

# Public Libraries Consultative Committee

Unconfirmed Minutes of the meeting held Monday 28 September 2015  
 Katoomba Library, 11am to 1 pm  
 TRIM File No: 32540



1.	<p><b>Present:</b>                  Jan Richards (Library Council – Chair), Alex Byrne (State Library), Andrew Tink (Library Council), Jennifer Alp (NSWPLA), Clr Graham Smith (NSWPLA), Clr Julie Hegarty (LGNSW), Robert Knight (NSWPLA), Clr Linda Gill (NSWPLA) Adele Casey (NSWPLA), Cameron Morley (State Library – Minutes)</p>	
2.	<p><b>Apologies:</b>                  Noel Baum (LGNSW), Natasa Mitic (Office of Local Government), Lucy Milne (State Library)</p>	
3.	<p><b>Confirmation of previous minutes 20 July 2015:</b>                  The Minutes of the 76th meeting held on 20 July 2015, which had been circulated, were confirmed and accepted as a true record.</p>	
		<b>ACTION</b>
4.	<p><b>Correspondence - nil</b></p>	
	<p><b>Jennifer Alp</b>                  The Chair welcomed Jennifer Alp, Manager Library Services at Strathfield Council, to the Committee as the newly nominated NSW PLA representative.</p>	
5.	<p><b>Business Arising from previous minutes:</b></p> <p>5.1 <u>Mobile and Outreach Services Report</u>                  Cameron Morley tabled the final report and noted that a hard copy has been distributed to all NSW public libraries. The hard copy version includes quoted information from ISO Standard 16439:2014 used under licence. The pdf version available on the State Library website does not include the text of this standard.</p> <p>The Committee welcomed the report.</p> <p>5.2 <u>Leadership Working Group</u>                  The Committee was advised that the group will convene on 16 October 2015, and consider terms of reference, state-wide working group arrangements and research projects. It was noted that the Group will fulfil the Building on the Bookends strategy recommendation to monitor trends identified in the project.</p>	

	<p><b>5.3 Conduit Implementation</b> The Committee was advised that implementation of the system for statistical collection will take place in early October.</p>	
<p><b>6.</b></p>	<p><b>Public Library Funding Strategy 2015/16:</b> Alex Byrne advised the Committee of progress since the 20 July meeting.</p> <p><b>Background</b> At the 20 July 2015 meeting of the PLCC, the Committee considered the draft Public Library Funding Strategy 2015/16 for recommendation to the Library Council. It was noted that the population increase of 108,077 people necessitates an increase of \$199,942 to subsidy payments. The draft prepared by the State Library suggested that the funds required would be diverted from the Strategic Network Funds component.</p> <p>Following discussion, the NSWPLA representatives proposed an amendment to the draft 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.</p> <p>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.</p> <p>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 professional development services.</p> <p>It was agreed that the State Library would model a variation to the DGA payments to protect the Strategic Network Funds, for the Library Council's consideration.</p> <p>[Detail redacted]</p> <p><b>Library Council</b> The Library Council considered the model on 17 August 2015, and proposed an amended approach. The Library Council accepted the PLCC's advice to protect the Strategic Network Projects.</p> <p>[Detail redacted]</p> <p><b>Current Status</b> The State Library continues to liaise with the Deputy Premier's Office (DPO) on the allocation model.</p>	

	<p>[Detail redacted ]</p> <p>The State Library will prepare a revised Funding Strategy, which allocates the necessary funds from the project areas of the budget.</p> <p>The Committee expressed its concern at the attrition of the state-wide projects funding, however it was noted that the State Library will need to develop a model acceptable to the Deputy Premier. The Committee identified that the professional development and research activities, that are of particular importance to regional councils and libraries, should be preserved as far as possible in the development of the revised budget.</p> <p>Cameron Morley advised that the DPO had separately approved the launch of the 2015/16 Public Library Infrastructure Grants program on 24 September 2015, enabling the program to commence according to the planned timetable.</p> <p><b>Recommendation</b></p> <p>The Public Libraries Consultative Committee NOTED progress of the 2015/16 Public Library Funding Strategy, including the Library Council's recommendations of 17 August 2015, and the subsequent discussions with the Deputy Premier's Office on the model.</p> <p>The Committee NOTED the importance of the state-wide professional development and research activities and RECOMMENDED the preservation of the funding for these activities as far as possible in the revised Funding Strategy.</p>	
<p><b>7.</b></p>	<p><b>DX Lab and Collaborative Opportunities:</b></p> <p>Paula Bray attended the meeting and presented on the State Library's DX Lab initiative, including its development over the past 6 months.</p> <p>The presentation highlighted internal and external engagements that have resulted in a number of collaborations and projects. Some of these include:</p> <ul style="list-style-type: none"> <li>• The two phases of Loom</li> <li>• Search terms as an innovative onsite projection experience</li> <li>• Main street (a collaborative project with Tweed Regional Museum) that can be expanded with content from the Public Library Network to build a richer experience that shows more main streets across NSW from a variety of collections.</li> <li>• DX Lab Fellowship</li> </ul>	

	<ul style="list-style-type: none"> <li>• Google, streetview and gigpan technology</li> <li>• Digital drop-in program</li> </ul> <p>The Committee particularly noted the potential for public library local studies collaboration through the Main Street project, and asked to be kept up to date with developments.</p> <p><b>Recommendation</b></p> <ol style="list-style-type: none"> <li>1. The Committee NOTED the progress of the State Library's DX Lab and ENDORSED the development of collaborative arrangements with NSW public libraries.</li> </ol>	Paula Bray
8.	<p><b>Indigenous Services Survey Update:</b></p> <p>Kirsten Thorpe attended the meeting to report back to the Committee on the results of the 2015 survey of <i>Indigenous Services in NSW Public Libraries</i>, and to seek input following this survey on plans to implement the ATSI LIRN Protocols to support NSW Public Libraries.</p> <p>A paper was presented to the Public Libraries Consultative Committee (PLCC) in March 2015 outlining a plan of action to develop support for Indigenous Services in the NSW Public Library network.</p> <p>A survey was conducted in July 2015 to gather data from the network to gain a better understanding of Library needs in this area. The survey focused on the following key areas:</p> <ol style="list-style-type: none"> <li>1) Staffing</li> <li>2) Cultural Competency</li> <li>3) Events targeted to the Indigenous community</li> <li>4) Acknowledgement of Indigenous Australian culture in the library space</li> <li>5) Collaboration with external Indigenous stakeholders</li> <li>6) Indigenous collections</li> <li>7) Awareness and use of the ATSI LIRN protocols</li> <li>8) Challenges in engaging with Indigenous Australian clients</li> <li>9) Assistance the State Library of NSW could provide.</li> </ol> <p>Key results from the survey include:</p> <ul style="list-style-type: none"> <li>• A general interest in developing better services especially targeted for the Aboriginal and Torres Strait Islander population.</li> <li>• A general enthusiasm and willingness for promoting and developing library services and programs dedicated to Indigenous Australian people and communities.</li> </ul>	

	<ul style="list-style-type: none"> <li>• A need for more concentrated work to be planned to implement the ATSILIRN protocols through the network, for example in areas such as 'Accessibility and Use' and in developing collections and welcoming spaces.</li> <li>• Interest in the Library providing more assistance to develop services targeted for the Indigenous population.</li> </ul> <p>Despite the interest and enthusiasm evident in the responses received, the Committee noted the poor response rate to the survey and recommended the development of a strategic approach from the State Library in collaboration with public libraries to support the development of more visible and relevant services for indigenous communities.</p> <p><b>Plan of Action</b> The results of this survey will be utilised to develop a plan to implement the ATSILIRN (Aboriginal and Torres Strait Islander Library Information Resource Network) <i>Protocols for Libraries, Archives and Information Services</i>.</p> <p>Suggestions from the Committee included awareness raising activities to celebrate the success of libraries that are successfully serving indigenous communities, consider the development of a toolkit to assist libraries, map areas of high indigenous population against libraries to identify areas of need, and work with agencies developing language and culture nests.</p> <p><b>Recommendation</b> The Committee NOTED the results of the 2015 Indigenous Services Survey, and ENDORSED further work by the State Library in collaboration with public libraries to build the capacity of libraries state-wide to offer targeted and relevant services to indigenous communities.</p>	Kirsten Thorpe
9.	<p><b>Public Library Services Branch Structure</b> Cameron Morley briefed the Committee on the implementation of a new structure for the State Library's public library services functions.</p> <p>At the March 2015 meeting of the PLCC, the Committee was informed of the State Library's new divisional structure, which included the establishment of the Public Libraries and Engagement Division, led by Executive Director Lucy Milne.</p> <p>Since March, Lucy has commenced a program of library visits including a NE Zone meeting. Work on the restructure of the Public Library Services Branch within the Division has now been completed and is ready to be communicated externally.</p> <p>The Public Library Services Branch is managed by Cameron Morley and is responsible for the following work areas: funding</p>	

	<p>and advisory services, NSW.net, LIAC / DrugInfo, multicultural and cooperative services.</p> <p>Services have been arranged across six work areas, each led by a senior staff member. All staff within these teams are now located together on one floor at the Library for the first time.</p> <p>By working more closely and collaboratively, the Branch will provide a more coordinated and efficient approach to scheduling visits, distribution of services, compliance activities and communication.</p> <p>The six areas of responsibility and leaders are:</p> <ul style="list-style-type: none"> <li>• NSW.net Services - Joyce Azzopardi</li> <li>• Specialist Information Services (including LIAC/DrugInfo) – Philippa Scarf</li> <li>• Cooperative and Multicultural Services – Oriana Acevedo</li> <li>• Public Library Funding – Kate O’Grady</li> <li>• Policy, Guidelines and Data– Mylee Joseph</li> <li>• Compliance and Assessment – Ellen Forsyth</li> </ul> <p>The Branch comprises 17 staff, and arrangements for the allocation of team members as contacts for council and zone consultancy are currently being finalised.</p> <p>The Public Libraries &amp; Engagement Division also includes Media &amp; Communications, Government Relations, Exhibitions, Events, Commercial Services, Research and the State Library Foundation. Combining the State Library’s engagement functions within one Division provides significant opportunity for enhanced communication and collaboration.</p> <p><b>Plan of Action</b> Following the PLCC meeting, the State Library will notify all NSW public libraries of the new structural arrangements including key contacts, and update the website accordingly.</p> <p><b>Recommendation</b></p> <ol style="list-style-type: none"> <li>1. The Committee NOTED the implementation of a new structure for the State Library’s public library services functions.</li> </ol>	
10.	<p><b>Review of the bulk loans service and piloting of alternative service models</b></p> <p>Edwina Duffy attended the meeting and presented the paper.</p> <p>The State Library houses and manages a bulk loans service of library materials to NSW public libraries. The Library purchases materials in 43 languages other than English, and materials in alternate formats in English (large print books and</p>	

audio books), and lends them to public libraries across NSW for community use.

The State Library runs an effective service, which is valued and well used by public libraries. However the Library would like more items from the collection to be available in public libraries for local clients, and to streamline the transportation of items between the State Library and public libraries.

The Library has identified four alternative service models. Two of these models are recommended for piloting with willing public libraries as partners.

By piloting alternative service models the Library aims to:

- have more of the collection available for public use, rather than waiting in the State Library stacks.
- streamline the distribution of loans boxes and associated freight.

### **Summary of alternative service models**

#### **1. Centres of Excellence model**

Under this model, a public library opts to become a Centre of Excellence in a designated language. The State Library lends the language collection to the public library long term. The public library is then responsible for circulating bulk loans to other NSW public libraries. The public library's local community also has access to a major collection of language material.

The public library houses the collection, receives loan requests from public libraries through the State Library system, packs and posts bulk loans boxes to public libraries, receives and reshelves returned items, and loans items to local clients. The State Library provides funding for the postage and staffing associated with distributing the collection to public libraries.

Recommended for pilot.

#### **2. Floating collection**

Under this model, pre-packed loans boxes float, or are sent directly, between libraries. The State Library sends a box of items to Library A, and after the three-month loan period Library A sends the box directly to Library B, then to Library C, and so on. After 12 months the box is returned to the State Library. The State Library reimburses libraries for postage or freight costs.

This model halves the number of trips loans boxes make between the State Library and public libraries, and significantly reduces postage costs. For the pilot it is proposed that the English large print and talking book collections are used.

	<p>Recommended for pilot.</p> <p><b>3. Libraries purchase, store and distribute their own collections</b></p> <p>Under this decentralised model, libraries take on responsibility for purchasing their own collections and distributing bulk loans to public libraries. Instead of the State Library purchasing a central collection, the State Library provides funding for libraries to purchase their own collections via the Multicultural Purchasing Cooperative, and for postage and staffing required to distribute loans to public libraries.</p> <p>For further investigation.</p> <p><b>4. The State Library stores and circulates the collection</b></p> <p>This is a modification to the current service model. The storage and distribution of the collection remains at the State Library, with refinements to the current service model, such as floating part of the collection and increasing the size and length of loans.</p> <p>For implementation.</p> <p><b>Implementation Plan</b></p> <p>It was recommended that pilots of the <i>Centres of Excellence</i> model and the <i>Floating Collection</i> model (with the large print and talking book collections), are run to test the feasibility of each model. The State Library will also make refinements to the current service model, such as floating part of the collection and increasing the size and length of loans.</p> <p><b>Next steps</b></p> <p>The project team, consisting of the Coordinator, Collection Services, Multicultural Consultant and Project Coordinator, will plan and implement the pilots. Expressions of interest will be sought for libraries to participate in the pilots. Libraries that are heavy users of the bulk loans service will also be approached to participate in the pilots.</p> <p><b>Recommendation</b></p> <p>1. The Committee NOTED the review of the bulk loans service and ENDORSED the pilot of alternative service models.</p>	Edwina Duffy
11.	<b>Update on state-wide Early Literacy Framework project</b>	



The Committee considered a report on progress in the state-wide research project developing an early literacy framework for NSW public libraries.

**Progress – Stage 1: state-wide survey and literature review**

The project used a reference group of NSW children’s librarians who volunteered to assist Dr Djonov to review and test the draft survey, providing valuable feedback in the survey design. The survey was distributed to stakeholders (library managers, children’s library staff, team leaders and branch library staff involved in presenting early literacy programs) and 133 responses were received and data analysis is in progress. The literature review is also in progress.

**Progress – Stage 2: observations and interviews**

Public libraries were asked to express interest in participating in Stage 2 which involved observing and filming library staff delivering story times and baby bounce programs in the libraries, distributing questionnaires to the parents in attendance and interviewing the staff involved in delivering the programs. The metropolitan libraries involved are: Holroyd City Libraries, Canada Bay Libraries, Blacktown City Libraries, Willoughby City Libraries, Sutherland Shire Libraries, Penrith City Library and Ku-ring-gai Library. The country libraries involved are: Cessnock City Library, Newcastle Region Library (Wallsend and Adamstown), Maitland City Library (East Maitland, Thornton, Rutherford), Kiama Library, Wollondilly Shire Library (Picton), Coffs Harbour City Library, Parkes Shire Library, Leeton Shire Library, Central Northern Regional Library (Tamworth), Manning Valley Libraries (Taree) and North Western Library (Gilgandra).

54 sessions have been recorded including sessions for babies, toddlers and pre-schoolers. 38 library staff interviews have been recorded, including two interviews with library/branch managers and three with volunteers involved regularly in co-presenting the sessions. 450 parent / caregiver questionnaires have been collected. Transcriptions of the interviews are in progress.

The research team have presented some preliminary findings of the observations at the 16th Pacific Early Childhood Education and Research Association Conference (PECERA) 24-26 July 2015 Macquarie University and also at the Inaugural Early Start Conference, 28-30 September 2015 University of Wollongong.

**Next steps – Analysis, publication and training**

The researchers have identified a number of themes from the observations to be written up as articles for peer review early literacy and library practice journals including:

- What processes and practices appear to be most effective in planning for and implementing children’s language and literacy programs in public libraries?

	<ul style="list-style-type: none"> <li>• Children’s literacy programs in public libraries: how can librarians evaluate the effectiveness of their own programs?</li> <li>• What do librarians see as the key challenges in planning for and implementing effective children’s language and early literacy programs in public libraries?</li> <li>• What are the benefits and challenges of offering art and craft experiences for young children in public libraries?</li> <li>• Why do parents and carers attend children’s language and literacy programs in public libraries? What do they think of these programs?</li> </ul> <p>The research team, in collaboration with State Library and public library network staff will develop professional development and training materials for public library staff. The executive summary, literature review, findings from the survey and observations and training materials together with details of conference papers and publications drawing on the research findings will be hosted on the State Library’s website.</p> <p><b>Recommendations</b> The Committee NOTED the report.</p>	
<b>12.</b>	<p><b>Association Report</b></p> <p>Clr Graham Smith updated the Committee on NSWPLA matters, including the November Switch Conference.</p>	
<b>13</b>	<p><b>1) Agenda for the December Joint Meeting with the Library Council of NSW</b></p> <p>Following discussion, the Committee suggested that the agenda includes public library funding, the research program, threats and opportunities associated with the Fit for the Future process, and the Indigenous Services survey next steps.</p> <p>2) The Committee noted two recent international public library reports: <i>Libraries at the Crossroads</i> (Pew Research Center, USA) and <i>Future of Libraries 2015</i> (LIANZA, New Zealand).</p>	Cameron Morley
<b>14.</b>	<p><b>Points for Communication</b></p> <p>It was recommended that a summary of all agenda items apart from 6 can be circulated via a Points for Communication email to NSW public library managers.</p>	
<b>14.</b>	<p><b>Meeting Dates</b></p>	

	<ul style="list-style-type: none"> <li>Monday 7 December 1pm – 3pm at State Library, followed by meeting with the Library Council</li> </ul> <p><b>Proposed 2016 Dates</b></p> <ul style="list-style-type: none"> <li>Monday 4 April 2016, 11am-1pm at State Library</li> <li>Monday 25 July 2016, at a public library TBC</li> <li>Monday 26 September, at a public library TBC</li> <li>Monday 5 December, 1pm – 3pm, at State Library (followed by joint meeting with the Library Council from 3-4pm)</li> </ul>	
<b>15</b>	<b>Other Business</b>	
	<p>The Committee thanked <b>Blue Mountains City Council</b> for hosting the meeting.</p> <p><b>Michelle Simon / Susan Doyle</b>  The Committee acknowledged Michelle Simon’s resignation from the PLCC, and expressed thanks for her valued contributions over many years.</p> <p>The Committee noted Susan Doyle’s resignation from the Library Council, expressed thanks for her contribution to Committee business, and noted her work with the Library Council Grants Committee.</p>	