# Framework for Tiered Model

<table>
<thead>
<tr>
<th>Tier</th>
<th>Guide Population</th>
<th>Criteria</th>
<th>Key Features</th>
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<tr>
<td>Tier One</td>
<td>Generally, local governments with a population of over 10,000</td>
<td>- Offers an advanced library service that operates independently of support from SLWA.&lt;br&gt;- Governance, community engagement and service practices that meet or exceed minimum standards for Tier One libraries.&lt;br&gt;- *Minimum of one library qualified FTE with staff level sufficient to deliver services.&lt;br&gt;- **Offers a full range of library services and programs that support reading, literacy, learning, wellbeing, cultural and creative pursuits.</td>
<td>- Receives an annual cash grant allocated by SLWA for the purchase of materials (at least 80% of the grant must be spent on library materials) and/or identified library priorities (up to 20% may be spent on identified priorities).&lt;br&gt;- Develops own profile for Supplier Assisted Selection.&lt;br&gt;- Stock remains the property of the local government&lt;br&gt;- **Does not participate in a system to rotate stock, i.e. Exchange System&lt;br&gt;- May apply for (proposed future) innovation grants for Tier One libraries.</td>
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<td>Tier Two</td>
<td>Generally, local governments with a population of between 1,000 and 10,000</td>
<td>- Offers a mature contemporary library service that provides at least some of the services and programs provided by Tier 1 libraries, e.g. weekly storytime, digital literacy support, etc., with support from SLWA.&lt;br&gt;- Governance, community engagement and service practices that meet or exceed minimum standards for Tier 2.&lt;br&gt;- #Staffed by employees of the local government or contracted service, e.g. CRC, as per minimum standards for Tier 2.</td>
<td>- Receives a notional annual grant allocated by SLWA for the purchase of library materials.&lt;br&gt;- May apply for (proposed future) grant funding for Tier Two libraries to advance promising practices for regional and remote public library services.&lt;br&gt;- Materials provided via SLWA supplier selection process via a generic profile&lt;br&gt;- Participates in system to rotate stock (currently the Exchange System)&lt;br&gt;- Has access to additional SLWA facilitated services for regional and remote public library services (this does not apply to metropolitan local governments in Tier 2)</td>
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<td>Tier Three</td>
<td>Generally, local governments with a population of fewer than 1,000</td>
<td>- Offers a lending service of physical and on-line materials and distributes resources for state-wide programs with SLWA support.&lt;br&gt;- Governance, community engagement and service practices that meet or exceed minimum standards for Tier 3.&lt;br&gt;- Library service is managed and overseen by paid staff but access during opening hours may be facilitated by volunteers.</td>
<td>- Receives a notional annual grant allocated by SLWA for the purchase of library materials.&lt;br&gt;- Materials provided via SLWA supplier selection process via a generic profile.&lt;br&gt;- Participates in system to rotate stock (currently the Exchange System).&lt;br&gt;- Is not eligible to apply for innovation or grant funding.&lt;br&gt;- Has access to additional SLWA facilitated services for regional and remote public library services.</td>
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*Guidelines, Standards and Outcome Measures for Australian Public Libraries, July 2016 (S3 Number of Qualified Staff, p 64). *Qualified Staff means staff members who possess formal library qualifications or other qualifications that are directly relevant to service delivery in the library, e.g.
ALIA recognised library and information science qualification at under-graduate or post-graduate level; ALIA recognised library technician qualification; undergraduate or post-graduate qualification in education, community services or program management.

**Guidelines, Standards and Outcome Measures for Australian Public Libraries, July 2016, p18**

Service Offering: “A modern library offers a range of services to meet the recreational, educational, social, information and employment related needs of library users of all ages and interests. These include:

- Physical and digital content and collections, including specialist collections, for example local history.
- Information and reference services.
- Reading, literacy, learning, wellbeing, cultural and creative programs.
- Access to technology and support in developing digital literacy.
- Places and spaces (both onsite and online) where people can relax, work, meet, learn, connect and create.”

Page 39 (G9 A) Program Offer “Libraries, regardless of size, should endeavour, wherever practical, to offer a wide range of programs to encourage and enhance effective and productive use of the library”.

***To assist with the transition to this new model, the current regional libraries will have the option of continuing to participate in the Exchange System for 12 months (or from the transfer of ownership of stock from the State to local governments in Tier 1) from 1 July 2019.

#Guidelines, Standards and Outcome Measures for Australian Public Libraries, July 2016 (G13 Staffing, p.53) “The library has paid and/or experienced managers and staff, appropriately trained to discharge their particular job responsibilities. Staffing levels are sufficient to deliver the services set out in the relevant library legislation, the library’s strategy or plan and are appropriate for the library’s community.”