

Public Libraries Working Group Meeting 21

2:00pm Monday 27 February 2023

Wattle Room (Level 1), WA Local Government Association

ATTENDEES

Alison Oliver	President – Public Libraries WA
Catherine Clark	Chief Executive Officer & State Librarian – SLWA (Chair)
Cr. Marie O’Dea	Elected Member – Shire of Plantagenet
John Dixon	Director Digital Transformation and Strategy - Office of Digital Government
Jude Thomas	Local Government Professionals (WA)
Nick Sloan	Chief Executive Officer – WA Local Government Association
Steve McQuade	Steve McQuade – Executive Officer - State Library of Western Australia
Susie Moir	Policy Manager - Resilient Communities – WA Local Government Association

APOLOGIES

	DLGSC Representative
Jenny Archibald	Member – Library Board of Western Australia
Rob Leicester	Manager Core Programs Industry and Economic Development - Department of Primary Industries and Regional Development

MINUTES

1. Welcome

CC opens the meeting at 2:03 and acknowledges that we’re meeting on Whadjuk Noongar Boodjar.

2. Minutes of previous meeting for endorsement

RESOLUTION:

The draft Minutes of the meeting on 12 December 2023 were endorsed unchanged.

3. Actions

3.1 Review actions from previous meeting

3.1.1 Status update to be provide on the Draft Local Level Agreement

- SMC and CC currently finalising our submission for the State solicitor's office.

3.1.2 PLWA to develop discussion paper as the basis for consultation on the public library regulations

- AO to follow up as it had gone to out previously and hasn't come back.

3.1.3 SMC to recirculate project briefs and create a reporting template

- CC suggests that as 3.1.3 through to 3.1.7 are either complete or on agenda we'll quickly go through these.

Action

- **SMC to send around reporting template**

3.1.4 Those with responsibility for leading a project, to send a completed project brief to SMC by 10 February 2023

- Deferred to Strategic Matters.

3.1.5 Provide Feedback to SMC on terms of reference by 10th February 2023

- Deferred to Strategic Matters.

3.1.6 SMC to compile information from Service WA grants to bring to the next meeting

- Deferred to Strategic Matters.

3.1.7 Appointment for next meeting to be sent to membership

- Deferred to Strategic Matters.

4. Strategic Matters

4.1 Report – ServiceWA App Assistance Grants

- SMC gives an description of the report and says that the report just gives an overview of the process that was put together, the number of libraries that were helped and testimonials from libraries and communities.
- JT points out that the process for the ServiceWA grants were the simplest and most efficient grant process they've seen.
- CC suggests when reporting to make it clear that the application process for the grants were paired back compared to other grants SLWA offers.
- CC and SMC confirm that money unspent for grants went back to DLGSC.

4.2 Public Library Strategy Implementation – Project Briefs

- CC suggests due to limited time in meeting and extensive agenda, for meeting attendees to raise any questions when going through the briefs instead of having a summary for each item.

4.2.1 Develop and promote models of community-led library services

- AO to circulate after meeting and collect comments out of session.

4.2.2 Deliver sessions at the Local Government Professionals Community Development conference [Topic: Community led library services] and the WALGA Convention [Topic: Public libraries & community partnerships].

- JT has discussed with the community development network who think it might be more appropriate to run full day professional development community led library masterclass separate to the conference.
- All in attendance agree that it would be suitable and fits in with other projects.
- JT to be in contact with AO and SMC to get contacts.

4.2.3 Seek community feedback on access to online learning resources through public libraries and consider options for Statewide subscriptions and agreements

- SMC suggests going out to community more broadly about eResources and not just about online learning resources. The feedback would be useful for developing the eResource budget.

4.2.4 Extend the 'library support worker' pilot program to 2-3 additional libraries with an identified community need, including at least 1 regional library

- SMC reiterates that the support worker program doesn't just have to be about homelessness, it can be about whatever need is identified in the community.
- JT comments to say thank you for the budget as it is a realistic allocation of funds for a project like this and raises the possibility of different Local Governments sharing a support worker who would work across the LGs.
- SMC agrees that if Local Governments wanted to work together it would be a great model, subject to grant conditions.

4.2.5 Identify and work with one West Australian Aboriginal community to determine the need and opportunity to develop a knowledge centre to collect and preserve local knowledge and language. Opportunities for complementary library services will also be explored.

- SMC adds that we could get some consultation from the Aboriginal Engagement Manager at the State Library of WA.
- CC suggests learning from the SLQLD model for library services in Aboriginal communities.

4.2.6 Ensure that Local Government Reconciliation Hub project (led by Reconciliation WA) includes content of relevance to public libraries.

- SM still to come, it is an existing project getting worked on with ReconciliationWA, DPC, DPLH to develop a reconciliation resource for Local Governments.

4.2.7 Develop a business case to seek funding for the roll out of equipment and training to public libraries and CRCs in support of improved digital literacy for all West Australians. This project will also deliver on outcomes under the Digital Inclusion Blueprint for WA.

- SMC since papers have gone out, Rob has been able to identify a staff resource within DPIRD who can help work on the business case for us. Aiming for a December deadline to get that up in terms of consideration for funding.

4.2.8 Conduct environmental scan of public libraries to determine options and preferences for shared LMS.

- CC discusses how it is important not to imply that the library management system will be shared with everyone because some consortia's are already running effectively in WA.
- CC SLWA is currently doing a pilot program with 3 LGs and are currently looking at the potential of sharing this state-wide.
- NS asks about the communication used to make this more widely known.
- CC once we have the initial 3 libraries on it may be worth doing an article or newsletter to say what we've achieved.
- SMC discusses the delay in getting the 3 libraries onboard as the expectation was to add the libraries at the same time, but the vendor has stated they can only roll them in one at a time.

4.2.9 Onboard public libraries to the SLWA library management system.

- Covered in previous topic.

4.2.10 Develop annual Public Libraries WA Impact Stories publication to showcase achievements of public libraries.

- To be sent out by AO

4.2.11 Establish a Local Government Public Library Network Google Group to connect Local Government staff working in and interested in public libraries to share knowledge, learnings and information.

- CC says we have got terms of reference to have a look at.
- SM discusses that they already moderate some Google groups and it works. We can use them as a guide to the way the network might work.

4.2.12 Provide training for public library staff to use outcomes measurement frameworks to better measure and communicate the impact of their services.

- No progress yet, will need to follow up.

4.2.13 Consult with public libraries/ Local Government in relation to the data collected through the annual SLWA Return i.e. is it capturing the data that is best able to demonstrate value/ impact of public libraries?

- SMc says he has put project brief together and it would be good to get some indication who from PLWA could work with us on it.
- AO says it would be Gareth Dixon that does that.
- SMc has a discussion around the importance of stats and the purpose of them.
- AO asks if there is scope within this to look at how we're reporting the stats. Is there another reporting method to make it easier rather than the yearly stats we currently do? Might be something further down the track to explore.
- CC says we could collate what library staff would prefer as some might prefer monthly reporting and some might prefer yearly.

4.2.14 Refocus the Kay Poustie Scholarship on research that demonstrates the social impact and economic value of WA Public Libraries.

- AO to send around after the meeting.

4.2.15 Development of a report that demonstrates the return on investment for WA public libraries to support advocacy and sourcing of sustainable funding.

4.3.1 Training outcomes measurement framework

- JT has sent a draft project brief to Steve and the sponsor has come back and said that's fine. Our deliverables are to deliver a training plan package on the outcomes measurement and to include a pilot training so we can get some more feedback from participants and to set up an ongoing better practice group. The budget for that is \$15,500 and have secured the consultant, Sarah Janali who will be funded partly by LG professionals and crowd source the rest with 7 local governments putting in \$1,000 each.
- SMc asks if there is any scope for any of the LGs in the pilot program to be regional.
- JT confirms that at the moment there isn't. But hopes we can include PLWA for feedback to include. We've got regional members on the community development network.
- CC states that the dot points that we haven't had a chance to look at fully today will be sent around. If there are any comments, they can be sent to SMc.
- SMc asks for feedback within 2 weeks.

5. Standing Items

- SMc suggests that the implementation plan projects be a standing item from here on. All in attendance agree.

- SMC has put together a register to gather feedback which will be sent around for feedback.
- CC suggests adding in a column for communication opportunity to reporting form.

6. Other Business

6.1 PLWA Representative

- AO announces they will be the PLWA representative.

6.2 Review of Terms of Reference

- SMC had 1 response from the request for feedback who came back saying it was okay. But is looking forward to hearing what other people say.
- CC discusses a topic raised during a previous meeting about diversity representation within the group and asks for feedback.
- NS says that there is provision to invite others to attend meetings, but they won't be a member of the working group.
- MO Invitation to respond to a particular thing might be easier than having to invite to an entire meeting.
- JT mentions that if it's at an individual level and we're looking for a cultural voice or a youth representative, they might need to be paid a fee.
- CC and SMC to write a statement saying the group is seeking representation.
- CC discusses that there is no provision in the terms of reference to provide funding for attendance for people from regional areas and asks for suggestions on how to address that.
- NS and CC to have a look at potentially splitting the cost.
- JT suggests having another public library officer in the room, there is currently no representation from metro libraries. Suggests adding 2x tier 2 library representatives to group.

6.3 Digital Inclusion Blueprint

- JD discusses a topic from the last meeting when there was a discussion that the Government was imminent to announce the digital inclusion blueprint on 22nd December 2022. The government website is now updated with all the information around what the strategic approach is.
- JD putting a callout for public libraries that are deliveries initiates they are running to promote them on the digital inclusion website.
- SMC mentions that it is perhaps a opportunity for PLWA to become a member of the accord.
- AO agrees and will get in touch on behalf of PLWA.
- SMC suggests that it may be worth getting in touch with Rob L regarding getting CRCs on the accord.

7. Key Messages to Stakeholders

- Highlighting the success of the SLWA ServiceWA grants.
- Digital inclusion accord promotion

8. Next Meeting date

- SMC has circulated next meeting date for 29 May 2023 from 2pm - 3pm
- JT has stepped down as chair of the community development network and the new chair is Paul Gravette. Next meeting Paul will be representing Local Government professionals WA.

9. The meeting closed at 3:25 pm

DRAFT