Public Libraries Consultative Committee

Minutes of the meeting held
Monday 20 July 2015
Burwood Library 1pm to 3pm
TRIM File No: 32540

1.	**Present:** Jan Richards (Library Council – Chair), Alex Byrne (State Library), Andrew Tink (Library Council), Lucy Milne (State Library), Clr Linda Gill (NSWPLA), Clr Graham Smith (NSW PLA), Clr Julie Hegarty (LGNSW), Robert Knight (NSWPLA), Adele Casey (NSWPLA), Cameron Morley (State Library – Executive Officer)	
2.	**Apologies:** Susan Doyle (Library Council), Michelle Simon (NSW PLA), Noel Baum (LGNSW), Natasa Mitic (Office of Local Government)	
3.	**Confirmation of previous minutes:** The Minutes of the 75th meeting held on 23 March 2015, which had been circulated, were confirmed and accepted as a true record.	
		ACTION
4.	**Business Arising from previous minutes:** **Joint Use Library Guidelines** Cameron Morley advised that TAFE NSW has provided comment on the draft Guidelines, which are now ready for adoption. **Regional Library Models / Mobile and Outreach Services** The Regional Library Models project has progressed, with the case study phase being completed in July. The final phase is under way which involves drafting guidelines. Final editorial for the Mobile and Outreach Services report is in progress. **Collection of Reference and Information Inquiry Statistics** The first state-wide sample collection day was 25 May 2015. Four dates have been agreed for 2015/16 to ensure all NSW libraries have a common approach to collecting these statistics. **Indigenous Services Survey** The State Library's Indigenous Branch ran a survey of NSW public libraries in June/July 2015 inquiring about current services provided to indigenous communities, engagement with indigenous communities, and indigenous library staff matters.	Cameron Morley Mylee Joseph Kate O'Grady Ellen Forsyth Kirsten Thorpe

	A report will be prepared, and the Indigenous Branch will use the results to plan its services for NSW public libraries. **Building on the Bookends report** Final editorial for the report is in progress. **Recommendation** The Committee NOTED the Business Arising.	Edwina Duffy

5.	**Correspondence:**
	
	  1) Letter from NSW Public Libraries Association to the Hon Troy Grant, MP, Deputy Premier and Minister for the Arts.
	
	      Councillor Smith discussed the letter and response.
	
	      It was noted that the Minister's response outlined that any major changes to the public library funding model would need to wait until after the Fit for the Future process has been implemented.	

6.	**Public Library Funding Strategy 2015/16:** Cameron Morley introduced the draft strategy for the Committee's consideration and discussion. It was noted that the NSW Budget was released on 23 June 2015, and that the Public Library Grants and Subsidies for 2015/16 were maintained at $27,518,000. The draft Public Library Funding Strategy developed by the State Library was presented, with the components itemised as follows:	

	Public Library Funding Strategy	Amount
1	Subsidy - $1.85 per capita	$13,903,277
2	Disability & Geographic Adjustment	$6,591,610
3	NSW.net	$1,940,000
4	Outback Letterbox Library	$100,000
5	Strategic Network Projects	$253,113
6	State Library services to public libraries	$730,000
7	Public Library Infrastructure Grant Fund	$4,000,000
	Total	**$27,518,000**

The Committee discussed the components paying particular attention to the Per capita payments, the Disability and

Geographic Adjustment (DGA) and the Strategic Network Projects budget.

Per capita payments 2015/16
On 31 March 2015 the Australian Bureau of Statistics released its Estimated Resident Population for NSW Local Government Areas as at 30 June 2014. In accordance with the Library Regulation these are the population figures that are to be used to calculate the 2015/16 per capita payments.

The combined populations of the 151 councils providing library services was 7,515,285 as at 30 June 2014 - an increase of 108,077 people over the previous year (note that Central Darling and Unincorporated Area populations are excluded).

Accordingly a total of $13,903,277 is required to meet the $1.85 prescribed per capita amount for subsidy for 2015/16. This is an increase of $199,942 over the previous year.

Disability and Geographic Adjustment (DGA)
Strategic Network Projects
The State Library proposed that the DGA payments for 2015/16 for each council are maintained at 2014/15 levels ($6,591,310).

It was noted that in previous years the DGA payments to councils increased or decreased marginally from year to year in accordance with a council's population change. If previous practice were to be applied, the total 2015/16 DGA figure would increase by $83,660 to $6,674,970 in comparison with 2014/15.

By maintaining the DGA figure at 2014/15 levels the difference of $83,660 could be allocated to the Strategic Network Projects budget line, which would otherwise have been more significantly depleted due to the effect of population growth on the funding pool.

It was noted that the Strategic Network Projects budget was $485,000 in 2014/15, and the proposed 2015/16 budget is $253,113.

Proposed amendment
Following discussion, the NSWPLA representatives proposed an amendment to the Strategy to enable more funds to be allocated to the Strategic Network Projects budget line. This proposal was in recognition of the importance of the State Library's cooperative services, research program, and learning and development program which is provided for the NSW public library network.

It was noted that any increase to the Strategic Network Funds would be at the expense of DGA payments. The State Library advised that this would result in a number of councils receiving funding decreases in comparison with 2014/15 payments.

	The NSWPLA representatives advised that small reductions to council payments would be preferable to continued diminution of the State Library's capacity to provide cooperative, research, and learning and development services. The view of stakeholders was noted, however the Library Council President and State Library representatives advised that any variation to the model that reduces payments to councils will need to be carefully considered by the Library Council prior to being recommended to the Deputy Premier. It was agreed that the State Library would model a variation to the DGA payments which enables an increase to the Strategic Network Funds, for the Library Council's consideration. **Grants components** 2015/16 is year 2 of the Public Library Infrastructure Grants Fund. The Fund increases by $1 million to $4 million per annum for 2015/16, 2016/17 and 2017/18. Note that the Deputy Premier approved the allocation of projects totalling $2.87 million for the 2014/15 round, and has instructed that the $130,000 of unallocated funds is carried forward to the 2015/16 round. The Revitalising Regional Libraries initiative which provided $1 million per annum for the 4 years to 2014/15 is now complete. Accordingly the NSW.net component reduces by $500,000 to $1,940,000, and the Revitalising Regional Libraries small grants program ($500,000) is no longer part of the strategy. **Recommendation** The Committee ENDORSED the 2014/15 Public Library Funding Strategy for Library Council consideration, NOTING that a variation to the DGA and Strategic Network Projects components will be modelled for Library Council consideration.	Cameron Morley
7.	**Public Library Infrastructure Grants Guidelines and Evaluation:** The Committee considered evaluation of year 1 of the program and discussed proposed amendments to the Guidelines for 2015/16 (year 2). It was noted that in 2014/15: 60 applications were received, requesting a total of $6,969,971 in funds 19 applications were from metropolitan Sydney councils, 41 were from regional and rural councils. 24 projects were funded, which is 40% of the total applications received.	

• There were 11 significant projects (over $150,000) • Councils contributed a total of $9,897,000 to the funded projects. The Committee were advised that the Deputy Premier approved the allocation of projects totalling $2.87 million for the 2014/15 round, and has instructed that the $130,000 of unallocated funds is carried forward to the 2015/16 round. **Guidelines and Conditions** The draft 2015/16 Public Library Infrastructure Grants Guidelines and conditions had been circulated prior to the meeting. For 2015/16 the document has been arranged in two parts: 1) Guidelines and 2) Conditions. This change has been implemented in order to clarify that the conditions associated with acceptance of the grants are binding. A new condition has been introduced which sets out that grant offers will lapse if a council does not return its Acceptance Agreement within 30 days. A new guideline has been introduced which sets out that: *Statements of benefits and supporting evidence should be specific to the project for which support is requested even when the project is a component of a larger project.* This guideline is to ensure that applicants apply for funds to deliver a specific outcome instead of simply asking for a grant contribution toward the overall budget of a project. The Committee was advised that the Grants Committee of the Library Council will also consider the Guidelines and Conditions prior to endorsement by the Library Council. **Recommendation** The Committee NOTED the evaluation of year 1 of the program, and ENDORSED the draft 2015/16 Guidelines for consideration by the Library Council.	
8. **NSW.net Service Delivery Strategy 2013-16 Progress Report – January to June 2015** Joyce Azzopardi attended and presented the report. From January to June 2015, the NSW.net team: • Completed the final year of the rollout of the Revitalising Regional Libraries program. Thirteen WiFi hotspots	

were deployed from July 2014 to June 2015 making a total of 126 WiFi hotspots installed by this program.

- Negotiated and renewed the state-wide subscription to the suite of nine EBSCO databases.
- Negotiated 140 products in the NSW.net consortia opt-in offers list.
- Conducted 5 eLending Kit learning sessions which were attended by 46 public library staff
- In December/January, the state-wide rollout of access to the State Library's eResources commenced.   All but 20 public library services have signed up to participate in this initiative, and they will be encouraged to join.

Following the success and completion of the Revitalising Regional Libraries program, NSW.net continues to support these libraries in addition to its ever growing client base. NSW.net is committed to maintaining connectivity and access across the state.   To enable this continued support, NSW.net has introduced new arrangements from 1 July 2015.

The provision of NSW.net funded Symantec Managed Email and Web Services has concluded. An attractive and competitive NSW.net consortia opt-in offer has been negotiated for existing clients to purchase and continue their subscription for a three year contract commencing 1 July 2015.

The provision of the SAI Global Standards Australia Online Public Library Service subscription has concluded.   Access to this subscription is not available remotely and statistics show low use of this resource.   NSW.net has negotiated a consortia opt-in offer for public libraries to purchase.

Responses to these new offers has been excellent.   Eighty two percent of the existing Symantec clients have signed up to continue this service and the SAI Global offer was taken up by 31% of the public library services.

eContent Management Platform Pilot Project
Joyce Azzopardi presented an update on the eContent Management Pilot Project.

The State Library is undertaking a 12 month pilot with Leichhardt Library and Parramatta City Library to provide access to econtent and enable local publishing of econtent.

The industry standard platform will enable the libraries to smoothly integrate eBook content into their catalogues and will provide a seamless experience for library members by replicating the current library print check out model.

The following progress has occurred since the March meeting of the PLCC:

	- The NSW Public Library Agreement for Purchasing Electronic Content, Odilo Digital Content & Technology Services Agreement & MOU between the SLNSW and pilot libraries documents have been finalised. - The Odilo agreement and MOU were signed and returned on 12 May 2015. - The Odilo Systems Integration Survey has been completed by the pilot libraries. The survey collected data on systems specifications, authentication protocols, portal configuration and circulation policies. - An SFTP server is being set up at the State Library of NSW for content backup and archiving. - The integration of the platform into pilot library ILMS systems is currently in progress. - Branding has been developed for the platform. The project team selected indy**reads** as the most appropriate brand name. The State Library is verifying that no existing trademarks exist for this name. - A content credit of $28k for the creation of the start-up collections has been established with Odilo. The pilot libraries are to use this credit to purchase perpetual access content in accordance with their respective collection development policies. This content can be shared with additional libraries should the initiative expand to state-wide consortia. Alternatively the content can be migrated from the Odilo platform onto an alternative DRM based system. - Online training facilitated by Odilo will be held at the State Library of NSW IT training facility. Key staff from the pilot libraries will participate and staff from the State Library's Library Services Division will also be invited to the session. - Local content negotiations will commence shortly. - Consultation has occurred with pilot libraries regarding possible launch dates. History week was suggested and in consideration of the local studies component of the pilot, the project team adopted this suggestion (5-13 September). The State Librarian noted that the platform will assist with digital legal deposit in the future. **Recommendation** The Committee NOTED the report.	
9.	**NSW Public Libraries Learning Communities and Working Groups** Cameron Morley briefed the Committee on the 5 June 2015 joint meeting of the State Library and NSW Public Libraries Association regarding working groups and communities of practice, and sought endorsement of a proposal to establish a	

leadership working group comprised of the NSW Public Libraries Association (NSWPLA) Zone Secretaries and staff from the State Library's Public Libraries and Engagement Division.

Background

The working groups and learning communities of public library staff in NSW fulfil a key role within the Public Library Learning and Development Framework as endorsed by the Public Libraries Consultative Committee (PLCC) at their meeting of 17 March 2014.

With the amalgamation of the two associations to form the NSWPLA, an opportunity arose to review existing groups, the needs of the NSW public library network and to plan for the future.

The State Library supports and facilitates the establishment and development of communities of interest and networks. This support includes advice to working groups, support and facilitation of seminars or meetings, specialist consultancy, venue provision, facilitation of vendor training for library staff, elist hosting and wiki/blog hosting.

At the meeting of 22 September 2014 the PLCC noted the importance of NSW public library learning communities, and agreed that the State Library works with NSW public libraries and the NSWPLA to support the continuation and development of learning communities.

In March 2015 the State Library wrote to Clr Graham Smith addressing this topic and it was agreed at the 23 March meeting of the PLCC that the State Library approach public library stakeholders to commence discussions. With the support of NSWPLA, the State Library convened a meeting to consider the most appropriate models for future working groups and learning communities.

The NSWPLA Zone Secretaries, Lucy Milne, Executive Director Public Libraries and Engagement Division, Cameron Morley, Manager Funding and Advisory Services, and other State Library representatives attended a meeting at the State Library on 5 June 2015. Those present agreed that the meeting was productive and facilitated examination of the working groups, including their potential composition, reporting structure, operational issues and strategic benefit to NSW public libraries.

The Committee noted the minutes of this 5 June 2015 meeting.

A plan to engage the current working groups in discussion of their future structures and strategy is to be developed in consultation.

The group agreed that the establishment of a leadership working group constituted of NSWPLA Zone Secretaries and senior staff from the State Library's Public Libraries and Engagement Division would represent an effective collaboration model between the State Library and the NSWPLA. Terms of reference for the group could include the

	provision of advice on the State Library's public library network research program, and take on the role identified for a "Public Library Network Strategy Group" as recommended in the *Building on the Bookends* project of 2014/15. The Zone Secretaries also noted that this group would also provide a forum for communication and discussion between Zone Secretaries (library managers) that is not currently formalised and does not occur in any other forum. **Plan of Action** 1. Communication plan outlining the future directions of working groups and learning communities to be developed jointly by the State Library and the NSWPLA, and delivered through the Zone meetings and working groups. 2. Develop Terms of Reference for the *leadership working group* including responsibility for the outcomes of auspiced learning communities / working groups, and its role in strategy development for the public library network. 3. A meeting of the *leadership working group* be convened to discuss constitution, role and reporting of both the group and state wide working groups / learning communities. **Recommendation** The Committee: 1. NOTED the plan of action proposed for NSW public library learning communities and working groups. 2. ENDORSED the proposal to establish a leadership working group comprised of NSWPLA Zone Secretaries and senior staff from the State Library's Public Libraries and Engagement Division.	Lucy Milne / Cameron Morley
10.	**Public Library Statistics 2013/14** The Committee were briefed on the NSW Public Library Statistics 2013/14, and the trends indicated. Observations on public library trends include: *High usage of facilities and collections:* • Physical visits to public libraries are significant and have increased over the past 15 years (35 million visits in 2013/14, up 30% in comparison with 2000). • Loans of collection items are significant and have increased over the past 15 years (45 million loans in 2013/14, up 5% in comparison with 2000). *Internet use and online services have experienced extremely high growth over a relatively short period:*	

- Virtual visits to public library websites grew by 1.1 million to 10.2 million between 2012/13 and 2013/14.

- Internet bookings in public libraries doubled between 2009/10 and 2013/14 to 7.8 million sessions. WiFi bookings account for most of this growth.

Note that the roll-out of 126 WiFi Hotspots to country libraries by the State Library since 2011/12 is a decisive factor in this growth.

- While ebook loans are not a high proportion of the 45 million above, they doubled from 0.5% of total loans in 2012/13 to 1.1% of total loans in 2013/14.

Total expenditure on libraries continues to grow annually.

The full report has been published on the State Library Website, and copies have been circulated to NSW public libraries.

Media Release
The State Library issued a media release on 16 June 2015 highlighting the growth areas and the continued high usage of NSW public libraries. The release was picked up by ABC radio among other outlets, and generated appreciable social media activity, particularly on the ABC702 Facebook page.

Recommendations
The Committee NOTED the report.

| 11. | **Replacement of the Bibliostat system with Conduit** |
| | Cameron Morley advised the Committee on the implementation of the Conduit system. |

Background
The State Library of NSW collects, collates and publishes annual financial and statistical data from NSW local councils and their libraries, in support of the Library Council of NSW's duty to make careful inquiry into the operation and management of every local library in NSW (Library Act 1939, s5).

The data assists with recommending subsidies under s13 of the Act, and enables the State Library and public libraries to identify trends, costs, performance and benchmarks.

The public library financial data is collected from the 151 councils providing library services via the Statement of Library Operations form that is part of the annual subsidy application that councils submit to the State Library. This has been a paper-based system since 1944.

The collection of usage statistics from NSW public libraries was achieved using a paper-based system from 1944 to 2003. The collection was automated in 2004 when the State Library subscribed to the Bibliostat system, which is currently operated by Baker and Taylor and hosted in the USA.

The Bibliostat Collect module enables each of the 101 public library services in NSW to securely log in and enter their annual statistical data using online forms developed by the State Library. The Bibliostat Connect module enables public libraries and the State Library to access, display, compare and export the data.

The annual NSW Public Library Statistics published by the State Library, and reported to other bodies such as NSLA and the NSW Office of Local Government, are derived from this database.

The collection of financial data from councils has not to date been possible on the Bibliostat system, due to a lack of sophistication in mapping the hierarchy between councils and their libraries. The concept of 151 councils operating 101 distinct library services in 367 locations can't be accommodated in the database structure, therefore the structure and data arrangement has been restricted to *library service*. In addition the authentication of multiple licenses per council and library is not a system option.

The integration of council library financial data and the public library statistics is currently a manual task, which involves data entry from council financial returns into spreadsheets which are then merged with public library usage data derived from Bibliostat.

The statistical data that is stored in Bibliostat Connect is available to the State Library and NSW public libraries, and can be used in a variety of ways, such as the benchmarking of selected data against other libraries, or exporting data to excel and graphs.

The other public library-related online systems that the State Library maintains, such as the map of NSW public libraries, funding tables, LIAC and NSW.net information pertinent to individual libraries/councils, and directory information are not able to be integrated with the Bibliostat system.

The team commenced investigation of replacement systems in January 2015, with a view to implementing any new system in time for the collection of 2014/15 data, which will commence in August/September 2015, following approval from the Minister for the payment of subsidies to councils.

Requirements

The following requirements were scoped for the investigation of a replacement system:

- Clearly defined hierarchy of councils to libraries
- Ability of State Library to construct online collection forms
- Public libraries to securely enter their own statistical data
- Councils to securely enter their own financial data
- Integration of council and public library data according to the defined hierarchy
- Ability to integrate other State Library-generated public library data sets such as the public library location map, grants and subsidy information and directory information
- Ability to integrate freely available non-State Library data sets, such as ABS data and council boundary maps
- Ability for users to construct and generate reports
- Ability to upload a time series of public library financial and statistical data for comparison
- Cost
- Ability to sequester selected confidential data as appropriate

Replacement system
The Huegin Conduit system has been identified as an effective replacement solution.

The Conduit system meets the requirements for public library financial and statistical data collection, collation and online reporting. The system would enable the automation of the financial data collection for the first time, as well as the integration of multiple separate data sources.

The set-up phase includes uploading of previous data for time series comparison, integration of council maps and other data sets, and customisation of the front end as a portal to NSW public library data.

All NSW councils and their libraries will have access to the system. Communications, testing and training for users will be rolled out in the near future. The State Library will retain access to Bibliostat while the changeover is in progress.

Recommendation
The Committee NOTED the replacement of Bibliostat with Conduit.

12.	**Australian Public Library Alliance Achievements 2010-2015**	
	Chair Jan Richards presented the report, highlighting the achievements of the Australian Library and Information	

	Association's work with public libraries nationally through its Australian Public Library Alliance (APLA). Clr Graham Smith advised the Committee that the NSWPLA has endorsed the APLA as the National peak body for public library advocacy and collaboration. **Recommendation** The Committee noted the report, and the NSWPLA's endorsement of the APLA as the national peak body for public libraries.	
13.	**Association Reports** Clr Graham Smith presented the NSWPLA report, providing an update on the Association's funding campaign and noting some 2015/16 reductions to individual library budgets. Ongoing fruitful cooperation between the NSWPLA and the State Library was noted. **Recommendation** The Committee NOTED the NSWPLA report.	
14	**Other Business** - nil	
15	**Points for Communication** It was agreed that all matters discussed may be shared with the NSW Public Library Network.	
	2015 Meetings • Monday 28 September 2015 at Katoomba Library. 11am - 1pm Multi-purpose Room Blue Mountains Cultural Centre and Library 30 Parke St Katoomba (Lunch and a library tour follow the meeting) • Monday 7 December 2015, 1pm – 3pm at State Library, followed by meeting with Library Council	
	The meeting closed at 3 pm	