Public Libraries Consultative Committee

Minutes of the meeting held Monday 17 March 2014
State Library of NSW, 10.30 am -12.00 pm
TRIM File No: 32540

1.	**Present:** Jan Richards (Library Council – Chair), Alex Byrne (State Library), Frances Sims (State Library), Michelle Simon (NSW MPLA), Clr Veronique Marchandeau (NSW MPLA), Clr Graham Smith (PLNSW), Keryl Collard (PLNSW), Clr Julie Hegarty (LGNSW), Robert Knight (PLNSW), Noel Baum (LGNSW), Cameron Morley (State Library – Minutes)	
2.	**Apologies:** Rob Thomas (Library Council), Andrew Tink (Library Council), Paul Scully (NSW MPLA)	
3.	**Confirmation of previous minutes 2 December 2013:** The Minutes of the 70th meeting held on 2 December 2013, which had been circulated, were confirmed and accepted as a true record.	
		ACTION
4.	**Business arising from previous minutes:** Cameron Morley outlined progress on the Love2read initiative. In accordance with the recommendation from the December 2013 PLCC meeting, a letter from the PLCC Chair was forwarded to Vanessa Little, Chair Love2Read, requesting that a meeting of the national founder partners be convened to discuss the 2013 results. As a result, the Love2 Read Chair convened a national teleconference of founder partners to discuss the future of the initiative. It was agreed that the brand is still useful and should be retained, but that there ought to be changes to the program and its management which aim to ensure better relevance to public libraries and easier participation at the local level. The ALIA Public Libraries Advisory Committee (PLAC) will manage the project. A revised budget was proposed and agreed in principle. Details of the 2014 initiative will be circulated to founder partners.	

5.	**Report on Local Courts / Public Libraries Project:** Mr Michael Talbot, Assistant Director General, NSW Attorney General and Sue Walden, Manager LIAC, attended to present the paper. Michael Talbot provided an overview of the project to date, and made particular note of the project's success in connecting court staff and clients with local libraries. The value of the LIAC service both online and through local libraries was also highlighted. In 2013 the program was extended to 11 locations Queanbeyan, Goulburn, Lithgow, Kiama, Wollongong, Wagga Wagga, Orange, Hornsby, Parramatta, Sutherland and Burwood. LIAC and Courts and Tribunal Services developed standard reporting templates and procedures to support regular and consistent reporting. As part of the project LIAC distributed promotional materials (brochures, bookmarks, magnets) and business cards specifically developed for the project to all participating courts, to facilitate referral to the local library for those clients needing to access legal information. 166 staff from local courts and 173 staff from public libraries have participated in the legal information workshops. In addition to the face-to-face referrals from courts, this initiative also addressed telephone and online service channels. In August 2013 LIAC staff delivered legal information workshops to 17 NSW Courts Service Centre staff. The project will shortly expand to include Armidale. It was noted that the recent availability of commonly used court forms via the internet will enable the public to commence forms and applications while they are sourcing information. The Committee recognised the outstanding contribution of Sue Walden to the LIAC service both as a librarian and manager over many years, and wished her well in retirement. **Recommendation** The Public Libraries Consultative Committee NOTED the report on the Local Courts/Public Libraries project.	
6.	**Principles for the sustainable delivery of external agency information or services to communities through local libraries:** Frances Sims presented the draft principles. At the meeting of 2 December 2013 it was agreed that principles would be drafted for use in assessing partnership opportunities with other agencies.	

	Draft principles developed by the State Library were circulated to the Committee as part for the meeting papers for discussion. The Committee noted that the principles were sound, and endorsed their publication and use. Proposals to partner with the NSW public library network to provide collections, resources or services from government or non-government agencies should be: 1. **Feasible** for delivery within the space and design constraints of the public libraries. 2. **Appropriate** for delivery via the public libraries. 3. **Mutually** beneficial for the libraries and the partner agency. 4. **Optional** for participation by the public libraries. 5. **Useful** and timely for public library clients. 6. **Sustainable** with the existing resources of the public libraries. The acronym "FAMOUS" was noted. It was agreed that all relevant proposals from external agencies will be assessed against the principles. The State Library of NSW will assist with the assessment of network wide proposals and may agree to facilitate ordering, distribution or promotion to public libraries on a case by case basis. Agencies will be encouraged to self-assess against the criteria prior to contacting the State Library of NSW. The principles will be published on the State Library website for agency reference. **Recommendation** The Committee ENDORSED the principles for the sustainable delivery of external agency information or services to communities through local libraries. **6.1 Pain Management Collection** Cameron Morley updated the Committee on the Pain Management Collection partnership. In accordance with the advice from the Association representatives at the December meeting, the State Library agreed to develop the principles endorsed at item 6 above. The Pain Management Collection partnership with NSW Health was tested using the draft principles, and NSW public libraries were invited to receive the collection on an opt-in basis. 81 NSW public library services have accepted the offer. NSW Health's Pain Management Website will be launched at the State Library on 25 March 2014, and the public library collections will be acknowledged by the Minister for Health during the launch.	Cameron Morley

7.	**NSW Public Libraries Learning and Development Framework:**	
	Leanne Perry attended and presented the draft Framework.	
	The Committee agreed at its September 2013 meeting that the State Library would develop a 3 year professional development plan based on the results of the 2013 survey of NSW public library professional development needs.	
	The Committee received the draft Framework, and a summary report of the survey results prior to the meeting.	
	The Committee noted that the Framework addresses the areas of need outlined in the results, and endorsed the key outcome areas identified:	
	1. Skills and knowledge development across a broad range topics related to the library and information sector 2. Sharing of information and experiences 3. Inspiration and ideas generation	
	In addition three mechanisms for achieve the outcome areas were endorsed:	
	1) Learning and development programs 2) Learning communities and networks 3) Policy and Guidelines development	
	Public library representatives on the Committee commented that the framework brings together the State Library's offerings in a coherent way, and that the programs offered are critical to the development of public library capabilities.	
	It was noted that a 3 year strategy based on the directions indicated in the Framework will be developed in consultation with State Library and public library stakeholders. The strategy will identify specific programs and initiatives.	Leanne Perry
	Noel Baum suggested that the results are shared with the Local Government NSW Learning Solutions Manager for information.	
	Recommendation The Committee ENDORSED the Framework and NOTED the intention to develop a 3 year strategy in consultation with stakeholders.	

8.	**eContent Management Platform Pilot** Joyce Azzopardi attended and briefed the Committee on the development of a pilot eContent Management Platform for NSW public libraries. The intention is to develop a platform for eContent consistent with Colorado's Douglas County Libraries (DCL) model. The Committee was advised that the model offers an alternative approach to the acquisition and licensing of content, one which is more favourable to public libraries (ownership over temporary access and discounts based on bulk purchasing), whilst still adhering to the principles of one copy one loan and the use of Digital Rights Management (DRM) as favoured by the major publishers and content creators. The content is sourced primarily from midlist, independent publishers and self-published authors (mainstream popular titles continue to be leased via mainstream aggregators). Over 900 US publishers have entered into a partnership with DCL and approximately 40,000 titles have been purchased outright. The DCL eContent management platform also integrates the various eContent streams into a uniform search platform providing in situ downloads and cloud synchronization across a client's device. The model would also enable public libraries to play an important role in the new publishing paradigm as a facilitator of community created content, linking aspiring authors with local resources (editors, publishers, etc) running workshops and potentially purchasing titles for the library's digital collection. The DCL platform provides the necessary infrastructure to achieve this aim. The State Library is planning a 12 month pilot with a public library to test an eContent management system. A project team has been established to manage the pilot. The team includes the State Librarian, the Director Public Library & Learning Services, the NSW.net team and representatives from the State Library's Collection Services and Digital Library Services. Further detail will be brought to the Committee as the project progresses. **Recommendation** The Committee NOTED the briefing on the proposed eContent Management Platform pilot.	Joyce Azzopardi
9.	**Regional Library Models Project – Progress Report** Frances Sims updated the Committee on the project.	

		As agreed at the meeting of 2 December 2013, the State Library is reviewing 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 project will include 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. It is envisaged that the project will: • identify and recommend a tiered approach to regional cooperation which specifies library functions and services that may be managed on a regional basis. • propose a series of possible regional models for councils to consider, starting from a base level (e.g. shared library management system), ranging through to a completely integrated regional service. A modular approach will enable councils to choose the functions that are managed regionally. State Library staff met with Associate Professor Roberta Ryan of the UTS Centre for Local Government on 4 March 2014 to discuss possible assistance with the research phase of the project. The Centre is currently preparing a proposal and quotation. Further detail will be shared with all NSW councils and libraries once the project is fully scoped. The PLCC and the Public Library Network Research Committee will be asked to provide input at key stages including commentary on draft reports. **Recommendation** The Committee NOTED progress of the Regional Library Models Review project.	
10.	**Statewide Early Literacy Project – Progress Report** Cameron Morley briefed the Committee on progress. The Committee discussed and endorsed the development of a Statewide Early Literacy Framework for NSW public libraries at the meeting of September 2013. The project aims to: 1) develop core competencies for early literacy services, 2) promote public libraries as valued literacy providers,	

3) evaluate and benchmark public library early childhood programs.

The State Library is currently in discussions with the Macquarie University Institute of Early Childhood about partnering on the project, and providing specialist assistance with the research phase.

A review of approaches in other states and territories has been completed and shared with Macquarie's Dr Emilia Djonov, a specialist in early childhood language and literacy acquisition.

The details of the project's research phase are now being finalised with the assistance of Dr Djonov, and are likely to include:

- a survey which will be targeted at parents attending programs for 0-5 year olds in NSW public libraries, seeking information on the reasons why people attend, perceived benefits, expectations, frequency of attendance etc.

- visits to approximately 24 NSW public libraries (including large, small, metropolitan, country and regional) to observe examples of current programs for 0-5s.

- interviews with children's librarians and other staff that conduct sessions to ascertain their views on the elements of the programs, decisions made in program development, and views on the roles of libraries in supporting early literacy development.

- development of agreed core elements of programs for 0-5s.

- workshopping program examples that include the core elements with public library staff and library managers.

- publishing the research with recommended examples of best practice library programs for use or adaption in NSW public libraries.

Dr Djonov has most recently researched the role of electronic media in language acquisition, and this will be very useful for guidance on the use of tablets and other eformats in children's programming in libraries.

It is expected that a complete scoping of the research phase, including ethics considerations, and a cost proposal will be developed by Macquarie University by 31 March 2014.

		The State Library will share further detail once this information is available, and seek nominations from libraries to participate in the project. The Macquarie University partnership is expected to deliver on the following key aspects of the planned Literacy Framework for NSW public libraries which were discussed at the September 2013 meeting of the PLCC: • establish a staged program with the first priority for action targeting early literacy (0-5 years) programs in NSW public libraries. • identify baseline skills and tools needed to ensure core literacy components are built in to existing early literacy programs. • prepare an overview of the range of early literacy programs in NSW public libraries. • in consultation with relevant early childhood education and information professionals develop core competencies for delivering an early literacy program. Subsequent phases will focus on data collection and evaluation, and the promotion of public libraries as valued literacy providers. **Recommendation** The Committee NOTED the Statewide Early Literacy Project Progress Report.	
11.		**Strategic Repositioning of the Divisional Structure and Executive Responsibilities of the State Library of New South Wales** Dr Alex Byrne briefed the Committee on the proposed divisional structure for the State Library, and the expected implementation process. The Committee was advised that the review responds to the organisational assessment and subsequent program of reviews undertaken by the Library across all Divisions aimed at: • Understanding and responding to the impact of the recent voluntary redundancy (VR) program on its operations; • Capitalising on investments in technology; • Achieving the remainder of the State Government's savings target over the next four year period to 2016; and	

	- Positioning the Library to tackle future needs and challenges. The primary aim of a revised divisional structure is to position the State Library to achieve its mission which is set down in the Library Act 1939, and its strategic goal to be recognised as a world leading library and centre of digital excellence. The Library Council considers five Divisions to be an optimal structure for the State Library and has approved a new structure, consisting of the Office of the State Librarian and five Divisions each with a Director reporting to the State Librarian and Chief Executive. The divisions comprise the Digital Experience Division, the Library and Information Services Division, the Mitchell Librarian/Education and Scholarship Division, the Operations and Infrastructure Division and the Public Libraries and Engagement Division. The Library Council's key public library objects and duties under the Library Act, which are currently principally delivered through the Public Library Services (PLS) Branch within the Public Library and Learning Services Division, will be delivered through a new Public Library Services and Strategy Branch in the *Public Libraries and Engagement Division.* This Branch will also incorporate the Legal Information and Access (LIAC) and Drug Info Service and the NSW.net Service. Other functional areas/Branches in the *Public Libraries and Engagement Division* will be exhibitions, public programs, media, publications and design and the work of the State Library of New South Wales Foundation. The Public Library Services and Strategy Branch will be able to draw on the support of these areas in the provision of service to the public library network. The Learning Services Branch currently within the Public Library and Learning Services Division will be incorporated into the Mitchell Librarian/Education and Scholarship Division. It is expected that the new divisional arrangement will be in place as at 1 July 2014. **Recommendation** The Committee NOTED the strategic repositioning of the divisional structure and Executive responsibilities of the State Library of New South Wales and the expected implementation process.	
12.	**Submissions**	

	Cameron Morley briefed the Committee on the State Library of NSW's submission in response to the Draft Report on Local Infrastructure Benchmark Costs developed by the NSW Independent Pricing and Regulatory Tribunal (IPART); and an article produced for the Division of Local Government's Comparative Statistics. IPART Submission The draft IPART Report on Local Infrastructure Benchmark Costs sets out recommended approaches for NSW local councils to follow when costing the replacement of local infrastructure. The State Library noted that the Draft Report included a general statement that 1 library per 33,000 people was an accepted figure in NSW, and a statement on optimum library size, based on one recent library building. IPART sourced the former figure from the State Government's Growth Centre Strategy. The State Library's submission states that the 1 library per 33,000 figure is not suitable for most areas of NSW, and that the Library Council Guideline *People Places* is the recommended tool for specifying optimum library size based on the population catchment to be serviced, and the services to be offered. Division of Local Government – Comparative Information The Department of Premier and Cabinet, Division of Local Government (DLG) publishes annual council comparative statistics. The State Library provides selected public library expenditure and usage statistics to the DLG each year for inclusion in this publication. The DLG has requested a feature article on NSW public libraries for its 2012/13 Comparative Information publication. The State Library has provided text which describes and charts the growth in public library use since 2000 across NSW, and the growing need for library space, technology and collections in contemporary public libraries. The audience for the Comparative Information includes council general managers, senior staff and councillors. **Recommendation** The Committee NOTED the submissions.	
13.	**Association Reports** The NSW MPLA and PLNSW representatives advised that a campaign in support of increased public library funding is under development, and that the two Associations plan to merge from 1 July 2014.	

14.	**Points for Communication** It was agreed that a summary of all agenda items apart from Item 11 are to be included in the Points for Communication email to NSW library managers.	
15.	**Dates for 2014** • Monday 14 July at Shellharbour Library (time to be confirmed out of session) • Monday 22 September at Pittwater Library (time to be confirmed out of session) • Monday 1 December 1.30-3.00, followed by Joint meeting with Library Council from 3.00-4.00	
	The meeting closed at 12:18pm	