



AGENDA

Library Advisory Committee

Wednesday, 9 August 2017, 5.00pm

CITY OF FREMANTLE
NOTICE OF A LIBRARY ADVISORY COMMITTEE MEETING

Elected Members

A Library Advisory Committee meeting of the City of Fremantle will be held on **Wednesday, 9 August 2017** in the Committee Room, Town Hall Centre, 8 William Street, Fremantle (access via stairs, next to the playground in Kings Square) commencing at 5.00 pm.

Fiona Hodges
DIRECTOR COMMUNITY DEVELOPMENT

03 August 2017

LIBRARY ADVISORY COMMITTEE

AGENDA

DECLARATION OF OPENING / ANNOUNCEMENT OF VISITORS

NYOONGAR ACKNOWLEDGEMENT STATEMENT

"We acknowledge this land that we meet on today is part of the traditional lands of the Nyoongar people and that we respect their spiritual relationship with their country. We also acknowledge the Nyoongar people as the custodians of the greater Fremantle/Walyalup area and that their cultural and heritage beliefs are still important to the living Nyoongar people today."

ATTENDANCE

DISCLOSURES OF INTEREST BY MEMBERS

RESPONSE TO PREVIOUS PUBLIC QUESTIONS TAKEN ON NOTICE

PUBLIC QUESTION TIME

DEPUTATIONS / PRESENTATIONS

LATE ITEMS NOTED

CONFIRMATION OF MINUTES

That the minutes of the Library Advisory Committee dated 10 May 2017 be confirmed as a true and accurate record.

TABLED DOCUMENTS

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REPORTS BY OFFICERS

LAC1708-1 LIBRARY AND INFORMATION SERVICE QUARTERLY REPORT APRIL - JUNE 2017

Meeting Date: 09 August 2017
Responsible Officer: Manager Service and Information
Decision Making Authority: Council
Agenda Attachments: Nil

SUMMARY

To provide information to the Committee on the operation and performance of the Fremantle City Library during the quarter April to June 2017.

This report recommends that the Committee receive the information.

BACKGROUND

The City of Fremantle operates the Fremantle Library providing lifelong learning services to the residents of the city of Fremantle and the town of East Fremantle.

FINANCIAL IMPLICATIONS

Nil

LEGAL IMPLICATIONS

Nil

CONSULTATION

Nil

OFFICER COMMENT

Statistics

- (a) **Membership - April - 15 June 2017**
(NB. Data unavailable for 16-30 June due to system upgrade)

Members per capita:	2017	2016	Variance
Fremantle	.27	.28	.01%
East Fremantle	.18	.18	Nil

% of total Membership:	2017	2016	Variance
New Members	3.67%	5.7%	2.03%
Expired Members	5.9%	5.0%	0.9%

Membership	2017	2016	Variance
Fremantle (residents, workers, students)	8,428	8,556	1.5%
East Fremantle (residents, workers, students)	1,414	1,438	1.67%
Melville residents	1,039	1,076	3.44%
Cockburn residents	1,649	1,776	7.15%
Cottesloe residents	267	308	13.31%
Kwinana residents	48	41	17.07%
Rockingham residents	98	107	8.41%
Other WA residents	1,065	1,040	2.4%
Temporary members	378	425	11.06%
Total	14,386	14,767	2.58%

			Variance
New members	528	844	37.44%
Expired members	845	748	1.12%

(b) Library Access - April - June 2017
(NB. Data unavailable for 16-30 June due to system upgrade)

Performance Indicators

	Per hour open 2017	Per staff FTE	Per library member
Circulation transactions	140	6687	5.6
Visitors	88.86	14.84	3.5
Active borrowers	40.34	1923	1.6
History Centre enquiries	1	291	.03
Internet use within library	32	1541	1.2

	Per hour open 2016	Per staff FTE	Per library member
Circulation transactions	150	8408	7.2
Visitors	83	3537	3.9
Active borrowers	44	2472	2.1
Reference enquiries	5.4	305	.26
History Centre enquiries	1.5	384	.05
Internet use within library	25.5	1424	1.2

	% of loans 2017	% of loans 2016	Variance
Requests for items in stock	4.5%	5%	0.5%
Items borrowed from other libraries	1.06%	1.1%	3.64%
Overdue notices sent	7.3%	2.3%	217%

Statistics

Library access	2017	2016	Variance
Hours open	572 * not full quarter	710	19.44%
Visitors	50,830	58,718	13.43%
Active borrowers	23,079	31,403	26.51%
Staff (FTE)	14.84	16.6	10.6%
In House Internet Use	8,544	7,463	14.48%
Wifi Use	9,949	10,630	6.41%

Circulation transactions	2017	2016	Variance
Loans and renewals	46,916	61,270	23.43%
Returns	33,328	45,518	26.78%
Items on loan	10,776	13,478	20.05%
Reservations	2,127	3,061	30.51%
Requests sent to other libraries	609	779	21.82%
Requests received from other libraries	520	1,429	63.61%

(c) Access to Information and Resources - April - 15 June 2017

Performance Indicators

	% of total stock 2017	% of total stock 2016	Variance
Total loans and renewals	169%	125%	44%
Items on loan	38.8%	27%	11.8%
New stock received	10.7%	5.5%	5.2%

Statistics

User assistance	2017	2016	Variance
Service desk reference enquiries	n/a	3,874	n/a
History Centre enquiries	569	750	24.13%
Online catalogue searches	16,841	19,989	15.75%
Library web page hits	13,360	10,901	22.56%

Use of Online Databases	2017	2016	Variance
Community Information	7,001	8,441	17.06%
History Centre online photographs	3,848	4,580	15.98%
Britannica Online	7334	1,332	550.6%
Popular Magazines	28	33	15.15%
Ancestry.com	1,274	3,261	60.93%
Carters Antiques	132	104	26.92%
Freegal	679	725	6.34%
Beama	823	241	341.5%

Other

	2017	2016	Variance
East Fremantle Parking permits issued	165	154	7.14%
New Local stock items received	2,094	695	201.29%
New SLWA stock items received	886	2,056	56.91%
Total new stock items received	2,980	2,751	8.32%

Comment

The April to March 2017 quarter has been a time of rapid and ongoing change for the Lifelong Learning and Community Connections teams. The two major drivers have been the move to temporary premises at the Fremantle Oval and planning the development of the Community Hub, including library, in the new Kings Square Building. The teams continue to make extensive contribution to the planning of services in both of these spaces.

eLibrary

This quarter marked the changeover from the AMLIB library management system to Spydus, managed by Civica. Our legacy system was originally installed in 1996 when the library switched from catalogue cards to computers. Having outgrown its functionality, in June the library switched to Spydus. Spydus has a growing customer base in Western Australia and a healthy user support network.

The new system allows for complex statistical analysis, better search results and improved data management. For customers, the catalogue can search all resources, including History Centre records, community information entries, ebooks, and toy library items. Other libraries' items can also be searched. By joining online, it gives people the option to read ebooks without stepping in the building. Overall Spydus is a good foundation for the future technology needs of the library.

Community Connections and Learning

The community connections and lifelong learning's focus on building stronger partnerships within the community, including service providers has seen a range of workshops and events developed and delivered, which have direct impact on the city's residents.

In partnership with the NBN Corporation the team has hosted a series of awareness raising events including a talk at the library, drop in sessions around the city and pop-up stalls in Kings Square with the goal to educate residents of the impact of the new infrastructure.

Australia's Biggest Morning Tea was celebrated in Kings Square with the support of poet Dennis Haskell who read from the collection of poetry he wrote in response to his wife's death from cancer. This year the annual fundraising event raised over \$600 to support the Cancer Council's research.

Further events and programs were delivered in keeping with the priority themes identified for this years' programming.

- Health and Wellbeing:
 - A series of workshops assisting participants getting back into work including 'Ace that Interview', 'Finding your way back into work', 'Kick-ass Resume Writing', 'Present the Best: Excellent Cover Letters'.
 - The Soul Midwife: Creating space for someone who is dying.
- Digital literacy and online safety:
 - Digital literacy workshops providing basic computer skills.
- Cultural and creative development:
 - Writer Development and small business marketing workshops including 'Blogging and Social Media Marketing', 'Self-publishing in an Online World'.
 - Researching Family History Online in conjunction with the City's Heritage Festival and the History Centre.
 - Various volunteer led social groups including 'Tuesday Morning Walkers', 'Veggie Chit Chat', 'French Conversation', 'Italian Conversation', 'I Spy Quilting' and 'The Cosy Quilters'.
- Environment and alternative transport:
 - Sustainability focused education including the Freo Sustainability Stroll and 'Made with Love: Conscious Living Basics', a hands-on workshop aiming to minimise harmful chemicals and waste.

As part of the Fremantle Street Arts Festival the team also launched 'WAHonk!', a free four-day event featuring local and interstate community bands and related performance artists. The event comprised 15 separate workshops, and 32 individual performances.

Operations

Fremantle Library was included in the first group of public libraries to trial supplier selection of state funder library stock. This has resulted in the creation of a profile from which a nominated supplier will select new titles on our behalf. Librarians will liaise closely with the nominated supplier to ensure the selected materials to ensure they meet the needs of the community. Supplier selection will commence early in the forthcoming quarter.

Following the cancellation of the Australia/New Zealand Reference Centre and Novelist at the end of 2016, two new products have been selected for inclusion in the state-wide e-resources. These are Lynda.com and Kanopy. Lynda.com is a learning resource providing video tutorials on a wide range of topics including programming, video, design, music, gaming and time management. Kanopy is a film streaming resource with a range of titles including independent and Hollywood films

and documentaries. These products were selected from ten shortlisted titles recommended by W.A. public libraries. Implementation is planned for the second half of this year.

Over the course of the quarter the collection size has been reduced to close to that which can be accommodated in temporary premises. As a result the existing library has been reorganised to remove the excess shelving and provide additional customer spaces. We will commence tagging the collection for RFID, including the installation of new self-service machines in the forthcoming quarter.

Young People's Services

Program	Number of sessions	Total adults and children attending
Better Beginnings – Yellow	3	54
Better Beginnings – Green	7	346
It's All About Rhyme	12	302
It's All About Story	11	267
CoderDojo	10	98
School Holiday Activity Sessions		
Class visits to the library	7	256
Gwenyth Ewens Art Award opening	1	200
Outreach sessions to schools, playgroups, day care centres etc.	4	81
Total	55	1604

The annual Gwenyth Ewens Art Award was held again in June and celebrates the history and heritage of Fremantle's buildings. schools. The City engaged with eight Fremantle schools to deliver an extensive exhibition of 280 art works for the enjoyment of the community. The exhibition was co-located in the Moores Gallery along with works by university architecture students and was a feature of the Heritage Festival. Over 200 children with families and friends packed Gallery 6 of the Moores Building for the official opening by Cr Hannah Fitzhardinge. A record 32 children were awarded prizes, which are funded by a bequest from Gwenyth Ewens to the City. The sustainability of this success is ensured by ongoing engagement with community stakeholders.

The library continued to deliver the Better Beginnings Family Literacy Program. Recognising that families are mobile and motivated to attend these programs wherever they are held, the Community Connections and Learning team developed 'Seven Days of Story' – a marketing approach which identifies the days and times of story and rhyme programs that are held at various venues throughout Fremantle.

History Centre

Consolidation of the collection in preparation for the move to temporary premises later this year continues to be a major focus. A large percentage of the collection is being organised and listed for offsite storage. Staff are also busy digitising materials for ongoing access whilst in temporary premises. A major achievement in this process has been the consolidation of the property files which now allows researchers to find all the information regarding to a particular property in a file organised in chronological order. This now provides a comprehensive history of many of the properties, particularly those of heritage significance. This achievement will assist researchers and staff in the retrieval of property information

As part of the Heritage Festival, the History Librarian presented to groups at The Meeting Place and Glyde In at East Fremantle on how to use the Fremantle History Centre to research family history in Fremantle. Both presentations were well attended and a positive response was given by the participants.

The History Centre continues to respond to enquiries and staff completed 569 enquiries this quarter either in person, by phone or email. The range of enquirers included historians, home owners, students, researchers, local government officials and general history enthusiasts with many of the enquiries being in depth reference questions.

Conclusion

April to June 2017 was a time of significant change and achievement. It is a credit to the Lifelong Learning and Community Connections and Learning teams that they have continued to deliver excellent services and programs to the community during this challenging time. The work done this quarter will support the delivery of more efficient services, sustainable programs and continued change throughout this year.

VOTING AND OTHER SPECIAL REQUIREMENTS

Simple Majority Required

OFFICER'S RECOMMENDATION

Library Advisory Committee:

- 1. Receives this Library and Information Service Quarterly Report April-June 2017.**

LAC1708-2 TEMPORARY RELOCATION OF FREMANTLE LIBRARY

Meeting Date: 09 August 2017
Responsible Officer: Manager Service and Information
Decision Making Authority: Council
Agenda Attachments: Nil

SUMMARY

The report provides the Library Advisory Committee with an update on the temporary relocation of the Fremantle Library to the City of Fremantle Administration Centre and Library building at Fremantle Oval.

This report recommends that the Committee receive the information.

BACKGROUND

The City of Fremantle is undertaking the Kings Square renewal project in partnership with Sirona Capital. As part of this project the City has committed to the construction of a new administration centre with a new community living and learning hub which will include library services.

Work on the new building is due to commence in 2018 and as a result the Fremantle Library will be relocated temporarily to the City of Fremantle Administration Centre and Library at Fremantle Oval, the former home of the Fremantle Dockers. This move is schedule to take place in the later part of 2017.

As per the requirements of the Library Board of Western Australia Act (1951) approval for the layout and design of the temporary library has been sought and received from the State Library Board.

FINANCIAL IMPLICATIONS

Financial implications of the relocation of the Fremantle Library are being met through the capital and operating budgets as adopted by Council.

LEGAL IMPLICATIONS

Nil

CONSULTATION

The approved layout and design will be shared with Councillors, Library customers and the community.

OFFICER COMMENT

The temporary Fremantle Library will be located on the ground floor on the western side of the building. Entry to the temporary library will be via Parry Street. The location is within easy walking distance of free Central Area Transit (CAT) bus stops. Public parking is available in multiple locations on Parry Street and ACROD parking will be available immediately outside the library.

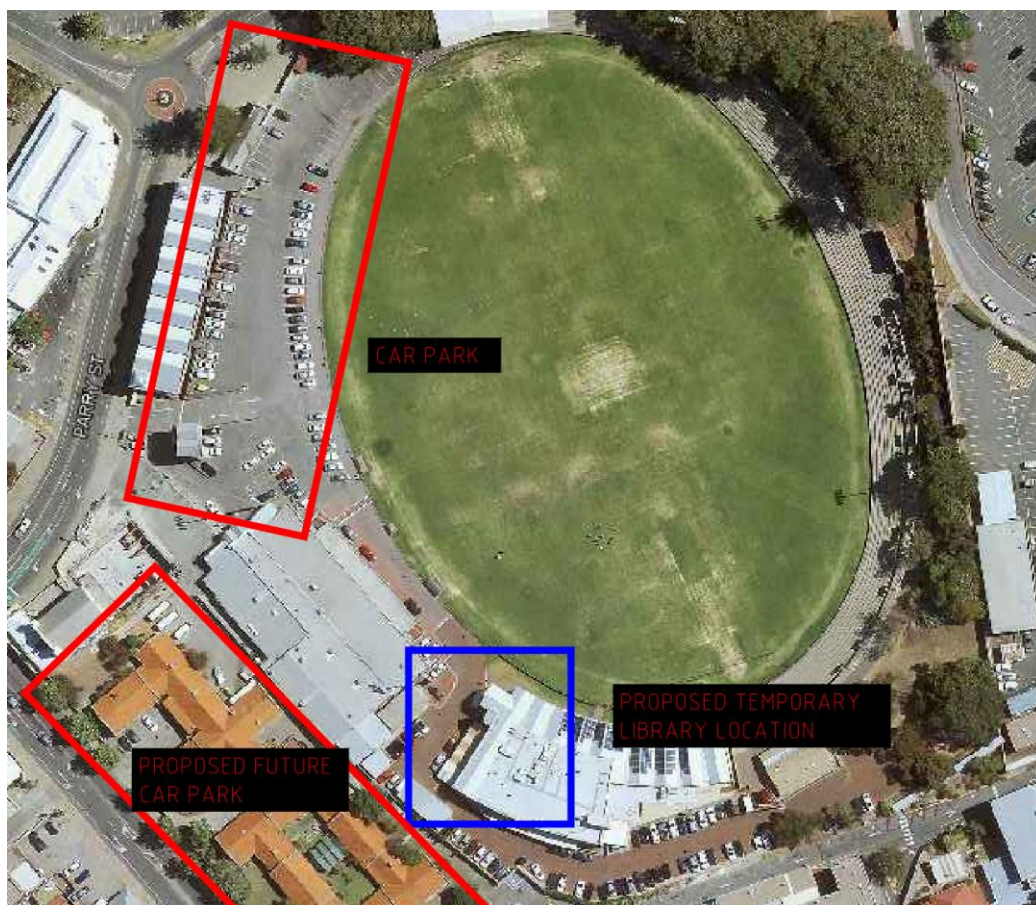


Figure1. Aerial photo showing location of current and future parking and location of the library.

The total space of the Library within this building will be 517m². This is comprised of 413m² of public space and 104m² of library staff space and storage.

The Library will be open 52 hours each week and will offer the full range of current services, collections and programs. Staff will be available during all opening hours to assist customers with reference, local history and community information enquiries.

Access to fiction, non-fiction and children's collections in both digital and hard copy formats will be available. Much of the History Centre collection will be stored offsite while the library is in temporary premises, however, material will be retained on site to support the answering of common queries. The library will house a collection of approximately 22,500 items.

Wireless internet connection will be available in the library's temporary premises as well as eleven fixed computers with internet access available for customers. Printing, scanning and photocopying services will all be available from the temporary location.

The City will continue to update library technologies with the introduction of Radio Frequency Identification (RFID) technologies to streamline the issuing and returning of library items. This will further enhance the functionality of the new self-loan machines recently installed in the library, and compliment the new library management system and improve the returns process for our customers.

Additional to the main library space, quiet reading space and children's space, there will also be on offer two additional public spaces that we do not have in the current library. A private study room that will be available to be booked by community members and a purpose built seminar room which will be used to host library events and programming, as well as being bookable by other City staff for activities and presentations and available to the community for hire for such purposes as well.

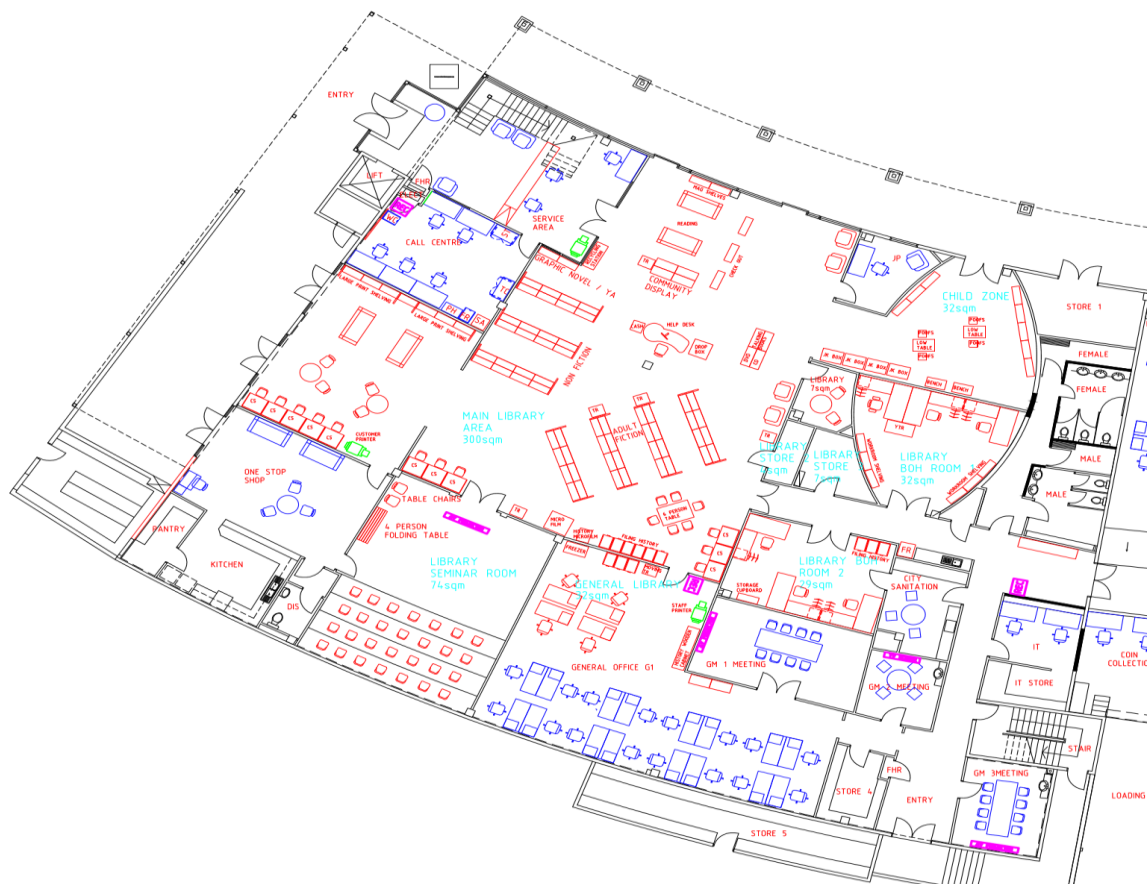


Figure 2. Layout drawing with public and staff areas indicated in red.

Additionally the One Stop Shop will be relocated from its current location in Kings Square to a new location to be referred to as the Lounge (indicated as One Stop Shop in figure 2). This will give users of the Lounge the opportunity to utilise library resources and attend programs being run in the library. Members of the One Stop Shop were involved in the decision to move to the new space and are very excited about the new possibilities the space offers. When not in use by the seniors group the Lounge will be used by the City for community programs and activities, further activating the space.

The Justice of the Peace will also be accommodated and will have use of a private office within the library space.

The City will continue to reach out to the community to deliver lifelong learning services and programs. Events and learning programs for adults and children will continue at the library and be expanded to be delivered through other City venues such as the Toy Library (Hilton) and the Meeting Place (South Fremantle). The Library is also making small, targeted collections available to customers who prefer to visit these venues and will be developing 'pop-up' library services to be available at selected locations across the City.

The Library will continue to provide the valued delivery services to homebound individuals, hospitals and child care centres whilst in temporary premises.

VOTING AND OTHER SPECIAL REQUIREMENTS

Simple Majority Required

OFFICER'S RECOMMENDATION

Library Advisory Committee:

- 1. Receives this progress report on the temporary relocation of the Fremantle Library.**

**LAC1708-3 LIBRARY BOARD OF WESTERN AUSTRALIA
REPRESENTATIVE**

Meeting Date: 09 August 2017
Responsible Officer: Manager Service and Information
Decision Making Authority: Council
Agenda Attachments: Nil

SUMMARY

This report is to make recommendation regarding the presentation of 3 names to fill the City of Fremantle seat on the Library Board of Western Australia.

This report recommends that the matter is dealt with at the Library Advisory Committee meeting in November 2017.

BACKGROUND

At the April 2017 meeting of the Library Advisory Committee Mrs Helen Ayers advised the Committee that she would write to the Library Board to tender her resignation as the City of Fremantle representative on the Library Board of Western Australia.

In May 2017 the State Library of Western Australia wrote to the City of Fremantle confirming they had received this resignation and inviting the City to provide a new representative for the Board.

Under section 5(4) of the Library Board of Western Australia Act 1951, the City of Fremantle has the right to submit to the Minister a panel of names of 3 people from whom the Minister shall select one to be a member on the Board representing the City.

FINANCIAL IMPLICATIONS

Nil

LEGAL IMPLICATIONS

Nil

CONSULTATION

Nil

OFFICER COMMENT

The City is required to put forward the names of 3 people who would have the capacity to contribute to the Board at the strategic level and across a range of areas including financial and risk management, policy and governance matters as well as areas of professional knowledge and interest.

Potential candidates are required to complete selection criteria to be considered by the Library Advisory Committee in its selection of the 3 people to be nominated for consideration by the Minister. This selection criteria will also be forwarded to the Minister along with the 3 names of the possible candidates for consideration. Candidates can be Elected Members of the City of Fremantle, members of the Fremantle Community or Officers of the City of Fremantle.

Local Government elections are to be held in October. Given this, it is considered that it would be beneficial to wait until after the elections are held so that interested Elected Members can submit themselves for consideration as a candidate.

During October, Officers will also seek submissions from community members who would like to be considered as a candidate and all submissions from potential candidates will be considered at the November Library Advisory Committee meeting, and 3 names selected to be presented to the Minister for consideration.

Officers will also write to the Library Board to advise them that 3 names will be provided in November and the reason for the delay.

VOTING AND OTHER SPECIAL REQUIREMENTS

Absolute Majority Required.

OFFICER'S RECOMMENDATION

Library Advisory Committee:

- 1. Defer the matter of the selection of 3 candidates to be presented to the Minister for consideration as the City of Fremantle representative on the Library Board of Western Australia, to the Library Advisory Committee meeting to be held November 2017.**
- 2. Request the Manager Service and Information to write to the State Library of Western Australia to inform them that the names of 3 candidates will be provided in November 2017 and the reason for the delay.**

LAC1708-4 TOY LIBRARY QUARTERLY REPORT APRIL - JUNE 2017

Meeting Date: 09 August 2017
Responsible Officer: Manager Library and Information Service
Decision Making Authority: Council
Agenda Attachments: Nil

SUMMARY

To provide information to the Committee on the operation and performance of the Fremantle Toy Library during the quarter April to June 2017.

This report recommends that the Committee receive the information.

BACKGROUND

The City of Fremantle operates the Fremantle Toy Library providing early years based toys and educational materials to the residents of the city of Fremantle and the town of East Fremantle.

FINANCIAL IMPLICATIONS

Nil

LEGAL IMPLICATIONS

Nil

CONSULTATION

Nil

OFFICER COMMENT

Statistics- April to June 2017

(a) Membership

	Fremantle Residents	East Fremantle Residents	Total
April			
Individuals	276	61	337
Families	174	34	208
May			
Individuals	267	62	329
Families	180	35	215
June			
Individuals	247	45	292
Families	182	33	215

New Members

Fremantle Residents	East Fremantle Residents	Total
17	2	19
8	3	11
23	0	23

Deleted Members

Fremantle Residents	East Fremantle Residents	Total
0	0	0
19	1	20
13	3	16

(b) Visitors

April	418
May	587
June	550

*Family means at least one parent and usually one or more accompanying children

(c) Loans

	Fremantle residents	East Fremantle Residents	Total
Toys	1299	313	1612
Books	1146	115	1261
Audio-Visual items	6	89	95
Total	2451	517	2968

Comment

The Fremantle Toy Library hosted a number of successful story programs at the Police & Community Youth Centre (PCYC) in Hilton. A story sharing and book making session in the school holidays was held and included Auslan interpretation for inclusive participation by local families. A storytime was also included in the Scholastic Book Fair.

In response to community needs, the Toy Library now provides two boxes of toys that can be used by families' onsite at PCYC. So far the boxes have been appreciated by parents with toddlers waiting for older children to finish classes and people attending Aboriginal health information sessions who have brought children with them.

Buster the Fun Bus began visiting PCYC weekly on a Tuesday, in anticipation of transitioning to 'Buster It's All About Play', which will begin in Term 3, 2017.

Community Connections and Learning staff including Librarian Children and Young People, Toy Library Officer, volunteers and library staff participated in training for 'It's All About Play' delivered by City of Wanneroo Early Years officers.

VOTING AND OTHER SPECIAL REQUIREMENTS

Simple Majority Required

OFFICER'S RECOMMENDATION

Library Advisory Committee:

- 1. Receives this Toy Library Quarterly Report April- June 2017.**

CONFIDENTIAL MATTERS

Nil.

SUMMARY GUIDE TO CITIZEN PARTICIPATION AND CONSULTATION

The City values community engagement and recognises the benefits that can flow to the quality of decision-making and the level of community satisfaction.

Effective community engagement requires total clarity so that Elected Members, Council officers and citizens fully understand their respective rights and responsibilities as well as the limits of their involvement in relation to any decision to be made by the City.

How consultative processes work at the City of Fremantle	
The City's decision makers	1. The Council, comprised of Elected Members, makes policy, budgetary and key strategic decisions while the CEO, sometimes via on-delegation to other City officers, makes operational decisions.
Various participation opportunities	2. The City provides opportunities for participation in the decision-making process by citizens via its council appointed working groups, its community precinct system, and targeted community engagement processes in relation to specific issues or decisions.
Objective processes also used	3. The City also seeks to understand the needs and views of the community via scientific and objective processes such as its bi-ennial community survey.
All decisions are made by Council or the CEO	4. These opportunities afforded to citizens to participate in the decision-making process do not include the capacity to make the decision. Decisions are ultimately always made by Council or the CEO (or his/her delegated nominee).
Precinct focus is primarily local, but also city-wide	5. The community precinct system establishes units of geographic community of interest, but provides for input in relation to individual geographic areas as well as on city-wide issues.
All input is of equal value	6. No source of advice or input is more valuable or given more weight by the decision-makers than any other. The relevance and rationality of the advice counts in influencing the views of decision-makers.
Decisions will not necessarily reflect the majority view received	7. Local Government in WA is a representative democracy. Elected Members and the CEO are charged under the Local Government Act with the responsibility to make decisions based on fact and the merits of the issue without fear or favour and are accountable for their actions and decisions under law. Elected Members are accountable to the people via periodic elections. As it is a representative democracy, decisions may not be made in favour of the majority view expressed via consultative processes. Decisions must also be made in accordance with any statute that applies or within the parameters of budgetary considerations. All consultations will

How consultative processes work at the City of Fremantle	
	clearly outline from the outset any constraints or limitations associated with the issue.
Decisions made for the overall good of Fremantle	8. The Local Government Act requires decision-makers to make decisions in the interests of “the good government of the district”. This means that decision-makers must exercise their judgment about the best interests of Fremantle as a whole as well as about the interests of the immediately affected neighbourhood. This responsibility from time to time puts decision-makers at odds with the expressed views of citizens from the local neighbourhood who may understandably take a narrower view of considerations at hand.
Diversity of view on most issues	9. The City is wary of claiming to speak for the ‘community’ and wary of those who claim to do so. The City recognises how difficult it is to understand what such a diverse community with such a variety of stakeholders thinks about an issue. The City recognises that, on most significant issues, diverse views exist that need to be respected and taken into account by the decision-makers.
City officers must be impartial	10. City officers are charged with the responsibility of being objective, non-political and unbiased. It is the responsibility of the management of the City to ensure that this is the case. It is also recognised that City officers can find themselves unfairly accused of bias or incompetence by protagonists on certain issues and in these cases it is the responsibility of the City’s management to defend those City officers.
City officers must follow policy and procedures	11. The City’s community engagement policy identifies nine principles that apply to all community engagement processes, including a commitment to be clear, transparent, responsive, inclusive, accountable and timely. City officers are responsible for ensuring that the policy and any other relevant procedure is fully complied with so that citizens are not deprived of their rights to be heard.

How consultative processes work at the City of Fremantle	
Community engagement processes have cut-off dates that will be adhered to.	12. As City officers have the responsibility to provide objective, professional advice to decision-makers, they are entitled to an appropriate period of time and resource base to undertake the analysis required and to prepare reports. As a consequence, community engagement processes need to have defined and rigorously observed cut-off dates, after which date officers will not include 'late' input in their analysis. In such circumstances, the existence of 'late' input will be made known to decision-makers. In most cases where community input is involved, the Council is the decision-maker and this affords community members the opportunity to make input after the cut-off date via personal representations to individual Elected Members and via presentations to Committee and Council Meetings.
Citizens need to check for any changes to decision making arrangements made	13. The City will take initial responsibility for making citizens aware of expected time-frames and decision making processes, including dates of Standing Committee and Council Meetings if relevant. However, as these details can change, it is the citizens responsibility to check for any changes by visiting the City's website, checking the Fremantle News in the Fremantle Gazette or inquiring at the Customer Service Centre by phone, email or in-person.
Citizens are entitled to know how their input has been assessed	14. In reporting to decision-makers, City officers will in all cases produce a community engagement outcomes report that summarises comment and recommends whether it should be taken on board, with reasons.
Reasons for decisions must be transparent	15. Decision-makers must provide the reasons for their decisions.
Decisions posted on the City's website	16. Decisions of the City need to be transparent and easily accessed. For reasons of cost, citizens making input on an issue will not be individually notified of the outcome, but can access the decision at the City's website under 'community engagement' or at the City Library or Service and Information Centre.

Issues that Council May Treat as Confidential

Section 5.23 of the new Local Government Act 1995, Meetings generally open to the public, states:

1. Subject to subsection (2), the following are to be open to members of the public -
 - a) all council meetings; and
 - b) all meetings of any committee to which a local government power or duty has been delegated.
2. If a meeting is being held by a council or by a committee referred to in subsection (1) (b), the council or committee may close to members of the public the meeting, or part of the meeting, if the meeting or the part of the meeting deals with any of the following:
 - a) a matter affecting an employee or employees;
 - b) the personal affairs of any person;
 - c) a contract entered into, or which may be entered into, by the local government and which relates to a matter to be discussed at the meeting;
 - d) legal advice obtained, or which may be obtained, by the local government and which relates to a matter to be discussed at the meeting;
 - e) a matter that if disclosed, would reveal –
 - i) a trade secret;
 - ii) information that has a commercial value to a person; or
 - iii) information about the business, professional, commercial or financial affairs of a person.Where the trade secret or information is held by, or is about, a person other than the local government.
 - f) a matter that if disclosed, could be reasonably expected to -
 - i) impair the effectiveness of any lawful method or procedure for preventing, detecting, investigating or dealing with any contravention or possible contravention of the law;
 - ii) endanger the security of the local government's property; or
 - iii) prejudice the maintenance or enforcement of a lawful measure for protecting public safety.
 - g) information which is the subject of a direction given under section 23 (1a) of the Parliamentary Commissioner Act 1971; and
 - h) such other matters as may be prescribed.

3. A decision to close a meeting or part of a meeting and the reason for the decision are to be recorded in the minutes of the meeting.

