

State Library of Western Australia

WA Public Libraries Strategy

Consultation Report



State Library
OF WESTERN AUSTRALIA

WA Public Libraries Strategy Consultation Report

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Executive Summary

Public libraries in Western Australia have a proud history of serving their communities and, more than ever, in the 21st Century, they are pivotal to the well-being of the people they engage with.

In recognition of this and the challenges and opportunities provided by a fast changing social, political, economic and digital environment, in December 2017, the Minister for Culture and the Arts released the WA Public Libraries Strategy (Strategy) to establish strategic priorities for public library development in Western Australia over the next four years. The Strategy has identified the following five priority areas of:

- Governance.
- New model to support public library service delivery in Western Australia.
- New model to support regional and remote public library services.
- Single access card system.
- Public value.

These priorities are intended to drive a continued transformation of Western Australian public libraries to meet the diverse and evolving needs of our community.

Following an extensive consultation period of over three months that included workshops, meetings and forums with stakeholders as well as an on-line survey that attracted over 1,300 responses, over 70% of which came from community members, it is clear that there is a convincing ratification of the Strategy. In fact, the Strategy's priorities received endorsement in all forums including the survey where all five priority areas were well supported across all respondent categories.

Of the 1,306 survey respondents, 69.7% came from the Perth metropolitan area while 30.3% were from regional or remote Western Australia. Unsurprisingly, respondents in all categories were predominantly active customers of a public library. Overall, 91.8% of the 777 people who responded to the question regarding library use identified as being a regular public library user. Almost 93% of community responses were from regular public library users.

It is clear from the community and elected member responses, as well as those from library practitioners, that there is a need for public library assets and services to be more closely aligned with the priorities of their local communities, while at the same time providing a consistent universal offering. This has implications for the Strategy's implementation as there will need to be flexibility to cater for Western Australia's diversity.

From a community perspective, respondents provided unequivocal support for their public libraries. There is an appetite from the community for a single card that provides access to all of WA's public libraries, with 95% of respondents endorsing

this; however, practitioners, while giving in principle support, see some challenges to its implementation.

For local governments and library practitioners, legislative reform and demonstrating the value of public library services to the community were priorities. Ninety seven percent of respondents supported the adoption of ALIA's Guidelines, Standards and outcome Measures for Australian Public Libraries and almost 93% supported a state-wide subscription to Culture Counts. The only concern expressed for these proposals was that work needed to be done to align the ALIA Guidelines with the needs of small WA public libraries and that products other than Culture Counts should be considered.

There was unanimous agreement of the need for new models to support public library service delivery and regional and remote public libraries, with some respondents raising concerns relating to implementation that will need to be addressed in subsequent stages of the project.

Overall, there is robust support for the Strategy and the consultation has not identified any significant gaps or required additions to its priorities. Identifying opportunities for early implementation of priorities will continue to generate momentum for change and deliver outcomes.

Introduction

The Hon. David Templeman MLA, Minister for Culture and the Arts, released the WA Public Libraries Strategy (Strategy) and accompanying Background Paper (Paper) in December 2017. These documents were developed after research and consultation with key partners in the delivery of public library services including the State Library of Western Australia (SLWA), Public Libraries WA (PLWA), the Western Australian Local Government Association (WALGA) and local governments throughout Western Australia.

The Strategy identified five priority areas that can be addressed over the next four years to deliver an improved and more sustainable public library service to the Western Australian community.

In summary, these priorities are:

1. A single access card and library management system to allow customers to borrow items at any public library in the State.
2. A new model to support public library service delivery in Western Australia.
3. A new model to support regional and remote library services to ensure equality of access throughout the State.
4. Improved governance systems, including the development of new legislation to guide public library services.
5. A framework to measure and assess the impact and value of public library services for individuals and communities.

The Strategy and Paper are intended as consultation tools to establish a shared vision for public library development in Western Australia, with feedback invited from community members, community organisations and local governments. This consultation has included a survey for community members (Appendix 1) as well as an extended version (Appendix 2) for the seven other categories of respondent – Local Government Elected Member, Local Government Officer, Public Library Manager, Public Library Staff Member, Community Resource Centre Representative, Local Government and Other Sources.

In addition, a Consultation Forum, attended by 42 people, including library managers, elected members and executive local government officers, was hosted by WALGA on 6 March 2016. The program, including discussion questions, is provided in Appendix 3 along with a summary of feedback.

The strategy and consultation process was also promoted to local government CEOs during visits to regional areas by SLWA staff and at a meeting of the Regional Capitals Alliance WA. With the assistance of public libraries, hard-to-reach groups including youth, children and non-library users were encouraged to provide their feedback. Government and non-government agencies including Linkwest, Visability, the Disability Services Commission and the Office for Multicultural Interests were approached and asked to promote the consultation survey to their clients. A video conference was held with Community Resource Centre (CRC) representatives from Pingelly, Dandaragan, Beacon and Hopetoun at Linkwest on 28 March 2018.

The consultation survey was available via the SLWA website from 7 December 2017 to 29 March 2018. In total 1,306 responses were received via Survey Monkey. In addition, submissions were received from 19 local governments, the Australian Library and Information Association (ALIA), the South West Development Commission (SWDC), the Regional Capitals Alliance Western Australia (RCAWA) and PLWA. The number and percentage of the six respondent groups from Survey Monkey are provided below:

Respondent Category	Number of Responses	Percentage of Responses
Local Government Elected Member	14	1.07
Local Government Officer	53	4.06
Public Library Manager	59	4.52
Public Library Staff Member	202	15.47
Community Resource Centre Representative	34	2.60
Community Member	873	66.85
*Other	71	5.44
Total	1306	100

* Four of these responses were from local governments and the remaining 67 from community members.

Key findings from all elements of the consultation together with a summary of survey responses by respondent category as well as comparison tables by question and respondent category are provided in the following report.

Key Findings

The findings below summarise the outcome of the survey held as part of the consultation process for the WA Public Libraries Strategy released in December 2017. The consultation ran for over three months through to 29 March 2018 and included an extensively promoted on-line survey for stakeholders including community members and local governments that attracted over 1,300 responses.

Of the 1,306 survey respondents, 69.7% came from the Perth metropolitan area while 30.3% were from regional or remote Western Australia. Unsurprisingly, respondents in all categories were predominantly active customers of a public library. Overall, 91.8% of the 777 people who responded to the question regarding library use identified as being a regular public library user. Almost 93% of community responses were from regular public library users.

All five of the Strategy's priorities received endorsement across all respondent categories from those undertaking the survey. Most of the concerns expressed are related to implementation issues that will need to be addressed in subsequent stages of the project. A desire on the part of local governments and public library managers for the State Government to do this in consultation with local government was clearly expressed. The other recurring theme in the comments across the five priority areas was the need to recognise the diversity of local governments across Western Australia with models that can be tailored to respond to the needs of individual communities.

The findings below relate to the survey responses and it should be noted that the additional consultation avenues supported these conclusions. A summary of the findings for each of the Strategy's five priorities is provided below.

Governance

- 90.7% of respondents agreed with the priority to repeal the Library Board (Registered Public Libraries) Regulations 1985. There was little actual disagreement with this proposal with comments indicating that a review or replacement regulations should also be considered.
- 84% of respondents agreed with the proposal to establish a Library Board sub-committee for governance and strategic oversight of WA public libraries. Local Government responses along with that of PLWA showed the most significant concern with this proposal with many indicating that other options, including a WALGA led committee, should be considered. A number of respondents call for a review of the makeup of the Library Board to better represent public library interests.
- 96.4% of respondents agreed with the proposal to adopt the ALIA Guidelines, Standards and Outcome Measures for Australian Public Libraries (2016) as an aspirational framework for benchmarking and measuring public value. The main concern expressed was that smaller local governments may find it difficult to meet these and some work will need to be done to build their capacity in achieving these outcomes.

- 97.3% of respondents agreed with the priority to develop new legislation that is reflective of contemporary public library services in WA. The only concern with this proposal was that new legislation be developed with appropriate consultation and should be enacted prior to the repeal of the existing act.

New model to support public library service delivery in Western Australia

- 92.3% of respondents agreed with the proposal to implement a multi-tiered support model determined by the ability to meet agreed criteria for service provision and population. All 39 public library managers responding to this proposal were supportive. There was no actual disagreement with the proposal in any category; however, those not supporting the priority outright wanted more information on the proposed model before committing support. The main concerns expressed were that any model must provide the necessary flexibility to cater for the diverse needs of local communities and that funding by the State Government should be included with the model.
- 92.1% of respondents agreed with the proposal to introduce a system for the allocation of annual State Government funding where funds are not limited to the purchase of physical library stock and portions can be allocated for technological infrastructure, implementation of innovative programming, administration or other priorities. Of those disagreeing with the proposal, most were concerned that channelling funds to services other than stock would negatively impact on collections. There were a number of comments indicating support for a more flexible model but disagreeing with the inclusion of administration costs as an aspect of possible funding.
- Almost 93% of respondents supported the introduction of an accountable and robust reporting framework for expenditure of allocated funds while urging that this be user friendly and transparent.
- 81.8% of respondents supported the proposal to investigate ways in which to foster innovation and experimentation in public libraries through the introduction of a competitive innovation grants system using the available annual State Government funding allocation. This percentage would have been higher if the proposal had not indicated that funds would come from the available allocation. Many of those who indicated support did this with the proviso that additional funding should be made available. The only other concern expressed came from those in regional local governments who were concerned that staff would not have the capacity or skills to compete with large local governments for funds. Interestingly, staff from CRCs is unanimously in favour of a grants process as they see this as 'business as usual'.

New model to support regional and remote public library services

- Almost 95% of respondents agreed with the priority to develop a new support model and an accountable reporting framework for regional and remote public libraries, recognising the short comings of the current model. Comments centred on the need to cater for the diversity of libraries in the regions.
- Just over 89% of respondents indicated that they supported the realignment of public library regional boundaries with WA Regional Development boundaries. Of

those not in support, some indicated that they saw no real advantages in the proposal while others were concerned that these boundaries may change in the future. The high number of libraries in some of the proposed regions also elicited comment; however, this presupposes a model such as that currently in use where a regional librarian takes responsibility of supporting libraries in the region.

- 94% of respondents supported the proposal to contribute to a broader strategy to strengthen partnerships and collaboration between libraries, local government and the Western Australian Community Resource Network, business and not-for-profit organisations. This included unanimous support from CRC representatives. Responses from local governments with co-located CRCs and libraries indicated that they view this as a successful collaboration that benefits the community in the provision of an extended range of complimentary services.

Single access card system

- Almost 93% of respondents agreed with the priority to investigate further the proposed options for the single access card system and shared LMS. Almost 95% of community members supported the proposal. While most acknowledged the benefit of this priority for library customers, the lowest agreement came from local government respondents where there were two concerns – firstly, that many local governments had recently entered into contracts for a new LMS and secondly that this would increase movement of stock around the State and this has resource implications for both staff time and freight costs. Some responses from local governments agreeing with the proposal indicated that if a single LMS was agreed, this could be phased in over five years to enable local governments to transition from existing contracts.

Public value

- There was strong agreement with the priority to consider the adoption of ALIA's Guidelines, Standards and Outcome Measures for Australian Public Libraries with over 97% support. The only concern expressed was that these should be aspirational as some libraries, particularly in regional areas, would not meet these.
- Almost 93% of respondents supported the priority to investigate the feasibility of a state-wide subscription to Culture Counts. There was universal agreement that public libraries need to better demonstrate the value of the services they provide and the only concern with this priority was that products other than Culture Counts should be considered.
- Over 93% of respondents endorsed the priority to develop a state-wide marketing campaign promoting the diverse service offerings and value of public libraries in Western Australia. There was no strong disagreement with this proposal, rather some respondents saw this as a lesser priority.

Supporting Questions

In addition to survey questions on the Strategy's five priority areas, respondents were asked three additional open ended questions.

What do you most value about WA Public Libraries?

The responses reflected a difference between what the community values and what those working in public libraries value. Over 60% of community respondents cite borrowing and use of books, magazines and other resources (both physical and digital) as the thing they most value about WA public libraries and the range of resources available also elicited mention by over 25% of these respondents. The most commonly identified value by other respondent groups was seen as being the library as a community hub providing inclusive free access to resources and services.

The majority of community responses were from library users who possibly took for granted that a library is a hub and therefore didn't mention it as often.

What could WA public libraries change to better meet current community needs?

There was a wide range of responses to this question with 14% of community members believing that libraries currently provide a good service and that no substantial change is needed, though over 10% identified longer opening hours as being desirable. Over 12% of community respondents identified having one card to access any WA library as a desirable change making it the element of the Strategy that generated most community support.

More collaboration and partnering was seen as being desirable by 25% of local government officers and over 14% of public library managers as well as being a priority identified by over half of the formal local government responses. A number of comments across all respondent categories emphasised a need for improved community engagement to better cater for diverse needs. This was particularly important to public library managers and local governments, with 19% of the first group and 37% of the second identifying this as a necessary change.

What do you think will be the challenges for WA public libraries and their services in the future?

Funding was seen as being the most significant challenge facing libraries by almost all respondent categories, closely followed by responding to change. Equipping staff with relevant skills and knowledge, particularly in the area of technology was a challenge identified by almost 17% of public library managers and over 18% of public library staff. Interestingly, technology challenges were seen as being less important by CRC representatives. Other significant challenges identified were demonstrating the value of libraries and remaining relevant to increasingly diverse community needs.

Comparison of Responses by Respondent Category

The following three tables compare a subset of responses from all categories of respondents, namely Local Government Elected Members, Local Government Officers, Public Library Managers, Public Library Staff Members, Community Resource Centre Representatives, Community Members and Local Government.

Three open-ended questions on the value of public libraries, required changes to meet community needs, and challenges going forward were asked in all categories. The highest percentage of responses for each question in each category are tabulated below. Further detail can be found in the Summary of Responses by Category section of this report.

What do you most value about WA Public Libraries?

	EM*	LGO	PLM	PLS	CRC	Community	LG
Meeting space; public place; safe community space; welcoming; community connections; community hub	66.7	56.3	57.1	33.0	32.0	20.1	57.9
Free resources and free access		43.8	35.7	46.4		21.6	42.1
Inclusive; accessible to all; equity of access		34.4	33.3	33.9	32.0		68.4
Borrow and use books, magazines, other resources, hard copy, DVDs, ebooks, online		25.0			56.0	60.7	
Easy to access resources; convenient		21.9	31.0	27.7	20.0	17.7	
Range of resources			28.6	32.1	16.0	25.2	10.5
Role in informing and educating					16.0		42.1
Free ILLs service					16.0		

*Only six respondents so percentage figure is inflated

The responses reflect, to a degree, a difference between what the community values and what those working in public libraries value.

Libraries as a safe meeting space and a community hub are seen as a key value for those in libraries while the community responses most value, to a significant degree, being able to borrow and use books and other resources. They also value the range of resources available.

The majority of community responses were from library users who possibly took for granted that a library is a hub and therefore didn't mention it as often. Unsurprisingly, community members didn't rate equity highly as a value whereas library workers saw this as a key virtue of public libraries. Library workers also noted how valuable having libraries as a free service was.

How could WA public libraries change to better meet current community needs?

	EM*	LGO	PLM	PLS	CRC	Community	LG
More collocations and partnerships		25.0	14.3		12.5		52.6
Improved and more technology		18.8	14.3	11.3	25.0		36.8
Better meet community needs; Analyse community needs		15.6	19.0	12.3	8.3		36.8
Small meeting spaces and nooks; Meeting rooms for community groups		15.6		12.3			
More ebooks and online resources; greater range		12.5				7.5	
Become a community hub – more than books and resources; Spaces for meetings: Social meeting place	83.3	12.5			12.5		31.6
More community programs; workshops; training courses; book clubs		12.5			12.5	8.7	
Increased funding			11.9				5.3
Promote libraries in the community			9.5				
Upskill staff in assisting customers with technology			9.5	11.3			
One library card; ability to access all public libraries				9.4	12.5	12.5	
Change the ILLs system back				10.4	12.5	7.2	
Better support for regional libraries					12.5		
Libraries are ok as they are; no need to change anything; they give me all I need						14.1	
Longer opening hours including evenings, weekends and Sundays						10.5	

*Only six respondents so percentage figure is inflated

There was a large range of responses to this question so percentages are not as high. The highest community response was that libraries are valued as they are although a significant number noted the need for extended hours. Having one library card was also seen as a required change. This is perhaps the key element taken by community members from the Strategy.

Improved technology was seen as important by those working in libraries. It was frequently noted that this is well-used aspect of library services often by those completing government forms. Strongly linked to this is the need to upskill staff in the use of technology to enable them to better support clients.

The development of collocations and partnerships was also seen as an important change going forward. There was also recognition that more needed to be done in analysing community needs and then meeting those identified needs.

Elected members strongly supported libraries developing more as community hubs. Given local government investment in infrastructure, this was not a surprising response.

What do you think will be the challenges for WA public libraries and their services in the future?

	EM*	LGO	PLM	PLS	CRC	Community	LG
Funding	33.3	45.2	50.0	44.0	36.0	31.0	84.2
Responding to change (includes keeping up with technology)		38.7	19.0	28.4		11.0	57.9
Demonstrating the value of libraries to decision makers		16.1	19.0	15.6			15.8
Remaining relevant and in touch with changing community needs; Survey community		16.1	16.1	21.1	16.0	14.0	31.6
Online availability of books and information via the internet		12.9	12.9		32.0	18.1	
Skills and knowledge of staff/ keeping staff with the right skills especially with technology		12.9	16.7	18.3			52.6
Maintaining equity of service across the state and community			19.0		16.0		
Cost of maintaining and running library services					16.0		
Retaining hardcopy books					12.0	7.9	
Fall off in use due to fewer people reading and borrowing books	50.0						

*Only six respondents so percentage figures are inflated

Funding and keeping up with technology were the standout challenges across most categories. Interestingly, CRCs, who are heavily reliant on technology, didn't see this as such an issue.

The need to understand and meet community needs was noted by most groups as a challenge. This is also reflected in areas where libraries need to change.

There was also fairly universal concern that more and more people are accessing information via the internet and other on-line sources. In essence, these are seen as competitors to public libraries.

Those working in libraries noted the need to be able to show the value of libraries to decision makers. This was noted as being a move away from just presenting statistical data.

Do you agree or disagree with the priority to repeal the Library Board (Registered Public Libraries) Regulations 1985 as they do not reflect contemporary public library services?

	Total Respondents	# in Agreement	% in Agreement
Elected Members	6	6	100
LG Officers	28	27	96.4
Public Library Managers	42	39	92.9
Public Library Staff	88	77	87.5
CRC Representatives	19	16	84.2
Local Government	19	18	94.7
PLWA	1	1	100
ALIA	No comment		
SWRC	1	1	100
Total	204	185	90.7

Do you agree or disagree with the priority to establish a Library Board sub-committee for governance and strategic oversight of WA public libraries, composed of local and State Government representatives?

	Total Respondents	# in Agreement	% in Agreement
Elected Members	7	7	100
LG Officers	29	24	82.8
Public Library Managers	39	34	87.2
Public Library Staff	96	84	87.5
CRC Representatives	22	19	86.4
Local Government	18	10	58.8
PLWA	1	0	0
ALIA	No comment		
SWRC	1	1	100
Total	213	179	84.0

Do you agree or disagree with the priority to adopt the Australian Library and Information Association's (ALIA's) Guidelines, Standards and Outcome Measures for Australian Public Libraries (2016) as an aspirational framework for benchmarking and measuring public value?

	Total Respondents	# in Agreement	% in Agreement
Elected Members	7	7	100
LG Officers	29	29	100
Public Library Managers	42	41	97.6
Public Library Staff	101	94	93.1
CRC Representatives	22	22	100
Local Government	19	19	100
PLWA	1	1	100
ALIA	1	1	100
SWRC	1	1	100
Total	223	215	96.4

Do you agree or disagree with the priority to develop new legislation that is reflective of contemporary public library services in WA?

	Total Respondents	# in Agreement	% in Agreement
Elected Members	7	7	100
LG Officers	30	30	100
Public Library Managers	42	41	97.6
Public Library Staff	98	95	96.9
CRC Representatives	23	22	95.7
Local Government	19	18	94.7
PLWA	1	1	100
ALIA	No comment		
SWRC	1	1	100
Total	221	215	97.3

Do you agree or disagree with the priority to implement a multi-tiered support model determined by the ability to meet agreed criteria for service provision and population size?

	Total Respondents	# in Agreement	% in Agreement
Elected Members	6	5	83.3
LG Officers	29	28	96.6
Public Library Managers	39	39	100
Public Library Staff	91	83	91.2
CRC Representatives	22	18	81.8
Local Government	19	17	88.2
PLWA	1	1	100
ALIA	No comment		
SWRC	1	1	100
Total	208	192	92.3

Do you agree or disagree with the priority to introduce a system for the allocation of annual State Government funding? Funds are not limited to the purchase of physical library stock; portions can be allocated for technological infrastructure, implementation of innovative programming, administration or other priorities?

	Total Respondents	# in Agreement	% in Agreement
Elected Members	7	6	85.7
LG Officers	29	28	96.6
Public Library Managers	40	39	97.5
Public Library Staff	95	84	88.4
CRC Representatives	23	21	91.3
Local Government	19	18	94.7
PLWA	1	1	100
ALIA	No comment		
SWRC	1	1	100
Total	215	198	92.1

Do you agree or disagree with the priority to develop an accountable and robust reporting framework for expenditure of allocated funds?

	Total Respondents	# in Agreement	% in Agreement
Elected Members	7	6	85.7
LG Officers	29	27	93.1
Public Library Managers	42	40	95.2
Public Library Staff	95	85	89.5
CRC Representatives	22	22	100
Local Government	19	18	94.7
PLWA	1	1	100
ALIA	No comment		
SWRC	1	1	100
Total	216	200	92.6

Do you agree or disagree with the priority to investigate ways in which to foster innovation and experimentation in public libraries through the introduction of a competitive innovation grants system, using the available annual State Government funding allocation?

	Total Respondents	# in Agreement	% in Agreement
Elected Members	6	6	100
LG Officers	28	21	75
Public Library Managers	39	30	76.9
Public Library Staff	91	74	81.3
CRC Representatives	22	22	100
Local Government	19	14	73.7
PLWA	1	1	100
ALIA	1	1	100
SWRC	1	1	100
Total	208	170	81.7

Do you agree or disagree with the priority to develop a new support model and an accountable reporting framework for regional and remote public libraries, to ensure equity of service and consistency of support across regions?

	Total Respondents	# in Agreement	% in Agreement
Elected Members	7	6	85.7
LG Officers	30	30	100
Public Library Managers	42	40	95.2
Public Library Staff	96	91	94.8
CRC Representatives	21	19	90.5
Local Government	19	18	94.7
PLWA	1	1	100
ALIA	No comment		
SWRC	1	1	100
Total	217	206	94.9

Do you agree or disagree with the priority to realign public library regional boundaries with WA Regional Development boundaries to foster better integrated planning at a local level and collaboration within regions, and for administrative efficiency?

	Total Respondents	# in Agreement	% in Agreement
Elected Members	7	6	83.3
LG Officers	26	24	92.3
Public Library Managers	38	34	89.5
Public Library Staff	90	79	87.8
CRC Representatives	22	21	95.5
Local Government	17	14	82.4
PLWA	1	1	100
ALIA	No comment		
SWRC	1	1	100
Total	202	180	89.1

Do you agree or disagree with the priority to contribute to a broader strategy to strengthen partnerships and collaboration between libraries, local government and the Western Australian Community Resource Network, business and not-for-profit organisations in the regions to enable a better coordinated approach to service delivery, responding to local needs?

	Total Respondents	# in Agreement	% in Agreement
Elected Members	7	7	100
LG Officers	29	28	96.6
Public Library Managers	38	36	94.7
Public Library Staff	97	89	91.8
CRC Representatives	23	23	100
Local Government	19	17	89.4
PLWA	1	1	100
ALIA	No comment		
SWRC	1	1	100
Total	215	202	94.0

Do you agree or disagree with the priority to investigate further options for a single access card system which provides access to all 232 WA public libraries and the ability to locate and borrow an item from any public library through that card?

	Total Respondents	# in Agreement	% in Agreement
Community Member	589	558	94.7
Elected Members	7	7	100
LG Officers	30	30	100
Public Library Managers	37	33	89.2
Public Library Staff	90	72	80.0
CRC Representatives	23	22	95.7
Local Government	18	14	73.7

PLWA	1	1	100
ALIA	1	1	100
SWRC	1	1	100
Total	797	739	92.7

Do you agree or disagree with the priority to consider the adoption of ALIA's Guidelines, Standards and Outcome Measures for Australian Public Libraries to provide clear and consistent guidance for measuring the impact of public library services on individuals and communities?

	Total Respondents	# in Agreement	% in Agreement
Elected Members	7	7	100
LG Officers	29	28	96.6
Public Library Managers	40	40	100
Public Library Staff	97	93	90.4
CRC Representatives	20	19	95.0
Local Government	19	19	100
PLWA	1	1	100
ALIA	1	1	100
SWRC	1	1	100
Total	215	209	97.2

Do you agree or disagree with the priority to investigate the feasibility of a state-wide subscription for Culture Counts as a measurement and evaluation framework to promote a clearer understanding to government, business and community of what libraries deliver and the impact of these services?

	Total Respondents	# in Agreement	% in Agreement
Elected Members	7	7	100
LG Officers	27	26	96.3
Public Library Managers	38	37	97.4
Public Library Staff	94	85	90.4
CRC Representatives	18	16	88.9
Local Government	19	17	89.5
PLWA	1	1	100
ALIA	1	1	100
SWRC	1	1	100
Total	206	191	92.7

Do you agree or disagree with the priority to develop a state-wide marketing campaign promoting the diverse service offerings and value of public libraries in Western Australia?

	Total Respondents	# in Agreement	% in Agreement
Elected Members	7	6	85.7
LG Officers	29	27	93.1
Public Library Managers	39	38	97.4
Public Library Staff	98	91	92.9
CRC Representatives	21	20	95.2

Local Government	18	16	88.9
PLWA	1	1	100
ALIA	No comment		
SWRC	1	1	100
Total	214	200	93.5

Respondents from all categories were asked a series of supplementary questions. These covered whether they lived in metropolitan or outer metropolitan Perth or in regional or remote Western Australia; whether they were a regular public library user and, if so, which library/ies they used. If they were not, they were asked what the barriers to using the library were for them.

It was apparent that many respondents from the metropolitan area in the Community Members category were confused by the distinction of metropolitan and outer metropolitan Perth in Question 26 and most, regardless of where in the metropolitan area they came from, answered metropolitan so responses from these categories have been combined for this respondent group. The collective responses are provided in the table below.

Answer Choice	Number of Responses	% of Responses
*Metropolitan Perth	569	69.7
*Outer Metropolitan Perth		
Regional or Remote Western Australia	247	30.3
Total	816	100

* Metropolitan and Outer Metropolitan responses have been combined.

Unsurprisingly, respondents in all categories were predominantly active customers of a public library. Overall, 91.8% of the 777 people who responded to the question regarding library use identified as being a regular public library user. Almost 93% of community responses were regular public library users. Of those who said that they did not regularly use a public library most cited a shortage of time or buying books as their reason for this.

Do you live in Metropolitan Perth, Outer Metropolitan Perth or Regional or remote Western Australia?

	Total # of Responses	# Metro Perth	% Metro Perth	# Outer Metro Perth	% Outer Metro Perth	# Regional Remote	% Regional Remote
Community Member	596	468	78.5	Combined with metro Perth		128	21.5
Elected Members	7	3	42.9	1	14.3	3	42.9
LG Officers	30	12	40	2	6.7	16	53.3
Public Library Managers	43	14	32.6	1	2.3	28	65.1
Public Library Staff	99	45	45.5	12	12.1	42	42.4
CRC Representatives	22	1	4.5	0	0	21	95.5
Local Government	19	2	10.5	8	42.1	9	47.4

Are you a regular public library user?

	Number of respondents	# of regular library users	% of regular library users
Community Members	590	548	92.9
Elected Members	6	3	50
LG Officers	28	26	93.0
Public Library Managers	38	37	97.4
Public Library Staff	97	95	97.9
CRC Representatives	18	4	81.8

Summary of Responses by Respondent Category

There were 18 questions asked of Local Government Elected Members, Local Government Officers, Public Library Managers, Public Library Staff Members and Community Resource Centre Representatives in addition to the demographic questions asked of all respondents. The first question required respondents to identify their respondent category while questions two, three and four were open ended questions seeking respondents' opinions on the value, changes and challenges that they see for public libraries. The remaining 15 questions asked respondents to indicate whether they agreed or disagreed with the priorities identified in the Strategy.

Local Government Elected Member

Although 14 people identifying as Elected Members started the survey, only seven completed the questions, four from metropolitan Perth and three from regional Western Australia.

What do you most value about WA Public Libraries?

There were six responses to this question with the most commonly articulated value being about the library providing a hub that brings community members together. Ease of access to resources and cost savings were also mentioned by one respondent.

What do you most value about WA Public Libraries?	Number of Comments	% of total respondents
Provision of a community space that brings people together	4	66.7
Access to information and resources	1	16.7
Cost savings for customers	1	16.7
Easy access to books for children	1	16.7

How could WA public libraries change to better meet current community needs?

Again, there were six responses to this question with one being happy with the status quo. The other five all saw a continued move to making libraries more of a community hub with access to more on-line services as important. One respondent highlighted the potential opportunity for libraries to integrate the services of the library and CRC while another saw closer ties with community services as a potential change.

How could WA public libraries change to better meet current community needs?	Number of Respondents	% of Respondents
Make them more of a community hub with space for meetings, community groups running activities, study and social meeting place	5	83.3
Potential for CRC services	1	16.7
Improved collaboration with other community services and integration across local governments	1	16.7

Improved on-line services	1	16.7
More programs and activities	1	16.7

What do you think will be the challenges for WA public libraries and their services in the future?

Of the six responses to this question, the most commonly mentioned challenge was continuing to attract members and promoting reading. Funding was mentioned by two respondents and one of these related specifically to funding technology.

What do you think will be the challenges for WA public libraries and their services in the future?	Number of comments	% of respondents
Fall off in use due to fewer people reading and borrowing books	3	50.0
Funding	2	33.3
Attracting younger generations	1	16.7

Do you agree or disagree with the priority to repeal the Library Board (Registered Public Libraries) Regulations 1985 as they do not reflect contemporary public library services?

All six respondents agreed with the priority. Two comments reflected a lack of relevance of legislation from 1985; however, acknowledged the respondents' lack of familiarity with the regulations.

Answer Choice	Number of Responses	% of Responses
Agree	6	100
Disagree	0	0
Total Respondents	6	100

Do you agree or disagree with the priority to establish a Library Board sub-committee for governance and strategic oversight of WA public libraries, composed of local and State Government representatives?

The seven responses to this question were all supportive of the priority and one respondent commented on the need to have a sub-committee for oversight of strategic and governance issues as well as a user group to provide insight to community needs. Including community representation on the sub-committee provides another option.

Answer Choice	Number of Responses	% of Responses
Agree	7	100
Disagree	0	0
Total Respondents	7	100

Do you agree or disagree with the priority to adopt the Australian Library and Information Association's (ALIA's) Guidelines, Standards and Outcome Measures for Australian Public Libraries (2016) as an aspirational framework for benchmarking and measuring public value?

All respondents agreed with the proposal and no comments were received.

Answer Choice	Number of Responses	% of Responses
Agree	7	100
Disagree	0	0
Total Respondents	7	100

Do you agree or disagree with the priority to develop new legislation that is reflective of contemporary public library services in WA?

All respondents agreed with the priority. There was one comment speaking of the need to fund services appropriately.

Answer Choice	Number of Responses	% of Responses
Agree	7	100
Disagree	0	0
Total Respondents	7	100

Do you agree or disagree with the priority to implement a multi-tiered support model determined by the ability to meet agreed criteria for service provision and population size?

Six of the seven respondents agreed with this proposal. Two comments both reflect the differing needs of communities, particularly in regional and remote areas where access to services can be restrictive. The needs of the community were mentioned in both comments. The respondent who did not agree with the proposal did not leave a comment.

Answer Choice	Number of Responses	% of Responses
Agree	5	83.3
Disagree	1	16.7
Total Respondents	6	100

Do you agree or disagree with the priority to introduce a system for the allocation of annual State Government funding? Funds are not limited to the purchase of physical library stock; portions can be allocated for technological infrastructure, implementation of innovative programming, administration or other priorities.

The only comment from the seven respondents was a concern that, if based on population, this priority would result in local governments having to spend more money on their library service.

Answer Choice	Number of Responses	% of Responses
Agree	6	85.7
Disagree	1	14.3
Total Respondents	7	100

Do you agree or disagree with the priority to develop an accountable and robust reporting framework for expenditure of allocated funds?

Six of the seven respondents agreed with this priority. The single comment received emphasised the need for accountability and robust reporting by both local and State government and the need to base any framework on the needs of the community served.

Answer Choice	Number of Responses	% of Responses
Agree	6	85.7
Disagree	1	14.3
Total Respondents	7	100

Do you agree or disagree with the priority to investigate ways in which to foster innovation and experimentation in public libraries through the introduction of a competitive innovation grants system, using the available annual State Government funding allocation?

There were six responses to this question with all agreeing with the priority; however, one of the comments reflected concern that this may favour larger libraries and one strongly emphasised that funding for innovation must be maintained rather than being a way of introducing new initiatives that local government had to fund long term.

Answer Choice	Number of Responses	% of Responses
Agree	6	100
Disagree	0	0
Total Respondents	6	100

Do you agree or disagree with the priority to develop a new support model and an accountable reporting framework for regional and remote public libraries, to ensure equity of service and consistency of support across regions?

Six of the seven respondents agreed with this priority. There were two comments, one emphasising the need for the service to respond to community needs rather than ensure equity of service and the other questioning whether regions are doing this already by recognising the diversity of local government sizes.

Answer Choice	Number of Responses	% of Responses
Agree	6	85.7
Disagree	1	14.3
Total Respondents	7	100

Do you agree or disagree with the priority to realign public library regional boundaries with WA Regional Development boundaries to foster better integrated planning at a local level and collaboration within regions, and for administrative efficiency?

Five of the six respondents agreed with this priority with the single comment recognising that this might be reasonable in theory but that, in practice, people access services based on convenience of access.

Answer Choice	Number of Responses	% of Responses
Agree	5	83.3
Disagree	1	16.7
Total Respondents	6	100

Do you agree or disagree with the priority to contribute to a broader strategy to strengthen partnerships and collaboration between libraries, local government and the Western Australian Community Resource Network, business and not-for-profit organisations in the regions to enable a better coordinated approach to service delivery, responding to local needs?

All seven respondents agreed with this priority.

Answer Choice	Number of Responses	% of Responses
Agree	7	100
Disagree	0	0
Total Respondents	7	100

Do you agree or disagree with the priority to investigate further options for a single access card system which provides access to all 232 WA public libraries and the ability to locate and borrow an item from any public library through that card?

One comment related to the need to appropriately fund the outcomes of moving physical stock around a large geographic area which will result from a single card and a second comment posits the scenario of regional systems such as the Western Suburbs (and South-West consortia).

Answer Choice	Number of Responses	% of Responses
Agree	7	100
Disagree	0	0
Total Respondents	7	100

Do you agree or disagree with the priority to consider the adoption of ALIA's Guidelines, Standards and Outcome Measures for Australian Public Libraries to provide clear and consistent guidance for measuring the impact of public library services on individuals and communities?

All seven respondents agreed with this priority.

Answer Choice	Number of Responses	% of Responses
Agree	7	100
Disagree	0	0

Total Respondents	7	100
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Do you agree or disagree with the priority to investigate the feasibility of a state-wide subscription for Culture Counts as a measurement and evaluation framework to promote a clearer understanding to government, business and community of what libraries deliver and the impact of these services?

All seven respondents agreed with this priority.

Answer Choice	Number of Responses	% of Responses
Agree	7	100
Disagree	0	0
Total Respondents	7	100

Do you agree or disagree with the priority to develop a state-wide marketing campaign promoting the diverse service offerings and value of public libraries in Western Australia?

Six of the seven respondents agreed with this priority with the single comment reflecting the need for an information rather than marketing campaign to raise awareness of the contemporary library offering.

Answer Choice	Number of Responses	% of Responses
Agree	6	85.7
Disagree	1	14.3
Total	7	100

Do you live in Metropolitan Perth, Outer Metropolitan Perth or Regional or remote Western Australia?

Half of the respondents came from the metropolitan area and half from regional and remote WA. One identified as being from outer metropolitan Perth.

Answer Choice	Number of Responses	% of Responses
Metropolitan Perth	3	42.9
Outer Metropolitan Perth	1	14.3
Regional or Remote Western Australia	3	42.9
Total	7	100

Are you a regular public library user?

Fifty percent of respondents were library users. One respondent commented that they got their information on-line while another commented that the library wasn't close to where they lived and that they were not fully aware of the library offer.

Answer Choice	Number of Responses	% of Responses
Yes	3	50

No	3	50
Total	6	100

Are there any other comments you would like to make?

The three additional comments reflected the importance of public libraries and emphasised the need for achievable outcomes without cost shifting.

Local Government Officer

Although 53 people identifying as Local Government Officers started the survey, only 32 completed the questions.

Over 53% of the responses in this category were from regional or remote Western Australia and many appeared to be from small local governments. While the question wasn't asked, it is reasonable to assume that many of these responses are from Local Government Officers running a library. Four responses submitted in this category were official local government responses and these have been moved to the Local Government category.

What do you most value about WA Public Libraries?

I enjoy the connectedness of the community that the library brings.

Local Government Officer Respondent

There were 32 responses to this question with access to a range of free resources and the value of the public library as a community hub and safe space being the most common themes. Libraries were also valued as being inclusive and accessible to all in the community.

What do you most value about WA Public Libraries?	Number of responses	% of Respondents
Meeting space; public place; safe community space; welcoming; community connections; community hub	18	56.3
Free access to resources	14	43.8
Inclusive; accessible to all; equity of access	11	34.4
Borrow and use books, magazines, other resources, hard copy, DVDs, ebooks, online	8	25.0
Easy to access resources; convenient	7	21.9
Free ILLs	6	18.8
Wide range of quality resources	5	15.6
Literacy programs; Better Beginnings	4	12.5
Community programs	3	9.4
Access to technology	3	9.4
Role in informing and educating	2	6.3
State-wide network	1	3.1
Welcoming, friendly, helpful staff	1	3.1

How could WA public libraries change to better meet current community needs?

There were 32 comments received for this question with more collocations and partnerships being the most common theme followed by more and improved

technology and a greater diversity of spaces to cater for community and individual meetings and those working and studying.

How could WA public libraries change to better meet current community needs?	Number of responses	% of Respondents
More collocations and partnerships	8	25.0
Improved and more technology	6	18.8
Better meet community needs; Analyse community needs	5	15.6
Small meeting spaces and nooks; Meeting rooms for community groups	5	15.6
More books and resources (physical and on-line)	4	12.5
Become a community hub – more than books and resources	4	12.5
More community programs; workshops; training courses; book clubs	4	12.5
Promote libraries in the community	3	9.4
Extended opening hours (Sunday is the time most commonly mentioned)	3	9.4
Keep paper books on shelves	2	6.3
One library card; ability to access all WA public libraries	2	6.3
More of a focus on literacy	2	6.3
Upskill staff in helping customers with IT; a help point for emerging technology	2	6.3
One LMS	1	3.1
Mini library hubs in shops; pop-up carts, etc.	1	3.1
More children's activities	1	3.1
Able to drop loans at any library	1	3.1
Get rid of scanning so can talk to staff	1	3.1
More funding	1	3.1
Better regional support	1	3.1
Need to show value of libraries	1	3.1
More outreach	1	3.1

What do you think will be the challenges for WA public libraries and their services in the future?

... changing mind set of library staff in terms of creating collaborative community spaces that are buzzing with life and activity - some staff may prefer public libraries to remain quiet zones. Changing the mind-set of the wider community - for example encouraging young people, creatives, services to utilise public library spaces.

Local Government Officer Respondent

There were 31 responses to this question with funding being the most common challenge identified closely followed by the provision of technology and the need for libraries to keep up to date with technological changes.

What do you think will be the challenges for WA public libraries and their services in the future?	Number of Respondents	% of Respondents
Funding	14	45.2
Technology	12	38.7
Demonstrating the value of libraries to decision makers	5	16.1

Remaining relevant and in touch with changing community needs	5	16.1
Online availability of books and information via the internet	4	12.9
Skills and knowledge of staff/ keeping staff with the right skills	4	12.9
Lack of space	3	9.7
Retaining hardcopy books	3	9.7
Cost of maintaining and running libraries	2	6.5
Lack of promotion	2	6.5
Balancing the traditional role of libraries with new roles	2	6.5
Providing an equitable service to communities across the State	2	6.5
Maintaining physical locations	1	3.2
Remaining a community hub responsive to the community	1	3.2
Digital divide	1	3.2

Do you agree or disagree with the priority to repeal the Library Board (Registered Public Libraries) Regulations 1985 as they do not reflect contemporary public library services?

There were 28 responses to this question, with only one respondent indicating that they disagreed with the priority. Two of the comments stated that the respondent was not familiar enough with the legislation to 'agree' or 'disagree'. There were 12 comments, most reflecting that the regulations are dated and need repealing. A number of the comments requested consultation in the drafting of new legislation.

Answer Choice	Number of Responses	% of Responses
Agree	27	96.4
Disagree	1	3.6
Total Respondents	28	100

Do you agree or disagree with the priority to establish a Library Board sub-committee for governance and strategic oversight of WA public libraries, composed of local and State Government representatives?

Of the 29 responses to this question, 24 agreed with the priority. Comments reflect diverse views on this question with one saying "*the industry should be governing itself without state government interference*" while the majority emphasise the need for state and local government representation. One respondent suggests that in addition to local and state representation, business and community representatives be included.

Answer Choice	Number of Responses	% of Responses
Agree	24	82.8
Disagree	5	17.2
Total Respondents	29	100

Do you agree or disagree with the priority to adopt the Australian Library and Information Association's (ALIA's) Guidelines, Standards and Outcome

Measures for Australian Public Libraries (2016) as an aspirational framework for benchmarking and measuring public value?

There was unanimous support for this priority with comments recognising the value of these. The only concerns expressed in the nine comments received is the need to ensure that these align with the unique aspects of the Western Australian public library system and some responses from regional local governments reflect the valid concern that small libraries may not be able to meet these so they will need to be aspirational.

Answer Choice	Number of Responses	% of Responses
Agree	29	100
Disagree	0	0
Total Respondents	29	100

Do you agree or disagree with the priority to develop new legislation that is reflective of contemporary public library services in WA?

All 30 respondents agree with this priority. Three comments were recorded, and these reflected comments in Question 5, reiterating that the current legislation is dated and that there needs to be consultation on any new legislation.

Answer Choice	Number of Responses	% of Responses
Agree	30	100
Disagree	0	0
Total Respondents	30	100

Do you agree or disagree with the priority to implement a multi-tiered support model determined by the ability to meet agreed criteria for service provision and population size?

Twenty eight of the 29 respondents support this priority. A number of comments urge consideration of the needs of small regional local government libraries while others counsel that any new model must reflect the needs of local communities. Some comments recognise the value provided by SLWA in contract and consortia management for the state wide library system. The need for funding certainty is also commented on by a number of respondents.

Answer Choice	Number of Responses	% of Responses
Agree	28	96.6
Disagree	1	3.4
Total Respondents	29	100

Do you agree or disagree with the priority to introduce a system for the allocation of annual State Government funding? Funds are not limited to the purchase of physical library stock; portions can be allocated for technological infrastructure, implementation of innovative programming, administration or other priorities.

Twenty eight of the 29 responses are in support of this priority. Comments show an appetite for change in this area as proposed; however, there are concerns expressed about the need to ensure that the requirements of small libraries continue to be supported. A number of the 13 comments urge that funding needs to increase and that funds for services other than collections should be in addition to that currently provided by the State Government.

Answer Choice	Number of Responses	% of Responses
Agree	28	96.6
Disagree	1	3.4
Total Respondents	29	100

Do you agree or disagree with the priority to develop an accountable and robust reporting framework for expenditure of allocated funds?

There is support for this proposal with comments urging a simple, manageable framework reflective of the funding amount. One of the two respondents that has indicated that they disagree with the proposal indicates that the quota reports currently compiled and monitored by the State Library is an adequate reporting framework and that no more should be required. Clearly, this would need to be reviewed if funding was allocated to other than expenditure on resources.

Answer Choice	Number of Responses	% of Responses
Agree	27	93.1
Disagree	2	6.9
Total Respondents	29	100

Do you agree or disagree with the priority to investigate ways in which to foster innovation and experimentation in public libraries through the introduction of a competitive innovation grants system, using the available annual State Government funding allocation?

Twenty one of the 28 responses support this priority. There were a number of comments expressing concern that competitive grants would favour larger, better resourced local governments and that that staff would need training in applying for grants. A number of comments urge additional funding for these grants rather than them coming from the current funding pool and some of these indicate that they would not support this priority without additional funding.

Answer Choice	Number of Responses	% of Responses
Agree	21	75
Disagree	7	25
Total Respondents	28	100

Do you agree or disagree with the priority to develop a new support model and an accountable reporting framework for regional and remote public libraries, to ensure equity of service and consistency of support across regions?

There is unanimous support for this proposal. Eight comments were received and all reflect the need to improve the current system, for example “*Current one is useless. No value-add activities. Outcomes are basic and restrictive*”. Two of the comments urge that any new model be able to be tailored to the needs of different local governments and their communities.

Answer Choice	Number of Responses	% of Responses
Agree	30	100
Disagree	0	0
Total Respondents	30	100

Do you agree or disagree with the priority to realign public library regional boundaries with WA Regional Development boundaries to foster better integrated planning at a local level and collaboration within regions, and for administrative efficiency?

Although the responses show clear support for this proposal, a number of comments reflect a feeling that this won't see any significant benefits for library services or meeting community need other than making administrative sense.

Answer Choice	Number of Responses	% of Responses
Agree	24	92.3
Disagree	2	7.7
Total Respondents	26	100

Do you agree or disagree with the priority to contribute to a broader strategy to strengthen partnerships and collaboration between libraries, local government and the Western Australian Community Resource Network, business and not-for-profit organisations in the regions to enable a better coordinated approach to service delivery, responding to local needs?

Comments are strongly supportive of this approach “*Linking the community resource centres for learning and training resources would be fantastic and value adding*”; while one response recommends caution as the funding for CRCs is uncertain and one, presumably from the respondent that has indicated disagreement with the proposal, states that “*Our LGA resumed operation of our main public library after an unsuccessful collaboration with the CRC running the library. Unless full responsibility for public libraries was handed to the CRC network rather than LGAs, it would not work and our LGA would not support a shared model*”.

Answer Choice	Number of Responses	% of Responses
Agree	28	96.6
Disagree	1	3.4
Total Respondents	29	100

Do you agree or disagree with the priority to investigate further options for a single access card system which provides access to all 232 WA public

libraries and the ability to locate and borrow an item from any public library through that card?

All respondents support this priority and comments reflect enthusiastic support for a single access card. The concerns expressed in the comments centre around the fact that many local governments have recently entered into contracts for a new LMS recently and that business rules need to be developed that will satisfy the diverse range and size of local governments in Western Australia.

Answer Choice	Number of Responses	% of Responses
Agree	30	100
Disagree	0	0
Total Respondents	30	100

Do you agree or disagree with the priority to consider the adoption of ALIA's Guidelines, Standards and Outcome Measures for Australian Public Libraries to provide clear and consistent guidance for measuring the impact of public library services on individuals and communities?

Twenty eight respondents support this priority with one disagreeing with the proposal. As with question seven, which also proposes the adoption of ALIA's Guidelines, comments recognise the strength of adopting the standards for measuring and benchmarking WA library services with their counterparts in other states and reflect the difficulty some small libraries may have in meeting these.

Answer Choice	Number of Responses	% of Responses
Agree	28	96.6
Disagree	1	3.4
Total Respondents	29	100

Do you agree or disagree with the priority to investigate the feasibility of a state-wide subscription for Culture Counts as a measurement and evaluation framework to promote a clearer understanding to government, business and community of what libraries deliver and the impact of these services?

Twenty six of the 27 respondents support this priority. Seven comments were received and two of these support the need for a measurement tool but question whether others should be considered in addition to Culture Counts.

Answer Choice	Number of Responses	% of Responses
Agree	26	96.3
Disagree	1	3.7
Total Respondents	27	100

Do you agree or disagree with the priority to develop a state-wide marketing campaign promoting the diverse service offerings and value of public libraries in Western Australia?

Twenty seven of the 29 respondents support this proposal. One comment asks how any campaign will be funded while others indicate that funding must be additional to current funding. The only other concern expressed is that any marketing campaign would need to take into account the diversity of library services in the State.

Answer Choice	Number of Responses	% of Responses
Agree	27	93.1
Disagree	2	6.9
Total Respondents	29	100

Do you live in Metropolitan Perth, Outer Metropolitan Perth or Regional or remote Western Australia?

Answer Choice	Number of Responses	% of Responses
Metropolitan Perth	12	40.0
Outer Metropolitan Perth	2	6.7
Regional or Remote Western Australia	16	53.3

Are you a regular public library user?

Unsurprisingly, respondents use a wide number of libraries and those two who are not library users satisfy their information needs on-line and are not recreational readers.

Answer Choice	Number of Responses	% of Responses
Yes	26	92.9
No	2	7.1

Are there any other comments you would like to make?

Only three additional comments were received, one wishing the process 'good luck', one emphasising the need for State funding and identifying staff training as a priority with any changes implemented.

Public Library Manager

There were 59 survey responses in this category; however, only 42 completed the survey. Four formal local government responses completed in this category have been moved to the Local Government category.

What do you most value about WA Public Libraries?

Over 57% of respondents indicated that what their customers most valued about the library was that it provided a safe, welcoming space that build connections in the community. Free access to resources was also a significant response as was acknowledgement that libraries are inclusive and accessible to all in the community.	Number of Respondents	% of Respondents
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What do you most value about WA Public Libraries?		
Meeting space; public place; safe community space; welcoming; community connections; community hub	24	57.1
Free access to resources	15	35.7
Inclusiveness; accessible to all; equity of access	14	33.3
Easy to access resources; convenient	13	31.0
Range of quality resources	12	28.6
Borrow and use books, magazines, and other resources (physical and on-line)	10	23.8
Access to technology	6	14.3
Role in informing and educating	6	14.3
Free ILLs system	6	14.3
Community programs and workshops	6	14.3
Staff (friendly and helpful)	5	11.9
Literacy programs; Better Beginnings	5	11.9
Statewide library network	4	9.5
Children's activities; school holiday programs	3	7.1
Contribution to community development	1	2.4
Place to study	1	2.4
Access to knowledge	1	2.4

How could WA public libraries change to better meet current community needs?

As with the previous question, 42 respondents provided answers. The common themes are summarised below. Many respondents emphasised the evolving nature of public library services and the changes that have been an on-going part of service delivery in recent years. The need to analyse and better meet community needs elicited a number of responses.

How could WA public libraries change to better meet current community needs?	Number of Respondents	% of Respondents
Better meet community needs; analyse community needs	8	19.0
Improved and more technology	6	14.3
More partnerships	6	14.3
Increased funding	5	11.9
Promote libraries in the community	4	9.5
Upskill staff in assisting customers with technology	4	9.5
Change the ILLs service back	3	7.1
Increased focus on literacy	3	7.1
Regional support	3	7.1
More books and resources	2	4.8
Become a community hub; more than just books and resources	2	4.8
Common business rules across all libraries	2	5.1
Improve equity of service	2	4.8
More on-line resources and services	2	4.8
More staff	2	4.8
Need to demonstrate value of libraries	2	4.8
Libraries are good as they are – no need to change	2	4.8
One library card; ability to access all public libraries	2	4.8

State wide LMS	1	2.4
Greater diversity of spaces for different uses	1	2.4
Access to state wide catalogue and easier access to catalogues of other libraries	1	2.4
More community programs; workshops; training courses; book clubs	1	2.4
No fines or charges for lost/damaged	1	2.4
Able to drop loans at any library	1	2.4
Better exchanges	1	2.4
More outreach	1	2.4

What do you think will be the challenges for WA public libraries and their services in the future?

Forty two respondents answered this question with funding being clearly seen as the main challenge to public libraries in the future. Other themes are shown in the table below.

What do you think will be the challenges for WA public libraries and their services in the future?	Number of Respondents	% of Respondents
Funding	21	50.0
Catering for increasingly diverse needs and meeting community expectations; Retaining relevance	11	26.2
Upskilling staff and staff culture to respond to change	9	25.6
Keeping up with technology	8	24.8
Demonstrating the value of libraries to decision makers	8	19.0
Equity of service across the state	8	19.0
Availability of books and information on-line via the internet	5	11.9
Digital divide	4	9.5
Balancing traditional role of libraries with new roles	4	9.5
Lack of space to cater for more diverse role of libraries	3	7.1
Cost of maintaining and running libraries	3	7.1
Fewer customers through the door	2	4.8
Poor ILLs service	2	4.8
Retaining free services	2	4.8
Strong leadership and a clear vision	2	4.8
Attracting and engaging younger customers	1	2.4
Poor opening hours	1	2.4
Introducing a shared LMS	1	2.4
Remaining as a community hub relevant to the community	1	2.4
Promotion	1	2.4

Do you agree or disagree with the priority to repeal the Library Board (Registered Public Libraries) Regulations 1985 as they do not reflect contemporary public library services?

Thirty nine of the 42 responses to this question supported the priority. The majority of comments reflected the need to repeal what are seen as outdated regulations that no longer reflect modern use of public libraries. One respondent emphasised the value of the regulations in supporting the library rules, indicating that, if they are

repealed, local governments may need to update their policies to ensure robust governance.

Answer Choice	Number of Responses	% of Responses
Agree	39	92.9
Disagree	3	7.1
Total Respondents	42	100

Do you agree or disagree with the priority to establish a Library Board sub-committee for governance and strategic oversight of WA public libraries, composed of local and State Government representatives?

Over 87% of respondents supported this proposal. Most of the comments reflect the desire to move forward with a sub-committee with equal state and local government representation while one respondent saw it as another level of bureaucracy. One of the 14 comments states that *operational oversight of local government by a State Board maintains the existing paternalistic relationship*, while others posit the need for a committee led by local government.

Answer Choice	Number of Responses	% of Responses
Agree	34	87.2
Disagree	5	12.8
Total Respondents	39	100

Do you agree or disagree with the priority to adopt the Australian Library and Information Association's (ALIA's) Guidelines, Standards and Outcome Measures for Australian Public Libraries (2016) as an aspirational framework for benchmarking and measuring public value?

Forty one of the 42 responses supported this priority. All of the 13 comments reflect support for this priority; however, a number recognise the challenges for libraries, particularly small rural local governments, in meeting these.

Answer Choice	Number of Responses	% of Responses
Agree	41	97.6
Disagree	1	2.4
Total Respondents	42	100

Do you agree or disagree with the priority to develop new legislation that is reflective of contemporary public library services in WA?

Forty one respondents endorse this priority. All twelve comments endorse this proposal while most urge that any new legislation protects free core library service provision by all local governments and a request that there be consultation with local government in the drafting of new legislation.

Answer Choice	Number of Responses	% of Responses
Agree	41	97.6
Disagree	1	2.4
Total Respondents	42	100

Do you agree or disagree with the priority to implement a multi-tiered support model determined by the ability to meet agreed criteria for service provision and population size?

All 39 respondents support this priority. Comments reflect the need to move from the current 'one-size-fits-all' model to one which takes account of the differing needs of local governments and communities, based on population, while maintaining state-wide initiatives such as provision of licenses for on-line resources and consortia purchasing. A small number of comments raise concerns that small local governments may be disadvantaged; however no specific issues are identified.

Answer Choice	Number of Responses	% of Responses
Agree	39	100
Disagree	0	0
Total Respondents	39	100

Do you agree or disagree with the priority to introduce a system for the allocation of annual State Government funding? Funds are not limited to the purchase of physical library stock; portions can be allocated for technological infrastructure, implementation of innovative programming, administration or other priorities.

Thirty nine of the 40 respondents support this priority, although, a small number of comments reflect a concern that smaller local governments may be disadvantaged. Support is often indicated on the basis that programs and services are increasingly seen as being as important to community members as resources and in order to meet this increasing demand, funding is required. Two comments express concern about diverting funding from resources to programs and urge consideration of the differing community priorities. Some comments also counsel that a change of this type should be for value added services rather than administration or non-library services.

Answer Choice	Number of Responses	% of Responses
Agree	39	97.5
Disagree	1	2.5
Total Respondents	40	100

Do you agree or disagree with the priority to develop an accountable and robust reporting framework for expenditure of allocated funds?

Only two of the 42 respondents disagreed with this proposal citing this as an additional 'burden'. Other comments reflected a clear understanding of the need for this while urging a model that is simple as well as transparent and accountable.

Answer Choice	Number of Responses	% of Responses
Agree	40	95.2
Disagree	2	4.8
Total Respondents	42	100

Do you agree or disagree with the priority to investigate ways in which to foster innovation and experimentation in public libraries through the introduction of a competitive innovation grants system, using the available annual State Government funding allocation?

Thirty of the 39 respondents supported this priority with a number of comments reflecting concern that this would disadvantage small local governments, while others were supportive only if funding was additional to that currently allocated for library stock.

Answer Choice	Number of Responses	% of Responses
Agree	30	76.9
Disagree	9	23.1
Total Respondents	39	100

Do you agree or disagree with the priority to develop a new support model and an accountable reporting framework for regional and remote public libraries, to ensure equity of service and consistency of support across regions?

Only two of the 42 responses to this question did not support the priority and comments reflect this support urging flexibility to better cater for the wide ranging needs of various communities and regions. A number of comments urge a move to a more flexible model that caters for the diversity of regional libraries.

Answer Choice	Number of Responses	% of Responses
Agree	40	95.2
Disagree	2	4.8
Total Respondents	42	100

Do you agree or disagree with the priority to realign public library regional boundaries with WA Regional Development boundaries to foster better integrated planning at a local level and collaboration within regions, and for administrative efficiency?

While 34 of the 38 respondents support this proposal, comments indicate a requirement for a more detailed investigation to ensure it will benefit library and

community outcomes. Most of the six comments acknowledge the logic of using WA Regional Development boundaries but see no real advantages to the move.

Answer Choice	Number of Responses	% of Responses
Agree	34	89.5
Disagree	4	10.5
Total Respondents	38	100

Do you agree or disagree with the priority to contribute to a broader strategy to strengthen partnerships and collaboration between libraries, local government and the Western Australian Community Resource Network, business and not-for-profit organisations in the regions to enable a better coordinated approach to service delivery, responding to local needs?

There is strong support for this priority though comments urge caution about local government taking on the responsibilities of CRCs during a time of reduced funding for those services.

One comment that provides a particularly innovative view of a different way of working was: *Would particularly like to see a free-range librarian model which would allow a library officer to visit local businesses and organisations to help them with their reference needs.*

Answer Choice	Number of Responses	% of Responses
Agree	36	94.7
Disagree	2	5.3
Total Respondents	38	100

Do you agree or disagree with the priority to investigate further options for a single access card system which provides access to all 232 WA public libraries and the ability to locate and borrow an item from any public library through that card?

While there is consistent support for a single card, there are concerns from a number of respondents about a single library management system (LMS) as many local governments have recently invested in contracts for a new LMS. The option of investigating a discovery layer is posited as a preferred alternative to one LMS while a phased implementation is another alternative proposed. A number of comments extol the success of the South-West and Western Suburbs models. A small number of the 24 comments express concern in catering for the diversity of libraries with a single card and LMS; however, as the SW Consortia covers a range of local governments from large to small, this provides a possible model to learn from in developing any proposal of this type.

Answer Choice	Number of Responses	% of Responses
Agree	33	89.2
Disagree	4	10.8
Total Respondents	37	100

Do you agree or disagree with the priority to consider the adoption of ALIA's Guidelines, Standards and Outcome Measures for Australian Public Libraries to provide clear and consistent guidance for measuring the impact of public library services on individuals and communities?

There is unanimous support of this proposal from the 40 respondents with the only concern being that measures are put in place to cater for the needs of small libraries.

Answer Choice	Number of Responses	% of Responses
Agree	40	100
Disagree	0	0
Total Respondents	40	100

Do you agree or disagree with the priority to investigate the feasibility of a state-wide subscription for Culture Counts as a measurement and evaluation framework to promote a clearer understanding to government, business and community of what libraries deliver and the impact of these services?

There is strong support for this priority with all 11 comments reflecting this. The only concerns expressed are around capacity and time to use the tool and investigating options other than Culture Counts. Apprehensions about capacity could be overcome if surveys developed by current users of the system and strategies for sustainable delivery are shared with all libraries.

Answer Choice	Number of Responses	% of Responses
Agree	37	97.4
Disagree	1	2.6
Total Respondents	38	100

Do you agree or disagree with the priority to develop a state-wide marketing campaign promoting the diverse service offerings and value of public libraries in Western Australia?

There is support for this priority with all 16 comments recognising the need to promote the opportunities that public libraries offer to the community to a wider audience. Leveraging work already done by PLWA is mentioned in some comments.

Answer Choice	Number of Responses	% of Responses
Agree	38	97.4
Disagree	1	2.6
Total Respondents	39	100

Do you live in Metropolitan Perth, Outer Metropolitan Perth or Regional or remote Western Australia?

Answer Choice	Number of Responses	% of Responses
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Metropolitan Perth	14	32.6
Outer Metropolitan Perth	1	2.3
Regional or Remote Western Australia	28	65.1

Are you a regular public library user?

Unsurprisingly respondents use a wide variety of public libraries.

Answer Choice	Number of Responses	% of Responses
Yes	37	97.4
No	1	2.6

Are there any other comments you would like to make?

There were ten additional comments, the majority emphasising their support for public libraries and acknowledging the need for changes to the state-wide system.

Public Library Staff Member

Although 202 people identifying as Public Library Staff Members started the survey, only 112 completed the questions. Of those, 99 indicated their place of residence with 45 (45.5%) from metropolitan Perth, 12 (12.1%) from Outer metropolitan Perth and 42 (42.4%) from regional or remote Western Australia.

What do you most value about WA Public Libraries?

One hundred and twelve responses were provided for this question. Free access to resources in hard copy and on-line was seen as providing the main value of the library to the community. The available range was also highly valued. In common with the other categories of respondents who work in libraries, the inclusiveness of libraries was also seen as being of significant value. Libraries were also valued as safe places and as community hubs. These and other themes are detailed below.

What do you most value about WA Public Libraries?	Number of Respondents	% of Respondents
Free access to resources	52	46.4
Inclusiveness; accessible to all; equity of access	38	33.9
Meeting space; public place; safe community space; welcoming; community connections; community hub	37	33.0
Range of quality resources	36	32.1
Easy to access resources; convenient	31	27.7
Borrow and use books, magazines, and other resources (physical and on-line)	24	21.4
Community programs and workshops	13	11.6
Children's activities; school holiday programs	12	10.7
Access to technology	11	9.8
Free ILLs system	11	9.8
Statewide library network	10	8.9
Role in informing and educating	9	8.0
Staff (friendly and helpful)	8	7.1
Literacy programs; Better Beginnings	7	4.5

Access to knowledge	5	4.5
Local history	2	1.8

How could WA public libraries change to better meet current community needs?

I am passionate about the shared LMS because I know how difficult it is for libraries in Regional WA to afford a quality system which integrates with the great eResources available via WAPLDMC and SLWA. They rely on consortiums to negotiate pricing, provide guidance on policies and ongoing support. Shared LMS solutions improve services to the community in many areas including saving \$ as mentioned but also improve access to both physical and electronic resources. The Mid [sic] West Libraries Consortium has so far resulted in nine remote libraries having an online catalogue for the first time. It has allowed the dramatic improvement of two other library online catalogues.

Public Library Staff Member.

There were 106 responses to this question with the commonly cited themes summarised below. As with responses from public library managers, a number of respondents in this category also mentioned the ongoing nature of change in public libraries.

How could WA public libraries change to better meet current community needs?	Number of Respondents	% of Respondents
Better meet community needs; Analyse community needs	13	12.3
More community programs; workshops; training courses; book clubs	13	12.3
Upskill staff in assisting customers with technology	12	11.3
Improved technology	12	11.3
Change the ILLs system back	11	10.4
One library card; ability to access all public libraries	10	9.4
Increased funding	8	7.5
More on-line resources and services	8	7.5
State wide LMS	7	6.6
Greater diversity of spaces for different uses	7	6.6
More focus on literacy and digital literacy	6	5.7
Become more of a community hub; more than just books and resources	6	5.7
More partnerships	5	4.7
More outreach	5	4.7
More LOTE resources	5	4.7
Need to demonstrate value of libraries	4	3.8
Better regional support	4	3.8
Keep paper books on shelves	4	3.8
Promote libraries in the community	3	2.8
More books and resources	3	2.8
Access to state wide catalogue and easier access to catalogues of other libraries	3	2.8
More books and resources	3	2.8
More staff	2	1.9
Better exchanges	2	1.9
Free internet access	2	1.9
No fines or charges for lost/damaged	1	0.9
Staff training in customer service	1	0.9

Longer hours (weekends and evenings)	1	0.9
Pop-ups and library hubs in shops community buildings	1	0.9

What do you think will be the challenges for WA public libraries and their services in the future?

There were 109 responses to this question with common themes captured below. Funding was again seen as the major challenge for libraries in the future. The need to keep up with technology was also seen as a key challenge.

What do you think will be the challenges for WA public libraries and their services in the future?	Number of Respondents	% of Respondents
Funding	48	44.0
Keeping up with technology	31	28.4
Catering for increasingly diverse needs and meeting community expectations; Remaining relevant	23	21.1
Upskilling staff (particularly in using technology)	20	18.3
Demonstrating the value of libraries to decision makers	17	15.6
Availability of books and information on-line via the internet	10	9.2
Poor ILLs service	5	4.6
Balancing traditional role of libraries with new roles	5	4.6
Trying to be everything to everyone (strain on resources)	5	4.6
Retaining free services	4	3.7
Digital divide	4	3.7
Cost of maintaining and running libraries	4	3.8
Lack of space to cater for more diverse role of libraries	4	3.7
Promotion of libraries	3	2.8
Maintaining physical locations	2	1.8
Fewer customers through the door	2	1.8
Introducing a share LMS	2	1.8
Equity of service across the State	2	1.8
Encouraging people to read	2	1.8
Loss of interaction with staff	1	0.9

Do you agree or disagree with the priority to repeal the Library Board (Registered Public Libraries) Regulations 1985 as they do not reflect contemporary public library services?

There was support for this priority with over 87% of respondents agreeing with the proposal. There were 30 comments, many expressing concern that before agreeing with the proposal, they needed to understand what would replace it while others recognised that the Regulations are outdated with a number suggesting review rather than repeal.

Answer Choice	Number of Responses	% of Responses
Agree	77	87.5
Disagree	11	12.5
Total Respondents	88	100

Do you agree or disagree with the priority to establish a Library Board sub-committee for governance and strategic oversight of WA public libraries, composed of local and State Government representatives?

This proposal was supported with 84 of the 96 respondents in agreement with the priority. There were 25 comments with some indicating that this would be another level of government bureaucracy and others urging equal representation from state and local government as well as ensuring regional representation. A number of respondents indicated that, should such a committee be established, it must include community representation.

Answer Choice	Number of Responses	% of Responses
Agree	84	87.5
Disagree	12	12.5
Total Respondents	96	100

Do you agree or disagree with the priority to adopt the Australian Library and Information Association's (ALIA's) Guidelines, Standards and Outcome Measures for Australian Public Libraries (2016) as an aspirational framework for benchmarking and measuring public value?

There were 101 responses to this question with over 93% supporting the priority. There were 14 comments, most indicating support for alternative methods to measure the outcomes and value of public library services. The key concern was that the Guidelines did not necessarily account for the diversity of services in Western Australia.

Answer Choice	Number of Responses	% of Responses
Agree	94	93.1
Disagree	7	6.9
Total Respondents	101	100

Do you agree or disagree with the priority to develop new legislation that is reflective of contemporary public library services in WA?

Of the 98 respondents, 95 supported the priority. Eleven comments were received and the majority of these confirmed support for the proposal and urged maintenance of free core services in any new legislation and that the requirements of regional local governments were taken in to account.

Answer Choice	Number of Responses	% of Responses
Agree	95	96.9
Disagree	3	3.1
Total Respondents	98	100

Do you agree or disagree with the priority to implement a multi-tiered support model determined by the ability to meet agreed criteria for service provision and population size?

There were 91 responses to this proposal, with over 91% in support. There were 14 comments with the most commonly expressed view being that the detail of this this will need to be carefully worked through to ensure that small local governments are not disadvantaged and that funding of any new model was essential.

Answer Choice	Number of Responses	% of Responses
Agree	83	91.2
Disagree	8	8.8
Total Respondents	91	100

Do you agree or disagree with the priority to introduce a system for the allocation of annual State Government funding? Funds are not limited to the purchase of physical library stock; portions can be allocated for technological infrastructure, implementation of innovative programming, administration or other priorities.

Ninety five responses were received to this question, with 84 in agreement. Twenty two comments were received with the most commonly expressed view being that the proposal is a good one and that being able to direct funding to technology, literacy and learning programs and other community priorities would provide much needed flexibility. A commonly expressed concern was that the proposal would negatively impact the range of resources available. Two comments specifically mentioned that administration costs should not be provided by State Government funding.

Answer Choice	Number of Responses	% of Responses
Agree	84	88.4
Disagree	11	11.6
Total Respondents	95	100

Do you agree or disagree with the priority to develop an accountable and robust reporting framework for expenditure of allocated funds?

Eighty five of the 95 respondents indicate their agreement with this priority while 10 disagreed. Eleven comments were received with most recognising the need for this and urging that it be manageable for staff in libraries of all sizes.

Answer Choice	Number of Responses	% of Responses
Agree	85	89.5
Disagree	10	10.5
Total Respondents	95	100

Do you agree or disagree with the priority to investigate ways in which to foster innovation and experimentation in public libraries through the introduction of a competitive innovation grants system, using the available annual State Government funding allocation?

Seventy one responses were received with 61 supporting the proposal. Twenty four comments were received mostly supporting the proposal with a commonly expressed reservation being the need for this to be in addition to existing funding or with a base level of funding agreed prior to the provision of innovation grants. Support for staff in applying for grants is also mentioned. Comments from respondents disagreeing with the proposal cited their main concern being that competitive grants would favour large local governments with the resources to apply.

Answer Choice	Number of Responses	% of Responses
Agree	74	81.3
Disagree	17	18.7
Total Respondents	91	100

Do you agree or disagree with the priority to develop a new support model and an accountable reporting framework for regional and remote public libraries, to ensure equity of service and consistency of support across regions?

There were 96 responses to this question with almost 95% supporting the priority. Only 12 comments were received and these cover a range of opinions from support for the current model to one indicating that they see little benefit from this and see a need for more accountability. Other comments indicate that remote libraries need to be better supported. The most comprehensive comment (provided below) offers some options for the future:

New technology could be used to support smaller libraries rather than physical visiting...and perhaps metro libraries could be allocated some support responsibilities for rural libraries and there [could] be a small central SLWA staff contingent who do regular visits as and when required to rural areas; but surely technology can support better support through online linkups?

Public Library Staff Member.

Answer Choice	Number of Responses	% of Responses
Agree	91	94.8
Disagree	5	5.2
Total Respondents	96	100

Do you agree or disagree with the priority to realign public library regional boundaries with WA Regional Development boundaries to foster better integrated planning at a local level and collaboration within regions, and for administrative efficiency?

There were 90 responses to this question, 79 agreeing with the proposal and 11 disagreeing. Only 12 comments were received with most indicating they were unsure

about what this would achieve. The comment below poses an important question that may need to be considered as to the need for a library in every community.

There is a significant disparity in population and number of libraries in currently defined regions. I am not familiar with the WA Regional Development boundaries, but if they are used for other government services it would seem logical to consider new regions based on those. Commitment to the concept of a public library in every town is also something that could be questioned in today's mobile world, particularly in regions where town sites are very close to one another. Facilities such as medical, recreational and sporting are often centralised for a region, is that an option for public libraries?

Public Library Staff Member.

Answer Choice	Number of Responses	% of Responses
Agree	79	87.8
Disagree	11	12.2
Total Respondents	90	100

Do you agree or disagree with the priority to contribute to a broader strategy to strengthen partnerships and collaboration between libraries, local government and the Western Australian Community Resource Network, business and not-for-profit organisations in the regions to enable a better coordinated approach to service delivery, responding to local needs?

There were 97 responses to this question with only five comments providing a consensus that this needs to be further explored.

Answer Choice	Number of Responses	% of Responses
Agree	89	91.8
Disagree	8	8.2
Total Respondents	97	100

Do you agree or disagree with the priority to investigate further options for a single access card system which provides access to all 232 WA public libraries and the ability to locate and borrow an item from any public library through that card?

Eighty percent of the 90 respondents supported the proposal. There were 19 comments with most supporting the proposal (two citing the SW Consortia as a good practice model to follow) with most of the concerns reflecting the detail of any system – most notably the cost of moving an increased number of items around the State.

Answer Choice	Number of Responses	% of Responses
Agree	72	80.0
Disagree	18	20.0
Total Respondents	90	100

Do you agree or disagree with the priority to consider the adoption of ALIA's Guidelines, Standards and Outcome Measures for Australian Public Libraries

to provide clear and consistent guidance for measuring the impact of public library services on individuals and communities?

Only four comments were received to this question, all supporting the proposal. One expresses some concern about resourcing the measurement and reporting against the framework.

Answer Choice	Number of Responses	% of Responses
Agree	93	95.9
Disagree	4	4.1
Total Respondents	97	100

Do you agree or disagree with the priority to investigate the feasibility of a state-wide subscription for Culture Counts as a measurement and evaluation framework to promote a clearer understanding to government, business and community of what libraries deliver and the impact of these services?

There were only seven comments for this question with two indicating that they were 'unsure' about the proposal. Of the remainder, all were supporting with two of the comments urging consideration of the range of products available.

Answer Choice	Number of Responses	% of Responses
Agree	85	90.4
Disagree	9	9.6
Total Respondents	94	100

Do you agree or disagree with the priority to develop a state-wide marketing campaign promoting the diverse service offerings and value of public libraries in Western Australia?

Of the 95 responses to this question, over 90% were supportive of the proposal. All but one of the 15 comments are enthusiastic about the proposal with one negative comment stating that not all libraries have the same services and therefore marketing could result in unrealistic expectations.

Answer Choice	Number of Responses	% of Responses
Agree	91	92.9
Disagree	7	7.1
Total Respondents	98	100

Do you live in Metropolitan Perth, Outer Metropolitan Perth or Regional or remote Western Australia?

Answer Choice	Number of Responses	% of Responses
Metropolitan Perth	45	45.5
Outer Metropolitan Perth	12	12.1
Regional or Remote Western Australia	42	42.4

Are you a regular public library user?

Respondents used libraries across the State with many being customers of more than one library system as well as using the library where they worked.

Answer Choice	Number of Responses	% of Responses
Yes	95	97.9
No	2	2.19

Are there any other comments you would like to make?

There were 26 additional comments with most reiterating the importance of libraries in responding to the needs of the community, particularly in connecting people and in accessing technology. A number of comments reflect the need for change: *I have worked in both country and city libraries for more than 15 years. Let us get this done, not just talk about it for another 15 years*, while others urge caution in changing the current system.

Community Resource Centre Representative

Although 34 people identifying as CRC Representatives started the survey, only 25 completed the questions. Of those, 21 indicated their place of residence as being from regional or remote Western Australia with one response from metropolitan Perth.

What do you most value about WA Public Libraries?

There were 25 responses to this question with the themes collated below. As with community member responses, the highest value of public libraries was seen as the ability to borrow and use resources such as books and magazines.

What do you most value about WA Public Libraries?	Number of Respondents	% of Respondents
Borrow and use books, magazines, and other resources (physical and on-line)	14	56.0
Meeting space; public place; safe community space; welcoming; community connections; community hub	8	32.0
Inclusiveness; accessible to all; equity of access	8	32.0
Easy to access resources; convenient	5	20.0
Free ILLs system	4	16.0
Role in informing and educating	4	16.0
Range of quality resources	4	16.0
Literacy programs; Better Beginnings	3	12.0
Free access to resources	3	12.0
Children's programs; Holiday reading programs	2	8.0
Community programs and workshops	2	8.0
Access to technology	1	4.0
Staff (friendly and helpful)	1	4.0
Local history	1	4.0

How could WA public libraries change to better meet current community needs?

The responses to this question from the 24 respondents have been grouped below. Unsurprisingly, with much of the business of CRC's focusing on technology, improved technology is identified as the most common change identified. Similarly, with CRCs reliance on a partnership model, collaboration features as an important theme.

How could WA public libraries change to better meet current community needs?	Number of Respondents	% of Respondents
Improved technology	6	25.0
More collocations and partnerships	3	12.5
One library card; ability to access all public libraries	3	12.5
Better support for regional libraries	3	12.5
Become more of a community hub; more than just books and resources	3	12.5
Change the ILLs system back	3	12.5
More community programs; workshops; training courses; book clubs	3	12.5
Libraries are good as they are and don't need to change	2	8.3
Access to state wide catalogue and easier access to catalogues of other libraries	2	8.3
Better meet community needs	2	8.3
Ability to drop loans at any library	1	4.2
Upskill staff in assisting customers with technology	1	4.2
Free internet access	1	4.2
Promote libraries in the community	1	4.2
Need to demonstrate value of libraries	1	4.2
More children's programs	1	4.2
Maintain equity of service	1	4.2

What do you think will be the challenges for WA public libraries and their services in the future?

There were 25 responses to this question with funding being identified as the most common challenge, closely followed by the availability of on-line resources and information.

What do you think will be the challenges for WA public libraries and their services in the future?	Number of Respondents	% of Respondents
Funding	9	36.0
Availability of books and information on-line via the internet	8	32.0
Equity of service across the State	4	16.0
Catering for increasingly diverse needs and meeting community expectations; Retaining relevance	4	16.0
Cost of maintaining and running libraries	3	12.0
Retaining needed hard copy books	3	12.0
Digital divide	2	8.0
Keeping up with technology	2	8.0
Loss of interaction with staff	2	8.0
Poor ILLs service	2	8.0

Maintaining a relevant mix of resources	1	4.0
Retaining free services	1	4.0
Demonstrating the value of libraries to decision makers	1	4.0
Encouraging people to read	1	4.0
Fewer customers through the door	1	4.0
Remaining as a community hub relevant to the community	1	4.0
Balancing traditional role of libraries with new roles	1	4.0

Do you agree or disagree with the priority to repeal the Library Board (Registered Public Libraries) Regulations 1985 as they do not reflect contemporary public library services?

Although there were eight comments received to this question, four indicated that they weren't informed enough to add any further observations. Of the remainder, all indicated that reviewing the current Act may be an option.

Answer Choice	Number of Responses	% of Responses
Agree	16	84.2
Disagree	3	15.8
Total Respondents	19	100

Do you agree or disagree with the priority to establish a Library Board sub-committee for governance and strategic oversight of WA public libraries, composed of local and State Government representatives?

Seven comments were received with all indicating support provided that there was regional representation.

Answer Choice	Number of Responses	% of Responses
Agree	19	86.4
Disagree	3	13.6
Total Respondents	22	100

Do you agree or disagree with the priority to adopt the Australian Library and Information Association's (ALIA's) Guidelines, Standards and Outcome Measures for Australian Public Libraries (2016) as an aspirational framework for benchmarking and measuring public value?

There was unanimous support for this proposal with one comment indicating that implementation would need to be funded.

Answer Choice	Number of Responses	% of Responses
Agree	22	100
Disagree	0	0
Total Respondents	21	100

Do you agree or disagree with the priority to develop new legislation that is reflective of contemporary public library services in WA?

Only one respondent was not in favour of this proposal with the five comments supporting this change and urging recognition of regional libraries.

Answer Choice	Number of Responses	% of Responses
Agree	22	95.7
Disagree	1	4.3
Total Respondents	23	100

Do you agree or disagree with the priority to implement a multi-tiered support model determined by the ability to meet agreed criteria for service provision and population size?

Eighteen of the 22 responses received are in favour of this proposal. There were nine comments all expressing concern that the needs of smaller populations in regional areas not be disadvantaged.

Answer Choice	Number of Responses	% of Responses
Agree	18	81.8
Disagree	4	18.2
Total Respondents	22	100

Do you agree or disagree with the priority to introduce a system for the allocation of annual State Government funding? Funds are not limited to the purchase of physical library stock; portions can be allocated for technological infrastructure, implementation of innovative programming, administration or other priorities.

There is strong support for this proposal with the five comments reflecting 'in principle' support as long as the needs of small regional libraries are considered.

Answer Choice	Number of Responses	% of Responses
Agree	21	91.3
Disagree	2	8.7
Total Respondents	23	100

Do you agree or disagree with the priority to develop an accountable and robust reporting framework for expenditure of allocated funds?

There was unanimous support for this priority with only one comment and this requested that any such system be simple and transparent.

Answer Choice	Number of Responses	% of Responses
Agree	22	100
Disagree	0	0
Total Respondents	22	100

Do you agree or disagree with the priority to investigate ways in which to foster innovation and experimentation in public libraries through the introduction of a competitive innovation grants system, using the available annual State Government funding allocation?

There was unanimous support for this proposal and no comments. Interestingly, in both this survey and the face-to-face and video link consultation with CRC representatives, they were enthusiastic about this proposal and as they regularly apply for grants for their CRC activities, saw this as a business as usual activity. This same question in the public library officer category saw considerable concern about a competitive grant process.

Answer Choice	Number of Responses	% of Responses
Agree	22	100
Disagree	0	0
Total Respondents	22	100

Do you agree or disagree with the priority to develop a new support model and an accountable reporting framework for regional and remote public libraries, to ensure equity of service and consistency of support across regions?

Of the five comments received, four supported the proposal while one indicated that they received good support from their regional library and found the current model satisfied their requirements.

Answer Choice	Number of Responses	% of Responses
Agree	19	90.5
Disagree	2	9.5
Total Respondents	21	100

Do you agree or disagree with the priority to realign public library regional boundaries with WA Regional Development boundaries to foster better integrated planning at a local level and collaboration within regions, and for administrative efficiency?

There were four comments received and these are supportive with the only reservation being the distances involved.

Answer Choice	Number of Responses	% of Responses
Agree	21	95.4
Disagree	1	4.6
Total Respondents	22	100

Do you agree or disagree with the priority to contribute to a broader strategy to strengthen partnerships and collaboration between libraries, local government and the Western Australian Community Resource Network,

business and not-for-profit organisations in the regions to enable a better coordinated approach to service delivery, responding to local needs?

There was unanimous support from this group who should be well informed as to the benefits of the proposal. The four comments confirmed this. The following comment is one worth highlighting as it raises some issues that should be addressed.

At the moment the ad hoc approach can lead to cost shifting issues and local government making demands on CRCs to provide free services. In some places where local CRC/Library mergers are proposed, locals can develop misguided ideas that these mergers represent cutbacks to their library service. Clear Statewide direction (and vision) on these sorts of issues might help in communicating the need for changes to the system.

CRC Representative.

Answer Choice	Number of Responses	% of Responses
Agree	23	100
Disagree	0	0
Total Respondents	23	100

Do you agree or disagree with the priority to investigate further options for a single access card system which provides access to all 232 WA public libraries and the ability to locate and borrow an item from any public library through that card?

There is strong support for this proposal with the only concern being the possibility of increased freight costs resulting from the movement of more stock around the State.

Answer Choice	Number of Responses	% of Responses
Agree	22	95.7
Disagree	1	4.3
Total Respondents	23	100

Do you agree or disagree with the priority to consider the adoption of ALIA's Guidelines, Standards and Outcome Measures for Australian Public Libraries to provide clear and consistent guidance for measuring the impact of public library services on individuals and communities?

There were no comments and strong support for this proposal.

Answer Choice	Number of Responses	% of Responses
Agree	19	95.0
Disagree	1	5.0
Total Respondents	20	100

Do you agree or disagree with the priority to investigate the feasibility of a state-wide subscription for Culture Counts as a measurement and evaluation framework to promote a clearer understanding to government, business and community of what libraries deliver and the impact of these services?

There were two comments, both supportive with one with a caveat that this should not add a layer of reporting.

Answer Choice	Number of Responses	% of Responses
Agree	16	88.9
Disagree	2	11.1
Total Respondents	18	100

Do you agree or disagree with the priority to develop a state-wide marketing campaign promoting the diverse service offerings and value of public libraries in Western Australia?

There is strong support for this proposal. The three comments all expressed support and a desire for this to promote CRCs as well as libraries.

Answer Choice	Number of Responses	% of Responses
Agree	20	95.2
Disagree	1	4.8
Total Respondents	21	100

Do you live in Metropolitan Perth, Outer Metropolitan Perth or Regional or remote Western Australia?

Answer Choice	Number of Responses	% of Responses
Metropolitan Perth	1	4.5
Outer Metropolitan Perth	0	0.0
Regional or Remote Western Australia	21	95.5

Are you a regular public library user?

Respondents used regional libraries with the single exception being a respondent who uses Nedlands, Claremont and SLWA. Reasons given for not using the library all indicated that they were too busy with other things.

Answer Choice	Number of Responses	% of Responses
Yes	18	81.8
No	4	19.2

Are there any other comments you would like to make?

Seven additional comments were received and all emphasised the importance and value of libraries to their community and one highlighting the added value that a collocation with a CRC brings in providing technology and the support to use this.

Local Government Responses

While there was no category identified for local government responses, 19 respondents identified their survey as being a formal response on behalf of their local government and these responses have been compiled here. Responses were received from the Cities of Armadale, Busselton, Canning, Joondalup, Mandurah, Melville, Nedlands, Rockingham, Swan and Wanneroo, the Shires of Augusta Margaret River, Bridgetown-Greenbushes, Broome, Capel, Merredin, Murray, Serpentine Jarrahdale and Toodyay and the Town of Port Hedland.

What do you most value about WA Public Libraries?

Many of the responses to this question drew on work done by public libraries in understanding the value that their customers and wider community placed on the library.

What do you most value about WA Public Libraries?	Number of Comments	% of Respondents
Inclusive access to resources, activities and buildings	13	68.4
Community and cultural hubs (to connect people)	11	57.9
Safe and trusted places	10	52.6
Access to technology	8	42.1
Literacy and learning services	8	42.1
Enable partnerships with other groups/agencies	6	31.6
Build community capacity (empowerment)	5	26.3
State-wide provision of services	2	10.5
Support for economic and workforce development	2	10.5
Local history	1	5.3

How could WA public libraries change to better meet current community needs?

Responses from the Cities of Canning, Joondalup and Wanneroo all noted the need for transformational strategic change in order to deliver more efficient and effectively library services in the future. Priorities identified in the Public Libraries Strategy were endorsed as providing a sound basis for this change by most respondents and a number welcomed the opportunity to comment as well as to be further involved in the implementation of priorities.

How could WA public libraries change to better meet current community needs?	Number of Comments	% of respondents
Working in collaboration/partnership to extend access to information and services and enable economies of scale through consortia purchasing (egov services, learning programs, etc.)	10	52.6
Improved access to technology	7	36.8
Improve community engagement (respond to community needs)	7	36.8
Re-purposing buildings to be more people focused (community hub)	6	31.6
More proactive in changing to meet evolving demand	5	26.3
More flexibility (the local government act is referenced) for	3	15.8

consortia and partnerships		
Strengthened state/local government network (governance model)	2	10.5
Rationalisation of service points across local governments	2	10.5
Increased funding	1	5.3
24/7 opening	1	5.3
Smart Cities approach	1	5.3

What do you think will be the challenges for WA public libraries and their services in the future?

Unsurprisingly the challenges identified are diverse, reflecting the distinct issues experienced in local governments. Funding is mentioned by all respondents as being the primary challenge with many respondents noting that local government funds between 87 and 90 percent of the costs of delivering a public library service. The City of Canning expressed a view that funding for public library services should come via the local government portfolio rather than SLWA to enable this agency to position itself as an independent body that could drive innovation, capacity building and advocacy in the sector.

What do you think will be the challenges for WA public libraries and their services in the future?	Number of Comments	% of respondents
Funding	16	84.2
Responding to change (including technology)	11	57.9
Staff skills/knowledge/attitudes to change	10	52.6
Demographic growth and diversity	7	36.8
Ensuring relevance to communities	6	31.6
Increasing community expectations/demand	5	26.3
Advocating the evolving role of libraries	5	26.3
Collaboration with other areas of LG and external (partnerships)	3	15.8
Measuring the impact and value of services	3	15.8
Aging single-function infrastructure	3	15.8
Cost shifting of Federal Government (myGov and NDIS)	3	15.8

Do you agree or disagree with the priority to repeal the Library Board (Registered Public Libraries) Regulations 1985 as they do not reflect contemporary public library services?

There is universal acknowledgement that the current legislation is outdated and needs to be repealed following consideration of requirements for the new legislation. This needs to be done in consultation with local government as it is clear that many public libraries reference the Regulations in their local policies and value the requirement for free core services. The single respondent that disagrees with the proposal suggests reviewing rather than repealing the Regulations; however, most regard the regulations as being outdated and restrictive and a number believe that regulations are no longer necessary.

Answer Choice	Number of Responses	% of Responses
Agree	18	94.7
Disagree	1	5.3

Total Respondents	19	100
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Do you agree or disagree with the priority to establish a Library Board sub-committee for governance and strategic oversight of WA public libraries, composed of local and State Government representatives?

There were only 18 responses to this proposal and these reflect agreement with the proposal for a committee to oversee governance and strategy for public libraries; however, comments reflect a desire for further exploration of the most suitable model including a local government/WALGA led committee or a committee reporting to the Minister as per the Victorian model. Perhaps unsurprisingly, in this category of respondent, the need for practitioners to be included is stressed, while in a number of the other respondent categories, the need for community representation is emphasised. The expectation of equal local and state representation is a recurrent theme and regional respondents emphasised the need for non-metropolitan representation. A number of respondents call for a review in makeup of the Library Board to better represent public library interests.

Answer Choice	Number of Responses	% of Responses
Agree	10	55.6
Disagree	8	44.4
Total Respondents	18	100

Do you agree or disagree with the priority to adopt the Australian Library and Information Association's (ALIA's) Guidelines, Standards and Outcome Measures for Australian Public Libraries (2016) as an aspirational framework for benchmarking and measuring public value?

There is unanimous support for this proposal with the only caveat being that there is consideration of the ability of smaller libraries/local governments to meet these.

Answer Choice	Number of Responses	% of Responses
Agree	19	100
Disagree	0	0
Total Respondents	19	100

Do you agree or disagree with the priority to develop new legislation that is reflective of contemporary public library services in WA?

The need for new legislation to replace current, often very outdated, agreements between the State and local governments is identified by all respondents with an emphasis on the need for new legislation to promulgate free core public library services. The single respondent that disagreed with the proposal argues for a review rather than developing new legislation. Most respondents emphasise a need to ensure appropriate consultation in the development of new legislation as well as the need for new legislation to be developed prior to the repeal of existing legislation.

Answer Choice	Number of Responses	% of Responses
Agree	18	94.7

Disagree	1	5.3
Total Respondents	19	100

Do you agree or disagree with the priority to implement a multi-tiered support model determined by the ability to meet agreed criteria for service provision and population size?

There is strong support for a tiered model recognising that this would better reflect the diverse needs of Western Australian communities. The need to maintain state-wide consortia for physical and electronic resources is emphasised by some respondents. The two respondents who was unsure (Other) wanted to understand more about the proposed model before making a decision.

Answer Choice	Number of Responses	% of Responses
Agree	17	89.5
Disagree	0	0
Other	2	10.5
Total Respondents	19	100

Do you agree or disagree with the priority to introduce a system for the allocation of annual State Government funding? Funds are not limited to the purchase of physical library stock; portions can be allocated for technological infrastructure, implementation of innovative programming, administration or other priorities?

There is general agreement that a more flexible funding model would more appropriately cater for the distinct identities of communities in both metropolitan and country Western Australia while funding certainty is a recurrent theme. A number of respondents indicated in principle support for a more flexible model if it provided additional funding for infrastructure or services other than resources. Of those disagreeing with the proposal, most were concerned that channelling funds to services other than stock would negatively impact on the state-wide collection. The City of Joondalup suggests capping the funding available for purchases other than stock to ensure the integrity of collections is maintained. The Shire of Broome expresses a view that there needs to be economies of scale in programming, which should be state-wide. This would seem to be counter to the commonly expressed view that services should cater for the needs of individual communities so a model where innovation grants were provided to local governments prepared to develop replicable programs that can be shared where relevant could address this. The response not in agreement emphasised that this could result in fewer available resources if funds were available for administration which is currently funded by local government.

Answer Choice	Number of Responses	% of Responses
Agree	18	94.7
Disagree	0	0
Other	1	5.3
Total Respondents	19	100

Do you agree or disagree with the priority to develop an accountable and robust reporting framework for expenditure of allocated funds?

All responses from metropolitan local governments recognise the need for accountability for expenditure of allocated funds and urge that this be simple to complete. Those from regional and remote libraries are mixed with many concerned that this will place an additional burden on already overstretched libraries. The Shire of Broome posits that the adherence to weekly order quotas already achieves this, which would not be the case if the funding system was made more flexible to include technological infrastructure, programming, etc.

Answer Choice	Number of Responses	% of Responses
Agree	18	94.7
Disagree	1	5.3
Total Respondents	19	100

Do you agree or disagree with the priority to investigate ways in which to foster innovation and experimentation in public libraries through the introduction of a competitive innovation grants system, using the available annual State Government funding allocation?

The majority of responses are in favour of this proposal; however, all stress the need for this to be in addition to current funding. All those that disagreed with the proposal stated that their opposition was because this would come from existing funding and believe that this would be to the detriment of collections. Some respondents also highlight the need for this funding to be used to provide sustainable and replicable services that can be shared and for public libraries to form sustainable partnerships for new or extended services rather than relying on traditional funding sources.

Answer Choice	Number of Responses	% of Responses
Agree	14	73.7
Disagree	4	21.0
Unsure	1	5.3
Total Respondents	19	100

Do you agree or disagree with the priority to develop a new support model and an accountable reporting framework for regional and remote public libraries, to ensure equity of service and consistency of support across regions?

Fourteen of the 15 respondents agree with this proposal acknowledging the need to establish a new model that better caters for the diversity of needs across the State; however, one respondent disagrees with the proposal, although their comments clearly indicate that the current model doesn't work and that a new one is required.

Answer Choice	Number of Responses	% of Responses
Agree	18	94.7
Disagree	1	5.3
Total Respondents	19	100

Do you agree or disagree with the priority to realign public library regional boundaries with WA Regional Development boundaries to foster better integrated planning at a local level and collaboration within regions, and for administrative efficiency?

Most respondents were in favour of this proposal; however, one response (from the Town of Port Hedland) disagreed citing a concern about creating such a large region. The submission from Busselton indicates that it sees no real benefit unless this results in increased funding opportunities and one respondent points out that some libraries currently considered to be metropolitan would, as a result of this proposal become regional so asks about the implications of this. The Shire of Merredin has indicated support; however, points out that the Wheatbelt Region would have 42 libraries and Merredin has the only librarian.

Answer Choice	Number of Responses	% of Responses
Agree	14	82.4
Disagree	1	5.9
Unsure	2	11.7
Total Respondents	17	100

Do you agree or disagree with the priority to contribute to a broader strategy to strengthen partnerships and collaboration between libraries, local government and the Western Australian Community Resource Network, business and not-for-profit organisations in the regions to enable a better coordinated approach to service delivery, responding to local needs?

Most respondents supported this proposal with one, from the Pilbara concerned that this would result in fewer resources for the library service if CRCs were inadequately funded and competed with the library and the Shire of Augusta Margaret River is concerned about the closure of CRCs housing libraries.

Answer Choice	Number of Responses	% of Responses
Agree	17	89.4
Disagree	1	5.3
Other	1	5.3
Total Respondents	19	100

Do you agree or disagree with the priority to investigate further options for a single access card system which provides access to all 232 WA public libraries and the ability to locate and borrow an item from any public library through that card?

While not unanimous, there is strong support for this proposal, with respondents recognising the benefits of a single access card for customers while understanding the challenges of implementing such a system. The Shire of Murray saw a shared LMS as the priority for the Strategy citing the benefits to customers and cost saving for local governments. Some respondents are not in favour of a single library management system citing the investment of local government in existing systems. Given the interoperability between different systems, there is a belief that a discovery

layer may provide a more suitable option. Interestingly, the response from the City of Busselton (the only response from a local government currently participating in a LMS consortia) indicates strong support for the proposal including one LMS. Funding of the system and its associated increase in areas such as movement of physical stock around the State is commonly raised as an issue to be addressed as is the challenge of agreed common business rules. Other challenges to be addressed include the varying level of sophistication of system requirements in local governments, data integrity and privacy and establishing common business rules. It would appear that there is strong support for this proposal; however, if a state-wide LMS is the preferred option it will need to have a long-term phased implementation to cater for existing contracts.

Answer Choice	Number of Responses	% of Responses
Agree	14	73.7
Disagree	2	10.5
Other	3	15.8
Total Respondents	19	100

Do you agree or disagree with the priority to consider the adoption of ALIA's Guidelines, Standards and Outcome Measures for Australian Public Libraries to provide clear and consistent guidance for measuring the impact of public library services on individuals and communities?

Answer Choice	Number of Responses	% of Responses
Agree	19	100
Disagree	0	0
Total Respondents	19	100

Do you agree or disagree with the priority to investigate the feasibility of a state-wide subscription for Culture Counts as a measurement and evaluation framework to promote a clearer understanding to government, business and community of what libraries deliver and the impact of these services?

There is unanimous support for this proposal recognising the value that this provides in consistent reporting, evaluation and benchmarking of public library services throughout the State. The responses indicating 'other' are supportive in principle however, one response points out that some local governments use the subscription across the local government (rather than just in library services) and the other is keen to investigate alternative products in an open process.

Answer Choice	Number of Responses	% of Responses
Agree	17	89.5
Disagree	0	0
Other	2	10.5
Total Respondents	19	100

Do you agree or disagree with the priority to develop a state-wide marketing campaign promoting the diverse service offerings and value of public libraries in Western Australia?

Again, there is strong support for this proposal although caution in managing community expectations is urged. From the range of comments for this proposal it is clear that the scope of any campaign needs to be clearly scoped and that existing work done by PLWA needs to be taken into account. One respondent was concerned that a marketing campaign would focus on metropolitan libraries and create demand for services unavailable in regional areas while another was concerned about raising expectations. The City of Canning suggested a “Know your Library” campaign to align with the “Know your Council” strategy.

Answer Choice	Number of Responses	% of Responses
Agree	16	88.9
Disagree	0	0
Other	2	11.1
Total Respondents	18	100

Do you live in Metropolitan Perth, Outer Metropolitan Perth or Regional or remote Western Australia?

Answer Choice	Number of Responses	% of Responses
Metropolitan Perth	2	10.5
Outer Metropolitan Perth	8	42.1
Regional or Remote Western Australia	9	47.4

Are you a regular public library user?

Not applicable

Are there any other comments you would like to make?

Comments reiterated support for the Strategy as a whole and the need to move forward with the implementation of priorities. The City of Joondalup identifies the difficulties of providing a modern library service in older buildings and urges that capital grants be made available, citing the Community Sports and Recreation Facilities Fund as an example that could be followed. Joondalup’s response also notes that rationalising public libraries located close together has not been addressed in the Strategy and asks for a response as to whether the State Government intends to explore this.

Community Member

In addition to the 873 respondents identifying as community members, there were 71 responses from those identifying as ‘other’ that have been combined with the community member responses as they clearly fit into this category, variously identify as being library users, researchers, academics, etc. Of those identifying as community members, only 589 responded to questions. Of the 71 respondents identifying as other, 55 responded to questions.

Responses for both community members and other have been collated over the six questions asked in the survey. Five were free text with the final question requiring the respondent to agree or disagree as to the benefit of a single library card. A summary of the responses is provided below question by question.

What do you most value about WA public libraries?

That anyone can use them - equality. I can find all my fiction, either on my tablet without leaving home, or in paper format. Plenty of non-fiction available. A place to sit and read while waiting for the bus where I can read the paper or find a book for various crafts and hobbies.

Where someone will help me find information if I ask or leave me to browse on my own. Where I can enjoy the peace and quiet after the noise outdoors but still enjoy the sound of children singing rhymes and laughing. WA libraries are a constant in our lives and I've been attending them for 53 years. They've gone from silent places to noisy, but not too noisy, places - places of learning and relaxation. They are the first place I've gone to join whenever I've moved home.

Response from Community Member.

638 respondents answered this question. Responses covered a range of areas; however there were shared themes and these are provided in the table below.

Being able to borrow resources (hard copy and on-line) was by far the most important aspect of public libraries valued by community members. Linked to this was an appreciation of the range and quality of resources available plus the fact everything was free.

Libraries were also highly valued as safe, welcoming places and were also seen as being well located and easy to access.

What do you most value about WA public libraries?	Number of responses	% of responses
Borrowing and using books, magazines and other resources, including hard copy, digital and on-line	387	60.7
Range and quality of resources	161	25.2
Free access to facilities, services and resources	138	21.6
Meeting space; public place; safe community space; welcoming; community connections; community hub	128	20.1
Easy to access resources; convenient	113	17.7
Friendly, welcoming and helpful staff	72	11.3
Free inter library loan service	63	9.9
Children's activities; School holiday programs	63	9.9
Role in informing and educating	53	8.3
Community programs and workshops	48	7.5
Inclusiveness; accessible to all; equity of access	48	7.5
Access to PCs, internet and other technology	38	6.0
Study spaces	22	3.4
Statewide catalogue; Accessible from home	17	2.7
Statewide library network	13	2.0
Good opening hours	12	1.9
Literacy programs; Better Beginnings	10	1.6
Local history	10	1.6

Access to knowledge	10	16
Good loan times and numbers	6	0.9
Community development	6	0.9
Book clubs; Book sets	4	0.6
Family history	4	0.6

How could WA public libraries change to better meet current community needs?

Six hundred and one respondents answered this question. Common themes and corresponding frequency are provided in the table below. This question elicited a wide range of responses with respondents tending to focus on their particular needs. A significant number of people expressed a view that public libraries are valued as they are and that no changes were required.

The idea of one library card was clearly noted from the Strategy and generated a high level of interest and support. Many of these respondents noted that they are members of multiple libraries and that only having one card would be very useful.

Longer opening hours was suggested as a required change by a number of respondents with the main focus being on evenings to allow people to access the library after work. Weekend opening was also supported. Acknowledgement was made to the fact that some libraries already have good hours and but that this should be available in all libraries.

Programs, workshops and training courses were noted in the previous question as something valued by library clients. A number of people suggested that there should be more such activities made available. Note that these responses were in relation to adult courses as opposed to children's activities.

The previous question clearly showed that the community appreciate the ability to borrow books and other resources. There was a lot of support for retaining hard copy books but use of ebooks was noted as being important. One issue impacting use, however, is a need for a greater range of ebooks and with more copies being available. A fairly common response was that there were always queues when requesting ebooks.

A relatively small percentage of respondents (7.2%) commented that was that the interlibrary loans system should return to how it was before the recent trial. Essentially, people want to be able to access books not held in their library but available elsewhere. Note was made of libraries with smaller collections where borrowing from other libraries was important. A limit on the number of books able to be requested per year was also noted as being restrictive.

How could WA public libraries change to better meet current community needs?	Number of responses	% of responses
Libraries are ok as they are; no need to change anything; they give me all I need	85	14.1
One library card; ability to access all public libraries	75	12.5
Longer hours including evenings (36), weekends (18), Sunday (9)	63	10.5
More community programs; workshops; courses; book clubs	52	8.7

More ebooks and online resources; greater range	45	7.5
Change the ILL system back; need to borrow from other libraries	43	7.2
More books	29	4.8
Improved technology; more technology; wi-fi	29	4.8
Become a community hub; more than books and resources	19	3.2
More funding for stock, technology and buildings; State and local government	17	2.8
Small meeting spaces and nooks	17	2.8
Promote libraries in the community	16	2.7
Upskill staff in helping customers with IT; a help point for emerging technology	15	2.5
Analyse community needs; better meet the needs of all community in collections and services	14	2.3
One state-wide management system	14	2.3
More current materials (books and magazines) available	14	2.3
Keep paper books on shelves	12	2.0
Access to state-wide catalogue; easier access to other library catalogues	12	2.0
No overdue fines	12	2.0
More resources and information for seniors; more LP	11	1.8
More DVDs; greater range	11	1.8
Coffee shop; coffee and food	10	1.7
Ability to drop loans at any library	10	1.7
Meeting rooms for community groups; dedicated areas for work including wifi, charge points	9	1.5
Wider range of resources	9	1.5
More staff; more qualified staff	9	1.5
More school holiday and children's activities	7	1.2
Common rules across all libraries	7	1.2
Free internet access	7	1.2
Home delivery service	7	1.2
Get rid of scanning so can talk to staff	6	1.0
Less focus on babies and children; less a crèche	6	1.0
More computers	6	1.0
More LOTE resources; greater range of resources; English classes	6	1.0
Visits to nursing homes	5	0.8
Advertise ebooks and how to use them; make access easier	5	0.8
Staff training in customer service	5	0.8
Have more of a literacy focus	5	0.8
After hours returns available	5	0.8
More family/kid activities	4	0.7
Easier access for seniors, disabled	4	0.7
24/7 access	4	0.7
Encourage visits from schools	4	0.7
Training on how to find books not on shelves	3	0.5
Access to journals from home	3	0.5
Mini library hubs in shops; pop-up carts	3	0.5
User-specific spaces for teens and children	3	0.5
Able to stream movies at home	3	0.5
Bookmobiles; mobile services	2	0.3
Upgrade library catalogues to be able to see loan history	2	0.3
All services online	2	0.3

What do you think will be the main challenge for WA public libraries and their services in the future?

Six hundred and nine respondents answered this question. Common themes and their corresponding frequency are provided in the table below. The most obvious challenge to public libraries in the future was seen by the community as a lack of funding and the impact of cuts on budgets. A move by people, particularly younger people, to access information via the internet and the ability of people to buy ebooks for themselves were seen as a challenge to libraries in the future. Linked to this was a suggestion that encouraging people to read would be a challenge for libraries. Underpinning this was the inference that using the internet wasn't considered reading and that reading meant reading books. This links with an identified challenge of trying to remain relevant to a diverse range of community users. Suggestions were made that community needs should be analysed to better enable libraries to understand what people wanted from a library.

Community members valued being able to access technology in public libraries. The challenge for libraries, though, was seen as being able to keep up to date with changing technology. This related to both equipment and changes in the on-line environment.

What do you think will be the main challenge for WA public libraries and their services in the future?	Number of responses	% of responses
Funding from state and local government	189	31.0
Online availability of books; internet; competitors	110	18.1
Retaining relevance for a diverse range of users and remaining in touch with community needs	85	14.0
Keeping up with technology (mainly related to need to continue to fund up-to-date resources and equipment)	67	11.0
Retaining needed hardcopy books	48	7.9
Encouraging people to read	35	5.7
Being able to show the value and relevance of libraries particularly to politicians	31	5.1
Keeping qualified staff; retraining staff to accept change; skilled staff	30	4.9
Cost of maintaining and running libraries	29	4.8
Attracting and engaging younger users	27	4.4
Less readers and visitors through door	22	3.6
Equity of service across the state and across a diverse community	20	3.3
Appropriate resources; relevant; mix	18	3.0
Remaining as a community hub; active in community	17	2.8
Digital exclusion; digital divide	11	1.8
Switching customers to use ebooks	10	1.6
Lack of space in libraries; better spaces required	10	1.6
Lack of promotion	9	1.5
Retaining free services	8	1.3
Maintaining physical locations	7	1.1
Too much ebook focus	6	1.0
Easier access to ebooks required	6	1.0
Loss of interaction with staff	5	0.8
Poor ILL service	4	0.7
Poor opening hours	2	0.3

We welcome your comments on the broad strategy and background paper.

Two hundred and ninety one respondents answered this question. Many had not read the background paper and provided no comment. Others reiterated comments from previous questions. Common themes and their corresponding frequency are provided in the table below. While there was no discernible link between most responses to this question and respondents' place of residence, unsurprisingly all those commenting on the need for more support for libraries in regional and remote areas came from country WA.

As noted previously, the idea of one library card as noted in the Strategy gained traction with community respondents. Some respondents, though, noted privacy concerns with a single card and shared database.

Of those who commented specifically on the background paper, 51 thought the strategies were good. A shorter, plain language document was suggested by 14 respondents.

We welcome your comments on the broad strategy and background paper.	Number of responses	% of responses
Single card is good	72	24.7
Goals and strategies are good/OK	51	17.5
Need more resources and support for regions	20	6.9
Need financial support	15	5.2
Need a short plain language document without the jargon	14	4.8
Equity of access required across the state	12	4.1
Haven't read background paper	12	4.1
Single library management system is good	11	3.8
Communities need libraries and governments should support them	11	3.8
What is a "single model", "new model"?	10	3.4
Need to listen to the community in implementing changes	9	3.1
Need a system to measure the impact of libraries; not just figures; how do you do that?	9	3.1
Concerns about a single card because of privacy issues	8	2.7
Need an ILLs system	8	2.7
Need consistency of service across all libraries	7	2.4
Libraries need to remain a physical reality; need new or updated buildings	7	2.4
Libraries need to share spaces with other groups and organisations	7	2.4
Need hardcopy books and ebooks	6	2.1
Need more State Government support; need to see State Government strategic direction for libraries	6	2.1
Libraries are ok as they are	6	2.1
Want to be able to return items to any library	5	1.7
First strategy is good; last four have no substance; too general	3	1.0
Don't repeal the Act	3	1.0
Marketing plan, promotion needed	3	1.0
Need to integrate civic facilities	3	1.0
More library programs needed	2	0.7
First three strategies are good	2	0.7
Worried about another layer of management in a "business group/unit"	2	0.7

Are there any other comments about WA public libraries that you would like to make?

Four hundred and thirty two respondents answered this question. As with the previous question, a number of respondents reiterated issues and priorities from previous questions. Common themes and their corresponding frequency are provided in the table below.

A large number of respondents took the opportunity to mention the value of public libraries to the community, the fact they are inclusive, and how they do a great job. Linked to this were a number of responses noting the need to not forget the traditional role of libraries. The need for sufficient funding was mentioned again as a challenge moving forward.

Community members noted in previous responses how much they value the friendly, welcoming staff in public libraries. This appreciation was reiterated in this question with an emphasis on the need to maintain contact with staff.

Are there any other comments about WA public libraries that you would like to make?	Number of responses	% of responses
Libraries are valuable to communities; essential to wellbeing; do a great job; love the library; they need to stay; inclusive; welcoming	184	42.6
Need sufficient funding and support from state and local government	43	10.0
Appreciation of staff (mostly related to a need to maintain interaction with staff)	41	9.5
Don't forget traditional services; need hardcover books and DVDs; don't need to change libraries	34	7.9
Need to improve ILL system; recent change was retrograde step	23	5.3
Need to provide more community based and focused activities that are driven by community need	22	5.1
Keep libraries free	15	3.5
Need more books and resources	15	3.5
Single library card is a good idea	14	3.2
More publicity needed; tell people about value of libraries	13	3.0
Support country libraries	12	2.8
Upgrade technology; more computers	10	2.3
Community programs are great; need more	9	2.1
Programs for children are great	8	1.9
Physical building and spaces are important	7	1.6
Consistent rules and services needed across all libraries	6	1.4
Changes should be driven by community not economists and politicians	6	1.4
Need to maintain equity of service	6	1.4
Quiet spaces needed in libraries	6	1.4
CRC/public library together is good; more combined building use is needed	5	1.2
Great to have the review and survey	5	1.2
Literacy role is important	5	1.2
Better opening hours needed	5	1.2
More libraries to be located in or near shops; pop-up libraries	3	0.7
Need Statewide catalogue to access all holdings in libraries	2	0.5
Privacy concerns with one card	2	0.5

Do you think that a single library card, which provides access to all 231 WA public libraries as well as the ability to locate, reserve and borrow an item from any public library through that card, would be beneficial to you as a public library member?

Answer Choice	Number of Responses	% of Responses
Agree	594	94.3
Disagree	36	5.7
Total Respondents	589	100

The majority of those who disagreed with this proposal did not leave any obvious comments. However, there were some concerns about privacy issues resulting from the need for a shared database. There was also a comment that one card would mean people would have to travel to the 'home' library to get a book and that this was a way of 'getting rid' of inter library loans. Additionally, there was a concern that books wouldn't be returned to the 'home' library. A small number of respondents thought the idea was not feasible now that libraries had automated and that the focus should be on developing one state-wide searchable catalogue.

Do you live in Metropolitan Perth, Outer Metropolitan Perth or Regional or remote Western Australia?

Answer Choice	Number of Responses	% of Responses
Metropolitan and Outer Metropolitan Perth	497	78.5
Regional or Remote Western Australia	137	21.5
Total Respondents	596	100

Are you a regular public library user?

Answer Choice	Number of Responses	% of Responses
Yes	548	92.9
No	42	7.1
Total Respondents	590	100

As one would expect, most respondents identified as regular library users. Those who said they were not regular users gave a number of reasons with the most cited shown below:

Buy own books – 11 (not clear if these are ebooks or hardcopy)

Lack of time – 8

Hours don't suit – 6

Cost of fines and damaged books – 5

Not enough current content – 5

Use the internet – 4 (seen as a challenge for libraries by most groups)

Other Sources

Responses to the Strategy were also received from the Australian Library and Information Association (ALIA), Public Libraries WA (PLWA), the South West

Development Commission (SWDC) and the Regional Capitals Alliance Western Australia (RCAWA).

The ALIA response commends the PLWG for its work on the Strategy and acknowledges the timeliness of this in guiding a strategic approach to public library services in a time of considerable change. The response particularly notes the following positive aspects of the Strategy:

- Looking at what has been achieved in other states and territories, in order to build on success rather than reinventing the wheel.
- Including a focus on workforce development, PD and ongoing learning. (ALIA acknowledges the work of SLWA in supporting Aboriginal people to study and participate in the library and information profession).
- Embracing the broader future of libraries as digital hubs, creative spaces, maker spaces.
- Leveraging the benefits of advanced ICT infrastructure.
- Acknowledging the need for a project team to make it happen.
- Using Culture Counts to measure impact and value.

The ALIA submission also endorses:

- Use of the ALIA Standards, Guidelines and Outcome Measures acknowledging that these are generic standards that need to be tailored to local circumstances.
- Establishment of an innovation fund as a new funding stream.
- Indisputable benefits of a single library card.
- Exploring shared service arrangements with the Department of Education to strengthen literacy and learning outcomes.

The submission identifies the omission of investment in digital access to collections held by the state and local government and urges that this be considered in future planning for public libraries and highlights the need for funding to support libraries' digital inclusion efforts, particularly with regard to government services.

The response states that this is “an exciting opportunity for transformational change to set a new standard from which all states and territories can learn”; however, expresses a concern that “in order to maximise the benefits of this strategy and to ensure its success, it will be essential to have a fully-funded project team to manage the implementation. Given the budget constraints experienced by the State Library of WA, we believe there will need to be additional government funding to make this happen”.

Other aspects of the Strategy and Background paper that are covered in the submission include the relationship of the State Records Office with SLWA and the proposal that SLWA undertake a lead role for the government libraries service. With regard to SRO, ALIA recognises the benefits of a seamless library, archives and records service to researchers and the community but urges “caution in adopting further changes [as] while there are degrees of convergence across the GLAM (galleries, libraries, archives and museums) sector, there remain significant differences, especially relating to the workforce”. In considering the government libraries proposal, ALIA identifies two key issues to be resolved in order for this to be effective. These are “long term, sustainable funding, based on Department

commitments well beyond the life of a single government [and] embedded librarians, building up knowledge of specific areas of practice and serving the specific information needs of their users”.

The PLWA response acknowledges that public libraries have been constantly evolving in response to key drivers in the community and wider environment, including local and state government priorities. The submission recognises the need for on-going changes to the state-wide system including a review of out-dated legislation and implementation of the ALIA Standards Guidelines and Outcome Measures. The International Federation of Library Associations (IFLA) Global Vision Project is cited as an important driver of the future evolution of public libraries in Western Australia.

In respect of the specific priorities in the Strategy, PLWA supports the repeal of the Library Board (Registered Public Libraries) Regulations and the development of new legislation but disagrees with establishing a Library Board sub-committee, stating that the potential for the operation of public libraries to be included into a revised Local Government Act and associated regulation should be explored. Further, PLWA posits that oversight of any governance committee should sit with WALGA, with state and local government representation aligned with the proportion of funding provided.

PLWA supports the proposal for a new model to support public library service in WA as well as a new system for the allocation of funds, although questions the leadership provided by SLWA except to small rural and remote libraries. PLWA sees a leadership role for SLWA in the future as brokering consortia purchasing, contract management (no examples are provided), benchmarking of data and advocating the value of public libraries. Consequently, the proposals to investigate a state-wide subscription to Culture Counts and marketing campaign are both supported; however, the submission suggests that a State Government led project to model the return on investment of public libraries is more important than a marketing campaign.

PLWA acknowledges the requirement for an accountable and robust reporting framework, while commenting that the complexity of this should take account of the amount of funding being acquitted. The investigation of ways to foster innovation through competitive grants is also supported with the proviso that this should be additional funding rather than coming from the existing budget.

A new model to support regional and remote libraries together with the realignment of boundaries with those of the WA Regional Development boundaries is supported. PLWA expresses its concern that defunding of CRCs that house libraries will impact on communities in regional and remote areas. The PLWA submission offers that metropolitan public library services may be well positioned to offer support and provide facilitation in change management practices to small rural and remote libraries as part of a partnership/mentoring arrangement brokered by State Library.

PLWA supports the investigation of options for a single library card noting that PLWA would expect that the State Government to be an equal funding partner in developing and delivering the required service delivery model. The submission also suggests investigation of user pays for customers wanting to access large numbers of inter-library loans.

In summary, PLWA supports the strategy with the exception of the priority to establish a Library Board sub-committee for governance and strategic oversight of Western Australian public libraries and expresses its support for SLWA in ensuring equity of access to library services. As with the ALIA submission, PLWA emphasises the need for additional funding to SLWA to manage the implementation of the Strategy.

The submission from the SWDC acknowledges the value of public libraries to their communities, particularly in the regions, while also recognising the additional challenges in terms of distance and smaller populations.

The submission supports:

- A single library card with the qualification that the resulting logistics of moving an increased amount of resources around the State must be considered.
- Implementation of a multi-tiered support model, a new, more flexible system for the allocation of funding (with the cautionary note that there is potential for 'cost shifting' of administration costs), an accountable framework for reporting and innovation grants (though with additional funding rather than reduction of the existing allocation).
- Realignment of public library regional boundaries with WA Regional Development boundaries.
- Development of partnerships and shared location arrangements where appropriate recognising the need to make better use of existing infrastructure.
- All improved governance proposals.
- All proposals relating to assessing the impact and value of public library services on communities with the qualification that any marketing campaign is funded separately to existing State Government funding.

The SWDC urges that any new support model for regional and remote public libraries must provide equity of service and consistency of support across the regions.

In addition, consultation was also conducted by SLWA staff during visits to regional areas during the consultation period. This included a visit by the CEO and State Librarian to Geraldton, Dongara/Port Denison, Northampton and Chapman Valley, a visit by the Public Library Liaison Librarian to Katanning, Kent, Kondinin, Kulin and Lake Grace and a visit by the Public Libraries Strategy Manager to the Shire of Williams.

Key points from these meetings included:

- an endorsement of the strategy as a whole;
- support for the concept of colocation of CRCs and libraries from those local governments that currently have this arrangement;
- that local museums provide an additional partnership opportunity;
- that alternative models for the delivery of library services need to be considered for very small rural communities where the current model is not sustainable;
- a suggestion that any single LMS proposal should also include Radio Frequency Identification (RFID);

- concern that the proposal to move to RDC boundaries may change in the near future because of review;
- that innovation grants were supported but that consideration be given to these being multi-year grants to allow proof of concept and evaluation; and
- that membership of a future Library Board sub-committee should be decided through WALGA as it represents local government in Western Australia.

The submission by the RCAWA recognises that a collaborative effort by all stakeholders is required to provide improved library services in regional Western Australia and to meet the community's demand for traditional services such as physical books, magazines, etc. as well as access to technology and electronic information and products. The submission also emphasises the value of libraries as a hub for learning and sharing skills and knowledge.

The submission specifically identifies the need for a more effective regional model and is supportive of the priority to implement a multi-tiered model across the State, recognising that a one-size-fits-all approach is no longer appropriate. In regard to the proposal to realign public library boundaries with those of WA Regional Development boundaries, the submission questions the value that this change would bring; however, also indicates that in the Pilbara this could provide an opportunity for improved planning and collaboration.

The submission enthusiastically supports the strategy to strengthen partnerships and collaborations between libraries, local government and the WA Community Resource Network, identifying the importance of partnerships as “an important strategic initiative to maintain relevance and sustainability” and that “an alignment with community resource networks will ensure more effective use of available resources”.

Finally, the submission also supported the establishment of a single library card that provides access to all WA public libraries, citing the South West consortium as an example of the benefits of this for both customers and local governments.

The Cities of Swan and Wanneroo conducted some one-to-one interviews with parents of young children in the library and a focus group with young people aged nine to sixteen using the four questions below.

1. What do you most value about public libraries?
2. How could WA public libraries change to better meet community needs?
3. What do you think will be the main challenge for WA public Libraries and their services in the future?
4. Are there any other comments about Public Libraries that you would like to make?

Almost three hundred people were reached with the key themes outlined below.

- Parents of young children value the literacy programs that libraries provide and the opportunity to meet other parents of young children.
- Students value their libraries in providing a space to meet and do homework after school
- All participants valued books, computers (internet access) and wi-fi.

- Young people would like to have spaces in libraries where they can buy and eat food.
- Increased opening hours, particularly on weekends, would be useful to all participants
- Parents believe that libraries need to better promote their services.
- Parents of young children praised the knowledge and attitude of library staff while young people said that 'scary librarians' can sometimes turn young people away from the library.
- The value of libraries in providing opportunities for education and learning was a theme with all participants.

Appendix 1

Public Libraries Strategy Consultation 2017 – Survey Questions – Community Members

Introduction

Our public libraries are much-loved and much-used facilities. Across Western Australia's 231 public libraries, there are more than one million active library members who borrowed more than 16 million physical items and some 600,000 e-books and audio books in 2015-16.

But there is a need for significant, transformational change to deliver more efficient and flexible public library services to continue to meet Western Australia's growing and diverse community needs.

The context for public libraries is shifting, with libraries operating as community spaces with strong links to community, social cohesion and workforce development. Technological developments continue to change the way people interact with information, requiring public libraries to remain relevant at the forefront of technology, enabling access as well as support for skills development in the community. Public libraries also need to better communicate their connections with, value and impact on the community.

The WA Public Libraries Strategy is the result of extensive research and consultation through the Public Libraries Working Group and with stakeholders including local government authorities. The priorities outlined in the Strategy are intended as a consultation tool to establish a shared strategic vision for public library development in Western Australia. The draft Strategy and background research papers can be found at: www.slwa.wa.gov.au/about-us/corporate/public-libraries-partnership

We are seeking feedback on the Strategy from community members, library users and those that do not use public libraries, local governments, public librarians and community groups.

Should you have any questions regarding this consultation process please contact: publiclibraryconsultation@slwa.wa.gov.au

1. Are you a:

- ☐ Local Government Elected Member
- ☐ Local Government Officer
- ☐ Public Library Manager
- ☐ Public Library Staff Member
- ☐ Community Resource Centre Representative
- ☐ Community Member
- ☐ Other (please specify)

General Questions

The WA Public Library Strategy outlines five priority actions to be addressed in the next four years, including:

- * A single access card and management system that would allow users to borrow an item at any public library in WA
- * A new model to support public library service delivery in WA
- * A new model to support regional and remote library services to ensure equal access to library services across the State
- * Improved governance systems, including the development of new legislation to guide public library services
- * A system to measure and assess the impact and value of public library services on individuals and communities.

2. What do you most value about WA public libraries?

3. How could WA public libraries change to better meet current community needs?

4. What do you think will be the challenges for WA public libraries and their services in the future?

5. We welcome your comments on the broad strategy and background paper.

6. Are there any other comments about WA public libraries that you would like to make?

7. Do you think that a single library card, which provides access to all 231 WA public libraries as well as the ability to locate, reserve and borrow an item from any public library through that card, would be beneficial to you as a public library member?

☐

Agree

☐

Disagree

Other (please specify)

Thank you for your feedback which will be used to further inform the Strategy.

To assist with understanding the feedback, we would like to learn more about you:

8. Do you live in:

- ☐ 1. Metropolitan Perth
- ☐ 2. Outer metropolitan Perth
- ☐ 3. Regional or remote Western Australia
- ☐ Other (please specify)

9. Are you a regular public library user?

- ☐ Yes
- ☐ No

10. If so, which libraries?

11. If you are not a regular public library user, would you please tell us why?

12. Are there any other comments you would like to make?

Appendix 2

Public Libraries Strategy Consultation 2017 – Survey Questions

- **Local Government Elected Member**
- **Local Government Officer**
- **Public Library Manager**
- **Public Library Staff Member**
- **Community Resource Centre Representative**
- **Local Government**
- **Other**

Introduction

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The WA Public Libraries Strategy is the result of extensive research and consultation through the Public Libraries Working Group and with stakeholders including local government authorities. The priorities outlined in the Strategy are intended as a consultation tool to establish a shared strategic vision for public library development in Western Australia. The draft Strategy and background research papers can be found at: <https://slwa.wa.gov.au/about/corporate-information/strategies-plans-annual-reports/wa-public-libraries-strategy>

We are seeking feedback on the Strategy from community members, library users and those that do not use public libraries, local governments, public librarians and community groups.

Should you have any questions regarding this consultation process please contact: publiclibraryconsultation@slwa.wa.gov.au

1. Are you a:

- ☐ Local Government Elected Member
- ☐ Local Government Officer

- ☐ Public Library Manager
- ☐ Public Library Staff Member
- ☐ Community Resource Centre Representative
- ☐ Community Member
- ☐ Other (please specify)

General Questions

The WA Public Library Strategy outlines five priority actions to be addressed in the next four years, including:

- * A single access card and management system that would allow users to borrow an item at any public library in WA
- * A new model to support public library service delivery in WA
- * A new model to support regional and remote library services to ensure equal access to library services across the State
- * Improved governance systems, including the development of new legislation to guide public library services
- * A system to measure and assess the impact and value of public library services on individuals and communities.

2. What do you most value about WA public libraries?

3. How could WA public libraries change to better meet current community needs?

4. What do you think will be the challenges for WA public libraries and their services in the future?

Governance

The Library Board of Western Australia Act 1951 and the Library Board (Registered Public Libraries) Regulations 1985 are dated and lack relevance to contemporary public library services in Western Australia.

Do you agree with the following priorities to ensure good governance?

5. Repeal the Library Board (Registered Public Libraries) Regulations 1985 as they do not reflect contemporary public library services.

☐ Agree

☐ Disagree

Other (please specify)

6. Establish a Library Board sub committee for governance and strategic oversight of WA public libraries, composed of local and State Government representatives.

☐ Agree

☐ Disagree

Other (please specify)

7. Adoption of the Australian Library and Information Association's (ALIA) Guidelines, Standards and Outcome Measures for Australian Public Libraries (2016) as an aspirational framework for benchmarking and measuring public value.

☐ Agree

☐ Disagree

Other (please specify)

8. Develop new legislation that is reflective of contemporary public library services in WA.

☐ Agree

☐ Disagree

Other (please specify)

New Model to support public library service in Western Australia

The State Library of Western Australia leads the development of the public library network, primarily through the provision of capital funds for the purchase of library materials. Economies of scale are achieved by the consortia purchasing of print and electronic materials for State-wide delivery for Western Australia's 231 public libraries. However, the capital funding model for physical materials was developed in the 1950s and does not reflect the evolution of public library services and the expectation to meet the diverse information and recreational needs of the community through a variety of resources, infrastructure and programming.

Do you agree with the following priorities identified to implement a sustainable and appropriate model for the support of public library services?

9. Implement a multi-tiered support model determined by the ability to meet agreed criteria for service provision and population size.

- ☐ Agree
- ☐ Disagree

Other (please specify)

10. Introduce a system for the allocation of annual State Government funding. Funds are not limited to the purchase of physical library stock; portions can be allocated for technological infrastructure, implementation of innovative programming, administration or other priorities.

- ☐ Agree
- ☐ Disagree

Other (please specify)

11. Develop an accountable and robust reporting framework for expenditure of allocated funds.

- ☐ Agree
- ☐ Disagree

Other (please specify)

12. Investigate ways in which to foster innovation and experimentation in public libraries through the introduction of a competitive innovation grants system, using the available annual State Government funding allocation.

- ☐ Agree
- ☐ Disagree

Other (please specify)

New model to support regional and remote public libraries.

Western Australia has 161 regional and remote public libraries in eleven regions across the State. Since 1977, the State Library has supported these libraries through a model in which regional libraries receive additional funding to support smaller libraries within their region. The need for reform of this model was identified in 2011.

A new model for the support of regional and remote libraries needs to be sustainable and

efficient, providing adequate funding, training and support for staff to ensure equal access to library services across the State.

Do you agree with the following priorities for a new model to support regional and remote public libraries?

13. Develop a new support model and an accountable reporting framework for regional and remote public libraries, to ensure equity of service and consistency of support across regions.

- ☐ Agree
- ☐ Disagree

Other (please specify)

14. Realign public library regional boundaries with WA Regional Development boundaries to foster better integrated planning at a local level and collaboration within regions, and for administrative efficiency.

- ☐ Agree
- ☐ Disagree

Other (please specify)

15. Contribute to a broader strategy to strengthen partnerships and collaboration between libraries, local government and the Western Australian Community Resource Network, business and not-for-profit organisations in the regions to enable a better coordinated approach to service delivery, responding to local needs.

- ☐ Agree
- ☐ Disagree

Other (please specify)

Single access card system

There are a number of Library Management Systems currently in use across the State by different local governments, with little interoperability. A consolidated system would benefit all Western Australian library members and enable better collaboration between libraries. Research into a single card access system and shared Library Management System (LMS) demonstrates that centralisation would enable a more efficient loans system, improving accessibility across the State.

Do you agree with the following priorities to ensure best value service delivery?

16. Investigate further options for a single access card system which provides access to all 232 WA public libraries and the ability to locate and borrow an item from any public library through that card?

- ☐ Agree
- ☐ Disagree

Other (please specify)

Public Value

Public libraries deliver a diverse range of services to the community, and while the intrinsic value of libraries is understood, it is difficult to measure library services in terms of economic return and social outcomes. ALIA's Guidelines, Standards and Outcome Measures for Australian Public Libraries provides guidance for measuring library services and programs against social outcomes, and a number of libraries around Australia are using Culture Counts, a digital application which measures public value and quantifies it through metrics, in order to demonstrate the impact they have on the community.

Do you agree with the following priorities that have been identified to demonstrate the value of Western Australia's public libraries?

17. Consider the adoption of ALIA's Guidelines, Standards and Outcome Measures for Australian Public Libraries to provide clear and consistent guidance for measuring the impact of public library services on individuals and communities.

- ☐ Agree
- ☐ Disagree

Other (please specify)

18. Investigate the feasibility of a State-wide subscription to Culture Counts as a measurement and evaluation framework to promote a clearer understanding to government, business and community of what libraries deliver and the impact of these services.

- ☐ Agree
- ☐ Disagree

Other (please specify)

19. Develop a State-wide marketing campaign promoting the diverse service offerings and value of public libraries in Western Australia.

- ☐ Agree
- ☐ Disagree

Other (please specify)

Thank you for your feedback which will be used to further inform the Strategy.

To assist with understanding the feedback, we would like to learn more about you:

20. Do you live in:

- ☐ 1. Metropolitan Perth
- ☐ 2. Outer metropolitan Perth
- ☐ 3. Regional or remote Western Australia
- ☐ Other (please specify)

21. Are you a regular public library user?

- ☐ Yes
- ☐ No

22. If so, which libraries?

23. If you are not a regular public library user, would you please tell us why?

24. Are there any other comments you would like to make?

Appendix 3

Public Libraries Strategy Consultation Forum

Tuesday, 6 March 2018

9:30am – 11:30am

WALGA, Level 1, 170 Railway Parade, West Leederville



9:30am	Welcome, introduction Joanne Burges, WALGA
9:35am	Outline of Vision 2025 Joanne Burges, WALGA
9:40am	Background to the development of the Public Libraries Background paper and Strategy and consultation process Margaret Allen, SLWA
9:55am	Explanation of Forum Format WALGA
10:10am	Overall impressions on the Strategy • What does the Strategy do well? • What is missing from the Strategy?
10:20am	Strategy 1 - Governance • Do the priorities identified provide a suitable direction and structure to progress opportunities for change as outlined in the Strategy? • Are there priorities not covered in this strategy that you think should be included in any new legislation to support public library provision in Western Australia? • What would you like SLWA and WALGA to know?
10:35am	Strategy 2 – New Model to support public library service delivery in Western Australia • What service delivery models do you see for public libraries to better meet the community's changing needs? • Are there alternative ways to deliver public library services to your community to better align them with your Council's strategic priorities?

	• What do you see as the role of the State Library in supporting the library service in the diverse range of WA Local Governments? • What would you like SLWA and WALGA to know?
10:50am	Strategy 3 - New Model to support regional and remote public library services • What do you see as the most effective ways of supporting small rural and remote communities to access a cost effective library service? • Are there collaborative/partnership opportunities in your community that could enable a more effective and efficient library service? • What would you like SLWA and WALGA to know?
11:05am	Strategy 4 – Single access card system • Question 1: Do you see the priorities for this strategy reflect value for your community and local government? • Question 2: Are there other technology enablers that should be considered to enable library services to be delivered in a more cost-effective way? • What would you like SLWA and WALGA to know?
11:15am	Strategy 5 – Public value • How should public libraries communicate and market their value and services to funders and the community in the future? • What would you like SLWA and WALGA to know?
11:25am	Review outcomes from the day
11:30am	Close

WALGA Public Libraries Strategy Consultation Forum

Tuesday 6 March 2018 9.30 – 11.30am

WALGA

Attendees:

Name	Local Government	Position
Margaret Allen	State Library of WA	CEO & State Librarian
Helen Amon	Shire of Dardanup	Library Officer
Heather Auld	Shire of Augusta Margaret River	Manager Library Services
Viv Barton	City of Stirling	Manager Library Services
Cr Brenda Beacham	Shire of Murray	Elected Member
Grace Beccarelli	City of Joondalup	Branch Librarian
Audrey Bell	Shire of Toodyay	Manager Community Development
Beverley Bone	City of Fremantle	Manager Community Development
Jo Burges	WALGA	Executive Manager People & Place
Debra Burn	Shire of Peppermint Grove	Manager Library & Community Development
Ruth Campbell-Hicks	Shire of Harvey	Principal Librarian
Chantal Carroll	City of Vincent	Branch Librarian
Sharon Chapman	City of Bunbury	Manager Community & Library Services
Janet Deegan	State Library of WA	Public Library Liaison Librarian
Evie Devitt-Rix	WALGA	Senior Policy Advisor Community
Natasha Griggs	City of Belmont	Manager Community Place Making
Suzie Haslehurst	Shire of York	Exec Manager Corporate & Community Services
Lisa Keys	Shire of Serpentine Jarrahdale	
Edith Lauk	City of Belmont	Specialist Librarian
Sarah Liddiard	Town of Claremont	
Anna Liehne	City of Subiaco	Coordinator Library Services
Kerryn Martin	Shire of Mundaring	Branch Librarian
Helen McKissock	Shire of Mundaring	Branch Librarian
Marion Morton	City of Subiaco	Manager Cultural Services
Priya Narula	Town of Cambridge	Manager Library Services
Sue North	State Library of WA	Manager Public Libraries Strategy
Aletta Nugent	Shire of Broome	Director Development & Community
Alison Olivier	City of Rockingham	Manager Library Services
Pat Panayotou	City of Nedlands	Community Services Manager
Dean Pitts	Shire of Dardanup Library	Coordinator Library Services

	Service	
Cam Robbins	Town of Cambridge	Director Community Development
Helen Sarcich	Shire of Serpentine Jarrahdale	Deputy CEO/Director Community Services
Kerry Shaw	City of Bunbury	
Carrie Skinner	Shire of Toodyay	Library Coordinator
Alison Slyn	Shire of Dandaragan	Economic Development Coordinator
Elizabeth Spencer	State Library of WA	Director Community Learning and Discovery
Debra Summers	City of Swan	Manager Customer & Library Services
Despina Swain	City of Nedlands	Library Services Coordinator
Darren von Bergheim	City of Wanneroo	Manager Cultural Development
Anthony Vuleta	Town of Victoria Park	Chief Executive Officer
Kathy Wilkinson	City of Belmont	Coordinator Library & Heritage
Denise Woodhead	City of Joondalup	Collection Management Team Leader
Sylvia Yandle	Shire of Three Springs	Chief Executive Officer
Webinar		
Sarah McQuade	City of Canning	
Vanessa Subramoney	City of Karratha	Library Service Coordinator
Dean Unsworth	Shire of Murray	Chief Executive Officer
Cr Georgie Carey	Town of Mosman Park	Elected Member

Summary

Forty three people attended a Public Libraries Strategy Consultation Forum hosted by WALGA on Tuesday 6th March 2018. A further four participated via webinar. Jo Burgess, WALGA's Executive Manager People & Place, welcomed participants to the forum and provided background on WALGA's Vision 2025 and Framework for Strategic Action, completed in 2015. Margaret Allen, CEO and State Librarian at the State Library of Western Australia summarised the background to the development of the Public Libraries Strategy. The Forum posed questions for each of the five areas of the Strategy as well as seeking views on the overall impressions of the Strategy. The participants' responses are provided verbatim and grouped by theme in Appendix ? Of those participants, two were representing WALGA, four SLWA and 37 local governments. Twenty four of the local government participants worked in libraries, most being managers or coordinators of their local government's library service. Two CEO's (one regional and one metro) and one elected member (regional) participated while the remainder were directors or managers in the area of community development.

Participants were generally supportive of the Strategy and its priorities recognising that this provides a sound basis for consultation that represents the key issues impacting the future delivery of public library services in Western Australia.

Priority 1: Governance

There was unanimous agreement that the Library Board Act and its associated (Registered Public Libraries) Regulations no longer reflect contemporary public library services. Suggestions included reviewing these or incorporating local government responsibilities for delivery of public library services into the Local Government Act, which is currently being reviewed. There was no clear outcome for the proposal to establish a Library Board sub-committee to oversee the governance and strategic direction of public library services in WA, with participants questioning the role and make-up of any such committee. A number of participants expressed a view that, should such a committee be established, it should be made up of local government representatives, while, interestingly, in the wider consultation, a major theme was the importance of community representation on this group.

There was strong support for the adoption of the ALIA Guidelines, Standards and Outcome Measures for Australian Public Libraries with the only concern being that there should be allowance made for the diversity of library services in WA. Given that the Strategy proposes the adoption of these as an "aspirational framework", there would seem to be good support for this proposal.

One theme apparent in a number of comments was the importance of local and state governments working together to progress changes to public library service delivery.

Priority 2: New Model to support public library service delivery in Western Australia

There was unanimous support for the proposal to implement a multi-tiered support model for library services in WA, recognising the diversity of local governments and libraries and the varying community needs associated with this. There was also good support for a more flexible funding model to enable libraries to better tailor their services to the priorities of their communities; however, there were some comments urging that funding allocated to services

other than stock, be over and above current funding. Likewise, the proposal to introduce grants to encourage innovation was supporting with reservations about whether this would be additional funding and that competitive innovation grants would favour larger, better resourced local governments.

There was little response to the proposed need to develop a reporting framework with the only comment recognising that this is a given.

Priority 3: New Model to support regional and remote public library services

There is strong recognition of the need to examine new ways to support regional and remote libraries with a range of options proposed. These include support from the State Library or establishing libraries of strength to support regional and remote libraries in different areas. Some metropolitan representatives indicated that their local governments may be prepared to support libraries in country. Regardless of the model, there was agreement that staff in country libraries need training and professional development and that the model should support libraries to cater for the unique needs of their community rather than a “one-size fits all” approach.

There appears to be uncertainty about the proposal to realign public library regional boundaries with those of WA Regional Development with most believing that this would not result in any significant improvement in opportunities.

While there was strong support for libraries to align with other services where appropriate, there is a view that collocating libraries with CRCs will not always be the best option for local governments given that funding for CRCs is reducing. Schools, visitor centres and not-for-profit services were mentioned as possible partners.

Priority 4: Single access card system

While there was a general recognition by participants that a single card would be good for customers and therefore there is in principle support, there is wide-spread concern about the costs associated with this, particularly in regard to any possible increase in inter-library loans. It appears clear that as articulated in the Strategy, there needs to be further investigation of options and a comprehensive business case to articulate the benefits to local and state government.

Priority 5: Public value

This priority is seen by many participants as the imperative and there is strong support to progress this as a matter of urgency. As indicated in Priority 1, there is clear support for the adoption of ALIA's Guidelines, Standards and Outcome Measures for Australian Public Libraries. A state-wide subscription to Culture Counts is also well supported with a clear understanding that this would assist in articulating the value of public libraries to their community. Similarly, a marketing campaign is championed by most participants. What is clear is that advocacy to funders is seen as being as important as marketing of services to the community.

Questions with Responses

Question 1: What does the Strategy do well?

Theme 1: Diversity of LGs and libraries

- *Recognises difference between regional & remote*
- *Recognises difference between metro & country – support regional & remote*
- *Recognises differences between regional remote public libraries & metro*
- *Includes regional & remote libs – does see the difference from metro*
- *Recognises unique environment of regional & remote areas of WA in providing library services*

Theme 2: Governance

- *Governance – doing well with adoption of ALIA guidelines and repeal of Library Board Regs.*

Theme 3: Public Value

- *Recognises that public value needs to be demonstrated “Culture Counts”*
- *Has identified need to establish state-wide value measurement*
- *Recognises that we’re more than items lent & people through the door*
- *Opportunities to educate ELT, LGs about broader scope of PL services*
- *Gives public libraries opportunity to demonstrate stronger identities*
- *Public value is very important – good to see. Translate this to marketing as one.*
- *Need to measure public value – puts a key focus on marketing & capture of public support & awareness*
- *Like the proposal for state-wide Culture Counts subscription*
- *Supports recognition of the significance of libraries in creating positive cultural & educational outcomes – not just quantitative figures – books borrowed & door counts*
- *Public value – great!*
- *Doing Well - the proposed strategies are largely targeted well, particularly around measuring public value and the single access card.*

Theme 4: Change

- *Outlines need for change*
- *Overall impression: outlines need for change – good*
- *Outlines needs/or changes*
- *Recognises financial climate, evolving technological change & consequent need to consider efficiencies*
- *Recognises many of the challenges public librarians have been identifying in recent years*
- *Addresses public libraries concerns from over the years*
- *Captures the key challenges & significant issues for public libraries*

Theme 5: One Card

- *Recognises benefits for a single card system for customers and library systems*

- *Identifies key actions, e.g. one card system*
- *Identifies changing technologies e.g. one card*

Other

- *Outlines the breadth & depth of the average public library*
- *Has distilled the right points*
- *Recognise libraries at forefront of people's mind*
- *Good start to the reform process – overarching themes are thorough and reflect the vision for public libraries*
- *Demonstrates clear objectives – need to prioritise/need to resource, \$\$*
- *Provides a good basis for discussion by nominating priorities rather than being a generic, broad spectrum statement.*
- *It's a good starting point – identified various areas that need attention – good base points*

Question 2: What is missing from the Strategy?

Theme 1: Innovation/change

- *Does not capture the out of the box library activities & programs already being explored*
- *Doesn't show the innovation that some libraries are already doing*
- *Doesn't capture what is already happening outside of the average*
- *Pitching for change that is already happening – need to review the innovation & change that has occurred since 2015 to contribute to new strategy.*
- *A lack of aspirational vision for public libraries – the Vision 2025 document is more an action plan than a vision that libraries and WA community members can aspire to.*
- *Marketing and promotion of change*
- *Change management – how will the changes be managed? How will mass changes be marketed & promoted.*
- *Timing – not 2015. 2017-2025 – gap changes already being done.*

Theme 2: Collaboration & Partnerships

- *Missing a strong link to community development/engagement and partnership opportunities.*
- *No inclusion of working with industry & business as new funding partners*

Theme 4: Funding

- *Funding – Strategy is vague on how it is to be funded*
- *Recognition of significant local government contribution*

Theme 5: Governance

- *Commitment to deadlines for developing new legislation.*
- *Commitment to review*
- *No governance or reference back to LG strategic plan/vision, etc. – too high level – has not engaged with WALGA- integrated planning. Community driven agenda. Cultural planning – importance of understanding.*
- *Alignment with local government planning & strategy*

- *No commitment to timelines – Who will drive this process?*

Other

- *Evaluation/investigation of ALIA Guidelines relevant to WA environment*
- *Hard for metro libraries to comment on regional needs.*
- *Doesn't priorities the points (yet to be achieved)*
- *Genuine backing and support from all tiers of government to drive change??*
- *Given that governance is a given, if there needs to be a choice of other priorities, PUBLIC VALUE MANAGEMENT IS THE NO 1 urgent priority.*
- *Missing - timelines would be beneficial to outline expected delivery/outcome dates.*

Priority One: Governance

Question 1: Do the priorities identified provide a suitable direction and structure to progress opportunities for change as outlined in the Strategy?

Question 2: Are there priorities not covered in this strategy that you think should be included in any new legislation to support public library provision in Western Australia?

Responses by Theme:

Theme 1: Library Board Act

- *1.4 ...that is considerate of and/or better aligned to Local Government Act (Does there need to be isolated legislation?)*
- *Consideration of inclusion in Local Government Act rather than Library Board Act.*
- *How long will it take to develop and pass new legislation?*
- *Can a guideline sit alongside new legislation that allows for flexibility for the provision of library services?*
- *No duplication between legislation - State should make it simple and happen quickly*
- *Who develops the new legislation? Who has input?*
- *Hard to define 'contemporary public library services in WA' – legislation to reflect what defines a modern and future-thinking library service.*
- *Inclusion in LG Act*
- *Update of legislation is a positive step as long as flexibility is maintained*
- *Library Board Act - Review*

Theme 2: Proposal to establish a Library Board sub-committee

- *Committee needs to be local government not state government driven*
- *Local Govt led committee to deal with under Local Govt Act*
- *Libraries should be governed by Local Govt Act model. Local law? /or minimum standard*
- *Difficult to get service delivery across 120+ local governments with lots of boards*
- *How will the sub-committee decide what goes in the Act? What will the consultation consist of?*
- *Reps to be more on the ground – manage, administer libraries – less elected members in the rep wkg group*

- *Sub-committee to include a mix of leadership and high level practitioners*
- *Sub-committee – who decides the composition? Terms of reference developed by?*
- *Library Board sub-committee – based on past, how will this sub-committee be any better in achieving outcomes?*
- *What is PLWA's role within the strategy? Representation of practitioners vs high level on sub-committee*

Theme 3: Proposed adoption of ALIA Guidelines, Standards and Outcome Measures

- *Support adoption of ALIA guidelines*
- *Recognise regional, remote and metro differences, needs, etc. Tailor to fit the community – demographics, tourism, farmers, etc.*
- *Recognise that each library is different in services, standards, demographics, etc.*
- *Recognise difference between country and metro*
- *Ensure ALIA guidelines recognize unique environment in WA – long distances, cost of servicing almost 1/3 of Australia*
- *ALIA Standards are good & work well also set parameters for service provision*
- *Standards & Guidelines most definitely*
- *ALIA guidelines – good base*
- *Governance - Generally they provide suitable direction. 1.3 suggests that the ALIA guidelines may not be adopted rather than will be adopted. These guidelines will need careful consideration in their adoption in a regional context. We do note that they have been referred to as "aspirational" for regional libraries.*

Theme 4: Leadership

- *PLWA membership to support, encourage PLWA Executive to make decisions on our behalf*
- *Focus on being one industry – connect WALGA, SLWA, PLWA are together*
- *Better leadership structure for PLWA (i.e. include PLWA as a sub-committee of the CEO Group under WALGA for instance) to ensure buy in from Local Governments*

Other

- *Should be a 1.5 – Local libraries develop a Library Strategy that links to the Integrated Planning and Reporting Framework as a issues specific strategy*
- *How often will the proposed priorities be reviewed?*
- *Shouldn't be afraid of closing libraries (or altering delivery model)*
- *Need to understand community – why do they want libraries and acknowledge vulnerabilities*
- *State Library Board representation – leadership*
- *CEO buy-in*
- *PLWA as part of LG Pro?*
- *Librarian in LG Act – RPRFS*

Strategy 2 – New Model to support public library service delivery in Western Australia

Question 1: What service delivery models do you see for public libraries to better meet the community's changing needs?

Question 2: Are there alternative ways to deliver public library services to your community to better align them with your council's strategic priorities?

Question 3: What do you see as the role of the State Library in supporting the library service in the diverse range of WA local governments?

Responses by Theme:

Theme 1: Multi-tiered model

- *SLWA's role: regular & relevant professional development/training to LG's staff*
- *Needs to be flexible and recognise the range of services/programs that public libraries and changeable.*
- *Regular reviews to ensure still meeting needs*
- *No longer "one size fits all" – reduced versatile spaces*
- *Role of SL – to negotiate State-wide subscription e-services but public libraries need better acknowledgement of its promotional and training role in helping people connect.*
- *SLWA – identify programmes – e.g. better beginnings/ promoting programmes/ training – (statewide level) (best practice)*
- *SLWA to provide support and connecting with public libraries – proactive in training, etc.*
- *State Library role in promotion and advocacy, best practice leadership of library sector*
- *Investigate feasibility of intra-state public library services support*
- *Staff training & development*
- *Recognising the diversity of rural libraries – resourcing, staff skills & capabilities, models.*
- *The tiered model would have to be a consideration as the needs between metro and regional/remote libraries are vastly different.*

Theme 2: Funding Models

- *While it is good to look at other funding models, such as Qld, am wary of having models imposed on us instead of something specifically designed for WA*
- *More collaboration between LGs and allocation based on communities not necessarily local government boundaries*
- *New funding sources need to be identified*
- *Provide libraries opportunities to align funding with strategic priorities*
- *Grant funding should be on top of our existing allocation for stock*
- *Any funding changes re innovations application not to be taken away from programs & resources*
- *Funding for innovative services in addition to resources funding*
- *Better business model*
- *SLWA to provide support for services disadvantaged by size and distance*
- *Competitive funding could result in a transfer of funds from little/less resourced libraries to already better resources, privileged library services*

Theme 4: Reporting Framework

- *Needs to be accountability framework*

Theme 5: Grants

- *Concerns about 'competitive' grants – will libraries without skills to compete (size, staffing levels) miss out?*
- *Guarantee of support in applying for grants*
- *Direct grants provide more flexibility*
- *Concern if grant application is required that systems with “techniques” or “skills” will get more funding as they have better applications*
- *Resources to apply for grants not available in small LG's*
- *Grant allocation needs to be in addition to current allocation otherwise reduces service levels.*
- *Cash grant system could disadvantage understaffed libraries*
- *Grant program – promote innovation*
- *Innovations grant to establish basic infrastructure to support rural libraries*
- *Any grant funding processes should be streamlines and not onerous on smaller local governments.*

Other

- *For metro library services particularly, need greater collaboration with LG Pro as a representative/training opp.*
- *Need better engagement with decision makers. Give take homes to participants*
- *Small remote country – define these libraries*
- *Maybe close some small physical libraries give support to the people direct – improve technology to support*
- *Exchanges ????*

Strategy 3 – New Model to support regional and remote public library services

Question 1: What do you see as the most effective ways of supporting small rural and remote communities to access a cost effective library service?

Question 2: Are there collaborative/partnership opportunities in your community that could enable a more effective and efficient library service?

Responses by Theme:

Theme 1: Support model

- *It needs to be flexible for each regional and remote library*
- *SLWA should provide resources and support to small rural areas*
- *Recognising a 'one size fits all' model is not the best model for ALL regional or remote libraries, e.g. distances travelled , demographics*
- *State providing support for smaller libraries*
- *Model that supports different libraries to individualise their services*
- *Diversity in resourcing, staff, training*
- *Pilot program for metro to help/manage smaller libraries*
- *Agreement for capable large library systems to provide support to smaller regional libraries, where the small library pays for support services as well as having State funding support*
- *Some metro to support smaller country libraries*
- *Libraries of strength – secondments to other libraries*
- *Small LGAs/libs get funding from SLWA to pay who they want to provide service*
- *Value of library service is important versus an efficient model*
- *Provision of comprehensive training and professional development*
- *One size does not fit all – many complexities within each type of library metro/regional/country*
- *financial support and professional support required for remote and regional libraries. Professional development is difficult to mandate in remote and regional areas due to limited staff and operational requirements still needing to be met.*

Theme 2: Partnerships & Collaborations

- *Where the community wants the library to be should be where it is – community centres, school, homes, local gov office. If libs work with Ed dept. joint use service delivery if small rural local gov needs to manage lib as well then SLWA/WALGA to manage work with Ed dept*
- *Not suitable for all regional libs to be aligned with CRC: already partner with NFP and business*
- *Co-location of services – potentially, eg Resource Centres, visitor centres.*
- *Co-located with other services, visitor centre, resource centre*
- *Incorporated with other state/local govt services, not-for-profit within a multi-purpose community space – cost-effective "one-stop shop"*
- *Is there an opportunity to integrate "information" services ie visitor info*
- *Less partnering with CRCs – other partners could be health, schools, gov. agencies, visitors, small business centre.*

- *Adaptable to the needs of local community – a flexible model e.g. CRC/visitor info centre – co-location*
- *Partnership/collaboration opportunities sit across other zones – not just public libraries - this needs to be acknowledged.*
- *There is always opportunities for partnerships. Challenges for these partnerships would be what our obligations are if we partner with others to provide the service.*

Theme 3: Regional Development Boundaries

- *Not sure this is the way to go, collaboration within regions already occurs.*

Other

- *What is (or are) realistic catchment population/s for Library service delivery when considering, evolving technological change, economy & pop growth*
- *Maximising e-resource access capabilities as much as possible*
- *ILLs important for smaller libraries*
- *Minimum standards to provide a library service? Tough decision not to provide a library*
- *Community members need to be decision makers*
- *Pg.22of the background paper Governance arrangements suggests that the SA model is the best for WA. Our question is how did they determine that and secondly this model diverts funding allocations towards administration rather than to the benefit of actual public libraries.*

Strategy 4 – Single access card system

Question 1: Do you see the priorities for this strategy reflect value for your community and local government?

Question 2: Are there other technology enablers that should be considered to enable library services to be delivered in a more cost-effective way?

Responses by Theme:

Theme 1: Single Card

- *Nice to have but not a high priority*
- *To what advantage? What real benefits will it deliver – to customers – to libraries*
- *Single system app – single e-services membership more relevant?*
- *Community doesn't understand what is meant by 'single card' as this is already in operation*
- *What is the advantage of a single card system versus cost – Why have a shared system with the state of ILLS currently? - Not the most important strategy*
- *Who is paying for infrastructure for single card & LMS*
- *Yes, if the public support this level of investment – it certainly has benefits to providing efficiency and enhancing customer experience.*
- *I think the technology needs further exploration as to the best and most cost effective option*
- *So much more work to do on the Business Case – will costs be shared between local govt & state govt. Who pays?*
- *Needs to be supported by common loans parameters across WA*
- *Business case needs to show impact on service for all public libraries*
- *Shouldn't be taken out of service allocation – way around the stock is floating stock. Shared discovery layer.*
- *One lib card is different to one LMS – needs explaining to public*
- *Floating stock for SLWA stock reduces need for courier services – needs robust discussion about how items are moved around due to over/under supply*
- *Floating stock? Needs to incorporate 'local rules' where required eg specialised collection*
- *Discovery layer as opposed to single LMS*
- *Governance of single access card – who pays for the transfer of stock*
- *Who is going to pay for it?*
- *Infrastructure requirement – internet access in regional – cost to implement – accountability & reporting – stock control: floating stock?*
- *Business case needs to provide enough information to be able to determine impacts on individual LGs*
- *Good internet access across the State*
- *Principle is great. A lot of work to be done \$\$\$ a huge issue*
- *Yes – customers want 1 card – favour discovery layer regional/remote need to be considered in the dev. And implementation of any technology utilised to deliver cost effective library services.*

- *Yes there is certainly a benefit for our community. Using the single access system value is a better outcome for the customer.*
- *Single card system will be good however consideration will need to be given to a single LMS. From a customer experience point of view a single LMS and single card system would be beneficial. Consideration should be given to whether these options would be cost effective for LGA's.*

Other

- *video conference support or a similar tech support would be beneficial. Distances between regional/remote LGA's are vast.*
- *Involve regional/remote users [in implementation of any new technology] as they would be most affected.*

Strategy 5 – Public value

Question 1: How should public libraries communicate and market their value and services to funders and the community in the future?

Responses by Theme:

Theme 1: State-wide subscription to Culture Counts

- *Funding should be available for culture Counts rather than a state-wide LMS/shared system*
- *Moving toward outcomes - yes*
- *Culture Counts statewide subscription – yes*
- *Yes to Culture Counts – benchmark same for all public libraries*
- *Culture Counts is a good idea but need to ensure that mechanisms exist to engage those communities that don't necessarily engage in technology – explanation of context & options for engagement*
- *Recognise the diverse needs & understanding of people accessing Culture Counts*

Theme 2: ALIA Guidelines

- *Already has agreement*
- *Qualitative & quantitative statistics clearly demonstrating varied use and public benefits to the community.*

Theme 3 : Marketing

- *Definitely!*
- *Mainstream media seems to be the most effective means (e.g. recent Kanopy promotion in the media)*
- *Need to have a state-wide approach – can SLWA take this on?*
- *Create a 'prospectus' – a bundle package – to libraries – give advice on attracting funding, consistency in marketing.*
- *The most important strategy – need to convince elected members & others of value of library*
- *Statewide marketing for all – the online sources e.g. Kanopy, West article*
- *Yes to state-wide marketing campaign – eresources a good place to start now*
- *Creative approaches to engagement through marketing, promotion and programming.*
- *Marketing could include examples of unique activities that could occur in a library space.*

Theme 4: Advocacy/public value

- *Role of State Library to promote & advocate for library services - This should be the priority to get decision makers on-board.*
- *Advocate difference the libraries can make to life, social cohesion, social connectedness*
- *Raise awareness with leaders of role of libraries – communicate to upper levels of management decision makers on 'person' value of libraries.*
- *Role of State Library in promoting public value of libraries*
- *Demonstrate public value to higher strategic mayors, CEOs, elected members*
- *Libraries are people, places, support and library staff have diverse skills*

- *Public value – tell the ‘good news’ stories*
- *Public value – non-users – how to engage? Promote – marketing. Culture Counts – driven by SLWA*
- *The proposal measuring public value is excellent as it provides us with qualitative data and not just quantitative data.*
- *develop measures that go beyond the "feel good" ones. eg. longitudinal measures to quantify improved literacy/numeracy (for early years) ,digital literacy etc as well as the way a community member feels and interacts when they come into a library.*

Other

- *Libraries enable use of technology by residents to have better life & relate to government eservices eg medicare/Centrelink mygov*
- *People trust libraries as neutral ground*
- *General communication ‘hub’ – info in & at*
- *Strategy 5 should be priority 1*
- *Strategy 5 should have the highest priority. Without communities valuing libraries there is no reason for the other strategies.*
- *should consider a multi-tiered approach to achieving the ALIA guidelines if adopted - the uniqueness and challenges experienced by regional/remote libraries need to be considered as well as their resourcing capacity.*

Carpark

- *Off-budget value of SL services are not well understood or articulated to local governments eg state-wide e-services contracts, LOTE collection. SL needs to self-promote!!*