

## 4<sup>th</sup> meeting of the Strategic Network Committee

### Minutes of the meeting of 14 October 2016

<b>Date and time</b>	Friday 14 October 2016, 11am to 1pm
<b>Location</b>	Gallery Room, State Library of NSW
<b>Chair</b>	Cameron Morley (State Library)
<b>Members in Attendance</b>	Lucy Milne (State Library), Keryl Collard (CE Zone), John Bayliss (CW Zone), Melanie Gurney (Sydney North Zone), Robert Knight (SW Zone), Laurence McDonnell (Sydney West Zone),
<b>State Library Staff in Attendance</b>	Mylee Joseph, Ellen Forsyth, Oriana Acevedo, Joyce Azzopardi, Philippa Scarf, Kate O'Grady
<b>Apologies</b>	Jennifer Alp (Sydney South Zone) Karen Hansen (SE Zone) Gail Dunn (SE Zone) Chris Jones (NE Zone)
<b>Minutes</b>	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 6 April 2016, which had been circulated, were adopted.

2.2 Action register: (Cameron Morley)

Strategic options and the identification of projects based on the *Building on the bookends scenarios* will be moved to the April 2017 meeting.

Kate O'Grady to circulate soft copy of the presentation by fjmt studio for feedback from the Committee.

2.3 Business arising

Cameron Morley will be attending the launch of the National Public Library Standards at Parliament House, Canberra on 7 November 2016.

Mylee Joseph provided an update on the Early Literacy Project. The data collection and evaluation has been rigorous and the data will be used in ongoing research by Macquarie University. The end result will be a comprehensive and evidence base analysis of early literacy programs in NSW public libraries.

### Item 3: Priority business

#### 3.1 Update on the Review of working groups (Ellen Forsyth, Mylee Joseph)

There were 22 survey responses from the various working groups' executive members. The survey for public library staff closes on 21 October and to date the 127 responses are representative of a broad group (metro and



country libraries). The survey data will be circulated to library managers and the Committee as Phase 2 of the project.

### **3.2 2014/15 NSW Public Library Statistics (Mylee Joseph)**

The State Library collects comprehensive statistics from councils annually about their library services. Key annual statistics are then used by public libraries for planning, developing and managing library services.

2014/15 highlights include:

- Onsite visits to libraries grew from 34.87M in 2013/14 to 35.35M in 2014/15
- Onsite internet access (including wi-fi) grew from 7.79M sessions to 9.58M
- Program attendance grew from 1.53M to 1.61M
- Library website visits grew from 10.2M to 11.27M
- Collection use remains strong at 43.68M loans in 2014/15, with 1.5M new books added to collections and an increase in ebook loans to more than 650,000.

A copy of the publication has been sent to each library service. This year publication includes an infographic.

The statistics and the 2014/15 infographic are also available online at <http://www.sl.nsw.gov.au/public-library-services/advice-best-practice/public-library-statistics>.

#### **Recommendation:**

The Committee **NOTED** the 2014/15 NSW Public library statistics.

### **3.2 Professional development update (Kathleen Alexander, Mylee Joseph, Kate O'Grady)**

The Committee was provided with an update on the key professional development programs for NSW public library staff in 2016/17.

Collect Connect Community: an introduction to the State Library online

Kathleen Alexander gave an overview of the program to the Committee. Collect Connect Community is an interactive hands-on program that builds on the success of the Making Connections program and aims to increase informed referrals from NSW public libraries and their clients to the State Library website and services.

The Library's Strategic Plan Collect - Connect - Community provides the thematic framework for exploring the State Library and associated websites and the wide range of Library services online. The program will suit all levels of public library staff including new staff and those seeking to refresh their knowledge.

A key feature of the three-hour program is flexibility of delivery. A set of wi-fi enabled iPads will allow the team of specialist librarians from Public Library Services Branch (PLS) to deliver the course both onsite at the State Library and offsite in public libraries. Learning strategies will involve a mix of lecture style and guided opportunities for participants to explore the site using their own device.

In addition to introducing public library staff to the role and history of the State Library, participants will learn to:

- Identify, locate and understand the difference between the new catalogues
- Conduct searches for books and pictures in our collections and access Trove
- Conduct searches for content across the website
- Understand the role of Public Library Services and identify key contacts, legislation, publications and policies, access forms and sign up to lists / social media
- Locate LIAC, Drug Info and NSW.net websites and sign up to lists / social media
- Explore our Events, Exhibitions and Stories
- Understand how public library clients can access eResources from home (including access conditions)
- Refer clients to Research Guides (e.g. Health, Family History, HSC)



- Direct clients to the range of ways of using the Ask a Librarian service
- Connect their communities to Learning, Multicultural and Indigenous Services
- Connect their communities to local information in the State Library's collection (photos, maps and newspapers).

The program will be piloted on two dates, Friday 11 November and Friday 18 November at the State Library. Feedback from the pilot will refine the program which will be offered on several dates for the 2017 calendar year. The new program allows for flexible delivery and it is anticipated the course will be delivered regionally.

There was general discussion by the Committee about the delivery of the program in regional areas. Cameron noted that the program was developed in response to the need for regional training and its aim was to connect public library staff with the State Library's website and collections.

#### Taking the Lead: Tackling Transitions

This program provides public library supervisors and team leaders with the skills and techniques associated with tackling transitions. All mergers, of any shape and scale, create uncertainty. By better understanding the psychological aspects of transition, library leaders can navigate the transition phase with dexterity and skill.

The program is being delivered through three workshops in September, October and November 2016. Each workshop is held at the State Library over two consecutive days. Participants are given activities to complete between workshops.

The program focuses on what participants can do to enable their own journey through the transition and help extract the best outcomes for their colleagues and stakeholders. In this way the program will position the public library as a transition leader during the amalgamation process and beyond. The program will explore frameworks for understanding the distinct phases of transition and feature special guests with experience and expertise in organisational change. In addition, participants will learn how to:

- Build practical skills and techniques to navigate the stages of transition
- Optimise the potential of the "limbo zone" between the ending of the old structure and the beginning of the new
- Build a repertoire of user-centred engagement skills and processes
- Develop a transition oriented team
- Find ways to harness emotional energy and transform it into creative and practical solutions
- Facilitate productive team roles and relationships in the new configuration.

The program is facilitated by Annie Talvé, Principal, PROJECT SISU, who has delivered the last three well received Taking the Lead programs.

#### Change Leadership

This one-day workshop facilitated by Robyn Mercer from the IPAA uses the latest knowledge (based on neuroscience research) to assist employees to adapt to change and maintain focus and productivity. The workshop includes practical responses needed by managers to support teams and individuals to adapt to change. The Library has held three workshops this year for public library managers and team leaders with 58 attendees to date. Due to the high demand it is anticipated another workshop will be held later in the year. Feedback from course participants has been overwhelmingly positive.

The Committee discussed the need for a workshop for public library staff to assist with the changes occurring due to council amalgamations. Kate O'Grady noted that the State Library is exploring the possibility of a one day workshop that included elements of both Tackling Transitions and Change Leadership. The feedback from both Tackling Transitions and Change Leadership have been overwhelmingly positive.



### Aboriginal and Torres Strait Islander Cultural Competence Course

The accredited Aboriginal and Torres Strait Islander Cultural Competence course is delivered online by the Centre for Cultural Competence Australia (CCCA) and provides foundation knowledge about the history of Aboriginal and Torres Strait Islander peoples in Australia, their cultures, and the effects of colonisation and government policies and practices. This online course provides a flexible learning platform and typically takes between 9-10 hours to complete.

Expressions of interest from public library staff were very strong. The course is being offered to 41 staff from public libraries between August and December 2016. An online discussion forum with Indigenous Services is available throughout the course. Participants also develop an action plan at the local level and this will form the basis of the follow up workshop offered by Indigenous Services at the State Library on Friday 10 February 2017 in order to continue conversations around Indigenous services in public libraries.

All programs have been developed according to the NSW Public Library Learning and Development Strategy and are aligned with the State Library's Strategic Plan 2015-19.

#### **Recommendation:**

The Committee **NOTED** the update of the professional development program.

### **3.4 NSW.net update (Joyce Azzopardi)**

NSW.net Services continues to provide NSW councils and public libraries with support and advice for a range of internet connectivity, eResources and training services.

Recent updates include:

- NSW.net continues to assist amalgamated libraries with a variety of enquiries ranging from the establishment of new state-wide database profiles, ILMS selection & tenders, best practice library website design, internet and wi-fi hotspots.
- NSW.net is organising a workshop focusing on library management systems to be hosted by Marshall Breeding a renowned international authority on library systems. The workshop will provide pertinent information and strategies for amalgamated libraries faced with the rationalisation of disparate systems and those services nearing the end of contract for existing systems. The workshop is to be held at the State Library of NSW on 29 November, 2016.
- The Digital Frontiers Seminar will be held at the State Library on 28 October 2016. Topics to be covered will include eBooks, licensing, copyright, digitisation and related innovation. The seminar will be recorded and made available to view on the NSW.net website.
- New wi-fi hotspots have been installed in Howlong, Mulwala, Molong, Manildra, Canowindra, Granville and Guildford libraries.
- Firewall upgrades to replace 'end of life' equipment were completed for Corowa, Newcastle, Monaro, Uralla, Queanbeyan, Lachlan, Richmond Tweed, Eurobodalla, Nambucca, Glen Innes, Bourke, Tenterfield, Blayney, Gloucester, Narrandera, Cobar and Shorelink libraries.
- Three new products and the EBSCO Discovery Service were added to the state-wide suite of eResources for 2016/17.
- Facilitated EBSCO hosted webinar training for the Ebsco eBooks: Public Library Subscription Collection (one of the new state-wide eResources) for library staff on 5 September. Forty three staff from around NSW participated and 63 registered. A second webinar is being organized for 17 October for those who missed out last time.

#### **Recommendation:**

The Committee **NOTED** the NSW.net update.



### **3.5 Adult fiction stock quality health check project update (Ellen Forsyth)**

The Adult fiction stock quality health check project updates the NSW public library network's 2011 Adult fiction stock quality health check. It will examine the relevance, depth and range of adult fiction collection stock in relation to the communities served by NSW public libraries. The project will also consider how the growth of outsourced collection development and the introduction of automated collection management tools (eg. Collection HQ) have impacted the range and quality of adult fiction collections.

#### **Recommendation:**

The Committee **NOTED** the Adult fiction stock quality health check project update.

### **3.6 Prefab and modular libraries project (Annie Hensley, Senior Associate, fjmt studio)**

In June 2016 the State Library appointed fjmt studio to work on a project to develop a series of practical layout examples or 'plan templates' to assist councils in planning, designing and building small scale public libraries.

The project includes plans for libraries with floor spaces of 190 (minimum library size as recommended in People Places), 250, 500 and 1000 square metres. The plans will provide library service 'modules' that can be put together to create a usable library space. These modules could also be used to extend existing library spaces, for example, to include additional seating or a meeting room. Libraries larger than 1,000 square metres are considered out of scope of this project, as larger libraries will require more sophisticated site-specific design.

The project will also include the scoping and fitout of a 'shipping container' style library that can be temporarily located in a small community to provide longer term services than the traditional mobile library visit. The temporary library could be used to deliver holiday programs/services to a community without a branch or as a temporary building while a library is undergoing refurbishment or renovation.

Annie Hensley, Senior Associate, fjmt briefed the Committee on the project and asked for feedback on the following questions:

- What are the impediments to developing small libraries? Consider in particular the issues of remote and large geographic LGAs, small populations and other socio-demographic or political influences.
- What tools would assist councils to more easily plan and procure small libraries?
- What building typologies would be of interest to you in delivering small library buildings? a) semi-permanent mobile libraries such as shipping container pop ups? b) Free standing prefabricated libraries c) prefabricated annexes to existing buildings such as community or council facilities.
- Consider the possible variations to a typical small library - eg small collection / significant technology, local studies library, collaborative space / meeting room library, youth library, children and family library.

The Committee discussed the project and commented that it was a cheaper, feasible and sustainable model. Much of the discussion was focused around the "shipping container" (semi-permanent) library with building code compliance, environmental sustainability and life of the building as key factors to consider.

The Committee noted that it is important to engage with council throughout the process and once complete the project should be presented and promoted to local government.

**Action:** The presentation by Annie Hensley, fjmt studio to be circulated to the Committee.

#### **Recommendation:**

The Committee **NOTED** the Prefab and modular libraries project.



#### Item 4: Other business

##### 4.1 Report from the Zones

Zone secretaries reported that many libraries across the zones are currently dealing with council amalgamations and/or induction of the new councillors following council elections with several other council amalgamations still pending. The Committee acknowledged the recent passing of Simon Eade, a well-respected colleague and friend to many people across NSW public libraries. The Committee congratulated Laurence McDonnell on his appointment as Library Manager at Bankstown City Libraries.

- Robert Knight (SW Zone) reported that all libraries in the zone were keen to continue the SW zone digital library. Riverina Regional Library has moved into the new administration offices and fortunately no libraries were inundated during the recent floods.
- John Bayliss (CW Zone) reported that Patou Clerc has been appointed as the new library manager at Bathurst Library; very successful library refurbishments at Dundedoo and Dubbo libraries and Parkes library has been exploring a new service model at Tullemore with 24/7 access to the library.
- Keryl Collard noted that Councillor Graeme Smith retired in September; Alex Mills has been appointed Manager Community Programs & Partnerships at Newcastle City Council.
- Melanie Gurney (Sydney North Zone) reported that she is working closely with library staff throughout the newly formed Northern Beaches Council; Mosman Library celebrated 70 years; the Lane Cove Literary Awards Library; new library underway at Glenn St, Belrose.
- Laurence McDonnell (Sydney West Zone) reported many councils in the zone have amalgamated.

Robert Knight (South West Zone ) reported on recent council amalgamations, council elections

##### 4.2 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	TBA
Time	11am-1pm followed by lunch
Location	Garling Room, State Library of NSW, Macquarie St, Sydney