STATE LIBRARY®
NEW SOUTH WALES

7th meeting of the Strategic Network Committee
Minutes of the meeting of 4 May 2018

Date and time	Friday 4th May 2018, 11am to 1pm
Location	Garling Room, State Library of NSW
Chair	Cameron Morley (State Library)
Members in Attendance	Melanie Gurney (Sydney North Zone), Vicki Edmunds (Sydney West Zone), Caroline McLeod (Sydney South Zone), Keryl Collard (CE Zone), Debbie Best (Sydney South Zone), Chris Jones (NE Zone) Michelle Hudson (SE Zone)
State Library Staff in Attendance	Ellen Forsyth, Mylee Joseph, Kate O'Grady, Philippa Scarf
Apologies	Jo Carmody (NE Zone), Michelle Maunder (CW Zone), Robert Knight (SW Zone)
Minutes	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 13 October 2017, which had been circulated, were adopted.
2.2 Business arising
     n/a

Item 3: Priority business

3.1 People Places update project
Since its publication in 2000, the public library building guideline *People Places* has assisted many New South Wales local authorities to plan and build new or enhanced public library buildings. In 2005 the guidelines were reviewed, evaluated and revised, with a third edition published in 2012. Due to changes in public library trends and usage an update is required. *People Places* includes a suite of tools to help councils design and plan a library building.

This project will:
1. Identify and analyse key developments of relevance
2. Provide updated information on trends in library buildings
3. Revise and update guidelines and benchmarks
4. Incorporate tools and spreadsheets which facilitate the surveying of existing library spaces
5. Incorporate tools and spreadsheets which facilitate the planning for the functional requirements of a library space in new and existing buildings
6. Incorporate tools and spreadsheets to facilitate post occupancy evaluation

The updated tools and information will need to consider: differences between population catchments; a revision of the concept of central and branch libraries; and the issue of competing use of space for collections and other library activities. The Statement of Work was sent to urban planners and architects with experience in working with NSW councils on library planning projects on 28 March with a closing date of 27 April.

The Summer 2017/18 issue of Public Library News featured library buildings
http://www.sl.nsw.gov.au/sites/default/files/plnews_summer_2017-18.pdf

3.2 CSO – APRA advice plus updating Privacy and Children
The State Library of NSW received inquiries in late 2017 from a range of NSW public libraries about approaches from APRA-AMCOS for the payment of licence fees for public access computers. The State Library subsequently sought advice on the matter from the NSW Crown Solicitor's Office. The advice was provided to library managers on 19 March 2018.

The Library Council of NSW issues guidelines to public libraries under section 10(5) of the *Library Act 1939*. The guidelines are designed to assist public libraries better manage the provision of services to their clients and understand the legislative framework that surrounds public library services and activities. The State Library has instructed the Crown Solicitor's Office to review the following two guidelines to ensure they are current and to provide advice on the inclusion of additional information.
- *Privacy Guideline, 2007*: this guideline provides public libraries with information on privacy matters relating to the provision of library services.
- *Children's Policy Guideline, 2013*: this guideline considers child protection, parental responsibility and the role of agencies that provide services to children.

3.3 Library Act, Regulation and policy training module
At the Public Libraries Consultative Committee of 12 March 2018, Committee members recommended that the State Library develops and delivers an overview of the public library legislative and policy framework for NSW public library staff. This recommendation was based on a discussion of the Library Regulation, which highlighted some areas of misunderstanding, and the regular inquiries that the State Library receives about the interpretation and application of library legislation and policy.

The State Library has published a range of Library Council of NSW Guidelines about the Act, Regulation and policy. It is proposed that these documents form the basis of a training module, which would be delivered on-site at the State Library and regionally along with existing training such as Collect, Connect, Community.

3.4 Core services in the 21st Century
Cameron Morley introduced the topic, noting that the Library Council had visited a range of public libraries over the previous year, and had discussed with the PLCC the wide array of services, some traditional and some non-traditional, that are available to the public from libraries. There was a perception that perhaps some libraries were providing additional services at the expense of what might be considered core services.

The Committee was asked to consider whether a guideline on core public library services would be useful. After discussion the Committee agreed that there are a range of "givens" that libraries provide as set out in the Library Act and Regulation, and are articulated to some extent in *Living Learning Libraries: standards and guidelines for NSW public libraries*.

The Committee agreed that a statement which sets out in plain language what the public can expect from a public library in NSW may be of use, however there needs to be recognition that not all libraries and communities are the same, and that innovative service ideas ought not be stifled by such a statement. It was noted that a statement of this

type endorsed by the Library Council of NSW may assist library managers to defend the integrity of library services, so they are not diluted in favour of more general community services.

It was agreed that the State Library will draft a core services statement which outlines a universal or common set of services that are available from every library in NSW, along with a minimum standard of service. The draft will be circulated to the Committee for comment, and will also be raised at the PLCC.

3.5 Standing item: emerging trends - discussion

Libraries are on the receiving end of a variety of community demands and expectations that shape services and programs. These roles and trends include:

- Literacy enablers (collections and community connections)
- Smart cities initiatives – what is the public library's role, does council consider the library a stakeholder in local initiatives? (eg see "10 Ways Public Libraries Power Smart Cities" via ALIA https://www.alia.org.au/10-ways-public-libraries-power-smart-cities)
- Public programs and some activities are very resource hungry (quality vs quantity) but community expectations are increasing for this type of programming. (eg ComicGong, Readers Festivals, food related events, Poetry Slams)
- Increasing focus on preserving local content (including local studies, digital contemporary content, born digital content, local authors)
- Customer service staff are under increasing pressure (social factors and managing client behaviour) in some cases this calls for resilience training.
- Some libraries are experiencing local competition from social care agencies for some services (eg. story time, book clubs, etc.)
- Some organisations want to partner with libraries because they have "ready-made audiences" leading to increasing demand for space and programs (eg. during seniors' week)
- Closing school libraries and reduction in teacher librarians in primary schools is putting additional pressure on services for young people
- There appears to have been a "bounce back" from ebooks to demand for physical collections. Ebook use is plateauing in some libraries while eaudio is growing in popularity. Libraries are developing a virtual community of users for online services.
- Demand for space from non-traditional library users is increasing (eg co-working space, home schoolers, entrepreneurs)
- More support is needed for demonstrating outcomes (eg how do we capture frequency of attendance at the library)
- Demand for PCs is increasing despite the growth of BYOD. Anecdotal evidence suggests that people are not upgrading home PCs as often as in the past, and that library PCs tend to have the latest windows applications available.

Item 4: Papers for noting

4.1 Progress report: SL research projects – Early Literacy

The literature review was developed by Dr Emilia Djonov, Dr Jane Torr and Maree Stenglin at Macquarie University and it indicates that:

Public libraries have the unique capacity to promote and support early language and literacy by:

- providing a welcoming learning environment for all children and their families, inclusive of differences in age, gender, ethnicity, class and cultural background
- offering free, year-round access to a diverse range of books (fiction and nonfiction) and other resources (toys, multimedia, and electronic), and drawing on research in children's language, literacy and learning to critically evaluate new resources before including them in the children's collection

- promoting a love of reading, books and knowledge in young children and their families
- helping to build reading habits in children from an early age by encouraging the borrowing of age-appropriate children's books and other materials, and in this way enabling children and their families to be part of a community of readers and library users
- developing a positive disposition to early language and literacy learning not only through access to literacy resources but also through language-rich interactions that respond to, encourage and enhance children's knowledge and interests; such interactions are essential for empowering children and their families to access and engage with the meanings in the literacy resources that libraries offer
- hosting information sessions for parents on why and how families should support early language and literacy development from birth
- developing strategies to help reach socio-economically disadvantaged communities who would benefit enormously from library resources and programs that encourage families to engage their children in emergent literacy practices at home.

Research also provides evidence of the potential of the free early literacy sessions for babies, toddlers and preschool-aged children that most public libraries provide to promote early language, literacy and learning. The value of these sessions extends beyond the engaging activities they incorporate, such as singing and reciting nursery rhymes, shared reading of picture books, oral storytelling and making craft/art. Their main value lies in the opportunities they can create for children to gain exposure to diverse experiences and fields of knowledge and to participate in literacy- and learning-oriented interactions with adults. These sessions also help children to become familiar with the library, and offer adults a chance to engage children in talking about books, thus helping make books and reading part of the everyday lives of children.

Finally, there is a strong need for public libraries to support all staff involved in the resourcing, design, delivery and evaluation of children's services to:
- enhance their knowledge and qualifications in early childhood and early language and literacy, so that they can be confident in their role as educators, designing and modelling practices such as shared reading that promote early language and literacy development for all families
- adopt a research-informed understanding of the relationship between language, literacy, learning and social context
- foster literacy practices that are both developmentally appropriate and extend beyond the teaching of phonics (sound-letter correspondences), as research has clearly shown how important the quality and quantity of language-rich experiences, and background knowledge, are to later reading success."

The literature review is available on the State Library website at
Djonov, E., Torr, J., & Stenglin, M. (2018). Early language and literacy: Review of research with implications for early literacy programs at NSW public libraries. Department of Educational Studies, Macquarie University. Retrieved from
http://www.sl.nsw.gov.au/sites/default/files/early_literacy_literature_review_feb2018.pdf

Plan of Action
- Early literacy framework to be delivered by Dr Emilia Djonov and Dr Jane Torr (June 2018)
- Early literacy seminar at State Library to focus on the research findings and to launch the framework (November 2018)
- Train the Trainer materials to be developed and tested (December 2018)
- Central East Zone have expressed interest in
  o piloting the early literacy framework training across a range of library types and sizes
  o providing input into the development of parent messaging and social media resources that public libraries can customise for local use

- providing input to the evaluation of the training materials and KPIs for measuring the impact of early literacy programs
- Training rollout across public library network using a "train the trainer" model supported by online training tools to ensure effective knowledge transfer and skill development as well as sustainability.

4.2 Adult fiction stock quality health check

To brief the Committee on the progress of the Adult fiction stock quality health check and the next steps in improving the breadth and depth of adult fiction collections in NSW public libraries including associated training for public library staff.

BACKGROUND

The initial adult fiction stock quality health check took place in 2011 with 32 libraries participating. In September 2016 an expression of interest was sent to NSW public library email lists encouraging NSW public library staff to participate in a working group to plan an adult fiction stock quality health check. Collections and readers' advisory staff were sought from libraries of different sizes. Seventeen people volunteered and this brought involvement from libraries in a range of sizes and locations. The group met together in February and May to discuss likely genres to include in the 500 titles. The size of the genres varied based on the proportions the public library staff felt were representative of their collections. These divisions were to make it simpler for libraries to explore their collection strengths. The steering group acknowledged that the genres such as Indigenous were totally artificial as the writing within this fits in many genres. The separate genre was done to make sure that public libraries were including fiction by Aboriginal and Torres Strait writers. If these writers were scattered through other genres, this would be harder to track.

Sixty three libraries from all over NSW provided their results. No library held all 500 titles. One library held 499 titles, just missing one of the horror ones. Ellen Forsyth showed a spreadsheet with the data for each council that had been coded for anonymity. While this was a statewide view, there is work for individual libraries to do. It is recommended that each library look at how they scored, and in genres where their scores were lower, do a more detailed exploration looking at what they hold and where are their gaps. The State Library will organise talks by genre specialists to assist libraries with this analysis. These talks will be by videoconference and be recorded, to ensure they are available to as many library staff as possible. This will be taking a collection focus to help all libraries, regardless of their size and budget improve their collections.

The libraries with the highest total percentage of holdings have been contacted to discuss their acquisition methods. From early discussions, the libraries with the highest percentage of holdings use a combination of standing orders (reviewed each year) and direct selection. These were the consistent variables.

Plan of Action
- Blog post on the PLS blog about this information including providing access to spreadsheets
- Training in collecting Aboriginal and Torres Strait Islander fiction to be provided by Dr Anita Heiss on 16 June 2018 in a videoconference.
- Training in LGBQTI, gentle reads, horror, science fiction, short stories and Westerns will be provided over the following 18 months. This training will be by videoconference.

Item 5: Other business

5.1 No other business.

5.2 Report from the Zone Secretaries
Central West Zone: n/a

Sydney North Zone: renovations and refurbishments are underway for Willoughby (Chatswood), Stanton and Mona Vale libraries; technology tutoring programs are popular; Northern Beaches is implementing a new LMS following amalgamation (Spydus); 1,000 books before school has a local instance at Northern Beaches; Hornsby has a new General Manager for council.

Sydney South Zone:
- Currently reviewing the SSROC cataloguing and processing guidelines. The standardisation saves libraries money through outsourced services
- Zone meetings have moved to a strategic focus rather than operational
- Burwood has launched a "Better Beginnings" play program
- Sutherland Library has introduced AUSLAN interpreters at selected events
- Delivery of Library Outreach Vehicle shared by Waverly, Woollahra and Randwick Councils
- Canada Bay, Inner West, Burwood and Strathfield Libraries are participating in a joint tender for an Integrated Library Management System.
- Canterbury Bankstown Library Chinese Storytimes are extremely popular, intergenerational events.

Sydney West Zone:
- Fairfield City Open Libraries has new services (LiveChat, a multilingual PC Smart service to assist customers with basic ICT issues and a multilingual Form Filling Assistance service). A concierge service in all libraries, a Customer Care Charter and customer care competencies for Library staff. The Workary is connecting with local startups via business basics workshops and seminars. The Workary's coworking spaces [large shared work and recreational spaces, smaller shared office space and meeting rooms] are under development and will be launched in August at Whitlam Library. The creative audiovisual production space, Studio 2166 and the new media, ICT, learning space the LX Lab will also be completed in August 2018. In preparation for Studio 2166 and the LX Lab the Library has launched the busking program, The Alcove and diverse technology customer learning programs which include courses on virtual reality, film making and app development. Extensive analysis of the use of the Library's collections has resulted in a complete rethink regarding the location of collections.
- Campbelltown City Library launched its Cake Tin Collection. The library is collecting photographs of cake creations through its social media sites and the #mycakerules and #librarycaketins. The Library Strategic Plan was endorsed by Council on May 8. Free Comic Book Day was held on May 5 with Quidditch Matches, COS Play activities, an Escape Room and Geek Pop Singer. Paula Pfoeffer has been appointed Community Learning and Library Services Lead.
- Penrith City Library celebrating 70th birthday with great coverage in the local media. Seniors' Week program included two vintage movie morning and a digital photo workshop. Pop Up Library at Penrith Council's Youth Week and Seniors' Festival events and at St Marys Rugby League club during the school holidays. 3 author talks including our annual Sydney Writers' Festival talk which this year featured the author Luke Slattery in conversation with ABC radio's Cath Keenan.
- Blue Mountains Libraries is undertaking a 10-year Library Strategic Plan. Recent public programs included Julian Leatherdale author talk, "Demystifying the HSC" workshop and a weekly series of workshops at Springwood and Katoomba Libraries for students covering Wellbeing & Study skills, General Maths, English and Creative Writing; Lieutenant Colonel Peter Sweeney RFD on the Battle of Hamel. Katoomba Library hosted 2 events for the Sydney Writers Festival (in partnership with Varuna Writers House). A Grug Storytime was hosted by Margaret Hamilton of the Children's Book Council of Australia with a special appearance by Grug! An informative and interactive talk with Emily Rodda for primary aged children (and parents/guardians). Over 200 people (in superhero costumes) attended Free Comic Book Day at Katoomba Library.

- Blacktown City Library received a grant from Liquor & Gaming NSW for a Mobile Library to visit schools and railway stations. Currently upgrading Dennis Johnstone Library at Stanhope Gardens. Have engaged FJMT to do a Master plan for Max Webber Library.
- The Hills Shire Library Service: RFID replacement project completed - all elements, self-check kiosks, autosorters, sorting pads and finally security gates have been replaced.
- Computer coding and robotics workshops, writing workshops and Be Connected and Tech Savvy seniors. A new 380 seat theatre under Castle Hill Library. Completion will provide an excellent facility for the Library to expand its programme of author talks and events. Work has commenced on a new Library Strategy to address the needs of the rapidly increasing population within The Hills now and into the future.
- Hawkesbury Library Service: programs include "War on Waste Workshop" in partnership with Council's Environmental officer and regular monthly author talks, Tech Savvy Seniors, youth job coaching workshops in partnership with the Schools, hosted a Sydney Writers Festival event and had Felicity Castagna as guest author.

Central East Zone: low attendance at zone meetings (councillors and library managers) is concerning; populations in the region are increasing; libraries are responding through more partnerships and outreach program delivery but the use of space is also changing; Hunter Libraries have a portal for access to consortia econtent https://www.maitlandlibrary.com.au/collections/online-library/hunter-libraries-portal ; Smart cities program in Newcastle, led by the university includes library as partner; Lake Mac Libraries have a new LMS; Maitland received a grant to complete RFID implementation; Paint the Town Read program is ongoing.

North East Zone: SWITCH conference

South West Zone: n/a

South East Zone: A consortia for ebook / eaudio content is working well, including allowing libraries to buy additional content that is restricted for use of their members.

5.3 Points for communication
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	19 October 2018
Time	11am-1pm followed by lunch
Location	Garling Room, State Library of NSW, Macquarie St, Sydney