

5th meeting of the Strategic Network Committee

Minutes of the meeting of 5 May 2017

Date and time	Friday 5 May 2017, 11am to 1pm
Location	Garling Room, State Library of NSW
Chair	Cameron Morley (State Library)
Members in Attendance	Keryl Collard (CE Zone), John Bayliss (CW Zone), Melanie Gurney (Sydney North Zone), Sue Kilham (SW Zone), Debbie Best (Sydney South Zone), Chris Jones (NE Zone), Michele Hudson (SE Zone), Vicki Edmunds (Sydney West Zone)
State Library Staff in Attendance	Mylee Joseph, Ellen Forsyth, Philippa Scarf, Ross Balharrie
Apologies	Robert Knight (SW Zone), Jo Carmody (NE Zone)
Minutes	Philippa Scarf (State Library)

Minutes

Item 1: Preliminary Matters

Welcome and apologies.

Item 2: Minutes, Business arising and action register

2.1 The Minutes of the Strategic Network Committee held on 14 October 2016, which had been circulated, were adopted.

2.2 Action register: (Cameron Morley)

Prefab and modular libraries project with fjmt studio. State Library is continuing to work with fjmt on this project.

2.3 Business arising

Cameron Morley attended the launch of the National Public Library Standards at Parliament House, Canberra on 7 November 2016 and reported that it was most successful.

Item 3: Priority business

3.1 Review of working groups (Ellen Forsyth, Mylee Joseph)

The Committee was provided with the report on the review of public library working groups.

Background

At the April 2016 meeting of the Strategic Network Committee, a review of public library working groups was approved. The factors to be considered included:

- Planning and coordination, including encouraging new staff to take on these roles
- Group terms of reference and reporting arrangements
- Library manager / senior staff sponsorship of groups
- Communication (eg. elists, wikis and social media tools, calendar for meeting dates and times)
- Supporting the participation of regional and remote staff

- Record keeping

It was reported that the state-wide working groups are the main learning communities open to public library network staff participation.

Following analysis of the consultation, the following themes emerged strongly:

- Public library staff choose to participate in working groups in many different ways including reading or sending email, video conference and reading minutes. Participation may take place from a workplace, with no travel, or may involve going to a meeting or seminar.
- Email is important, 90.4% of respondents value this, with 70.7% valuing reading the minutes.
- Contributors to the working groups gain much value for themselves and their workplaces: *Service ideas I have been able to use in my library* 80.8%, *Networking* 73.1%, *Training* 44.5%.
- PLS involvement contributes value to the groups.
- Regional and remote participation is important

Further consultation with working groups is advised in developing terms of reference. Working groups that do not currently have an online presence require assistance to make their minutes available.

Cameron Morley asked how many of the groups met the recommendations. While it was reported that the majority of the working groups met most of the recommendations there was a limit to what they could achieve as the groups meet quarterly. The working groups did hold strategic planning meetings and Mylee Joseph noted that they were encouraged to focus on three strategies each year. It was acknowledged that the support provided by Public Library Services including email lists and video conferencing enables interaction. Mylee commented that the groups provide professional development opportunities such as networking, collaboration and administrative skills.

The Committee discussed the role of library managers on the working groups. The Committee agreed that support and encouragement from library managers is important rather than the manager fulfilling the role of Chairperson or otherwise endorsed by the Association.

It was agreed that while every working group may not have pro forma terms of reference it was important that there was forward planning and library managers could take an active role in this planning. Communication is also critical. Library managers should actively encourage their staff to participate and report back.

The Committee were advised that travel subsidies were available to attend meetings and this applied to regional library staff travelling to Sydney and to metropolitan library staff travelling to regional locations.

Action: Circulate the report to public library staff inviting comments and provide a report to the Committee at the October meeting.

Recommendation:

The Committee **NOTED** the review report and **ENDORSED** the circulation of the review report to the working groups for comment.

3.2 Review of the bulk loans service (Cameron Morley)

Cameron informed the Committee on the planned changes to the provision of bulk loans to NSW public libraries.

Background

The State Library provides a lending collection of approximately 70,000 items across 40 languages and alternate formats for circulation to NSW public libraries for use by local communities.



A review of the State Library's bulk loans function was undertaken over 2015 and 2016, to assess the delivery of these services and to consider future delivery methods. Following this review the distribution model to NSW public libraries changed to a longer term, higher volume service aimed at enabling more immediate access to the collection by local communities, and reducing the number of loans dispatched and processed.

The State Library will make further changes to the model from July 2017, transitioning to a distributed model for the collection. It is recommended that the Library's bulk loan collection is placed with public libraries and that the current on-demand circulation service is phased out.

The new model will result in more collection items being available in public libraries for use by local communities, and reduce the State Library's handling and freight costs. This will involve the transfer of the collections to interested NSW public libraries via an EOI process from June 2017. Following the transfer, on-demand circulation from the State Library will cease.

The State Library will continue to purchase multicultural collection for use by public libraries.

Multicultural Services

The State Library's Multicultural Services will continue to be provided, including advice to public libraries, the purchase of multicultural collections for distribution to public libraries, and the management of the Multicultural Purchasing Cooperative, which will continue to purchase material on behalf of public libraries.

Alternate Formats

The State Library's bulk loans collection of alternate format materials (large print and talking books) is currently underutilised. The State Library will work with public libraries to make these collections available on permanent loan with the aim of enhancing smaller collections in public libraries.

Plan of Action

The State Library will contact public libraries with further detail of the move to a distributed model for the bulk loans collections.

It is envisaged that an EOI program will be run in May and June 2017 to enable interested public libraries to request the allocation of collections in languages and formats that suit their communities.

There was general discussion by the Committee about the bulk loans service and the State Library noted that this is a unique service, not offered by any other state libraries. The Committee noted that this was a highly valued service and provides collections for libraries that are unable to collect in a large range of community languages to meet community needs.

Action:

Circulate communication message to public libraries next week.

Recommendation:

The Committee **NOTED** the planned changes to the State Library's Bulk Loans Service to NSW Public Libraries.

Item 4: Papers for noting

4.1 Multicultural research project (Mylee Joseph, Oriana Acevedo)

The Committee was briefed on the Multicultural Library Services in NSW Public Libraries 2017 research project.



Background

At the 6 April 2016 meeting the Strategic Network Committee endorsed the research project to update the culturally diverse communities and the public library: a review of NSW public library multicultural services research conducted in 2003. The objectives for the project include:

1. 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.
2. To recommend any updates to the benchmarks that may be required.
3. 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).

Next steps

In March 2017, DiverseWerks, part of Cultural Perspectives Group was appointed to develop the research. The company have in depth expertise in community consultations working with CALD groups and stakeholder. The Managing Director, Pino Migliorino, will lead the members of the project team.

Recommendation:

The Committee NOTED the Multicultural Library Services in New South Wales Public Libraries 2017 Research Project

4.2 Aboriginal cultural competency training (Mylee Joseph, Monica Galassi)

The Committee was provided with an update on the Aboriginal cultural competence training provided for NSW public library staff as part of the Indigenous Spaces in Library Places Strategy.

Background

The objective is to build cultural competency and capability for NSW public library network staff delivering appropriate library services in consultation with the Indigenous members of their communities. The Aboriginal cultural competence training project fits within the following State Library of NSW priorities:

- Public Library Learning and Development Framework (endorsed by PLCC 2014)
- Indigenous Spaces in Library Places: building a vibrant public library network inclusive of Indigenous peoples and communities (endorsed by PLCC 2016)
- Indigenous Services team business plan - Implement the ATSILIRN Protocols across the Library and the Public Library Network

A report submitted to the Public Libraries Consultative Committee (PLCC) in March 2015, noted the lack of data relating to services for Indigenous people across NSW Public Libraries.

In order to improve this engagement and fill this gap, the Library disseminated a survey to library managers in 2015 to gather data from the network on library needs in relation to services offered to the local Indigenous population. This online survey considered activities and projects of public libraries across NSW in the two-year period 2013 – 2015. The low response rate to the survey highlighted a need for raising awareness around Indigenous services in public libraries. However, responses showed a general interest and enthusiasm for promoting library services and programs dedicated to Indigenous Australian peoples and communities. Results also highlight interest in the Library providing more assistance in developing services targeted for the Indigenous population across the state.

Indigenous Spaces in Library Places strategy



To respond to this need, the strategy for public libraries, Indigenous Spaces in Library Places: building a vibrant public library network inclusive of Indigenous peoples and communities encourages the development of library services in this area. The strategy was formally endorsed by the Public Libraries Consultative Committee (PLCC) on 4 April 2016.

Aboriginal cultural competence training

An online training option was selected in order to provide equitable access for staff across New South Wales. Public library staff were invited to nominate themselves to participate in the course and places in the pilot group were offered to 40 public library staff across the network. The project stages included:

- Calling for expressions of interest - 61 applications were received. These were shortlisted and 40 places were offered.
- 40 Aboriginal cultural competence training licences from the Centre for Cultural Competence Australia, were distributed. The course is delivered online and takes between 9-10 hours to complete (available 24/7). It provides an overview of Aboriginal history and cultural issues in Australian society. The course is accredited by TAFE, as well as the Board of Studies, Teaching and Educational Standards (BOSTES), the Australian College of Rural and Remote Medicine (ACCRM) and the Exercise and Sports Science Australia (ESSA). Strategic Network Projects Funding was used to purchase the licences.
- 30 public library network staff successfully completed the online course. Some public library staff did not complete the online course, in some cases due to job changes and the impact of council mergers. Unused licences expire.
- Two State Library staff also completed the course in order to closely examine the course content and develop supplementary library industry focussed material.
- As part of this development opportunity, State Library staff sent weekly emails to all participants to provide additional resources and provoke discussion related to the material covered in the course. A total of 15 of these email messages were sent.

The Indigenous Services and Public Library Services branches also organised the event Indigenous Services Unconference: Public Library Action Plans at the completion of the course, to provide an opportunity for participants to workshop their local library action plan ideas, to meet and engage with members of the Indigenous Services team and to network with other course participants. 11 public library staff and four State Library staff attended the unconference. The unconference provided the opportunity for library focussed discussions (collection management, creating welcoming spaces, building relationships at the local level with communities, Indigenous family history, library programs and events, protocols and sensitivities, advocacy and employment).

Evaluation

An evaluation of course participants and the unconference attendees was conducted:

- 73% of respondents rated the online course as excellent and 27% as very good. Participants commented that "If there's a new course, let everyone in the network know". "Great that everyone understands how we are linked to each other - nationally and internationally."
- 100% of respondents found the online course interesting. "The cultural competence course should be available to more staff."
- Participants found the email messages valuable: "The direction to extra research material and the chat emails after each section made the course very motivating"
- Participants who attended the unconference identified some very practical strategies to implement immediately in their libraries and communities; were introduced to the strategy in detail; they had a chance to meet and talk with the Indigenous Services team.
- Participants commented that:
 - "The Indigenous Services team at State Library should let public libraries know when they are in the area".



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- “Loved the idea of a yarning circle, of having a yarn.”
- “It’s great to have a document like the strategy that we can use, it’s really helpful to us.”
- “I feel a lot more confident to pursue relationships after today’s workshop.”
- “I will consider creating a space where the Indigenous community can feel comfortable and I will definitely do an afternoon tea with Elders.”
- “Now I understand protocols about sharing photographs and collection items that are “about” Indigenous people. There should always be a consultation about access.”
- “I got the results I wanted today: advice on how to establish relationships and being more confident in re-establishing relationships after they have been broken.”
- “The Indigenous Services team should do more visits to public libraries, we feel isolated.”
- “The face-to-face element ties everything together. Getting everyone’s feedback and ensuring that your own input is heard.”
- “An annual unconference will be really useful - videoconferences are good but there is also the need to catch up face-to-face.”

Recommendation:

The Committee:

- NOTED the recommendation to provide more training licences to continue to build cultural awareness for NSW public library network staff;
- NOTED the value of the unconference workshops as part of the training in delivering appropriate library services in consultation with the Indigenous members of their communities;
- CONTINUES to explore opportunities for activating the Indigenous spaces in library places: building a vibrant public library network inclusive of Indigenous peoples and communities strategy;
- ENDORSED the ongoing collaboration between Indigenous Services, Public Library Services and the Public Library Network.

4.3 Stock quality health check (Ellen Forsyth)

The Committee was provided with a progress report of the adult fiction stock quality health check.

Background

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 updates the NSW public library network’s previous Adult Fiction Stock Quality Health Check in 2011.

The expert working group have 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. There is some additional checking being undertaken, prior to pilot testing of the list in two libraries. After this testing the spreadsheet tool will be distributed to public libraries to audit their own collections during July 2017.

Recommendation:

The Committee NOTED the progress of the adult fiction stock quality health check.

4.4 Tech Savvy Seniors update (Edwina Duffy)

The Committee was updated on the Tech Savvy Seniors program, delivered in NSW public libraries.

Background

Tech Savvy Seniors is a partnership between the NSW Government, through the Department for Family and Community Services (FACS), and Telstra to help seniors build the skills and confidence they need to get connected and participate in the online word. Funding from the NSW Government and Telstra enables libraries to run free



training programs for seniors in English and community languages. The State Library has been a partner in the program since 2013.

2016/17 program

There have been some changes in staffing and administration of the program partners. Administration of the program within FACS has moved from the Ageing, Carers and the Disability Council NSW to Seniors Card. Heather Rea, Senior Advisor Digital Inclusion, Chief Sustainability Office, Corporate Affairs is now overseeing the program at Telstra.

- Funding provided for 2016/17: \$150,000 (\$100,000 from Telstra and \$50,000 from FACS).
- 3,000 seniors are expected to be trained through the English program. 2,288 seniors have already been trained in the first half of 2016/17 (July to December 2016) at 41 libraries.
- A call for expressions of interest for libraries to run English sessions from January to December 2017 took place in late 2016. 65 libraries will be offering training in English.
- 1,625 seniors are expected to be trained in eight languages (Arabic, Cantonese, Dari, Greek, Hindi, Italian, Mandarin and Vietnamese) at 33 libraries as part of the CALD program. Sessions started in November 2016.
- Attendance figures for Quarter 3 reporting will be available in early May.
- Telstra and FACS have commissioned Ernst & Young to complete a SROI report for the CALD program in NSW, to be completed by June 2017.
- The CALD program will pilot a new language, Korean, at Parramatta Library in June.
- The Australian Digital Inclusion Index 2016, produced by Telstra and Swinbourne University and measuring the extent of digital inclusion in Australia, was launched in late 2016 and features Tech Savvy Seniors as a digital inclusion case study.

2017/18 and beyond

- Funding committed: \$100,000 from FACS.
- Telstra confirms funding on a year by year basis. Due to changes in staffing and program management at Telstra, the funding from Telstra for 2017/18 is to be confirmed.

Recommendation:

The Committee NOTED the update on the Tech Savvy Seniors program.

Item 5: Other business

5.1 No other business.

5.2 Report from the Zone Secretaries

A number of Zones reported that they were considering consortia arrangements for ebooks. Ross Balharrie, A/Lead NSW.net advised the Committee that NSW.net would be most willing to provide advice and assistance.

- Vicki Edmunds (Sydney West Zone) reported a number of activities and events for libraries including Blacktown library's 50th birthday; The Hills has a new OPAC, Blue Mountains launched Zinio, an oral history project, code club; Hawkesbury library completed their refurbishment with roving reference
- Michele Hudson (SE Zone) reported the Zone is considering eresources; Wollondilly has been refurbished; provided for an award to an Illawarra TAFE student for outstanding achievement.
- Keryl Collard (CE Zone) reported that CE Zone is also looking at consortia approach for eresources for 2017/18; the Zone has provided early literacy training for library staff; Port Stephens has implemented RFID; Lake Macquarie hosted a most successful GLAM symposium; Maitland library hosted a poets in residence program.



- Melanie Gurney (Sydney North Zone) reported Northern Beaches is currently restructuring the library service; the new Glen St library is opening on 2 June.
- Chris Jone (NE Zone) noted that a number of libraries in the Zone had been successful in securing Public Library Infrastructure Grants.
- Sue Kilham (SW Zone) reported the Zone has a successful consortia arrangement for of ebooks and these continue to increase; there have been three council amalgamations in the Zone.
- Debbi Best (Sydney South Zone) reported that amalgamations have had a considerable impact on libraries within the Zone; noted that recruitment for a team leader position had been poor with very few applicants applying with professional library qualifications.
- John Bayliss (CW Zone) agreed with Debbie in relation to difficulties recruiting appropriate staff; Orange, Lithgow and Warren libraries had been recently refurbished; staff had attended STEAM training; State Records training; the Zone is also considering ebooks consortia.

5.3 Points for communication

It was recommended that a summary of agenda items be circulated via a Points for Communication email to NSW public library managers. The minutes will be placed on the State Library website and library managers notified.

There being no other business the meeting closed at 1pm.

Next Meeting	
Date	Friday 13 October 2017
Time	11am-1pm followed by lunch
Location	Garling Room, State Library of NSW, Macquarie St, Sydney