORSED the Strategy 2015-18 and NOTED the intention to continue to develop the action plan in consultation with stakeholders.

Mylee Joseph

10.	**Statewide Projects Progress Report**
	Cameron Morley briefed the Committee on the progress of current statewide projects.
	
	Background
	Three major statewide projects managed by the State Library on behalf of the public library network are in progress:
	    1) Early Literacy Framework Research
	    2) Regional Library Models Research
	    3) Mobile Libraries and Outreach Models Research
	
	Early Literacy Framework
	The project will develop a context-sensitive model for benchmarking and designing effective early literacy programs in NSW public libraries. The State Library engaged Dr Emilia Djonov from the Early Childhood Institute at the Macquarie University assisted by Dr Jane Torr and research assistant Lien Pham to deliver the project.
	
	Stage 3 commenced in February 2015, with the team progressively visiting 24 NSW public libraries to observe, survey and video sessions. The libraries featuring in this phase are:		

Albury City
Bankstown Library and Knowledge Centre
Blacktown City
City of Canada Bay Library Service
Cessnock City Library
Coffs Harbour City Library and Information Service
Gilgandra Library
Manning Valley Libraries
Holroyd City Council Library Service
Kiama Library
Leeton shire Major Dooley Library
Maitland City Library
Newcastle Region Library
Parkes Shire Library
Parramatta City Library Service
Penrith City Library
Queanbeyan Palerang Library Service
Richmond Upper Clarence
Richmond Tweed Regional Library
Sutherland Shire Libraries and Information Service
Central Northern Regional Library
Willoughby City Library

Wollondilly Library and Information Service		
Wyong Shire Library Service		

Further meetings will take place between the research team and the State Library as this field-work phase continues.

Regional Library Models
The UTS Centre for Australian Local Government Excellence has been appointed to assist with this project.

The survey phase took place in November. All NSW public library managers were invited to participate in an online survey. Responses have been received from 23 standalone libraries, 14 regional libraries, 12 cooperative libraries and 5 "other". Therefore 54 of the 102 NSW library services responded. The range of library types and sizes among the respondents is reflective of the diversity across the state.

In addition the State Library sought copies of current regional and cooperative library agreements, including those not promulgated under the Library Act. A wide range of agreements have been submitted, which will assist the researchers to define agreement typologies.

Analysis of the results and agreements is under way at present, and a draft is expected this month. The draft will be made available for comment via the State Library website.

Mobile Libraries and Outreach Models Research
The State Library on behalf of the NSW Public Library Network Research Committee, has commissioned a project to research Mobile Library and Outreach Models, to gain an understanding of current practice with a view to establishing good practice guidelines. Roger Henshaw Consultancy Services (RHCS) has been appointed to run the project.

A draft report was provided to the Committee.

The State Library is currently working with the consultants to finalise the report for approval and publication. This phase includes drawing conclusions and making recommendations on best practice models for different public library contexts, and refining the suggested guidelines and KPIs.

It was noted that parts of the draft provided are particularly significant, including the information presented on the historical development of mobile services in NSW, the wide range of current models and their potential for development, case studies, proposed guidelines for incorporation into *Living Learning Libraries* and suggested KPIs based on ISO standards.

Names column (right):
Mylee Joseph

Cameron Morley

Kate O'Grady

	Alex Byrne noted that a précis version of the report would be useful, with a focus on good practice service provision to areas of sparse population. **Recommendations** The Committee NOTED the report.	
11.	**Collection of Reference and Information Inquiry Statistics** Cameron Morley advised the Committee on plans to improve the collection of reference and information inquiry statistics from NSW public libraries. **Background** Prior to 2012 the former NSW Public Libraries Evaluation Group (PLEG) encouraged NSW public libraries to collect statistics on reference and other enquiries received from clients. This was achieved through designating sample weeks each year and making survey documentation available online. Public libraries then reported their results to the State Library as part of the annual Public Library Statistics. Since the demise of PLEG in 2012, a growing number of NSW public libraries do not appear to be collecting statistics on the number of reference and other enquiries received / satisfied, and the State Library notes a drop in the number of libraries reporting these figures in their annual statistical returns. Approximately 4.8M requests were reported by libraries in 2012/13. Twenty five libraries services out of 102 did not report on this measure, including some large library services. The 2013/14 preliminary figures show that 33 library services have not reported. The State Library has followed up on this matter with non-reporting libraries, and many advised that they had relied on the PLEG sample weeks and forms as a prompt to collect the data, and also advised that guidance on how to collect these statistics would be desirable. **Options** It was proposed that the State Library nominates 4 sample weeks across a year where all NSW public libraries are to collect sample data on inquiries received and satisfied. The dates and sample forms will be published on the State Library website. This would promote a consistent approach across NSW, and provide a more accurate indication of the volume of reference inquiries fielded by NSW public libraries. **Rationale** The Library Act 1939 s10 sets out that public libraries are to offer free basic reference services to the community. Reference	Cameron Morley / Ellen Forsyth

	assistance is a core service, and is one of the facets of library service that is a point of difference between libraries and other agencies. Collecting and reporting data for this important indicator of use assists to demonstrate the value of public libraries. Statistics are collected by the State Library in support of s5 of the Library Act 1939. The Committee discussed whether the reporting of this measure ought to be desirable or mandatory. It was agreed that given the importance of the data, and to promote compliance with the Library Act 1939, the reporting of reference inquiry statistics by NSW public libraries should be mandatory. The Committee agreed that the State Library implements the proposed approach. **Recommendation** The Committee ENDORSED the proposed approach to improving the collection of reference and information inquiry statistics from NSW public libraries.	
12.	**Indigenous Services Support for Public Libraries and ATSILIRN Protocols** Kirsten Thorpe attended the meeting and briefed the Committee on the State Library's Indigenous Services Branch and plans to offer services to NSW public libraries. The Committee was advised that the Indigenous Services team was established as a key initative for the State Library in 2013 to provide a focus for action in developing Indigenous services and collections. The Unit became a Branch reporting to the Mitchell Librarian in February 2014. The role of the Branch is to promote the collections and services of the State Library relating to Indigenous people; liaise with Indigenous communities across NSW in regard to the retention and management of Indigenous documentary resources; and provide advice to staff and management of the State Library and NSW public libraries on Indigenous matters. It was noted that there is a lack of data about current service provision, programs and activities targeted to Indigenous people through NSW Public Libraries. It was agreed that the Library undertake a survey of NSW public libaries in 2015 to gain a better understanding of needs in this area. This data would then be utilised to develop a plan to implement the ATSILIRN Protocols to support NSW Public Libraries. **Recommendation** The Committee NOTED the report and ENDORSED the plan of action to conduct a survey on Indigenous Services provided by	Kirsten Thorpe

	NSW public libraries to better support NSW Public Libraries and to develop a plan to implement the ATSILIRN Protocols.	
13.	**Building on the Bookends Scenarios** Edwina Duffy attended the meeting and advised on progress. The Committee had been provided with the draft report as part of the meeting papers. The Committee were advised that the Building on the Bookends Scenarios research project was commissioned to revisit the 2009 Bookends Scenarios project and to explore possible futures for NSW public libraries towards 2030. A series of workshops and interviews with representatives and stakeholders from the public library network and the State Library were held in late 2014. The draft report, compiled by consultant Oliver Freeman, summarises the workshops, the future scenarios that may be emerging, and what libraries may do in response to them. The report puts forward 75 strategic options for the NSW public library network to consider in future planning. These strategic options were generated by State and public library representatives during the workshop discussions. One suggestion from the report is the formation of a group to monitor progress of the implementation of the suggested strategies. The Committee's advice was sought on this matter, and it was agreed that this could be a responsibility of the reconstituted Public Library Network Research Committee. It is expected that the final report will be published in May 2015. **Recommendation** The Committee NOTED the Building on the Bookends draft report.	Cameron Morley Edwina Duffy
14.	**Association Report** Clr Graham Smith presented the NSW Public Libraries Association report, which had been circulated prior. **MOU between the Associations and the State Library** It was agreed that the 2012 Memorandum of Understanding between the State Library and the former NSW MPLA and PLNSW Associations is revisited in light of the formation of the NSW PLA. It was suggested and agreed that Local Government NSW becomes a partner in the revised MOU.	Alex Byrne / Graham Smith / Noel Baum
15	**Other Business** - nil	
16	**Points for Communication** It was agreed that all matters discussed may be shared with the NSW Public Library Network.	

	2015 Meetings • Monday 20 July 2015 (at a public library to be confirmed) • Monday 28 September 2015 (at a public library to be confirmed) • Monday 7 December 2015, 1pm – 3pm at State Library, followed by meeting with Library Council	
	The meeting closed at 2.55 pm	