Public Libraries Consultative Committee

Minutes of the 78th meeting held Monday 7 December 2015
State Library of NSW, 1 pm to 3 pm
TRIM File No: 32540

1.	**Present:** Jan Richards (Library Council – Chair), Alex Byrne (State Library), Andrew Tink (Library Council), Lucy Milne (State Library), Jennifer Alp (NSWPLA), Clr Graham Smith (NSWPLA), Clr Julie Hegarty (LGNSW), Robert Knight (NSWPLA), Clr Linda Gill (NSWPLA), Cameron Morley (State Library), Philippa Scarf (State Library – minutes)	
		Action
1.1	**Apologies:** Noel Baum (LGNSW), Mark Kay (representing Natasa Mitic, Office of Local Government), Adele Casey (NSWPLA). The Committee NOTED the retiring of Noel Baum and agreed to write a letter of thanks to Local Government NSW for Mr Baum's contribution.	Cameron Morley
2.1	**Confirmation of previous minutes 28 September 2015:** The Minutes of the 77th meeting held on 28 September 2015, which had been circulated, were confirmed and accepted as a true record.	
2.2	**Business Arising from previous minutes:** Strategic Network Committee: Terms of Reference were presented to the Committee for information. Linda Gill commented on the review of the public libraries working groups. Cameron Morley stated that this will be the first project undertaken by the Committee in consultation with the working groups. Public Library Funding Strategy 2015/16 progress report: the Public Library subsidy has been approved.	Cameron Morley
3.1	**Fit for the Future: strategic response** Cameron Morley briefed the Committee on the development of a strategic response to Fit for the Future to assist libraries transition to new arrangements. **Background** The NSW Government's Fit for the Future Initiative will reform local government in NSW through council mergers, new	Cameron Morley

collaborative structures (Joint Organisations) and a new approach to governance in western NSW (the Far West Initiative).

In 2015, 151 NSW local councils provide 101 library services across 376 locations. The two broad types of library service in NSW are *independent* (one council, one library service) and *regional* (multiple councils, one library service).

The paper and associated spreadsheet examine the implications for library services in light of the recommendations for council reform published by the Office of Local Government (OLG) in September 2014 and the Independent Pricing and Regulatory Tribunal (IPART) in October 2015.

The OLG and IPART reports found that at least 142 of the State's 152 councils are recommended for reform, which will have significant flow on effects for public library arrangements.

A key recommendation for many rural councils is that they are to form a Joint Organisation (JO) with councils in their region for the strategic cooperative management of services.

Effect of Reform
Where two or more councils merge to form a new council, or move to joint arrangements, the merger of the former councils' library services will necessitate the integration of Library Management Systems (LMS), collections (including record metadata), membership data, as well as integration of staff, policies and procedures.

Analysis of the OLG and IPART recommendations suggests that there will be four broad types of library merger:

1. Two or more existing independent library services merge.
2. One council that is part of a regional library service leaves the current arrangement and joins another. In many cases a branch of an existing library service will need to join a library service managed by another council.
3. An independent library service joins a regional arrangement.
4. Where councils may only continue as part of a Joint Organisation, their library services may move to collaborative arrangements.

Far West Initiative
The Far West Initiative will involve the integration of Balranald, Bourke, Brewarrina, Broken Hill, Central Darling, Cobar, Walgett and Wentworth Councils into a joint governance model.

Currently library services in the Far West are managed through a combination of:
• independent services (Balranald, Bourke, Broken Hill, Cobar and Wentworth);

- regional arrangements (Brewarrina and Walgett are managed by Moree Plains through Big Sky Libraries); and
- the Outback Letterbox Library. Under this arrangement Broken Hill serves Central Darling and Unincorporated Area residents with State Government funding assistance.

It is likely that a collaborative library arrangement for the Far West will result.

Council by council analysis
A spreadsheet was presented which outlined the likely implications for public library management arrangements based on the OLG and IPART recommendations. The spreadsheet will be updated as mergers and partnerships are clarified.

State Library Support for Public Libraries in Transition
The State Library of NSW is developing a checklist of issues that will need to be addressed to ensure the effective transition of library services to the new arrangements.

Development of Cooperative Agreements
The State Library will assist with the development of new agreements for regional and cooperative library arrangements in compliance with the *Library Act 1939*. Most country councils are likely to be in Joint Organisations – the State Library will develop a s12A agreement for the joint management of library services through a JO.

Checklist
Governance - Cooperative or regional agreement with partner councils, compliant with Library Act 1939.

Service offering – library services to be compliant with *Act*, and consistent with Living Learning Libraries: standards and guidelines for NSW public libraries.

Systems Integration – issues checklist in development
- Library Management Systems (LMS) integration (membership, circulation, catalogue)
- Collection management process (selection, procurement, cataloguing, end-processing, weeding)
- Radio Frequency Identification Systems (RFID) integration
- Integration of existing collections, including tagging and barcoding
- Connectivity and wi-fi
- Library websites and apps
- Software licences
- Hardware contracts
- eResources (journal databases, eaudio downloads, ebook downloads)
- Contracts for supply of library materials
- Libraries Australia – holdings amendment / integration
- Fees and charges and overdue policies / account management
- Home Library Service to housebound clients

	• Mobile library plant		[4/9]
	Plan of Action The State Library will continue to develop and refine resources to assist the transition, in consultation with councils and the Office of Local Government. **Recommendation** The Public Libraries Consultative Committee NOTED the brief on the Fit for the Future strategic response and commended Cameron Morley for the comprehensive report.		
3.2	**Indigenous Services Strategy: Scoping** Kirsten Thorpe presented the Indigenous Services Strategy scoping document and invited feedback from the Committee. **Background** A report of the 2015 survey of *Indigenous Services in NSW Public Libraries* was provided to the September PLCC meeting. The results of the survey outlined a need for more concentrated work to develop support for Indigenous Services across the NSW Public Library network. The draft Indigenous Services Strategy for Public Libraries, entitled *Indigenous spaces in library places: building a vibrant Public Library network inclusive of Indigenous people and communities* is an aspirational plan that aims to generate interest and build support for Indigenous Services across the network with a focus on the following areas for development: Welcome: Create welcoming and trusted environments for Indigenous people in library spaces. Support: Encourage the Public Library network to support, share and engage with Indigenous peoples in their local area. Share: Share stories and build knowledge of local Indigenous history and culture. Include: Develop strategies to include and support Indigenous Australian employment across the Public Libraries network. Build: Build vibrant collections and services that are shaped by Indigenous needs and aspirations. Collaborate: Inspire collaborative relationships among the Public Library network to share information on Indigenous Services. Reach: Build the profile of the NSW Public Library network in relation to Indigenous Services. **Plan of Action** It is intended that a 5 year strategy will be developed by Indigenous Services, State Library in consultation with public	Kirsten Thorpe	

| | libraries. The strategy will support and assist public libraries in creating services for the local Indigenous population. The draft Strategy Plan is provided as an attachment to this document.

The Committee discussed the scoping strategy and provided comments in relation to:
- needs analysis (from a library service perspective)
- public libraries utilising existing reporting mechanisms
- promotion
- partnerships with existing local organisations and local government Indigenous representatives

Recommendation
The Public Libraries Consultative Committee NOTED the Indigenous Services Strategy scoping document for public libraries and endorsed further development in consultation with public libraries. | |
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| **4.1** | **NSW.net progress report July to December 2015**
Joyce Azzopardi presented the NSW.net Service Delivery Strategy Progress Report.

Background
In March 2013, the Public Libraries Consultative Committee (PLCC) endorsed the NSW.net Service Delivery Strategy 2013-16. At this meeting the PLCC requested that NSW.net provides 6 monthly reports on the progress of the Strategy. All progress reports to date have been endorsed by the Committee.

Progress to Date
A detailed report on the progress of actions undertaken in July to December 2015 for the NSW.net Service Delivery Strategy 2013-16 was provided. Key achievements include:

- Completed 27 upgrades of new and existing internet services. Twenty proposals were provided to councils/libraries for network upgrades.
- From July to October, there were 2,366,927 WiFi hotspot logins from around the state. WiFi hotspots were installed in Katoomba, Mona Vale and Avalon libraries.
- From July to October, there have been 1,563,344 full text downloads for the statewide suite of eResources.
- Trials have been completed for OnePlay, MyHeritage genealogy database, and TotalBoox eBooks. A trial is currently underway for the 3M Cloud Library product.
- The eLending Kit (eLK) learning program has now concluded. All kits have been returned and disposed.
- Eight more library services are now participating in local library card access to the State Library's eResources.

The eContent Management Platform (LEMP) pilot project is in progress. A server for content archival/backup was set up at the SLNSW and staff training with the pilot libraries was | Joyce Azzopardi |

	completed. Over 100 Australian independent and mid list publishers were contacted to provide content for the pilot. So far, 19 of these publishers have expressed interest in providing content with content having been received from several of these publishers. It is proposed to commence the pilot in mid-December promoting it as part of the Summer Reading Club. A launch at each pilot library will be undertaken in February/March 2016. 'indyReads' has been registered as the trademark name for this initiative. This year's subscription to the EBSCO statewide suite of eResources was adversely affected due to the exchange rate of the Australian dollar. NSW.net is currently seeking quotes from EBSCO, ProQuest, Gale and InfoBase for a comparable suite of eResource products for the 2016/17 statewide subscription. **Recommendation** The Public Libraries Consultative Committee ENDORSED the NSW.net Service Delivery Strategy 2013-16 Progress Report July to December 2015.	
4.2	**Regional Library Models: final report and guide** Cameron Morley briefed the Committee on the completion of the Regional Library Models research project. **Background** The State Library initiated a project in 2013 to review regional library management models in the context of s12A of the *Library Act 1939* and the range of alternate council arrangements considered in the Independent Local Government Review Panel's (ILGRP) 2013 reports. The UTS Centre for Local Government was appointed in 2014 to assist with this project, which included research into current arrangements under the *Library Act* (68 councils), other cooperative arrangements (formal and informal) between councils that include library services (e.g. shared library management systems, shared procurement), and other possible models of council cooperation. The survey phase took place in November 2014. All NSW public library managers were invited to participate in an online survey. Responses were 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 was reflective of the diversity across the state. In addition the State Library sought copies of current regional and cooperative library agreements from all councils, including those not promulgated under the *Library Act*. A wide range of agreements were submitted, which assisted the researchers to define agreement typologies.	Cameron Morley

	During 2015 the research team have interviewed a range of council and library staff, developed case studies of good practice, and drafted a suite of documents including a literature review, case study report, final report and a Guide to Collaborative Service Delivery. The latter two documents have been prepared in close consultation with the State Library of NSW. The reports and Guide will be key references for the State Library and councils as new library arrangements are developed as part of the Fit for the Future implementation. The Committee noted that the research was most timely and the suite of reports provided a very useful tool kit for libraries. **Plan of Action** Cameron Morley to write to local council general managers and public library managers to inform them of the publication of the suite of reports on the State Library website. **Recommendation** The Public Libraries Consultative Committee NOTED the completion of the Regional Library Models research project and commended Cameron Morley for this outstanding work.	
4.3	**Living Learning Libraries: Standards and Guidelines for NSW Public Libraries, 6th ed** Cameron Morley informed the Committee of the recently published 6th edition of Living Learning Libraries: Standards and Guidelines for NSW Public Libraries. **Background** Living Learning Libraries: standards and guidelines for NSW public libraries, is an evidence-based guide to the development of library services in NSW. Written in two parts, it provides a practical basis for comparison among library services, as well as a framework for service assessment and continuous improvement. The new edition has been updated using the 2013/14 NSW Public Library Statistics. Standard 16 (S.16) the standard for measuring use of electronic resources, has also been updated. **Plan of Action** The standards will be reviewed extensively in 2016 following the Fit for the Future local government reforms. Council scale is likely to change significantly, which will necessitate review of standards based on per capita. In addition ALIA will review the national standards. The State Library will ensure that the NSW standards are congruent with any updated national standards where appropriate. The 6th edition will be published on the State Library website following the Committee meeting.	Cameron Morley

	Recommendation The Public Libraries Consultative Committee NOTED the 6th edition of Living Learning Libraries: standards and guidelines for NSW public libraries.		
4.4	The following items were accepted and NOTED by the Public Libraries Consultative Committee without discussion: **Find Legal Answers and drug info @ your library annual reports 2014-15** The Committee was provided with copies of the annual reports 2014-15 for the Legal Information Access Centre (LIAC) and drug info @ your library service.	
4.5	**Bulk loans service pilots** The Committee was provided with an update on the planning for the pilots of alternative models for the multicultural and alternate format bulk loans service.	
4.6	**Tech Savvy Seniors** The Committee was provided with an update on the Tech Savvy Seniors program, a digital literacy skills training program funded by the NSW Government and Telstra, delivered in NSW public libraries. Lucy Milne advised the Committee that prior to 2016, approximately $80,000 per annum had been provided to the State Library for the program. This had increased to $230,000 reflecting the value and success of the program, and recognition from the funders that libraries are ideal partners.	
5.1	**Motion from NSWPLA** A motion was submitted Clr Graham Smith on behalf of the Northeast Zone requesting PLCC and Library Council of NSW reconsider the terms of the Public Libraries Infrastructure Fund grants program to enable more substantial projects to be undertaken. The Committee discussed the motion and agreed this would be considered as part of the renewal funding at the end of the current four year cycle.	Clr Graham Smith Clr Linda Gill
5.2	**Association Report** Clr Graham Smith updated the Committee on NSWPLA matters, including strategic planning and cooperation across the network.	Clr Graham Smith
6.1	**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.	Cameron Morley

	Meeting Dates Next meeting Monday 4 April 2016, 11am-1pm at the State Library.	
	Other business There being no other business the meeting concluded at 2.40pm.	