

7th March, 2006

COMMUNITY SERVICES COMMITTEE MEETING

NOTICE IS HEREBY GIVEN THAT A COMMUNITY SERVICES COMMITTEE MEETING OF THE COUNCIL OF THE CITY OF RANDWICK WILL BE HELD IN THE COUNCIL CHAMBER, TOWN HALL, 90 AVOCA STREET, RANDWICK, ON TUESDAY, 14TH MARCH, 2006 AT 5:30 P.M.

Committee Members: His Worship, the Mayor, T. Seng, Andrews (Deputy Chairperson) Kenny, Matson, Procopiadis, Tracey (Chairperson) & Woodsmith

Quorum: Four (4) members.

NOTE: AT THE EXTRAORDINARY MEETING HELD ON 28TH SEPTEMBER, 2004, THE COUNCIL RESOLVED THAT THE COMMUNITY SERVICES COMMITTEE BE CONSTITUTED AS A COMMITTEE WITH FULL DELEGATION TO DETERMINE MATTERS ON THE AGENDA.

1 Apologies

2 Minutes

CONFIRMATION OF THE MINUTES OF THE COMMUNITY SERVICES COMMITTEE MEETING HELD ON TUESDAY, 14TH FEBRUARY, 2006.

3 Declaration of Pecuniary & Non-Pecuniary Interests

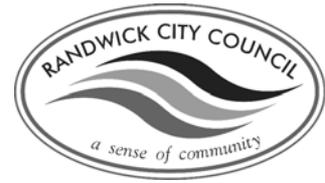
4 Addresses to Committee by the Public

5 Community Services

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GENERAL MANAGER

Director, City Planning Report 13/2006

SUBJECT:	Christian-Muslim Public Peace Forum
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DATE:	3 March, 2006	FILE NO:	F2004/08174
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REPORT BY: DIRECTOR, CITY PLANNING

INTRODUCTION:

The Columban Mission Institute has written to Council seeking Council's support to hold a public forum promoting Christian-Muslim relations, in the Randwick City area. The society is a Catholic organisation which aims to promote peace and mutual understanding among peoples. The Mission gave a presentation at the NSW Local Government Multicultural Forum held at Ashfield Council in 2005 and has held successful public forums at a number of Councils in NSW.

ISSUES:

The proposed public forum would focus on issues of peace and non-violence in a multi-religious society. The forum would include presentations by Christian and Muslim speakers, answering questions from the public and conclude with sharing light refreshments together.

The anticipated positive outcomes of such a forum would be as follows:

- Increased awareness of the commonalities that unite all peoples
- Greater knowledge about Christian and Muslim teaching on peace and active non-violence
- Increased respect for the religious and cultural differences between people
- Further development of friendship and community building in the community
- Greater collaboration between different groups in the community
- Establishment of lines of communication for resolving potential issues of conflict
- Better cost effective use of resources by promoting social harmony and cohesion rather than reacting to and trying to repair social disorder.

This report recommends that the Mission's request be referred to Council's Multicultural Advisory Committee for consideration and recommendation to Council.

FINANCIAL IMPACT STATEMENT:

There is minimal cost implication for Council at this time. A public forum could be held in one of Council's facilities, such as the Bowen Centre. Costs could be defrayed by the Community Development Section budget.

CONCLUSION:

A Christian-Muslim Public Peace Forum would be an important and proactive initiative for Council to support and reflect Council's ongoing commitment to a harmonious and culturally diverse community.

RECOMMENDATION:

That the request from the Columban Mission to be referred to Council's Multicultural Advisory Committee for consideration and recommendation to Council.

ATTACHMENT/S:

1. Letter from Columban Mission Institute.

.....
SIMA TRUUVERT
DIRECTOR, CITY PLANNING

.....
COLEN ROSENFELD
COMMUNITY DEVELOPMENT
OFFICER
MULTICULTURAL & SPECIAL
PROJECTS



COLUMBAN MISSION INSTITUTE
Columban Mission: Global and Local

Christian Muslim Relations
 Peace Ecology and Justice

Randwick City Council

07 FEB 2006

Records Received

Mr Ray Brownlee
 General Manager
 Randwick City Council
 30 Frances Street
 Randwick NSW 2031

3rd February 2006

Dear Mr Brownlee

RE: CHRISTIAN-MUSLIM PUBLIC PEACE FORUM

We are staff members of the **Columban Centre for Christian-Muslim Relations** and the **Columban Centre for Peace, Ecology and Justice**, which are part of the Columban Mission Institute. Our society is a Catholic organisation which works in 15 countries around the world. One of our aims is to promote peace and mutual understanding among peoples.

The current high profile impact of Islam on international relations has direct ramifications on the multi-cultural, multi-ethnic and multi-faith reality of Sydney. We have observed with growing concern the social climate of fear and uncertainty because of the violent international situation.

While popular wisdom sees religion as a source of conflict and division between people (and that is surely the case when religion is abused for ulterior motives), our own lived experience along with our colleagues in Fiji, Pakistan, Philippines, Bangladesh, France and the United Kingdom, all of which countries have sizeable Muslim populations, convinces us that our religions can be a resource for transcending conflict and promoting peace and harmony in society.

Arising from our concern we are proposing a **public forum** dedicated to community education on the issues of **peace and non-violence** in a multi-religious society. The forum would include presentations by Christian and Muslim speakers, answering questions from the public, and conclude with sharing light refreshments together.

The forum will be a practical demonstration of dialogue and understanding between believers from these two religions which could then be used for continuing community interfaith initiatives. It is consistent with the public commitments made by the leaders of the different world religions in Assisi on the 24th of January 2002. We have already conducted this forum in several local government areas during 2003, 2004 and 2005 and have had a great deal of very positive feedback. The positive outcomes of our proposed initiative are:

Columban Mission Institute
 c/- Australian Catholic University
 Locked Bag 2002
 Strathfield NSW 2135

Phone : + 61 2 9352 8000
 Fax : + 61 2 9746 8033
 Email : cmi@columban.org.au
 Website : www.columban.org.au/pei
 Website : www.columban.org.au/cmr

ABN 17 686 524 625

- Increased awareness of the commonalities that unite all peoples.
- Greater knowledge about Christian and Muslim teaching on peace and active non-violence.
- Increased respect for the religious and cultural differences between people.
- Further development of friendship and community-building in the local community.
- Greater collaboration between different groups in the community.
- Civic harmony built on relationships of mutual understanding rather than on law enforcement.
- Establishment of lines of communication for resolving potential issues of conflict and so prevent them from erupting into violent law and order situations that are difficult to control.
- Better cost-effective use of resources by promoting social harmony and cohesion rather than reacting to and trying to repair social disorder brought on by stress and conflict.

We thank you and look forward to hearing from you.

Yours Sincerely

Anne Lanyon

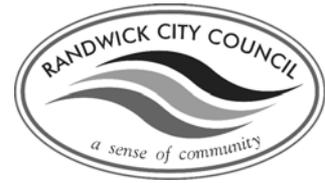


Co-ordinator Columban Centre for Peace Ecology & Justice

Sr Pauline Rae smsm



Co-ordinator Columban Centre for Christian Muslim Relations

Director, City Planning Report 14/2006

SUBJECT:	Establishment of an Interfaith Research and Resource Centre
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DATE:	3 March, 2006	FILE NO:	F2004/06574
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REPORT BY: DIRECTOR, CITY PLANNING

INTRODUCTION:

Council had received a request from Dr Abul F M Wali Ul Islam to assist in the establishment of a Centre in the Randwick City area, to promote interfaith relations.

At the 22 August 2005 Council meeting, it was resolved that Dr Islam's request for Council support in establishing an Interfaith Research and Resource Centre be forwarded to the Randwick Multicultural Advisory Committee.

Dr Islam was invited to address the Multicultural Advisory Committee meeting held on 12 December 2005 to discuss his proposal.

ISSUES:

Dr Abul F M Wali Ul Islam addressed the December meeting outlining his background, interest in the idea of the centre and explained the nature of the proposal. A copy of the project outline and Council report had been sent to Committee members.

The Committee questioned whether the need for such a centre had been established for Randwick City and felt that the proposed Centre was outside Council's role, even though it had merit and could contribute to enhancing interfaith relations and community harmony. It was also noted that other organisations could be approached to consider the idea, such as the NSW Ethnic Communities Council, the Community Relations Commission of NSW and University of NSW. Dr Islam felt that Council could take a lead role. It was pointed out that Council does not have the resources to fully support the project without government funding.

The Multicultural Advisory Committee further considered Dr Islam's request at the 20 February 2006 meeting and made the following recommendations:

1. Council write to the Community Relations Commission of NSW and the NSW Ethnic Communities Council seeking their advice on the existing interfaith groups.

2. Council write to Dr Islam seeking information on what evidence he has acquired on the collaboration of other faiths' commitment and expression of support.
3. Council suggest to Dr Islam that he approach the UNSW to canvass their support for such a Centre and that the UNSW Refugee Research Centre be a suitable model to emulate.

FINANCIAL IMPACT STATEMENT:

There is no direct financial impact for this matter.

CONCLUSION:

The role of interfaith groups is vital to promote community harmony and address recent ethnic tensions. Whilst a research and resource centre could be a valuable support to the work of existing interfaith groups and researchers, it is more appropriately the role of the Community Relations Commission of NSW.

RECOMMENDATION:

That Council endorse the following recommendations from the Multicultural Advisory Committee.

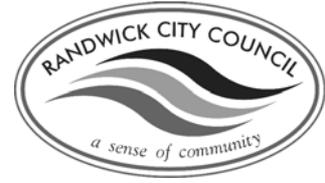
1. Council write to the Community Relations Commission of NSW and the NSW Ethnic Communities Council seeking their advice on the existing interfaith Groups.
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3. Council suggest to Dr Islam that he approach the UNSW to canvass their support for such a Centre and that the UNSW Refugee Research Centre be a suitable model to emulate.

ATTACHMENT/S:

Nil

.....
SIMA TRUUVERT
DIRECTOR, CITY PLANNING

.....
COLIN ROSENFELD
COMMUNITY DEVELOPMENT
OFFICER MULTICULTURAL &
SPECIAL PROJECTS

Director, City Planning Report 15/2006

SUBJECT:	Vacation Care Provision
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DATE:	3 March, 2006	FILE NO:	F2004/07645
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REPORT BY: DIRECTOR, CITY PLANNING

INTRODUCTION:

Over the past 4 years Randwick City Council, the Benevolent Society and Kooloora Community Centre have provided a Vacation Care Program during the school holiday periods for 25 children per day aged between 5-12 years.

The Benevolent Society is held in high regard within the community services section and has an enormous level of experience in delivery prevention and intervention programs particularly around the issues of child protection and families “at risk”. The Benevolent Society has a well organised and professional structure in place relating to recruitment of qualified and skilled paid staff and volunteers.

The Benevolent Society employed a Team Leader, 2 activities workers and a team of qualified volunteers to operate the program from Kooloora Community Centre at Malabar. The cost per child is \$15.00 per child per day for full fee paying families and \$5.00 per child per day at concession rates. An additional \$5.00 was charged for excursions.

The Program offered both centre based activities and excursions. A preferential booking and promotion system is in place that encourages the participation of children from disadvantaged backgrounds with a particular focus on children from the South Ward. Bookings were taken at Council’s Customer Service and some bookings were taken at Kooloora.

In February 2006 the Benevolent Society notified Council that they are unable to continue with the current arrangements as stand alone vacation care programs are not regarded as their core activity.

ISSUES:

Council’s Management Plan and Social Plan clearly identify the need for affordable social and recreational activities for disadvantaged groups including Vacation Care Programs. In addition, issues of access and equity principles must be applied to ensure that the needs

of residents are met. Most importantly, Council recognises the importance of best practice models and that services enhance participant's health and wellbeing.

Of the 25 participants in the program, 20 positions are subsidised and paid for by Kooloora Community Centre for children living in the South Ward and most particularly Malabar housing estate. As many of the children attending this program are from disadvantaged backgrounds and display challenging behaviour, the issue of expertise and supervision levels are critical.

In addition to staffing issues, general administrative issues are also important for the smooth running of the program and can impact on the safety of staff and children. Any agency that will operate the program must ensure they have the essential insurance coverage and Occupational Health and Safety procedures in place.

Given the lead time before the April school holidays there are some concerns that Council will not be able to engage an agency which could meet all the requirements to operate a safe and appropriate school holiday program. Council has commenced negotiations with two agencies that may be able to provide a service. However one of these agencies is not able to operate from Kooloora site and transport issues need to be resolved.

Although the program will be contracted out to a third party provider, Council officers will continue to be responsible for numerous administration tasks and therefore could be held responsible if an incident with either a child or a staff member were to occur.

FINANCIAL IMPACT STATEMENT:

The "Vacation Care Program" is heavily subsidised by Council, costing approximately \$6,600 per Vacation care period. One off yearly equipment costs of \$600 and \$400 for other essentials including consumables is also provided. In addition, indirect costs are substantial including access to the Council's bus, administration costs including bookings at Customer Service, mailouts, use of mobile phone and general admin support.

Kooloora Community Centre receives funding to subsidise the 20 positions, use of bus for excursions, and the use of the facility.

Whilst the daily fee does not seem excessive, many families who utilise other vacation care programs are able to claim Child Care Benefits (CCB) from the State Government. These programs can be considerably cheaper than Councils if they are able to claim the full benefit. For an organisation to be eligible for the CCB, a number of requirements are enforced that would make it unrealistic for Council to support an application for the Kooloora Community Centre, for example a full time manager on site, detailed administration systems and requirements.

CONCLUSION:

The "Vacation Care Program" offered by Council provides a much needed service particularly to residents in the South Ward, from low socio-economic backgrounds that have difficulty in accessing affordable and appropriate activities and care for their children during holiday periods.

The next Vacation Care Program is scheduled during the School recess from 18 April to 28 April 2006. Given the very tight timeframe it may not be possible to engage a provider to run the program.

The withdrawal of the Benevolent Society has resulted in Council not being able to offer this program without the support of a qualified and skilled partner to offer such a specialised "Vacation Care Program". It is envisaged that Council will, for the long term, need to seek another equally qualified and skilled partner to run the "Vacation Care Program" from within the South Ward and if possible from the Kooloora site.

All efforts, however, will be made to negotiate with a range of community based children service providers to ascertain the ability to offer a "Vacation Care Program" in future at the Kooloora site. Negotiation will include the services ability to provide the program and meet all necessary guidelines, skilled workers with satisfactory police checks, previous experience in offering vacation care or out of hours school care. Working collaboratively with these organisations will ensure that children attending the program, many of whom who have special needs, will have a more professional and integrated program of activities to participate in, combining both recreational and personal development elements.

RECOMMENDATION:

That:

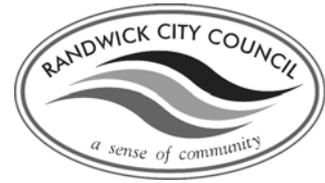
1. Council officers investigate the service providers and ability of appropriate agencies to provide a safe and affordable April school holiday program at the Kooloora site and subject to an agency meeting the requirements, it be engaged to run the Vacation Care Program.
2. Council seek a long term partnership with an organisation that has the skills and expertise to operate holiday programs commencing June/July 2006.

ATTACHMENT/S:

Nil

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SIMA TRUUVERT
DIRECTOR, CITY PLANNING

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SHANE LOWE
TEAM LEADER
COMMUNITY DEVELOPMENT

Director, City Planning Report 16/2006

SUBJECT:	Youth Week 2006
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DATE:	3 March, 2006	FILE NO:	F2004/07708
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REPORT BY: DIRECTOR, CITY PLANNING

INTRODUCTION:

Youth Week is held every year on a National basis, in order to celebrate the contribution that young people make to their local community. It is a week long initiative run jointly as a State and Local Government partnership. Youth Week will take place this year from 1st – 9th of April. The slogan for Youth Week this year is ‘Just Add You’ which was designed by young people as a call for them to become actively involved.

Every year Randwick City Council acknowledges young people in the area by organising youth events and activities during Youth Week. This encourages young people to participate in their community and feel a sense of recognition as respected citizens within their community.

The following activities are being proposed for Council to run for Youth Week in Randwick this year:

- **Short Film Festival** in partnership with Silent Cells
- **Bondi Blitz** in partnership with Waverley Council, Woollahra Council and WAYS
- **Basketball Competition** in partnership with Waverley Council, Woollahra Council and WAYS
- **Youth Forum** in partnership with Waverley Council, Woollahra Council and WAYS
- **Youth Dance Party** – in partnership with PCYC and Botany Council

The purpose of this report is to provide Council with information on the planned Youth Week activities.

ISSUES:

The following is a summary of the proposed activities planned for Youth Week 2006.

Short Film Festival

A Short Film Festival competition will take place in partnership with Silent Cells to acknowledge budding young film makers in Randwick City. The Film Festival viewing will take place on Monday 3rd of April at 6.30pm at the Ritz Cinema. This event is in its third year running and has proved to be a great success.

The Short Film Festival competition is open to all young people aged 12-25 years, living, working or studying within the Randwick Local Government Area. Eligible entrants include individuals, youth service providers, schools, university and TAFE students.

Prizes will be given to winners of three different categories (1st \$300, 2nd \$200 & 3rd \$100 and all finalists will receive a certificate. There is also an opportunity for the winning film to be showcased around Australia at the National Silent Cells Short Film Festival. This event is also a great opportunity for young people to network and gain exposure to the film making industry. The total cost for this event is \$1950 and includes, production, advertising, monetary awards and refreshments.

Bondi Blitz

Bondi Blitz has been a feature event for young people in the Eastern Suburbs for 16 years. The event is to take place on Saturday 8 April 2006 from noon to 5pm next to the skate park at Bondi Beach.

There will be live music, including bands and other acts (to be determined), information stalls, a free learn to surf clinic run by 'Let's Go Surfing' and other fun activities.

Randwick City Council has been invited to be involved in the planning of this event by providing in kind support in relation to advertising and promotion and staff resources on the day and in addition, a contribution of \$1400 toward holding the event is requested which matches the contributions from Waverley & Woollahra Councils.

Waverley Council will use its public liability for the event.

Youth Forum

The Youth Forum will be held at WAYS Youth Service at 63a Wairoa Ave Bondi Beach on Friday 31 March from 8:30-3pm. This is the 12th year for the forum and the theme is 'Safe Partying for young people'.

Schools from Randwick, Waverley and Woollahra will be invited to attend. Each school generally sends up to 8 students. In the past, Randwick Girls, Randwick Boys, Marcellin, South Sydney, Emanuel and Brigidine Schools have been involved in this event.

The space available at WAYS is limited to around 90 students in total. Randwick City Council will assist with the planning of the forum, liaise and send letters to the schools in Randwick. Randwick City Council will also assist with the running of the forum on the day.

The budget last year was around \$900 that went towards food, materials and other paraphernalia. Randwick Councils contribution for this event is \$300.

3 on 3 Basketball Competition

A 3x3 basketball competition is to be held at Randwick Girls High School on Monday 10 April from 3:30 - 5:30pm. WAYS Youth services has been running the event there for well over a year and have all the necessary resources for set up.

Randwick City Council has been invited to assist in organising the event. An amount of \$300 has been requested and in kind support which will include organising local publicity, contacting local schools, assistance in organising prizes for competitors and assistance on the day.

Randwick Council has been asked to contribute \$300 toward refreshments, prizes and payment for the referees.

Under 18 Youth Dance Party

The dance party will be held at PCYC Bunnerong Rd Daceyville on Friday 31 March from 7.30-11.30pm costing \$12 per entry.

As the dance party has been organised at the PCYC they have agreed to oversee the implementation of the party and assume responsibility for public liability insurance. Botany Council and PCYC have organised qualified security and first aid officers to ensure the event is managed appropriately.

Council has organised these collaborative dance parties in the past with huge success. Over 200 young people have participated and enjoyed the opportunity to socialise with friends in a safe and supervised environment.

This event is a great opportunity for Randwick Council to work collaboratively with other local Councils and community service providers to provide safe and appropriate social activities for young people in the Randwick LGA. The cost to Council will be approximately \$200.

FINANCIAL IMPACT STATEMENT:

The Financial impact to Council for the above activities is \$4100 which has been previously allocated within the 2005/2006 Community Development for Youth Week activities. To assist with the costs of offering these events, a grant of \$2200 has been received from the NSW Department of Community Services.

CONCLUSION:

Youth Week will provide a great opportunity to recognise and acknowledge and contribution and talents of young people living in Randwick City.

The proposed activities will provide continued visibility of Council's commitment to servicing all people in the community, including the younger contingent.

RECOMMENDATION:

That:

1. Council note and endorse the proposed activities planned for Youth Week 2006 in Randwick City.
2. In all publicity relating to Youth Week 2006, the Council's role be acknowledged by displaying the Council logo.
3. The Mayor or his representative shall be given the opportunity to address young people on behalf of Council during a Youth Week activity.

ATTACHMENT/S:

Nil

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SIMA TRUUVERT
DIRECTOR, CITY PLANNING

.....
SHANE LOWE
TEAM LEADER COMMUNITY
DEVELOPMENT

Director, City Services' Report 12/2006



SUBJECT:	LIBRARY TECHNOLOGY PLAN 2006-2008.
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DATE:	1 March, 2006	FILE NO:	F2004/08383
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REPORT BY: DIRECTOR, CITY SERVICES

INTRODUCTION:

The Randwick City Library and Information Service Technology Plan 2006-2008 has been developed to provide a clear, strategic direction for future planning and development of library and information services to meet the needs of the residents of Randwick City and the Council staff who serve them.

ISSUES:

This plan recognises the increasingly significant role of libraries as open and equitable points of access to technology and information. The plan will direct the development and implementation of Randwick City Library Service (RCLIS) goals and strategies that are directly and indirectly affected by technology, ensuring that library resources and technology available will support the needs of the Randwick community.

Central to the Library Technology Plan (2006 – 2008) are 6 Program Goals:

1. Program Goal 1:

- Evaluate and implement existing and emerging technologies and services provided through technology that promote excellence in information management and customer service.

2. Program Goal 2:

- Investigate and implement solutions that seek to streamline library functions and consequently, showcase state of the art, sustainable technology initiatives for both staff and customers.

3. Program Goal 3:

- Extend services and resources to target groups identified in the community.

4. Program Goal 4:

- Implement I.T. strategies that increase membership and encourage long term library use.

5. Program Goal 5:

- Facilitate the creation of a contemporary and vibrant library environment through the visible improvement of I.T. facilities and equipment.

6. Program Goal 6:

- Provide optimum, convenient and equitable access to library services and resources.

FINANCIAL IMPACT STATEMENT:

There is no immediate financial impact for this Plan.

CONCLUSION:

As technology is continuously evolving, it is impossible to predict all the opportunities the Library will have over the next few years. Consequently, this plan is intended to be flexible in order to adapt to inevitable future developments. It reflects a broad overview of the environment in which RCLIS operates and excludes any specific hardware or software recommendations. The plan is a living document and its development and evaluation will be continual, with reporting on a quarterly basis and an annual report produced highlighting results and reporting against outcomes.

RECOMMENDATION:

That:

1. the Library Information Services and Technology Plan 2006-2008 be received and noted; and
2. future Council Management Plans and Budgets incorporate the Goals and Strategies outlined in the Library Technology Plan 2006-2008.

ATTACHMENT/S:

Library Technology Plan 2006-2008.

.....
JORDE FRANGOPLES
DIRECTOR, CITY SERVICES

.....
JULIE JARVIS
MANAGER LIBRARY AND
COMMUNITY SERVICES

Randwick City Library and Information Service

Library Technology Plan 2006 - 2008



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1.0 Executive Summary

The Library Technology Plan 2006 – 2008 provides Council’s library service with a clear, strategic direction for future planning and development of library and information services to meet the needs of the residents of Randwick City and the Council staff who serve them.

The service vision for Randwick City Library and Information Service is that:

“All residents of the Randwick community have rapid, equitable, convenient and streamlined access to the information resources and services they require in order to meet information, educational, recreational, social and cultural needs.”

The plan cannot be developed or work in isolation and the ongoing support and assistance from key stakeholders and service providers, such as Randwick City Council Information Technology Services, is critical. As such it has been developed using the Draft Randwick City Plan 2006 -2025 and the Randwick City Council Management Plan 2005 -2008 as guiding documents. It will only succeed with the support of Council and those Council departments that provide support to the library, such as ITS, CapGemini and Councils Online (COL).

The plan

- Embraces the principles of a sustainable city;
- Optimises information technology and other technological solutions;
- Streamlines service delivery for staff and service reception for customers;
- Enhances the role of Council’s libraries as vibrant community and information hubs and
- Anticipates the need to develop services for emerging populations and evolving target groups in the LGA.

The plan outlines the current state of technology at all three library service points and provides detailed direction for the ongoing replacement of redundant technology as well as the enhancement and improvement of services and facilities across the library service.

The plan is a living document and its development and evaluation will be continual, with reporting on a quarterly basis. An annual report will be provided to either the Councillors Bulletin or the Community Services Committee highlighting results and reporting against outcomes.

2.0 Introduction

2.1 Background

Today, library services are intrinsically linked with information technology. Over recent years, new roles and services have evolved from traditional core services and skills. This plan responds to these new roles and services and directs the development and implementation of Randwick City Library and Information Service (RCLIS) goals that are directly and indirectly influenced by information technology.

The Library Technology Plan 2006 – 2008 is the update to the Library and Information Services and Technology Strategic Plan 2002 – 2005. A review was undertaken of the original plan and a report on achievements presented to the Community Services Committee in November 2004.

The vision, program goals and action steps of the Library Technology Plan 2006 -2008 differ from the original plan in response to new opportunities that have emerged in the technology field and as a consequence of what has been learnt and achieved since 2002.

2.2 Current State of Technology

2.2.1 Bowen Library

The Bowen Library provides 4 Public Access computers (PACs) for email and the provision of MS Office products such as MS Word for writing resumes, 11 free Internet research PACs, 1 PAC for family history and 4 PACs especially for children that provide Internet access, MS Office software products and CD ROM games. There are also 13 computers set up as NetOpacs which provide access to the Library catalogue.

All staff have a personal desktop computer with access to the Councils Online Enterprise system including access to Kronos timesheet software, Groupwise email, TRIM document management system and the Amlib Library Management System, the Internet and the Bowen server. Some other specific staff have further access to software such as Oracle, CRM and MS FrontPage dependant on the job requirements.

Connection to the Council network is via a Microwave link on a private network. Council Internet access is via SPT Internet (2Mbps/2Mbps). There is also a separate link to the Internet maintained for 8 of the 11 free Internet research PACs. This is known as the NSW.Net network. The Internet connection is IP Broadband Business edition 2Mbps/256 kbps 15Gbyte download limit.

The Library & Information Service has recently been awarded a grant of \$11000 for a Youth Space at Bowen Library. The Youth Space is included in the Library Technology plan to ensure compatibility with the RCC I.T. network and the replacement/upgrade of resources when necessary as part of regular council computer upgrade rollouts.

2.2.2 Randwick Branch Library

The Randwick Branch Library provides 2 Public Access computers (PACs) for email and the provision of MS Office products such as MS Word for writing resumes, 5 free Internet

research PACs, and 3 PACs especially for children that provide Internet access, MS Office software products and CD ROM games. There are also 3 computers set up as NetOpacs which provide access to the Library catalogue.

All staff have a personal desktop computer with access to the Councils Online Enterprise system including access to Kronos timesheet software, Groupwise email, TRIM document management system and the Amlib Library Management System, the Internet and the Randwick server. This server is to be upgraded to a larger offsite (Council) server during 2006.

Connection to the Council network is via an ADSL link on a private network (1.5Mbps down/256 kbps up). Traffic problems are a major and ongoing concern as slow speed for data transfer is a regular issue.

2.2.3 Matraville Branch Library

The Matraville Branch Library provides 2 Public Access computers (PACs) for email and the provision of MS Office products such as MS Word for writing resumes, 1 free Internet research PAC, and 1 PAC especially for children that provide Internet access, MS Office software products and CD ROM games. There is also 1 computer set up as NetOpac which provides access to the Library catalogue.

All staff have access to a personal desktop computer with access to the Councils Online Enterprise system including access to Kronos timesheet software, Groupwise email, TRIM document management system and the Amlib Library Management System, the Internet and the Matraville server. This server is to be upgraded to a larger offsite (Council) server during 2006.

Connection to the Council network is via an ADSL link on a private network (1.5Mbps down/256 kbps up).

2.2.4 Internet

The Randwick City Library and Information Service web presence is part of the Randwick City Council website.

The Randwick City Library and Information Service is responsible for all information content and other media content found under <http://www.randwick.nsw.gov.au/library> and the majority of information content found under http://www.randwick.nsw.gov.au/about_randwick. In all, the library maintains over 100 web pages including the online library catalogue. The Library also maintains an online catalogue of photographs through an external vendor, SearchTech.

Usage statistics for the pages maintained by the library show average 11500 hits per month and that “/library” is always in the top 3 URLs accessed on the Council site.

2.3 Link with RCC Management Plan 2005-2008 & Draft RCC City Plan 2006-2025

The Randwick City Library and Information Service aims to develop the library as a community hub and promote the library as a vital community resource providing excellence in customer service, recreational and cultural activities, information and

technology resources and services and equitability to the residents of Randwick (RCC Management Plan 2005-2008).

Activities that meet these aims include:

- The promotion of reading, literacy and learning;
- Equitable access to I.T. skills and services;
- Ensuring a skilled and knowledgeable workforce to provide excellence in customer service and
- Services and resources of public value that maximise social inclusion and build community identity (Garrod 2002).

The Library Technology Plan has an integral role to play in facilitating these aims and activities throughout the Library and Information Service. This plan sets forth the vision, program goals and action steps that will be pursued over the coming years to realise this commitment.

Further, the program goals of the RCC Management Plan 2005-2008 and relevant outcomes from Draft RCC City Plan 2006 -2025 have been used as the framework for developing the program goals and outcomes of the Library Technology Plan.

3.0 Service Vision

This service vision is intended to express how the Library and its services and resources will be improved as a consequence of the judicious and constructive implementation of information technology resources and services. Naturally, this vision links with the major outcomes of the Draft RCC City Plan 2006-2025.

“All residents of the Randwick community have rapid, equitable, convenient and streamlined access to the information resources and services they require in order to meet information, educational, recreational, social and cultural needs.”

4.0 Service Based Program Goals

Technology is not an end in itself and should be viewed as a conduit to provide a more efficient and convenient means to deliver current services and to add new services that help meet the aims of the Library Service Management Plan. To that end, this plan is designed to:

1. Evaluate and implement existing and emerging technology and services provided through technology that promote excellence in information management and customer service;
2. Identify and implement solutions that seek to streamline library functions and consequently, showcase state of the art, sustainable technology initiatives for both staff and customers;
3. Extend services or resources to target groups identified in the community. For example, youth and seniors;
4. Implement I.T. strategies that increase membership and encourage long term library use;

5. Facilitate the creation of a contemporary and vibrant library environment through the visible improvement of I.T. facilities and equipment.
6. Provide optimum, convenient and equitable access to library services and resources.

5.0 Critical Issues and Success Factors

The following issues detail the environment in which RCLIS exists and functions. They reflect current internal and external forces that critically influence the development and implementation of information technology services and resources.

- The RCLIS network is not an independent entity. It is part of the Randwick City Council (RCC) wide network and Councils Online (COL) network. It operates under and is confined by decisions made by RCC, through the CITS department and COL.
- The Amlib Library Management System is part of the COL solution. As such, decisions regarding functionality are made in consultation with the other 4 councils involved. Requests for changes to the system and any upgrades to the system are generally made on a 'five into one' basis. This can cause delays.
- The plan assumes a strong well supported technology infrastructure with adequate levels of connectivity needed to support the planned services, technology and networks.
- There is high user expectations for access to online information and ever increasing demand for remote access to information and services on a 24/7 basis;
- Target groups have been identified in the community that have specific needs. Strategies will be implemented to increase the relevance of library services and facilities for these groups. For 2005/06 the target group is Youth. For 2006/07 the target group will be Seniors. No target group has been defined for 2007/08.
- Australia has an aging, retiring population of computer literate, informed and educated people who know what they want and what is available but don't necessarily have the know-how or means to get it. This will increasingly be the role of the librarian as the *Baby Boomers* (those born between 1946-61) population continues to reach older age.

Success factors that have been identified as critical to the success of the Library Technology Plan are as follows:

- The Library budget allocated to technology is sufficient to offer the appropriate levels of service and enable the purchase of resources identified as essential. The effective, coordinated management of technology funding is also crucial.
- That the customers of the Library and Information Service and the services, resources and facilities they are provided are seen as a priority for all staff including those in other departments.
- That the RCC ITS (Information Technology) department support the Library and Information Service in providing the services, resources and facilities deemed necessary through the Library Technology Plan. This support must be both in principle and through timely technical support in recognition of the importance of the community, our customers.
- Open communication between RCC ITS and the Randwick City Library and Information Service. Both departments must remain informed and have an active

say in issues that will impact on their ability to provide services and resources to the community.

- The promotion of information and technology services and resources is important if the services and resources are to be fully utilised by the community.
- Staff are equipped with the skill and knowledge to enable the fully utilisation of information and technology services and resources.

6.0 Assessment

6.1 Needs Assessment

6.1.1 Customers

The range of technology services and resources required by RCLIS has been established to meet the information, educational, recreational, social and cultural needs of our customers, build community identity and develop a skilled literate citizenry.

Customer service needs assessments are based on information compiled from a variety of sources including:

- Customer surveys at all branches and online;
- Formal feedback through email service (contactus@randwick.nsw.gov.au) and other communication channels;
- Staff experiences in daily library operations;
- Peak bodies and government agency information on demographic trends;
- Draft Randwick City Plan 2006-2025;
- Professional experience and knowledge of staff;
- Professional publications and
- Literature reviews of technology trends in both Australian and overseas public libraries (KPL 2005).

6.1.2 Staff

In many instances, customers look to library staff to provide varying levels of assistance and guidance in the use of information technology resources and services. Staff needs are based on input into individual training plans and should ensure that they are equipped with the appropriate skills and knowledge to be able to provide the required level of service.

Staff also require competency to carry out their *behind the scenes* duties. This includes being competent in using systems associated with Councils Online. Once again, individual needs' assessments are identified with management and implemented through training plans.

6.2 Evaluation

This plan covers a three-year period from January 2006 till December 2008. Evaluation will be twofold – formative and summative. The formative evaluation will entail an annual review of the plan against the program goals and changes to actions or targets will be made, if necessary. The summative evaluation will check progress of accomplishments

and will report against outcomes. These progress reports will be tied with the timeline established in the Action Plan and will be no less than quarterly. An annual plan will be presented to the Community Services Committee or published in the Councillors Bulletin highlighting results and reporting against outcomes. During the last quarter of the 2008 the plan will be thoroughly reviewed and a formal end of project report will be presented to all stakeholders. Reporting will be coordinated by the Online Services and Systems Librarian.

7.0 Action Plan

Program Goal 1: Evaluate and implement existing and emerging technologies and services provided through technology that promote excellence in information management and customer service.

Strategies	Key Actions	Responsibility	Target
Make improvements to customer service through technology	Investigate hand held vibrating pagers for Information Desk, Bowen Library	Online Services team	2006
	Explore options and purchase equipment for wireless listening posts at Bowen Library and install. Investigate variety of media players for listening posts.	Online Services team and ITS (RCC)	2006
Enable improvements to services through technology.	Purchase microphones and headphone for majority of PACs (public access computers).	Online Services team	July 2006
	Identify and implement online enrichment functionality in Catalogue module (NetOpac.exe) such dust covers attached to catalogue records.	CAP Gemini, IT(RCC), Technical Services Team	June 2006
	Reimage some PACs to permit additional functionality for library users. For example, relax limitations placed on online public access catalogue computers to allow access to Internet, set up pod casting from PACs etc.	Online Services and Systems team, CITS (RCC)	End 2006
	Following relaxation of controls over what PACs are used for, Internet	Library Management team	Ongoing

Strategies	Key Actions	Responsibility	Target
	Terminals must be located centrally, with the monitors facing the public area as per the Fraud and Corruption Risk Assessment document for RCC, page 74.		
	Investigate expansion of software options provided to customers on the PACs.	Online Services and Systems team, CITS (RCC)	Ongoing
	Investigate viability of setting up wireless hotspot at Bowen and Randwick Branch libraries.	CITS (RCC) and Online Services and Systems team	2007-2008
Analyse usage of public access to the Library website to ensure stable or increasing usage.	Set benchmark for number of hits and work out relevant % increase.	Web Officer (RCC) and Library Management team	Quarterly monitoring of number of hits
Enable customised and personalised services to library members.	Implement Selective Dissemination of Information(SDIs)tool in Amlib Library Management System	Online Services team	Late 2006
	Investigate tools that allow customers to save queries into a personal folder.	Online Services team	Mid 2007
	Investigate tools that allow customers to specify the search screen that will display at login.	Online Services team	Mid 2007
Enable self service functionality to library members.	Implement online forms including surveys and information requests.	Web Developer (RCC)	June 2006
	Investigate advances in self checking systems. Upgrade and expand current self checking units.	Online Services & Systems Librarian, Library Management team and CITS (RCC)	2006-2007
	Purchase and install DIY module for Matraville Library service and other sites as required.	Online Services & Systems Librarian, ITS (RCC)	June 2006
	Continue to monitor opportunities to provide database and other online	Online Services & Systems Librarian, Reference and	Ongoing

Strategies	Key Actions	Responsibility	Target
	services remotely. Ensure remote access is maintained.	Information Coordinator	
Ensure library information and other media formats on Council web meets customer needs.	Evaluation of Library web page structure and content. Update as required.	Library Web Contributors Group	Ongoing
	Continue to update information, in a variety of formats, on the Council website in a timely manner through system provided by CITS. (Currently this is via Notepad but in future this will be done using an in-house content management system.) In particular, continue to add information and photos to the website that are unique to the Randwick LGA such as Local Studies information.	Online Services and Systems Librarian, Local Studies Librarian, Web Contributors Group	Ongoing
	Increase interactive functionality of website such as virtual tours and interactive maps of library branches etc.	Online Services and Systems team, Web Developer (ITS)	Ongoing
	Explore digitisation of archival material in Local Studies collection to enhance accessibility of such collections.	Online Services and Systems team, Web Developer (ITS), Local Studies Librarian	2006-2008
	Update NetOpac module (Amlib LMS) web files to display as per staff and customer requests.	Online Services and Systems team, CAP Gemini	As required

Outcomes

- Library website continues to meet customers need and facilitates ease of access to online information for majority of customers.
- Online Library catalogue is easy to use and intuitive.
- Extend range of library services available through the Internet.
- Continued development of services available remotely to the community.
- Library & Information Service facilitating attainment of Draft RCC City Plan Outcome 12: Excellence in information and knowledge management and Outcome 13: Excellence in customer service.

Program Goal 2: Investigate and implement solutions that seek to streamline library functions and consequently, showcase state of the art, sustainable technology initiatives for both staff and customers.

Strategies	Key Actions	Responsibility	Target
Streamline and upgrade library functions to facilitate sustainability through technology.	Investigate Smart card solutions. Report on cost benefit of solution including return on investment, reduction of cash handling risk to staff, reduction in time taken for cash handling, and access to EFTPOS through solution.	Online Services & Systems Librarian, Library Management team, CITS (RCC) and AMLIB COG	2007-2008
	Investigate and implement print management solutions to streamline printing services such as Net Loan Pro (Infovision).	Online Services & Systems Librarian, Library Management team, ITS (RCC) and AMLIB COG	2007-2008
	Investigate and implement appropriate online booking systems of facilities such as PACs and school holiday activities.	Online Services & Systems Librarian, Library Management team, CITS (RCC) and AMLIB COG	2007-2008
	Investigate EFTPOS solutions including EFTPOS alternatives such as those available with Smart card solutions.	Online Services & Systems Librarian, Library Management team, ITS(RCC) and AMLIB COG	2007-2008
	Ensure further hardware and peripheral purchases address sustainability issues. For example, Multi Function Centres and printers that reduce paper usage, use less ink and require fewer cartridge replacements.	Online Services and Systems Librarian	Ongoing
	Replace all computer monitors on public floors with LCD screens(40% decrease in energy usage).	ITS(RCC) and Online Services and Systems Librarian	End 2006

Strategies	Key Actions	Responsibility	Target
Improve staff efficiencies to assist staff in better managing access to and use of resources.	Investigation of RFID (radio frequency identification) solutions for circulation and stocktaking functions. Conduct a cost benefit analysis that takes into account sustainability issues.	Online Services & Systems Librarian and Library Management team	2007-2008
	Investigate mobile point of sale computing devices and headsets to facilitate portable handheld wireless provision of circulation and reference functions.	Online Services & Systems Librarian and Library Management team	2007-2008
Improve staff ability to carry out work related tasks through technology.	Investigate additional and upgraded software packages for promotional and publishing staff tasks over a variety of media channels. Organise purchase and installation through CITS (RCC).	Online Services and Systems team, CITS (RCC)	Ongoing
	Streamline phone system between branches so that the phone systems at the Branch libraries are part of the Bowen Library PABX system.	Library Management team and CITS (RCC)	June 2006
	Purchase video/web camera for online web conferencing	Online Services and Systems team	2006-2007
	Train staff in the use of new technologies such as digital camera.	Training and development department	2006
Obtain the most out of the Amlib Library Management System for the benefit of staff and customers.	Continue to work with Amlib Councils Online Group and other Amlib User groups to standardise and improve work flow processes and ensure functionality of the LMS is maximised.	AMLIB COG	Ongoing

Strategies	Key Actions	Responsibility	Target
	Investigate and implement if possible, requests from staff regarding functionality of Amlib LMS.	Online Services and Systems Librarian with advice from all library staff, CAP Gemini,	Ongoing
	Comprehensively investigate the reporting module in Amlib LMS to take full advantage of user defined reporting functionality. Update all related procedural documentation.	Online Services and Systems Librarian	Ongoing
	Augment functionality and parameters in Cataloguing, Orders, Authority and Serials module to streamline work processes and make work flows logical.	Online Services and Systems Librarian, Support Services team	Ongoing
	Implement regular maintenance schedule for Amlib LMS to ensure database is routinely cleansed of redundant data and functioning optimally.	Online Services and Systems team, Client Services Officer and Cataloguing Librarian	April 2006 and then ongoing
	Investigate and implement further EDI (electronic data interchange) software such as Edifac to further automate and integrate business applications. For instance instant updating into catalogue module by suppliers	Online Services and Systems Librarian, CITS (RCC) and AMLIB COG	Ongoing
	Explore feasibility of integrating all local studies photos and other media formats into the catalogue.	Online Services and Systems Librarian, Local Studies Librarian CITS (RCC), AMLIB COG	Ongoing

Outcomes

- Progressive initiatives and services available to customers.

- Most efficient use of time, staff and resources enabled through the use of judicious implementation of technology.
- Library & Information Service facilitating attainment of Draft RCC City Plan Outcome 1: Leadership in sustainability and Outcome 4: Excellence in Urban design.
- Reduction in stock loss and more efficient monitoring of stock usage and movement (Fraud and Corruption Assessment Report).

Program Goal 3: Extend services and resources to target groups identified in the community;

Strategies	Key Actions	Responsibility	Target
Develop Youth Space at Bowen Library	Expend Youth Grant including purchase of electronic equipment including television, DVD player, listening posts and games' consoles.	Youth Target Group and Children's & Youth Services team	End 2006
Develop the online library catalogue into an information portal	Implement Selective Dissemination of Information (SDIs) tool in Amlib LMS based on customer preferences	Online Services and Systems Librarian	mid 2006
	Investigate tools that allow searching across databases and catalogues with one search. For example, WebFeat and Serial Solutions	Online Services and Systems team	2007 -2008
Provide new and upgraded accessibility to library information and services through technology.	Investigate and champion implementation of access to information on Council website in different languages.	Online Services & Systems team, Multicultural and Community Access Librarian and Web Development Officer	Ongoing
	Optimise Amlib Library management System cataloguing functionality re. non-English scripts for major Languages other than English (LOTEs) in LGA.	Online Services & Systems team, Multicultural and Community Access Librarian and AMLIB COG	2006-2007
	Explore options available in Amlib Library Management System to provide catalogue in other	Online Services & Systems team, Multicultural and Community Access Librarian and	2006-2007

Strategies	Key Actions	Responsibility	Target
	languages to customers. For instance, functionality advised will be available via Amlib.Net solution.	AMLIB COG	
Expand range of services provided at local festivals and events through technology.	Explore feasibility of and implement utilisation of wireless technology at cultural festivals and events. For instance wireless broadband connection to laptops available at events to demonstrate library services.	Online Services & Systems team, Multicultural & Community Access Librarian, ITS (RCC)	2006-2007
Seek opportunities to expand community services to target groups.	Investigate co-location of 'not for profit' computer class group such as Computer Pals for Seniors.	Online Services & Systems team, Multicultural and Community Access Librarian, Library Management team and ITS (RCC)	2007 -2008
	Dependant on co-location investigation, introduce Internet classes for target groups such as CALDs.	Online Services & Systems team, Multicultural and Community Access Librarian	2007-2008
	Develop appropriately accessible training room at the Bowen Library with up to date computer facilities.	Online Services & Systems team, Multicultural and Community Access Librarian, Library Management team and ITS (RCC)	2007-2008

Outcomes

- Library & Information Service facilitating attainment of Draft RCC City Plan Outcome 2: A vibrant and diverse community and Outcome 3: An informed and engaged community.
- Provision of an expanded range of progressive services and facilities to target community groups that meet community needs.
- Innovative communication methods and technology are used to share and obtain information about library service.

Program Goal 4: Implement I.T. strategies that increase membership and encourage long term library use.

Strategies	Key Actions	Responsibility	Target
Acquire statistical information to identify key characteristics of the community.	Run regular reports to provide data on areas of growth, number of members by age and sex and library branch, number of members in CALDs, number of members by age by number residing in LGA, membership numbers of target groups after promotion has been run etc.	Membership Group, Online Services and Systems team	Ongoing
Implement promotional initiatives to encourage new and ongoing membership.	Using Amlib LMS, run reports for expired membership less than 3 months. Use reports to facilitate Membership Drives.	Online Services and Systems Team	Quarterly membership drive – Oct, Jan, Apr, Jul.
	Continue to develop electronic delivery of services including email and SMS notification of library related events, upcoming programmes, services, reservations and newsletters. Establish related database.	Online Services and Systems team	June 2006 and then ongoing
Enable community to join library online.	Enable functionality in Amlib LMS to allow online registration.	Online Services and Systems team	April 2006
Expand range of services provided at promotional events through technology.	Implement utilisation of wireless technology at promotional events.	Online Services and Systems team, Promotions team	2006-2007

Outcomes

- Statistical profile of Library membership and patronage used as basis on which to change or expand services to meet community needs.
- Library Membership increases to target levels set in Management Plan.

Program Goal 5: Facilitate the creation of a contemporary and vibrant library environment through the visible improvement of I.T. facilities and equipment.

Strategies	Key Actions	Responsibility	Target
Ensure sufficient availability of Personal Access Computers (PACs) throughout Library Service	Expand number of PACs to recommended standard (SLNSW 2005)	ITS(RCC) and Online Services and Systems team	1 PAC per 3000 residents. Ongoing
	Monitor Internet Availability survey at all locations and reallocate PACs if needed.	Online Access Library Assistant	No more than 70% usage rates at any location for more than 1 quarter
Upgrade equipment options that visibly improve amenity and provide progressive services throughout library service	Replace all computer monitors on public floors with LCD screens.	ITS(RCC) and Online Services and Systems Librarian	Dec 2006
	Investigate options for cordless technology throughout library service such as Bluetooth peripherals including barcode scanners etc. Upgrade where solution found to be improvement.	ITS (RCC) and Online Services and Systems Librarian	Ongoing
	Investigate laser colour printing options for library public floor printing.	Online Services and Systems team and ITS(RCC)	Ongoing
	Purchase/upgrade required electronic equipment needed to carry out library based activities such as children's activities including DVD players, Video projectors.	Children's & Youth Librarian, Online Services and Systems Librarian, ITS (RCC)	2007-2008
	Upgrade NSW.Net network computers including new hardware, software, peripherals and reimaging of computers to concur with other public floor computers. Internet link to remain with MCI Move administration computer upstairs to level 2 to facilitate troubleshooting.	Online Services and Systems team and ITS(RCC)	June 2006

Strategies	Key Actions	Responsibility	Target
	Investigate for purchase hands free options for phones used by staff at all library locations.	Online Services and Systems team and ITS (RCC)	2006-2007
Implement furniture options that address OH&S and amenity issues.	Remove from sight network cabling from all PACs on public floors.	Continuous Improvement team, OH&S Officer	Ongoing
	Locate and replace computer desks with desks that address OH&S issues and improve amenity of library.	Continuous Improvement team, OH&S Officer	2006-2007

Outcomes

- Contemporary library environment attained through technology upgrades.
- A library environment that meets OH&S regulations and standards.
- NSW.Net network upgraded to standard across Council. Optimal access to Internet provided to community.

Program Goal 6: Provide optimum, convenient and equitable access to library services and resources.

Strategies	Key Actions	Responsibility	Target
Ensure planning for I.T. infrastructure addresses emerging and ongoing needs and is cost effective.	Assess and report on network response times and performance at each branch, in particular Randwick and Matraville branches.	ITS (RCC)	Report to Library Management team by June 2006
	Investigate and implement strategies to allow effective network performance if above action found unsatisfactory.	ITS (RCC) and Library Management Team	Dependant on above action
	Monitor connectivity options for NSW.Net network. Ensure proxy server software (WinProxy) and licence meet requirements.	Online Services and Systems Librarian, ITS (RCC)	Ongoing
	Ensure all required sites, for both staff and customers, are accessible through Council	Online Services and Systems Librarian, ITS (RCC)	Ongoing

Strategies	Key Actions	Responsibility	Target
	firewall.		
Ensure sufficient availability of Personal Access Computers (PACs) throughout Library Service	Expand number of PACs to recommended standard (SLNSW 2005).	Online Services and Systems team, ITS (RCC)	1 PAC per 3000 residents
	Monitor Internet Availability survey at all locations and reallocate PACs if needed.	Online Access Library Assistant	No more than 70% usage rates at any location for more than 1 quarter.
Investigate and test new Library Management System technology platforms.	Continue to work with Amlib Councils Online Group and other Amlib User groups to standardise and improve work flow processes and ensure functionality of the LMS is maximised.	AMLIB COG	Ongoing
	Examine new Amlib. Net web based LMS platform.	AMLIB COG	Early 2006
	Implement new Amlib. Net web based LMS platform if testing successful.	ITS(RCC),CAP	2006 -2007
	Install all new versions of Amlib as per Councils Online and CAP testing and rollout policies. New version Amlib v5 announced December 2005.	Online Services and Systems team, ITS (RCC), AMLIB COG and CAP Gemini	2006 for version 5 and ongoing
Explore collaborative Library Service initiatives.	Expand Z39.50 searching for library staff to adjacent areas and National Library of Australia.	Online Services and Systems team	Mid 2006
	Investigate cost sharing technology initiatives between geographical close library services to improve convenience and access to services and resources	Online Services and Systems Librarian, Library Management team	Ongoing

Strategies	Key Actions	Responsibility	Target
	Investigate tools that allow searching across databases and adjacent public library catalogues with one search. For example, WebFeat and Serial Solutions.	Online Services and Systems team, Library Management team	2006
	Investigate feasibility of cost sharing the above cross searching tool with adjacent library services.	Online Services and Systems Librarian	2006-2007
Create further information hubs throughout LGA to enrich the exchange and inter flow of information	Investigate and implement (if appropriate) technologies that enable the set up of information hubs/service points in community centres and local schools. Service points (kiosks) could provide access to library information on Council website, DIY check in of items, secure electronic book chutes and access to catalogue.	Online Services and Systems Librarian, ITS (RCC) and Library management team	2006-2008

Outcomes:

- Efficient library network that meets current and ongoing system requirements.
- Personal Access Computers are most efficiently utilised, meet ongoing demands and provide optimum performance.
- Collaborative library services with cost sharing benefits and convenient access to services and resources for both staff and customers.
- Library information hubs established in Community centres.
- Library & Information Service facilitating attainment of Draft RCC City Plan Outcome 2: A vibrant and diverse community and Outcome 3: An informed and engaged community.

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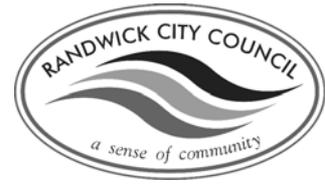
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9.0 Appendix

9.1 Glossary

- **AMLIB** – The name of the library management system being used throughout the library service.
- **AMLIB COG** – the library group who meet to develop the library based products associated with Councils Online solution.
- **Amlib.Net** – the web based browser version of the Amlib library management system.
- **CALD** – Culturally and linguistically diverse communities.
- **CAP** – CapGemini, the external vendor facilitating Councils Online.
- **COG** – Councils Online Group.
- **COL** – Councils Online.
- **Co-location** – the locating of multiple services at one site such as libraries, community centres and community technology centres within the same building or separate adjacent sites.
- **ITS** – Information Technology Services department of Council.
- **LMS** – Library Management System.
- **LOTE** – Languages other than English.
- **NetOpacs** – the computers used to gain access to the catalogue within the library branches. NetOpac is the name of the Library Management System module.
- **NSW.Net** – the network of computers which has been set up with the help of the State Library of NSW. Internet access is via a subsidised contract with an external vendor called MCI.

- **PAC** – Public access computer.
- **RCLIS** – Randwick City Library and Information Service.
- **SDI** – Selective dissemination of information.
- **SLNSW** – State Library of New South Wales.

Director, City Services' Report 13/2006

SUBJECT:	FUNDING OPPORTUNITIES FOR LIBRARY SERVICES
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DATE:	1 March, 2006	FILE NO:	F2004/08383
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REPORT BY: DIRECTOR, CITY SERVICES

INTRODUCTION:

This report outlines the identified funding opportunities available for library services in 2006.

ISSUES:

Funding for library projects in one or more of the following categories: technology, collections, building, research and/ or promotion, is available following the release of the Public Libraries Funding Strategy 2005/6. The 2005/2006 State Government funding assists local authorities in the provision of public library services. The funds are allocated according to the *Library Act 1939*, the *Library Regulation 2005* and the *Public Libraries Funding Strategy*.

The Public Libraries Funding Strategy allocates the annual Library Subsidy of \$1.85 per capita, Disability and Geographic adjustments, Library Development Grants, NSW.net, Cooperative and Networking Activities, State Library services to public libraries and also funding to the Royal Blind Society. Local Priority Grants are funded by at least 30% of the Disability and Geographic adjustment payment.

Following are the funding requests submitted and proposed:

Local Priority Project 2005/2006

1. Audio-Read has created a new way for libraries to deliver audio books and other audio information, including local newspapers, magazines and other text base information to library users, and in particular to Home Library Service members. In conjunction with the Home Library Service co-operative, Botany and Waverly Libraries, Randwick City Library and Information Service have applied for the purchase of 30 Audio Navigators + licences to service the members of the Home Library Service with this latest, easy to use technology. \$12,000 has been allocated from Randwick's funding for this project.

2. The library's *Continuous Improvement Working Party* has identified that by providing end panels incorporating a *Slatwall* on shelf ends that there is the opportunity for the display of themed material and improved directional signage within the library. End panels also refresh the ambience of the library by giving the library a modern image. Over \$11,000 has been allocated from the funding for this project.

Library Development Grant

As part of the commitment to provide children's services within the local community, the Library Service has requested funding to establish a **Babies ♥ books: Lapsit program** for children under the age of 18 months and their parents/carers. The aim is to encourage parents to discover the benefits of reading and library membership from the earliest age, through the provision of a pre-reading program that targets babies and their parents/carers. The **Babies ♥ books: Lapsit program** has the dual purpose of developing a baby's pre reading skills as well as assisting parents to become literacy teachers for their children. This sits well with one of the main objectives of the library to promote reading and literacy. Total funding requested is \$11,500.

Proposed funding application:

National Library of Australia – Community Heritage Grants

The Community Heritage Grants (CHG) Program aims to preserve and provide access to locally held nationally significant cultural heritage collections across Australia. The program provides grant funding of up to \$10,000 for preservation projects, and preservation and collection management training.

CHG funding priority is given to:

- *General preservation and collection condition assessments undertaken by a person with appropriate, recognised preservation qualifications, or who qualifies as a professional member of the Australian Institute for the Conservation of Cultural Materials (AICCM)*

Following the assessment, the library is eligible to apply for funding to:

- Implement recommendations from the preservation and collection assessment/survey.

It is proposed that the library applies for the initial preservation and collection assessment of the Local History collection in particular. Donations of collections from council departments and external organisations have provided a preservation dilemma for the Local Studies Librarian and external expertise is essential to ensure that the collections remains vibrant and vital to the community.

FINANCIAL IMPACT STATEMENT:

As detailed in this report.

CONCLUSION:

The additional funding provided through successful grant applications enables resources and programmes to be trialled before ongoing funding is included in the library's annual budget. Successful applications have resulted in the completion of a User/Non-User Survey, Randwick photographs digitised and on the Web (Randwick Picture Gallery), the popular Children's Electronic Resources Discovery Centre at the Bowen Library and Randwick Branch, Digitised and on the web version of local history index, and Chinese Resources (for a growing community).

RECOMMENDATION:

That the funding opportunities identified for Randwick City Library Services be noted.

ATTACHMENT/S:

Nil

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JORDE FRANGOPLES
DIRECTOR, CITY SERVICES

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JULIE JARVIS
MANAGER LIBRARY AND
COMMUNITY SERVICES

General Business

Notice of Rescission Motions