

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

### Minutes of the meeting of 13 October 2017

<b>Date and time</b>	Friday 13 October 2017, 11am to 1pm
<b>Location</b>	Garling Room, State Library of NSW
<b>Chair</b>	Cameron Morley (State Library)
<b>Members in Attendance</b>	John Bayliss (CW Zone), Melanie Gurney (Sydney North Zone), Michelle Hudson (SE Zone), Vicki Edmunds (Sydney West Zone) Robert Knight (SW Zone), Jo Carmody (NE Zone), Caroline McLeod (Sydney South Zone)
<b>State Library Staff in Attendance</b>	Mylee Joseph, Kate O'Grady, Philippa Scarf
<b>Apologies</b>	Keryl Collard (CE Zone), Debbie Best (Sydney South Zone), Chris Jones (NE Zone)
<b>Minutes</b>	Mylee Joseph (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 5 May 2017, which had been circulated, were adopted.
- 2.2 Action register: (Cameron Morley)
  - n/a
- 2.3 Business arising
  - n/a

### Item 3: Priority business

#### 3.1 State Library strategic direction update (Cameron Morley)

Cameron informed the Committee of the commencement of Dr John Vallance as State Librarian. He has been with the Library for five weeks and is identifying priority issues including systems, access to collections, reframing terminology to identify “readers” and “visitors” rather than clients, website, gallery exhibitions, front of house experience, café and shop and reconnecting the State Library with the literary world. He has shared his vision for the Library with the Library Foundation and donors. Several executive team positions are currently being advertised. Lucy Milne has been appointed to a Deputy Chief Executive Officer role.

Public library support is recognised as an important role for the State Library. Dr Vallance and members of Library Council recently visited Coffs Harbour City Library and in November they will be visiting Fairfield City Libraries (Cabramatta). A visit to Bathurst in March 2018 is also planned. The State Librarian’s visits will rotate through zones to ensure he has a view of a variety of library contexts. Please invite him to openings and discuss strategic reasons for visits (eg. library development projects). The State Librarian will be speaking on the first day of SWITCH 2017.

#### Recommendation:

The Committee **NOTED** the report.

### **3.2 Library templates presentation (Kate O’Grady)**

The Committee was provided with an update on the Modular Libraries project. The State Library has worked with architects from [fjmt studio](#) to develop a series of library plan templates. These templates include library layouts of various sizes and additional modules that can be put together to create usable library spaces of different sizes. These modules could also be used to extend existing library spaces, for example to include additional seating areas or a meeting room. The library plan templates are provided in four sizes: 190 square metres (the minimum recommended library size), 250, 500 and 1,000 square metres. The plans are available on the State Library website at <http://www.sl.nsw.gov.au/public-library-services/modular-libraries-project>

The Committee discussed the project, at this stage only the plans are available but the prefabricated library building is the next stage. It was suggested a prefab home building company could be approached to provide some costings. There are also specialist manufacturers that the architect references. Annie Hensley from fjmt studio will be presenting about the project at *Library Spaces: bringing people together* building seminar on 19 October 2017.

#### **Recommendation:**

The Committee **NOTED** the report.

### **3.2 Update on the bulk loans service**

The Committee were advised about progress with the bulk loans service. Requests for alternate formats (large print and talking books) exceeded the available collections, all collections have been distributed and there are some opportunities to provide more collections where needed. The team is currently working on distribution of the multicultural collections. The team are in discussion with libraries that are high volume users and reviewing the loans data. Libraries that request low volume loans are advised that the Multicultural Bulk Loan Service will resume from Monday 16 October 2017. The Multicultural bulk loan request is available for loan requests to be submitted. Please use the form available here: <http://www.sl.nsw.gov.au/public-library-services/services/forms>

It is anticipated that the turnaround time for loans will be slow as the team work through the expected high number of requests. However, we will endeavour to process the material as quickly as possible within the resources available.

#### **Actions:**

Library managers with any concerns are asked to contact Oriana Acevedo via email [Oriana.acevedo@sl.nsw.gov.au](mailto:Oriana.acevedo@sl.nsw.gov.au)

#### **Recommendation:**

The Committee **NOTED** the report.

### **3.3 Digital literacy for older Australians - update on Tech Savvy seniors and Be Connected**

The Committee was updated on two digital literacy initiatives for older Australians, Tech Savvy Seniors and Be Connected.

#### **Background**

According to the [Australian Digital Inclusion Index 2017](#), seniors are the most digitally excluded age group in Australia. Seniors represent a large and growing segment of the Australian population and many older Australians are at greater risk of being digitally excluded in an ever increasing online and digitally connected world. Issues such as cyber safety and the move of government services such as myGov and My Aged Care to online platforms have been identified as key challenges for digital inclusion for older people.

NSW public libraries provide a welcoming and safe space for everyone in the community to learn, and play an important role in supporting lifelong learning, digital literacy and digital inclusion in their communities.



There are currently a number of initiatives operating within the digital inclusion landscape, including Tech Savvy Seniors, Be Connected (formerly Broadband for Seniors), GoDigi, eSmart Libraries, the Australian Digital Inclusion Index and the Australian Digital Inclusion Alliance. The recent independent review of eSmart Libraries, [eSmart Libraries Evaluation Final Report](#) provides a good summary of digital inclusion initiatives and policy in the Australian context.

## **Tech Savvy Seniors**

### **Background**

The Tech Savvy Seniors (TSS) digital literacy training program helps seniors develop the skills and confidence to get connected and participate in the online world. TSS in NSW is funded by the NSW Government, through the Department of Family and Community Services (FACS) and Telstra.

The State Library has been a partner since TSS was established in 2013, facilitating the delivery of the program in NSW public libraries. Funding from the NSW Government and Telstra enables libraries to run training sessions free of charge. Comprehensive training materials have been developed by Telstra and are available in English and eight community languages. The program is delivered in the form of two-hour training sessions, which are designed to be fun and hands-on, to assist seniors on how to use computers, tablets and smartphones and carry out everyday online tasks such as shopping, banking, communication and recreation.

Since 2013 over 16,000 seniors have attended TSS training sessions in more than 100 NSW public libraries.

### **2017/18 program**

FACS and Telstra have provided \$186,000 funding for 2017/18. Funding of \$39,000 has already been allocated to libraries for sessions from July to December 2017, and applications for funding grants for sessions delivered from January to June 2018 closed on 22 September 2017.

- 53 councils applied for funding, including 15 new councils. See Attachment 1 for a list of all libraries providing TSS training in 2017/18.
- Total amount of funding requested by libraries for this period: \$215,000
- Amount of funding available: \$147,000
- Shortfall: \$68,000

Due to the large number of applications last year the State Library set a funding limit of \$3000 for the English program and 16 sessions for the CALD program. Funding for the English program is paid directly to libraries, and the State Library partners with and pays directly the Ethnic Communities' Council of NSW for delivery of CALD sessions. The State Library was not able to provide the full amount of funding requested by libraries, however every library that applied for funding received a portion of the funding requested. The funding allocated to libraries ranges from around \$400 to \$3,000.

The following criteria was also considered when allocating funding to libraries:

- location – urban, regional or remote NSW
- areas where training is not already provided by libraries or community colleges in NSW
- libraries who had not previously applied for funding
- areas identified as digitally excluded in the Australian Digital Inclusion Index 2017
- population of council area aged over 60
- population of council area aged over 60 who speak a language other than English (for the CALD program)
- community need, especially where a specific community need was identified, e.g. working with indigenous communities
- community partnerships



- overall level of funding request

Libraries will spend most of their funding grants on covering the cost of the trainer, either hiring an external trainer or backfilling staff.

Libraries will be contacted regarding the outcome of their applications from 9 October 2017.

## **Be Connected**

### **Background**

Since 2008 the Australian Government has provided free access to computers and digital literacy training through the Broadband for Seniors initiative. Many public libraries in regional NSW received free PCs or kiosks under this program.

In early October 2017 Broadband for Seniors was superseded by Be Connected (also referred to as Digital Literacy for Older Australians). Federally funded by the Department for Social Services and the Office of the eSafety Commissioner, Be Connected is a four-year digital literacy program that aims to support people aged 50 years and over, who have minimal or no engagement with digital technology, to 'thrive in the digital world'.

### **About Be Connected**

The program will focus on one on one or small group training, targeting community and grass roots organisations as well as volunteers, family and friends who assist older people to use technology.

The program consists of the following elements:

- The [Be Connected learning platform](#), developed by the Office of the eSafety Commissioner, provides an online portal of interactive learning activities. It will also include supporting resources for training providers, volunteers, friends and family.
- The [Be Connected Network](#), coordinated by the Good Things Foundation, brings together local organisations across Australia who support older Australians improve their digital literacy. By joining the network, organisations will have access to supporting materials and grants.
- A [\\$20 million grant program](#) to support local organisations. Small 'activation grants' of \$1500 will be available to Network Partners from early October to June 2020. The grants can be spent on any activities that support digital literacy for older people, such as purchasing new equipment, upgraded software, trainer fees, police checks or insurance. The basic criteria for organisations applying for the grants include:
  - Ability to support 30 older people gain digital literacy skills over a period of 10 months (or 15 people for organisations in regional, remote or rural areas).
  - Police checks for the 'digital mentors', or those who provide the training
  - Public liability insurance
  - Fully accessible premises.

Larger outcomes-focused grants may also be available as the program develops.

- A marketing campaign to raise awareness of the program, led by the Office of the eSafety Commissioner.
- A helpline managed by the Good Things Foundation. From October, any telephone enquiries for Broadband for Seniors will be redirected to the Be Connected helpline. The Good Things Foundation has already been in touch with any libraries or organisations who hosted PCs or kiosks under the previous Broadband for Seniors program.

The Be Connected program presents a great opportunity for NSW public libraries to join the Be Connected Network and apply for funding grants to support digital inclusion for older people in their libraries. The State Library will circulate information about the program to all NSW public libraries via the library managers email list.



The State Library has also contributed to discussions with the Office of the eSafety Commissioner and the Good Things Foundation in the development of the program, and will continue to be involved in discussions as the program rolls out.

#### **Plan of action**

The State Library will continue to work in partnership with Telstra and the NSW Government to coordinate the Tech Savvy Seniors program in NSW public libraries.

The State Library will circulate information about the Be Connected program, and any other relevant digital inclusion programs, to NSW public libraries.

The Committee discussed networking with other community groups (eg. Men's Sheds and CWA) and questioned if individual branch libraries and mobile libraries should be registering as locations with Be Connected. The Committee also noted that seniors are not the most digitally excluded group in some communities and there are many programs operating in libraries. There has been feedback in some libraries that there is demand for more in depth learning modules over several weeks.

#### **Recommendation**

The Committee **NOTED** the update on digital literacy initiatives for older Australians.

#### **3.4 State Library professional development conference proposal – discussion**

The Committee were invited to discuss a proposed new strategic approach to delivering training and professional development for staff of NSW public libraries. This paper was tabled at the Public Libraries Consultative Committee (PLCC) meeting on 26 September 2017.

Public library managers source training and professional development from many avenues, ALIA and NSWPLA conferences, private and council providers, public library working groups, and the State Library of NSW. The State Library's Public Library Services branch (PLS) has provided a consolidated calendar to collate these offerings. PLS staff are heavily involved either directly or indirectly in providing professional development and training to public library staff.

The role of the State Library as a provider of training is outlined in the NSW Public Libraries Learning and Development Framework 2014 endorsed by the PLCC. The framework identifies three ways of achieving learning and development outcomes: learning and development programs, learning communities and networks, and policies and guidelines. A recent new learning program, *Collect Connect Community – an introduction to the State Library of NSW* (CCC) which streamlined the previous *Making Connections* program has been warmly received by the network. Scope exists to further streamline offerings while at the same time increasing impact and extending reach.

#### **Background**

Currently a range of seminars take place in the State Library coordinated by public library working groups, with State Library support and input. In addition, LIAC, Drug Info, Multicultural and NSW.net either fund or directly provide other learning activities. Other specialist seminars are provided on a needs basis e.g. Building Seminar; NSW.net Digital Seminar. The sheer range and scope of offerings means that staff effort can be fragmented across a range of activities (internal and external).

#### **OPPORTUNITIES**

In the [2016 Survey of the Public Library Network](#) the open comments contain suggestions from public libraries for a wide array of different topics to be covered in professional development and training. One public library manager stated: *"PLS could take a greater role becoming a one stop shop for information and advice about new developments in the sector and outside the sector, both nationally and internationally."* A recurring comment is the desire for more



training to take place in regional areas. Many of the learning activities described above are in response to a perceived need or unmet gap - identified either by a working group or State Library staff. These will continue to surface, but solutions need to be better managed to ensure a more even “return on investment,” consolidate the State Library’s position and branding as a provider of quality training and professional development and achieve a better balance between “aspirational” ideas-based seminars and “foundational” skills-based training.

Two strategies are suggested to streamline and maximise the impact of State Library training.

The first is that two days be set aside every year – at around the same time every year – for a conference for public library staff. This conference would be “aspirational” in focus, best practice, inspirational ideas from here and overseas. Library managers would therefore have certainty around training opportunities for staff and be able to plan accordingly.

This event would be recorded for the Library website and live streamed for regional participation. Scope also exists to offer separate streams in the conference e.g. reference, literacy. Targeted content could also be offered for library managers on topics such as grants, buildings etc. More specialised content could be offered as satellite events. Working groups can contribute by suggesting key speakers and topics. Over time this may reduce the need for working groups to stage separate seminars.

The second strategy is to increase and schedule the regional reach of the “foundational” training such as CCC, LIAC, Drug Info. This training is traditionally more hands-on and skills based and cannot readily be replaced by video streaming. This regional strategy should be articulated to public library managers. With both these strategies, State Library staff could focus on the more strategic task of formalised ongoing training needs analysis, content creation and selection and other non-learning goals of the Library. Together these strategies advance the goals of the Library’s Strategic Plan 2015-19, in particular:

- *Our Library is an excellent partner*
- *Our Library advances the public library network*
- *We build capability across the Public Library Network*

The Committee discussed the proposal and noted that it would be important to offer something different to the SWITCH conference and not to compete (timing or topics) with that program. The focus for training needs of staff should be emphasised, not library managers. The Committee agreed there was a need to have a regional focus for training and NSWPLA development fund may be available for partnering with SLNSW to take a program out to regional areas. The Committee noted that lengthy travel times make short programs unappealing. Cameron asked the Committee members to provide ideas for the topics that are needed. The Committee noted that it is easier to send a range of staff to one day thematic programs currently offered by working groups and SLNSW, it may be more difficult to choose fewer staff to attend a two day program.

## **RECOMMENDATION**

The Committee **NOTED** the proposal.

### **3.5 Public Library Statistics 2015/16**

The Committee were updated on the publication of the NSW Public Library Statistics 2015/16.

#### **Background**

The State Library of NSW collects, collates and publishes annual statistical data from NSW local councils and their libraries, in support of the Library Council of NSW’s duty to make careful inquiry into the operation and management of every local library in NSW (Library Act 1939, s5). The annual NSW Public Library Statistics are published by the State Library, and reported to other bodies such as NSLA and the NSW Office of Local Government.



In 2015/16 there were 101 library services, the data collected reflects the public library network as it existed prior to council mergers in May 2016. These library services provided:

- 368 libraries
- 65 deposit stations / other service outlets
- 20 mobile libraries providing services to remote and isolated communities
- 2,293 library staff

The people of NSW used their libraries extensively in 2015/16:

- 3.12 library members
- 34.8 million visits
- 42.1 million loans of library material, including 861,377 ebook loans and 1.4 million loans of community language materials
- 11 million visits to public library websites
- 9.5 internet sessions on public library premises

Following careful evaluation, the collection of the next round of public library statistics will be conducted via Bibliostat. Further investigation will be undertaken to determine the most efficient and effective option for collecting the financial data from councils.

PLS staff indicated that some statistics are being underreported as some questions have not been answered, specifically the number of wi-fi sessions that are used and the number of PC sessions that are used. These are important measures to demonstrate the role libraries are playing in supporting digital inclusion in their local communities. Additionally, the enquiry completion rate (ECR) method for counting information enquiries currently differentiates between a) information requests and b) customer service requests (incl. technology assistance). In previous statistics surveys SLNSW have only asked for the information requests but from 2017/18 we will be asking for both figures as this also demonstrates the volume of these technology assistance enquiries and the role libraries are playing in supporting local residents and digital inclusion. Members of the Reference and Information Services Group (RISG) are currently reviewing the ECR method and definitions.

## **RECOMMENDATION**

The Committee **NOTED** the Public Library Statistics 2015/16.

### **3.6 Standing item: emerging trends – discussion**

The Committee were asked to contribute their thoughts on emerging trends for libraries. They noted:

- Attrition in participation at NSWPLA zone training and meetings: this is possibly as an impact of amalgamations and rosters are particularly difficult to manage for councils that have amalgamated due to the large number of meetings that all staff need to attend.
- Reduced councillor participation may also be accounted for in part by amalgamations where there were no councillors until recent elections for amalgamated councils.
- Where there has been a turnover of councillors there is a lot of work to be done in bringing them up to speed about library issues and opportunities. NSWPLA putting together an induction package for councillors.
- Metropolitan libraries are having combined zone meetings 3 times per year with an emphasis on councillor participation.
- Councillors have requested the SWITCH program include time for touring libraries and parallel sessions for councillors to focus on their interests, networking and advocacy activities.
- There has been a strong trend of refurbishments of library spaces.
- Higher density housing increasing along transport routes in metropolitan areas is placing a lot of demand on library spaces.



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- The Public Library Infrastructure Grants have a low cap (\$200,000) which means they can only fund refurbishments or make a small contribution to a larger project.
- Robotics and the changing workforce; artificial intelligence
- Traditional age specific programming (eg children's programming) is being augmented by programs appealing to wider age groups; coding and robotics; 3D printing.
- Some libraries are finding increased participation in public programs where people don't have to book in.
- Accessing the library virtually (augmented reality – what are the facilities; collections)
- Integrating with what's in community spaces; linking back to the library
- Other organisations offering library programming (eg. competitors) eg. author talks, community library, school holiday workshops.
- Space – people want to stay longer in the library but there isn't enough space for people.
- Security concerns with people leaving bags unattended and clients raising alarms.
- Library collection management (eg. empty shelves; items per capita; age of collections)
- Disability Inclusion Access Plans – Inner West Libraries are developing social stories for clients with special needs for visit planning.
- Are any libraries offering virtual tours; virtual reality walk throughs?

#### Item 4: Papers for noting

##### 4.1 Progress report: SL research projects (Mylee Joseph)

To update the Committee on progress with state-wide research projects.

##### Background

The State Library works with NSW public libraries on a program that supports the promotion, planning and development of research relevant to the library sector.

##### Current projects

###### Early Literacy

Report 1: the survey of NSW public library staff involved in early literacy initiatives has been published; Report 2: the findings from close observation and analysis of early literacy programs at libraries is in draft form; the literature review: is in draft; discussion about presenting the framework and training using videos and train the trainer model are ongoing with the researcher.

<http://www.sl.nsw.gov.au/public-library-services/early-literacy-project>

###### Multicultural services in NSW public libraries

A survey was circulated to all libraries for input.

Report 1: the survey findings are in draft. Focus groups with public library staff were held at Wagga, Goonellabah and Coffs Harbour and members of the community at Liverpool (non-library users) and Blacktown (library users).

<http://www.sl.nsw.gov.au/public-library-services/research-multicultural-services-nsw-public-libraries>

###### Modular libraries

Reports and sample floor plans have been published. An architect from fjmt studio will present the results and plans at the library building seminar on Thursday 19 October 2017 at State Library.

<http://www.sl.nsw.gov.au/public-library-services/modular-libraries-project>

###### Adult fiction stock quality health check

This has been developed. It will be released 16 October in order to separate it from the start of the grant application process. Great work has been done by public library staff from across NSW to develop this list.





## **Upcoming projects**

### **People Places next edition**

A statement of work has been prepared. The project will include updating the tools (spreadsheets) and considering the urban planning needs of councils for public library spaces in various settings.

### **Living Learning Libraries 7<sup>th</sup> edition**

The next edition of Living Learning Libraries is in progress.

## **RECOMMENDATION**

The Committee **NOTED** the progress on state-wide research projects.

### **4.2 Progress report: learning and development (Mylee Joseph)**

To update the Committee on the State Library's learning and development activities.

#### **Background**

The Public Libraries Consultative Committee endorsed the Public Library Learning and Development Framework at their meeting of 17 March 2014. The Learning and Development Framework identifies three outcome areas for the NSW Public Library network:

1. Skills and knowledge development across a broad range of topics related to the library and information sector
2. Sharing of information and experiences
3. Inspiration and ideas generation

The Framework identifies three mechanisms to achieve the above learning and development outcomes: learning and development programs, learning communities and networks and policies and guidelines.

#### **Collect, Connect, Community**

This interactive hands-on program introduces public library staff to the State Library. The Library's Strategic Plan *Collect Connect Community* provides the thematic framework for exploring the State Library's website, collections and services.

In addition to introducing public library staff to the role and history of the State Library, participants learn how to search the catalogues, explore stories, understand how public library clients can access resources from home, find out about the Library's specialist services including Learning and Indigenous Services, use research guides, and understand the role of Public Library Services. The program suits all levels of staff including new public library staff and those seeking to refresh their knowledge.

Since the new program was developed in November 2016, nine sessions have been delivered, in November 2016 and May, June, August and September 2017, reaching a total of 87 staff. Two more sessions are scheduled in November.

The program for the first part of 2018 has been scheduled and bookings forms are available on the State Library website. The purchase of additional iPads will allow for 16 participants to attend each session, rather than 12. There will be one session each month from February to June. At the end of this period, the schedule will be evaluated and the second part of the year planned.

#### **Find Legal Answers and Drug Info training**

This training comprises the Legal Information workshop and the Drug Info workshop.

The Legal Information workshop provides introductory training for all public library staff. It describes the LIAC network and information framework, focuses on the resources that all libraries including branch libraries can use to



deliver a legal information service, and demonstrates the Find Legal Answers Pathway to the Law. It includes case studies and exercises on the Find Legal Answers Tool Kit and website.

The Drug Info workshop has been developed for staff in NSW public libraries who provide drug and alcohol information to the public. It equips staff with a knowledge of drug and alcohol information resources and considers the definition of a drug, which drugs are the most commonly used in Australia, the effects of drugs, and standard drinks.

Since July 2017, training has been delivered to 35 public library staff members in Campbelltown and Parkes. Further sessions have been scheduled in October and November, in Manly, Blacktown and Parramatta. Other sessions are planned (dates TBC) in Bathurst, Shellharbour and Central West.

LIAC and Drug Info also hold an annual training day at the State Library. This is made up of the Legal Information workshop, the Drug Info workshop, and two advanced modules on finding legislation and case law. Due to demand, three sessions (of 16 people) are scheduled, two in October and one in February 2018.

#### **ATSI Cultural Competence Course**

Following the successful pilot of the online Aboriginal and Torres Strait Islander Cultural Competence Course and workshop day at State Library in 2016/17 another round of training has been offered in collaboration with the Indigenous Services team. A call for expressions of interest from public library staff resulted in 45 applications and the Indigenous Services team is currently reviewing these to select participants.

#### **Professional Development Calendar**

The online calendar of learning and development activities includes a range of activities including working group meetings, seminars, training events and online webinars and ecourses. Zones and libraries are welcome to contribute learning and development dates to the calendar. [www.calendarwiz.com/nswpubliclibrarieslearn](http://www.calendarwiz.com/nswpubliclibrarieslearn)

#### **RECOMMENDATION**

The Committee **NOTED** the learning and development activities.

#### **Item 5: Other business**

**5.1** No other business.

#### **5.2 Report from the Zone Secretaries**

- **Central West Zone:** family history conference at Orange; State Archives Kit training at Dubbo; John Oxley's items from SLNSW to Wellington and Dubbo for anniversary; Bathurst refurbishment; Sally is back at Inverell; opt in Bolinda consortia
- **Sydney North Zone:** amalgamation only at Northern Beaches; Ryde recently ran adult programs for life skills; Ku-ring-gai lots of successful programs; Willoughby withdrawing from Shorelink and procuring a new LMS; refurbishment of Stanton Library; realignment of staffing structure at Northern Beaches and tendering for new LMS including withdrawal from Shorelink, local studies Instagram program during history week had 900 participants "then and now".
- **Sydney South Zone:** amalgamations that haven't proceeded have caused some disruptions, questions around the future of SWIFT consortia (Botany and Kogarah have withdrawn); looking at changing format of meetings to an issue focus; work on Marrickville Library underway; Haberfield library to be updated
- **Sydney West Zone:** Councils with boundary changes; The Hills lost staff and branches; seven new railway stations and high rise planned in their area; Parramatta boundary changes; Canterbury-Bankstown; Penrith



have moved to Spydus; The Hills just launched Spydus; new libraries for Oran Park, Wentworth Point, 5PS = 5 Parramatta Square, Carnes Hill; zone meeting 21 September at Springwood Library which was refurbished.

- **Central East Zone:** n/a
- **North East Zone:** refurbishments Casino; RFID into Casino; Tweed redevelopment to open in December; Forster has plans for new library; Lismore early stages for new library planning; RTRL close to having deed of agreement signed off; Tamworth and Port Macquarie lots of STEM programming; new manager at Nambucca; Armidale new library building;
- **South West Zone:** second 5 year agreement of the digital library with all councils participating administered by RRL; connectivity still an issue at Balranald; 6 council amalgamations; 26 October next meeting; Clr Dallas Tout will attend meetings in all zones; REACH OUT symposium has workshops; SWITCH 2018 in Coffs Harbour and will include the mobile library seminar; Albury digital preservation seminar?
- **South East Zone:** Bolinda for consortia; Wollongong Comic Gong; Shellharbour close to opening new library; Gerringong library museum opening soon; 27 October next zone meeting in Yass with Blue Jeans option available.

### 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 1:30pm.

Next Meeting	
Date	4 May 2018
Time	11am-1pm followed by lunch
Location	Garling Room, State Library of NSW, Macquarie St, Sydney