



AGENDA

Library Advisory Committee

Wednesday, 14 November 2012, 5.30pm

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, 14 November 2012 in the Committee Room, Town Hall Centre, 8 William Street, Fremantle (access via stairs, opposite Myer) commencing at 5.30 pm.

Marisa Spaziani
DIRECTOR COMMUNITY DEVELOPMENT

7 November 2012

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 / APOLOGIES / LEAVE OF ABSENCE

RESPONSE TO PREVIOUS PUBLIC QUESTIONS TAKEN ON NOTICE

PUBLIC QUESTION TIME

DEPUTATIONS / PRESENTATIONS

DISCLOSURES OF INTEREST BY MEMBERS

LATE ITEMS NOTED

CONFIRMATION OF MINUTES

That the Minutes of the Library Advisory Committee dated 8 August 2012 be confirmed as a true and accurate record.

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REPORTS BY OFFICERS

LAC1211-100 LIBRARY AND INFORMATION SERVICE REPORT JULY - SEPTEMBER 2012

DataWorks Reference: 039/007
Disclosure of Interest: Nil
Meeting Date: 14 November 2012
Responsible Officer: Marisa Spaziani, Director Community Development
Actioning Officer: Julie Caddy, Manager Library and Information Service
Decision Making Authority: Council
Previous Item: Nil
Agenda Attachments: Nil

EXECUTIVE SUMMARY

To provide information to the two Councils on the operation and performance of the Fremantle City Library during the previous quarter.
 This item reports on Library operations, issues and achievements for the quarter July - September 2012.

STATISTICS

(a) Membership - July - September 2012

Performance Indicators

Members per capita:	
Fremantle	0.40
East Fremantle	0.29

% of total Membership:	
New Members	4.88
Expired Members	5.05

Statistics

Population	
City of Fremantle	24,835
Town of East Fremantle	6,697

Membership	
Fremantle (residents, workers, students)	10072
East Fremantle (residents, workers, students)	1976
Melville residents	1182
Cockburn residents	1863
Cottesloe residents	421
Kwinana residents	72
Rockingham residents	97
Other WA residents	952
Staff	28
Temporary members	404
Total	17067

New members	Expired members
833	862

(b) Library Access - July - September 2012

Performance Indicators

	Per hour open	Per staff FTE	Per library member
Circulation transactions	78	4425	3.3
Visitors	73	3194	3
Active borrowers	43	2481	1.8
Reference enquiries	8	466	0.3
Local History enquiries	0.96	355	0.04
Fre-info enquiries	2.7	1929	0.01
Internet use within library	12.5	753	0.5

	% of loans
Requests for items in stock	7.2%
Items borrowed from other libraries	1.8%
Overdue notices sent	2.4%

Statistics

Library access	
Hours open	723
Visitors	53029
Active borrowers	31511
Staff (FTE)	16.6
In House Internet Use	6219
Wifi Use	2822

Circulation transactions	
Loans and renewals	56200
Returns	46055
Items on loan	12345
Reservations	4076
Requests sent to other libraries	1106
Requests received from other libraries	1405

(c) Access to Information and Resources - July - September 2012

Performance Indicators

	% of total stock
Total loans and renewals	112%
Items on loan	25%
New stock received	7.6%

Statistics

User assistance	
Service desk reference enquiries	5915
Fre-info enquiries	1929
Local History enquiries	693
Online catalogue searches	16081
Library web page hits	20053

Use of Online Databases	
Fre-info	30408
Local History online photographs	6759
Britannica Online	1381
Health and Wellness	13
ANZ Reference Centre	285
Novelist	36
Popular Magazines	258
Ancestry.com	5892
Carters Antiques	51
Freegal	445

Other

East Fremantle Parking permits issued	105
New stock items received	3845

COMMENT

In the first full quarter since self serve machines were installed, 70% of loans were done on these computers, which, given that other libraries are achieving 90% of loans via self serve leaves some room for improvement. Only 12% of self help users were required to consult staff before borrowing, generally for factors such as membership renewal or monies owing.

Internet use in the library continues to be strong, with demand for both in house PCs and the wifi service. Only 22% of people who used in house computers were not library members, indicating a stronger level of usage by the local community than has been evident in the past.

It was interesting to note during the quarter that loans were 18% higher than returns, indicating a greater rate of borrowing by people who may not have taken any library materials for a while. For the first time, e-books and e-audio books borrowed online, have been included in the loan statistics. As this is the first full quarter for both of these products, use of these resources is expected to grow with time.

The Local History area stands out in the online database usage for the quarter with the number of hits for both the photographic database and Ancestry.com, the highest by far.

Local History

Historical copies of the Fremantle Herald 1867-1886 are currently being digitised by the National Library which will result in them being available nationally via keyword search on Trove, their online database.

This is a major component of the Local History digitisation program for the current financial year, and Fremantle's researchers are keenly awaiting this electronic resource.

New images have been added to the online photograph database via the City's website. Staff are making a concerted effort to add images as quickly as possible. Progress is continuing on the organisation and scanning of the East Fremantle photographs in preparation for adding them to the online database

Digitisation of the analogue oral histories is continuing and approximately 60 hours of interviews have been added to the extensive collection this financial year.

Oral history interviews continue and new additions to the collection include Norm Wrightson, well known barber and musician of Fremantle.

Ancestry.com is becoming more popular for family research and staff are becoming more familiar with the software which is helpful for overseas and interstate family history queries. Genealogy queries are still a large part of the research undertaken in Local History, closely followed by property enquiries.

To assist constant queries requiring access to biographical and property files an ongoing project has consolidated information held into a more logical chronological order.

eLibrary

The E-Librarian presented to the Public Libraries Western Australia, Resources Group on the Freegal MP3 music download product in use at Fremantle. Libraries are making decisions on whether or not to pare down their CD collections, some still finding them to be a valuable resource, others not so sure. A public library visit by the Library Manager while in Sydney for a conference, showed a strong focus on a CD music collection in that location. As with print collections it is starting to be obvious, that availability in other media is not necessarily diminishing demand for the original format and challenging collection decisions are having to be made.

Options such as streaming audio have increased in popularity in the past year, but issues like licensing and digital rights management need to be considered before a local product will be produced for Australian public libraries. The rollout of the National Broadband Network will mean that streaming audio and video will become more efficient ways of delivering content to customers in the future.

The new debt collection module in the library management system went live in September, streamlining the process for following up on non returned loans. Fremantle and Armadale libraries are piloting this module and will be monitoring its progress during these early stages.

The Overdrive ebook subscription went live to WA public libraries in early August, making e-books accessible to people across the state. Online training was provided for Fremantle staff, which was put to good use responding to questions from a curious public. Customers regularly require one on one assistance to download e-books to their laptops or iPads, with these impromptu sessions often lasting half an hour or more. Besides friends and family, people recognise that the library is a place where they can receive technical assistance. It is planned to offer some structured sessions where people can come in and learn how to download ebooks and other library products to their devices.

Fre-info

Queries received at the Fre-info desk provide an interesting insight into what is happening in Fremantle in an economic and social sense. This quarter has been unusually quiet for customers wanting a list of employment agencies, accommodation or general help orientating to Fremantle. Feedback from locals looking for rental properties is that the market is very tight and expensive. The low number of notices for accommodation on the boards in the arcade reflects this as well as a perceived reduction in young travellers. There has been a pick up this quarter in the "grey nomad" tourists wanting internet access, wifi and contacts for various businesses. Generally there are a large number of queries each day about internet access as well as use of USB's and

scanning. Fre-info also receives many queries from visitors on working visas looking for work in a seafood or fish "factory". Many of these businesses have reported that they don't have any work for new employees and were struggling to stay open as fish and seafood stocks are down.

Web page hits statistics provide evidence of a steady rise in usage each quarter compared to previous years. A large number of hits were recorded for events received such as the Hidden Winter Music festival, the Sustainability fair, School Holiday guide, Skyview Ferris wheel and quite surprisingly the Father's Day Hot Rod show.

Calendar hits were up by 58% compared to the same quarter last financial year. Fre-info is receiving an increasing number of emails or calls about wanting to list events on the calendar so the time taken to actively seek event information has reduced. Marketing and the Visitor Centre are referring event holders to Fre-info, and external e-newsletters provide useful information. Obtaining images for events to enhance the listings, is however, a time consuming process. Links to the calendar and subscriber newsletter have been provided on the new ARTSInFREO website, the local Federal member's newsletter and the Mayors Blog. Ninety eight people subscribed to the e-newsletter this quarter taking the number of subscribers to over 2000.

The Venues for hire web page averaged about 1000 hits per month this quarter. Fre-info also received a number of phone enquiries regarding venues for hire for meetings, classes and weddings.

The School Holiday guide was accessed 942 times on the website in July and many hard copies were taken from the desk. A very popular query for the July school holidays was about the Winter Festival on the Esplanade which included the ice-skating rink. There were varied questions: Can I get in with a pass? Do I need to book? Is the ice real? And an unusual one, from someone wanting a contact number to ring to apologise for breaking in after hours!

Other unusual queries this quarter:

A man wanted to measure his height and required help with the tape measure, which he borrowed from the library.

Another wanted to know if he could bring a pony to a Fremantle park for a child's party. One query which hasn't been asked in a very long time was where to get an ISBN.

Promotions

National Year of Reading promotions continued throughout the quarter:

- The new financial year was welcomed with 'Reading Finance', Sal Truscello, from the Federal Department of Human Services' Financial Information Service, presented a seminar on Understanding Superannuation. This highly interactive session answered many queries from attendees about the new super legislation. The session was especially valuable for one library member for whom English was a second language. She needed extensive advice and had not felt safe asking for help elsewhere, but trusted and felt safe in the library.
- August focused on promoting the national Reading Hour campaign which encouraged families to read aloud together for ten minutes a day seven days a week.

- September saw the quarter's major promotion with 'Get Reading!'. This nationally coordinated promotion is a major annual event for the Australian publishing and literary industries which includes the production and promotion of the booklet '50 books you can't put down'. Fremantle ran promotions for the program and hosted author Adrian d'Hage whose book *The Inca Prophecy* was one of 2012's 50 books. Adrian combined literary and scientific information in his presentation, and attracted an audience that was younger and included more men than other events run during 2012. Many men commented favorably on the event.

The library also hosted a program of senior's housing forums organised by the Community Development business unit. This series of five seminars was very interactive, and ran throughout July and August, providing useful information to participants.

Tuesday morning book clubs continue to run during the third week of every month, however attendance at the Thursday meeting dropped to only one person, and with no change after six weeks of promotion it was decided to cancel that club. Several expressions of interest in an evening club were received so that option will be pursued in the new year.

Students from the Central Institute of TAFE visited the library for a talk on Library programming for adults given by the Librarian Collections and Promotions.

The library's quarterly book sale in September raised over \$700 for the Library and Toy Library. Sincere thanks go once again to the volunteers who make this event possible each quarter.

The 'Read! Anytime. Anywhere. Anyhow.' display continued throughout July. 'Gold Medal Reading' celebrated the Olympics and promoted reading about the Olympics, sports, London and travel around Great Britain throughout August. A display kit for 'Battle for Australia Day' included authentic artifacts from WWII which, combined with the best of library stock on the subject, attracted considerable interest and positive comments.

Staff

Two casual library assistants resigned this quarter. As the remaining casual pool is proving sufficient the decision was made not to replace at this time.

A student from South Fremantle High School commenced an In-Step Programme work experience program with the library. She is enjoying being able to gain experience in many different aspects of working in a library and working with a team.

Library Operations

Library members have adopted the self serve machines, becoming proficient in their use and appreciating the improved service levels from staff for enquiries and problems. Feedback from staff regarding the machines and the consequent re-arrangement of duties continues to be positive, with officers feeling more comfortable and productive in their work.

Following public demand, headphone jacks have been installed on the public PCs allowing users to listen to talks, music, videos, etc in their internet use.

Flyers and shelf talkers were created to promote the MP3 music download service. Customer service staff have been distributing these to encourage members to try the service.

The e-audio book subscription is now being used for customers who use audio books loaded onto the Navigator audio read devices. A procedure has been written and the staff members working on the Homebound delivery service are utilising this process. The wider selection of titles available to print impaired members is being very much appreciated.

Changes to the procedure for the issuing of East Fremantle library member parking permits were developed during the quarter to bring the process in line with that for the Fremantle resident permits. The library will continue to accept applications and verify eligibility, but the permits will be issued by Service and Information, with record keeping done via the Customer Request Management system.

Training

The Library Manager attended the biennial conference of the Australian Library and Information Association. A range of papers on the variety of services and resources offered by libraries around the world was informative and inspiring. Some speakers highlighted that libraries must change from a library centric approach to customer service to one that is based on customer needs and expectations in the world of instant information and gratification that technology has created. Papers on customer service provision, library design, and innovative services gave ideas for future service provision, and a future looking discussion of visual representation of data has been much discussed at Fremantle in relation to the Local History photographic collection.

The Local History Librarian attended the joint Australian Historical Archaeologists Association/Australian Maritime Archaeologists Association Conference held in Fremantle. Papers of interest included a paper on a recent archaeological dig at the Fremantle Prison, the demolition of the US Laundry building at the Fremantle Arts Centre and an interpretation of the history of the Robb's Jetty area and associated beach.

Three librarians attended the annual New Norcia Library Lecture in September. Three interesting papers were presented by journalist William Yeoman, author Liz Byrski and Damien Webb, SLWA Indigenous Literacy Project Officer, all of which were stimulating and provided food for thought on the future of reading, literacy and libraries.

All staff completed online training on the new downloadable e-books product, which was followed up with practice on the test site to allow them to fully develop skills to assist library members.

Library staff have attended many of the Corporate Training Modules over this quarter. The opportunity to develop or enhance skills has been appreciated.

Young People's Services (YPS)

Program	Number of sessions	Children	Adults	Total attendance
Baby Rhyme Time	11	234	229	463
New Parent's Groups	3	30	33	63
Toddler Tales	17	153	156	309
Storytime	27	334	273	607
School Holiday Activity Sessions	2	60	37	97
Class visits to the library	12	514	62	576
Outreach sessions to schools, playgroups, day care centres etc	10	444	413	857
Total	82	1769	1203	2572

Children's Book Week remains an important part of the library's program for schools and strong interest from schools and playgroups in involving the public library in their celebration of this national literary event meant that associated events took place over a five week period. Seven storytimes were presented at outreach visits to East Fremantle Playgroup, who invited the library to present Children's Book Week sessions to their groups during August and September. Visits to the playgroup have become a regular feature of Children's Book Week for the library since 2007. Several families have since become part of library based storytimes since then.

Two days of class visits to the library were offered to local primary schools. Award winning Western Australian children's author Sally Murphy presented three "Meet the Author" sessions at the library to Year 3 - 6 students from Our Lady of Mount Carmel and St Patrick's Primary Schools. She spoke about her writing and the affect it has on readers, and related stories about her family to illustrate the origins of and inspirations for her books.

Storyteller Clare Stace also presented four sessions of her "Silly Billy Fairytales" show to students ranging in age from K - Year 3. Clare's humorous retelling of "Jack and the Beanstalk" by the feisty Peppermint Fairy and her friend Octotaddy, with interaction and fun throughout, entertained students from White Gum Valley, Fremantle and Lance Holt Primary Schools. In all sessions, students were engaged, entertained and eagerly interacting with the presenters.

Feedback from teachers and children who attended sessions from the two authors was very positive. A teacher librarian commented that a visit by students to Fremantle City Library is "the highlight of their Book Week" and return visits to the library by some children have been noticed.

Over three hundred Better Beginnings Kindergarten and Pre-Primary packs were distributed this quarter at presentations to students from Lance Holt, Samson, Winterfold, White Gum Valley and Hilton Primary Schools and Hazel Orme Kindergarten. Visits to

two classes at Winterfold Primary School to present Kindergarten and Pre-Primary students with packs were made during Children's Book Week, and coincided with the school's book character dress up day. The Librarian YPS visited the school dressed as the Very Hungry Caterpillar.

The Librarian YPS was interviewed by Mary Vajda for Edith Cowan University's study of the Better Beginnings program for four and five year olds, as a result of the library being involved in the trial of the project in 2010. One hundred and four Better Beginnings bags for 0-3 year olds were also distributed to parents of new babies this quarter.

To highlight the Children's Book Week theme "Champions Read", the Children's Library staff selected favourite read aloud titles for 2-5 year olds from shortlists and notable book lists from the 1980's onwards. A selection of these titles was used during the six Storytime sessions held at the library during August. Other titles were displayed with individual bookmarks listing the award received and year the book featured in the awards. These resources will be used in future Children's Book Week displays.

The Librarian YPS accepted an invitation to visit the Australian Migrant Education Program in East Fremantle in September. After a brief talk about library services for adults, a storytime for 16 children of the AMEP students took place. Several students have visited the library as a result of the visit and the group sent a card with their messages of appreciation.

A Baby Rhyme Time session was presented by the Librarian YPS to the Mother Nurture group, based at Community Midwifery W.A. in North Fremantle. The group is a closed therapy group that supports mothers in the early stages of parenting. The Librarian also visited Winterfold Primary School's Little Learners, talking to parents about the importance of reading, then sharing stories with the children, aged 0-4 years.

RISK AND OTHER IMPLICATIONS

Financial

Nil

Legal

Nil

Operational

Nil

Organisational

Nil

CONCLUSION

July to September was another busy quarter for the Fremantle City Library, with the consolidation and implementation of new services and resources, as well as the

continuation of the many activities and information provision that makes this facility such a valued part of the community. Two written expressions of appreciation for the service have been received recently and feedback such as these validates the high level of service provided by staff.

STRATEGIC AND POLICY IMPLICATIONS

Nil

COMMUNITY ENGAGEMENT

Nil

VOTING AND OTHER SPECIAL REQUIREMENTS

Information only no decision required.

OFFICER'S RECOMMENDATION

That the information be received.

LAC1211-101 PUBLIC LIBRARY STOCK PROVISION

DataWorks Reference: 027/001
Disclosure of Interest: Nil
Meeting Date: 14 November 2012
Previous Item: Nil
Responsible Officer: Marisa Spaziani, Director Community Development
Actioning Officer: Julie Caddy, Manager Library and Information Service
Decision Making Authority: Council Committee
Agenda Attachments: Extract from Exchange System Review Final Report

EXECUTIVE SUMMARY

This report details proposed changes to the system for stock provision to public libraries in Western Australia, and the feedback provided to WALGA by the Manager Library and Information Services on the proposal. For information.

BACKGROUND

The Structural Reform of Public Library Services report (Lunn report) in August 2007 recommended changes to the methodology for state funded stock provision to public libraries in Western Australia as part of the development of a new funding and delivery model. The future of the system for exchange of used stock has underpinned many other decisions around funding and service delivery and prevented final decisions being taken in some areas. The Western Australian Local Government Association (WALGA) was requested by the Strategic Library Partnership Agreement Steering Committee (SLPASC) to undertake a review of the Exchange system and develop recommendations for its future.

Exchange of used stock that is no longer required by a given library but could be useful to others has for many years enabled public libraries in this state to maintain a higher level of stock turnover than would otherwise have been possible. The significant decline in state funding for public library stock provision over the past fifteen years has increased dependence on the exchange of used stock to achieve target turnover rates. In 2011/12 Fremantle achieved 10% stock turnover with state funded new items. An additional 9.6% turnover was achieved with used stock bringing the library closer to its target of 20% turnover per annum.

The Exchange system, while providing visible benefits is very labour intensive and costly for both state and local government in its administration. Many public libraries have for some years, declined to participate in the exchange of used stock, considering the cost effectiveness not to make the process worthwhile. A number of local government authorities, mainly in the metropolitan area, have increased the funding for their library service to enable local stock to be purchased in significant quantities ensuring their communities have continued access to a current and relevant stock as state funding has decreased.

Empire were appointed at the beginning of 2012 to complete a review of the stock exchange system, with the project brief developed by SLPASC's Assets working group.

Consultants attended a forum of public librarians in February which discussed the exchange system, what librarians valued about it and how they saw its future. Interviews were then conducted with five metropolitan library systems, including Fremantle, as well as with a representative group of country and regional librarians, plus with SLWA representatives and interstate providers of public library distribution systems. Empired's final report was delivered to WALGA in September and distributed to public libraries during October in preparation for a public library forum to present and discuss the recommendations.

Two primary recommendations were made by Empired, details of the proposed Scenarios are included as an attachment to this agenda:

7.1.1. Recommendation 1

The State Library and WALGA should jointly migrate the Public Library Exchange System to the model presented in Scenario A2 over the next 24 months.

The key elements of Scenario A2 are:

- *Ownership of the stock be transferred to local government;*
- *An extensive initial weeding of the stock be undertaken, followed by implementation of an ongoing weeding program;*
- *The option for individual libraries or library services to fully or partially opt-out of the exchange system;*
- *The exchange program is managed and facilitated by appropriate numbers of qualified professional librarians;*
- *Public libraries be allowed to dispose of stock purchased with State funds locally according to agreed criteria.*
- *An effective governance mechanism for the Exchange Process is implemented.*

7.1.2. Recommendation 2

The State Library and WALGA should jointly initiate a project to automate the Public Library Exchange System in accordance with Scenario A4 over the next 48 months.

- *The key elements of Scenario A4 are:*
- *An automated exchanges module with a central database to be used by the State Library, the Exchange System Coordinator (if different from SLWA), and all public libraries within WA17 for the management of the exchange process;*
- *That the key elements of Scenario A2 are implemented first.*
- *It will be necessary to approach the first point as follows:*
- *Investigate the viability of providing automation using Sierra and a web based front end as a short to medium term solution. The consultants do not support modifying Millennium at this point due to the imminent implementation of Sierra in early 2013. Due to Sierra's support of contemporary technologies such as Enterprise Service Bus, the integration of exchange functionality should be relatively straightforward, however database changes and integration to local library LMS's may be challenging and constrain the benefits of this option.*
- *Assess and plan for upgrading infrastructure and communications to allow those libraries not having good system access to have quality access to the functionality provided by automated exchange module.*
- *Assess the costs and implications of the above against implementing a single, common Library Management System¹⁸ and decide on approach.*

- *Plan for the longer term implementation of a single, common LMS across the public library network.*

COMMENT

The Empired report was referred to SLPASC who appointed a sub group of PLWA and SLWA representatives to summarise key aspects of the report and make comment on the recommendations. The deliberations of that group formed the basis of the presentation to the public librarians' forum. The group have questioned some of the assumptions of the consultants, and suggested some modification to their recommendations in the interest of better management and viable implementation of change for both state and local government.

Comment to WALGA on the report and the suggestions of the working group were required by 14 November for collation and consideration by SLPASC members at their next meeting.

Key points made in that feedback include:

1. Undertake cost benefit analysis of scrapping Exchange system and use savings to purchase new materials?

Supported - the exchange system provides visible benefits, but is labour intensive, process heavy and inconsistent in provision of quality results. A means of growing the new stock budget and meeting turnover needs from that could result in consistently higher quality stock for public libraries.

2. Transfer of stock ownership to Local Government? Alternative – local disposal of stock greater than 5 years old?

Supported - transfer of stock ownership to local government is sound in principle, but working group examination of logistic issues for state and local government have found it to be fraught with problems for both sides. The key issues for local government are the labour intensive processes around acquisition, disposal and exchange of stock, and the requirement for payment to SLWA for items lost or damaged by library members. These processes are heavy users of staff resources, and payment for lost/damaged items is a significant impost for local government. If solutions to these issues could be found, the ownership of stock becomes a less significant issue.

3. Public library collection weeding/culling

Supported in principle, but not as an organised compulsory activity. Some libraries, including Fremantle, have already returned large numbers of obsolete stock to SLWA for disposal. Others require the capacity to dispose of greater numbers than the exchange system permits. It is that capacity for libraries to dispose of obsolete stock, in numbers not possible under the current system that is necessary. Public library disposal of stock is supported for this and ongoing collection management.

4. Implementation of Empired recommendation A2

Supported conditionally - a cost effectiveness review of scrapping the exchange system is the preferred option. Further review and discussion is needed of suggestions such as that libraries who opt out of the system must still contribute to the exchange pool or lose

a percentage of new stock funding; outsourcing and regional hub options must be proved viable; use of librarians to manage content and selection is supported.

5. Automation component

Supported - online solutions offer cost effective opportunities to facilitate an exchange process. Development of a shared LMS for the state could provide opportunities to improve public library services to residents of the state and a system with the capacity to administer any exchange system would be advantageous.

6. State wide floating collection

Not supported in the short term. Such a system can only be truly effective if all participating libraries use the same LMS. Better analysis of potential impacts of returned items remaining at the library where they are returned is required.

7. Additional option AO1 - Local Government Contributions

Not supported. The proposal that local government budgets available for local purchase of stock be contributed to a central pool for the benefit of the whole state is detrimental to those libraries whose local governments are in a position to provide such funding. Local governments have in many cases provided these budgets in response to failing state budgets and a wish to maintain quality library services for their communities or because of a specific need in their community. A requirement to contribute that funding to a central pool for sharing across the state is a form of cost shifting, with local governments supporting what should be a state responsibility.

8. Enterprise sponsorship and other sources of funds

Supported conditionally, providing that such funding does not determine the content of public library collections.

RISK AND OTHER IMPLICATIONS

Financial

Parts of the proposal, particularly those to do with local government contributions, have the potential to impact financially if implemented.

Legal

Nil

Operational

If the proposed changes are implemented, there will be changes to library operations and staff deployment.

Organisational

Nil

CONCLUSION

The Empired Library Exchange Review report was limited by a brief that required the consultants to make recommendations towards an alternate system for the exchange of

public library stock in Western Australia. There was no option to consider implications of not having an exchange system. The complexity of possible solutions, and potential cost of proposals made has raised the question that exchange of stock state wide may not be a viable option into the future. Following consideration of the report and public library feedback by SLPASC at their next meeting, a clearer indication of future options should be available.

STRATEGIC AND POLICY IMPLICATIONS

Nil

COMMUNITY ENGAGEMENT

Nil

VOTING AND OTHER SPECIAL REQUIREMENTS

Information only no decision required

OFFICER'S RECOMMENDATION

That the information in this report be received.

LAC1211-102 TOY LIBRARY QUARTERLY REPORT JULY - SEPTEMBER 2012

DataWorks Reference: 023/013
Disclosure of Interest: Nil
Meeting Date: 14 November 2012
Previous Item: Nil
Responsible Officer: Marisa Spaziani, Director Community Development
Actioning Officer: Julie Caddy, Manager Library and Information Service
Decision Making Authority: Council Committee
Agenda Attachments: Nil

EXECUTIVE SUMMARY

A summary of the operation and performance of the Fremantle Toy Library for the quarter is provided.

BACKGROUND

The Fremantle Toy Library is jointly funded by the City of Fremantle and Town of East Fremantle and a quarterly report is presented to the two Councils.

COMMENT

Membership

	Fremantle Residents	East Fremantle Residents	Total
Individuals	331	74	405
Families	206	38	244

New Members

Fremantle Residents	East Fremantle Residents	Total
47	7	54

Deleted Members

Fremantle Residents	East Fremantle Residents	Total
11	17	28

Visitors

July	910
August	1015
September	770
Total	2695

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

Loans

	East Fremantle residents	Fremantle residents	Total
Toys	394	2396	2790
Books	166	2077	2243
Audio Visual items	4	246	246
Total	564	4719	5283

Income

	6 month concession	12 month concession	6 month full fees	12 month full fees	Dress up hire	Total
July	88.00	78.00	531.00	882.00	12.60	1591.60
August	44.00	158.00	480.00	898.00	26.00	1606.00
September	90.00	158.00	420.00	1200.00	26.00	1894.00
Total	222.00	394.00	1431.00	2980.00	64.60	5091.60

A record number of toys were borrowed by Fremantle residents in the last quarter, the largest total recorded since the management of the collection was taken over by Fremantle City Library in 2007-08. Although the number of toys lent to East Fremantle residents has continued to decline this quarter, loans are still above those prior to relocating to East Fremantle. Visitors to the toy library also hit a new high record, up 9% from last quarter.

While membership levels have increased 13% since the same quarter last year, the regular addition of new toys has allowed the proportion of the stock on loan to remain at 36% since April 2011. This indicates that members have a good selection of items to choose from each time they visit the library. Toy library members have once again been offered the opportunity to purchase toys from fundraiser catalogues, which has supplemented the number of toys in the collection over the past few years.

Work has continued on revitalising the party hire collection. New items selected for that category will not be duplicated in the general collection to ensure their uniqueness for party purposes. A cross promotion using picture books from Fremantle City Library to raise awareness and interest in the toy library's puppet collection commenced this quarter.

The Librarian: Young People's Services presented a Pirates and Princesses Storytime in September. Children aged two to five years were invited to dress up in their own costume or borrow a costume from the Toy Library. 20 pirates and princesses and 14 adults attended and enjoyed stories, songs and crafts. The toy library attracts many

enquiries from attendees of other functions and programs at the Hilton Community Centre.

Volunteer Doug Dowdell was nominated for a recognition award from the Western Australian Association of Toy Libraries. His outstanding record of 20 years of volunteering for the Fremantle Toy Library was acknowledged at the association's AGM in September and also in their newsletter for that month.

RISK AND OTHER IMPLICATIONS

Financial

Nil

Legal

Nil

Operational

Nil

Organisational

Nil

CONCLUSION

The Toy Library continued to record growth in usage levels and visitor numbers this quarter.

STRATEGIC AND POLICY IMPLICATIONS

Nil

COMMUNITY ENGAGEMENT

Nil

VOTING AND OTHER SPECIAL REQUIREMENTS

Information only no decision required

OFFICER'S RECOMMENDATION

That the information in this report be received.

CONFIDENTIAL MATTERS

Nil.

CLOSURE OF MEETING

THE PRESIDING MEMBER DECLARED THE MEETING CLOSED AT <TIME> PM.

SUMMARY GUIDE TO CITIZEN PARTICIPATION AND CONSULTATION

The Council adopted a Community Engagement Policy in December 2010 to give effect to its commitment to involving citizens in its decision-making processes.

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.	<p>1 As City officers have the responsibility to provide</p> <p>2 objective, professional advice to decision-makers,</p> <p>.</p> <p>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.</p>
Citizens need to check for any changes to decision making arrangements made	<p>1 The City will take initial responsibility for making</p> <p>3 citizens aware of expected time-frames and</p> <p>.</p> <p>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.</p>
Citizens are entitled to know how their input has been assessed	<p>1 In reporting to decision-makers, City officers will in</p> <p>4 all cases produce a community engagement</p> <p>.</p> <p>outcomes report that summarises comment and recommends whether it should be taken on board, with reasons.</p>
Reasons for decisions must be transparent	<p>1 Decision-makers must provide the reasons for</p> <p>5 their decisions.</p> <p>.</p>
Decisions posted on the City's website	<p>1 Decisions of the City need to be transparent and</p> <p>6 easily accessed. For reasons of cost, citizens</p> <p>.</p> <p>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.</p>

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.



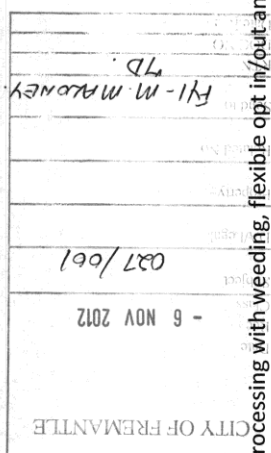
AGENDA ATTACHMENTS

Library Advisory Committee

Wednesday, 14 November 2012, 5.30 pm

LAC1211-101 Public Library Stock Provision

ATTACHMENT 1



6.2. Scenario A – (Option 2) Centralised processing with weeding, flexible opt in/out and local discards

Scenario A (Option 2)

Centralised processing with weeding, flexible opt in/out and local discards

Extend Models Included							Principles Scenario A2 complies with												Additional Options that can apply					
1	2	3	4	5	6	7	1	2	3	4	5	6	7	8	9	10	11	12	1	2	3	4	5	6
✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

This model is the same as the centralised weeding scenario described in section 6.1, however in addition it provides flexibility for libraries to determine their level of participation in the exchange (according to EM2). The extent of flexibility available to libraries will need to be determined and described by documented policies and procedures, and enforced through process governance. Libraries could elect to opt-in for a particular type of material (e.g. fiction, reference, LOTE). Should a library opt-in for fiction only for example, it must be ensured that only fiction will be taken from the exchange pool in supporting equity throughout the exchange process. Not only will the policies describe the boundaries of the opt-in, opt-out model, they will also describe the guidelines and constraints for a library to fully withdraw from the exchange, not receiving any used material at all.

In all opt-out scenarios, it is recommended that libraries be obligated to contribute material into the exchange according to agreed criteria e.g. when the material is read out but still of a good quality. This is based on the premise that the material is provided to libraries through State funding (disregarding the issue of ownership), and will increase the usage of this stock. Alternatively, libraries that opt-out can elect not to contribute to the exchange, **but their funding for new material will be reduced proportionately**. This will provide more funding to libraries within the exchange process to offset the loss of material from libraries opting out.

In an opt-in, opt-out model, only those libraries which opt-in will be able to source material (according to their opt-in material preference) from the exchange. Libraries which opt-out will still obtain new stock through the current new stock procurement process which is based on WebSelect.

Due to the improved quality of the exchange collection which will be an outcome of this model, it is envisaged that the likelihood of libraries withdrawing from the exchange will be reduced.



As with Scenario A1 this scenario assumes:

- transfer of ownership of the stock to local government which will need first to be cleared with Treasury and then the implementation approach determined.
- skilled resources being applied to monitor and manage returned material (according to AO5)
- activities associated with maintaining the used collection (such as repairs, restoration) will be undertaken at local libraries according to guidelines.

Scenario A (Option 2)

Benefits and Risks Assessment

Benefits

Advantages same as for Centralised Processing with weeding and local discards (scenario A1).

Additionally,

- Provides an exchange system meeting the needs of those libraries requiring used material and those not requiring used material to meet collection turnover requirements.
- Provides a mechanism to ensure the exchange collection of those libraries participating is protected and they have an adequate pool of exchange material to draw from.

Risks

Disadvantages same as for Centralised Processing with weeding and local discards (scenario A1).

Additionally,

- If no mechanism to ensure opt-out libraries contribute effectively to the exchange material, this scenario has the potential to reduce the pool of books available for exchange depending on the extent of non participating libraries.
- Libraries which partially opt-out may not correctly contribute material back into the exchange (e.g. wrong type, different quantities). Close control of this will be required which will add to administration costs.



6.4. Scenario A – (Option 4) Centralised processing with automated exchange

Scenario A (Option 4)											
Centralised processing with automated exchange											
Extend Models included*				Principles Scenario A4 complies with*							
1	2	3	4	5	6	7	8	9	10	11	12
✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Additional Options that can apply*											✓

* Note that the Principles supported and the Extend Models and Additional Options included will vary depending on which of the base scenarios (A1, 2 or 3) the automated exchange is applied to.

Specifically this scenario addresses a centralised model with an automated exchange system as detailed in EM5. The scenario will work with either of the two automation models discussed in EM5.

Automation can be implemented with any of the scenarios A1 to A3 and will provide significant benefits and efficiencies to the exchange workflow, although as indicated, the extent of these benefits will vary according to the underlying scenario.

If automation is added to Scenario A1 (weeding and local discards) then the automated exchange system will be implemented by all libraries and all of the benefits identified in EM5 will apply to all libraries.

If automation is added to Scenario A2 (A1 plus flexible opt in/opt out), then the automated exchange system must be implemented by all libraries, but the full range of benefits will only accrue to those libraries that fully opt-in. Libraries that partially opt-in will receive the benefits only for those collections that use the exchange system. If a library has opted out (fully or partially) it must still use the system to record material it is making available for exchange. **Failure to do this will mean they are treated as electing not to contribute to the exchange process, and their new material funding will be reduced accordingly.**

If automation is added to Scenario A3 (A1 plus Tier 1/Tier 2) then the automated system need only be implemented by Tier 2 libraries and/or the Tier 2 Collective, and it will only be these libraries that receive the full range of benefits identified.

Significant one-off funding will be required to implement this scenario, irrespective of which of the two optional approaches to automation is followed. If the single LMS path to automation is preferred, it would be logical to add the automation project to the project recently initiated to investigate a single



LMS for WA, as there may be potential to access Royalties for Regions funding for automated exchanges, as well as for a single LMS. In addition, local governments may agree to provide funds for this work as it will save them having to individually replace their existing LMS.

Scenario A (Option 4)

Benefits and Risks Assessment

Benefits

Advantages of centralised processes as discussed above (depending on underlying scenario).

Additionally:

- Contributes to sustainability and green house gas emissions through a reduction in the need for staff to travel for material selection.
- Increases availability and efficiency of library staff. They no longer need to be travel (be absent from their home library) to perform selection.
- Provides benefits to SLWA/centralised administration through a decentralised selection process including a reduction in staff effort required to administer the selection process.
- Removes the need for barcode files to be transmitted to SLWA and helps address the potential for error with this process.
- Provides the ability for non selecting libraries to take control of their own collection (in relation to used stock).
- Ongoing costs of operation are likely to be lower than in any of the other scenarios, but there will be a significant initial cost to set-up this scenario.

Risks

Risks identified for centralised processes as discussed above (depending on underlying scenario).

Additionally:

- The ability to implement automation in the short term is constrained. The two approaches to automation will have a significant lead time for implementation.
- This will be a large and complex project with the attendant risks in terms of budget and timeframe.
- One off funds may not be able to be obtained for the design and implementation of an automated exchange solution irrespective of which option is chosen.
- Not all local governments may agree to use a single library management system, or their timing for doing so may differ radically.
- SLWA are working towards replacing Millennium with Sierra. If Sierra is not chosen as the single LMS, SLWA may not be prepared to change to the one that is.
- Additional administrative responsibilities required of library staff may impact library services. Additional funding may be needed for some libraries.



- Technical limitations may prevent all libraries being able to access an automated solution.

