
Partnership Program

An invitation to partner
with the most popular
community facilities in
every local community –
public libraries!

Proposal to the Hon.
George Souris
Minister for Tourism,
Major Events,
Hospitality and
Racing, and Minister
for the Arts

New South Wales Metropolitan
Public Libraries Association

10 November 2011

About us

The NSW Metropolitan Public Libraries Association is the peak body representing the interests of public libraries in metropolitan New South Wales.

Our key interests and goals are -

→ Positioning

- To advocate on behalf of NSW public libraries to increase funding
- To position public libraries as a vital community service to all levels of government
- To take a lead role in policy setting for public libraries

→ Innovation

- To encourage, facilitate and implement innovative solutions to ensure long term relevance and sustainability of NSW public libraries

→ Collaboration

- To create, support and sustain meaningful networks and partnerships and collaboration with key stakeholders
- To support collaborative projects with NSW public libraries and with key business partners and stakeholders

Our vision and values

Our vision is –

Dynamic engaged libraries supported by a strong public library network

Our values are –

→ Equity

We provide excellent library services to all within our diverse and changing communities

→ Integrity

We are committed to the ethics of the Library profession and always act with integrity

→ Community engagement

We continually engage with our communities to ensure that our services remain responsive to their needs and aspirations

→ Innovation and creativity

We actively explore opportunities and emerging technologies to deliver services and resources in innovative ways in response to our communities' needs in a changing world

→ Partnering

We are committed to forming partnerships with government and non-government organisations in order to enhance the services provided to our communities

About our libraries

Our libraries -

- ➔ provide library services in 43 local government areas bounded by Newcastle in the north, the Blue Mountains in the west and Wollongong in the south
- ➔ serve over 4.9 million people, which equates to over 68% of the State's population
- ➔ have over 2.2 million members, which equates to over 45% of the population directly served by member libraries
- ➔ have over half a million visits per week or over 27 million visits per year, which equates to over 73% of all visits to NSW public libraries
- ➔ operate a total of 174 public libraries across metropolitan areas in NSW
- ➔ are open seven days per week, including evenings, for a total of over 8,000 hours per week
- ➔ are located in highly accessible locations across all metropolitan areas in NSW
- ➔ contribute to social well-being, support education and skills development, facilitate participation in the Knowledge Economy and stimulate economic well-being within our communities
- ➔ provide Internet drop-in services that include onsite PC use and wi-fi for customers with their own laptops or other devices
- ➔ are funded by our councils, who in 2009/10 spent over 72% of all funds spent by local councils on public libraries in NSW

About our libraries

Our libraries are from the following local government areas and are supported by a network of branch libraries in surrounding local areas -

- Ashfield
- Auburn
- Bankstown
- Blacktown
- Blue Mountains
- Botany Bay
- Burwood
- Camden
- Campbelltown
- Canada Bay
- Canterbury
- Fairfield
- Hawkesbury
- Holroyd
- Hornsby
- Hurstville
- Kogarah
- Ku-Ring-Gai
- Lake Macquarie
- Lane Cove
- Leichhardt
- Liverpool
- Manly
- Marrickville
- Mosman
- Newcastle
- North Sydney
- Parramatta
- Penrith
- Pittwater
- Randwick
- Rockdale
- Ryde
- Strathfield
- Sutherland
- Sydney
- The Hills
- Warringah
- Waverley
- Willoughby
- Wollongong
- Woollahra
- Wyong

Funding facts

- ➔ The per capita component of the total State funding provided to public libraries has remained the same since about 1995 at \$1.85 per capita
- ➔ The current State funding model is flawed as it assumes that the cost to operate libraries does not increase from year to year, with State funding remaining static and taking no account of increases in the Consumer Price Index (CPI)
- ➔ The State contribution towards the cost to operate libraries has decreased from 30.81% in 1980 to under 8% today, the lowest of any state
- ➔ In 2009/10 our councils spent \$237,752,663 but only received \$11,835,686 in subsidy from the State, which equates to just 4.98% of the total cost – in contrast country libraries received 8.14% plus an additional \$2,000,000 in grant funding
- ➔ In 2006/07 grant funds available to all NSW libraries totalled over \$3,000,000; by 2011/12 grant funds had decreased to just \$1,190,119
- ➔ In 2011/12 the value of grants will decrease still further as the State's legal requirement to fund the per capita component of the total State funding continues to erode the grants program
- ➔ Decreasing State funding is occurring at a time when libraries are experiencing increased demand to support State services, such as education, the RTA's Driver Knowledge Test and the Premier's Reading Challenge, to name but a few - this happens without consultation, acknowledgment, support or additional funding, with our councils meeting these extra demands – *this represents a missed opportunity for a mutually beneficial partnership program between the State Government and public libraries*

The risks of declining State funding

- ➔ The Library Act will be undermined and the role of the Library Council of New South Wales in relation to public libraries will become meaningless if the funding imbalance between State and Local Governments is not addressed
- ➔ The ability of the State Government to influence the services provided through public libraries will be greatly diminished
- ➔ The services provided by public libraries across NSW will become increasingly fragmented as a result of less well-resourced libraries introducing fees and cutting services and programs
- ➔ Over time many free public libraries will be replaced by user-paid libraries, thereby leading to inequity of access to public libraries across NSW and disadvantaging those in our communities most in need
- ➔ Many smaller public libraries will likely go the same way as book shops, thereby denying local communities of library services that do make a difference in people's lives
- ➔ An opportunity to realise a mutually beneficial Partnership Program to both the State Government and public libraries will be missed

Our proposal

- ➔ Submissions for increased funding to both the Coalition and Labor Governments have largely been unsuccessful despite the wide support for, and the high usage of, public libraries
- ➔ Our Association therefore proposes a new approach, in brief a Partnership Program that benefits the State Government and in return provides significantly increased funding by the State Government to public libraries across NSW
- ➔ The Partnership Program will provide a tangible outcome to *NSW 2021: a plan to make NSW number one*, with an emphasis on delivering locally and supporting the realisation of the Plan's 32 goals
- ➔ The Partnership Program will provide the State Government with a network of libraries that can be advertised as service points for a range of State Government services and programs
- ➔ The Partnership Program represents a unique opportunity to brand local public libraries as a partnership between State and Local Governments
- ➔ The Partnership Program will revolutionise the range of services and programs provided through public libraries, thereby maximising the benefits provided to communities by these highly valued local services
- ➔ The Partnership Program will strengthen local communities and restore accountability to Government
- ➔ As part of the Partnership Program public libraries will prepare an annual report on the benefits of the State funding to their communities, highlighting the benefits and outcomes achieved as a result of the increased State funding

Why partner with us

- ➔ A Partnership Program with public libraries will help the State Government to improve public sector efficiency by using existing service points to deliver a range of State Government services and programs
- ➔ Public libraries will be the local service point for a range of State Government services and programs – our libraries are centrally located in all metropolitan areas supported by a network of branch services in surrounding local communities
- ➔ Gain high positive exposure at the local level for State Government services and programs
- ➔ Expose State Government services and programs to over half a million visitors per week or over 27 million visitors per year
- ➔ Obtain regular good news stories in the media about State Government services and programs, including both state and local media
- ➔ Be recognised as a partner with highly used, highly valued and trusted community services
- ➔ Be associated with library services that have strong links with disadvantaged groups within local communities
- ➔ Represents value for money with no infrastructure costs incurred by the State Government
- ➔ Opportunity to provide new special programs to local communities
- ➔ Public libraries will provide a competitive advantage to the State Government in a highly visible Partnership Program
- ➔ *Be a partner with the most popular community facilities in every local community – our public libraries!*

Partnering program proposals

Being a partner -

- ➔ in the delivery and promotion of the NSW *Premier's Reading Challenge* with support through developing collections, banner promotions, local media coverage and liaison with local schools
 - Supports NSW 2021 Goal 27 – Enhance cultural, creative, sporting and recreation opportunities
- ➔ in the delivery and promotion of a safe driving program targeting young people through the provision of Roads and Traffic Authority Driver Knowledge Test Kiosks in public libraries
 - Supports NSW 2021 Goal 10 – Improve road safety
- ➔ in the provision of wi-fi e-government access points for people in local communities to transact with State Government Departments and Authorities
 - Supports NSW 2021 Goal 31 – Improve government transparency by increasing access to government information
- ➔ in being one-stop shops where multiple transactions can be carried out efficiently for customers
 - Supports NSW 2021 Goal 32 – Involve the community in decision making on Government Policy, Services and Projects
- ➔ in providing access to online tutoring and home-work help services for school students after school
 - Supports NSW 2021 Goal 15 – Improve education and learning outcomes for all students
- ➔ in lending energy consumption kits to check energy consumption at home
 - Supports NSW 2021 Goal 22 – Protect our natural environment
- ➔ in disseminating information and distributing kits on how to deal with major emergencies and natural disasters
 - Supports NSW 2021 Goal 28 – Ensure NSW is ready to deal with major emergencies and natural disasters

Partnering program proposals

- ➔ in providing State Government Literacy Programs aimed at children, adults and people from a non-English speaking background
 - Supports NSW 2021 Goal 6 – Strengthen the NSW Skill Base
- ➔ in being part of public education campaigns to motivate smokers to quit
 - Supports NSW 2021 Goal 11 – Keep people healthy and out of hospitals
- ➔ in being part of child health promotion programs including programs to educate families about appropriate physical activity and foods for preschool–aged children
 - Supports NSW 2021 Goal 11 – Keep people healthy and out of hospitals
- ➔ in hosting launches to highlight State Government service initiatives in local areas, such as grants to homeowners for water tanks, with libraries providing information sessions on these initiatives
- ➔ in providing venues for State Government consultation with local communities to identify local priorities and develop Local and Regional Action Plans aligned to *NSW 2021*
- ➔ in developing special services and programs that support Goal 13 *Better protect the most vulnerable members of our community and break the cycle of disadvantage*
- ➔ and many, many other opportunities to be the public face for the delivery of State Government services and programs into all local communities, which supports NSW 2021 Goal 30 – *restore trust in State and Local Government as a service provider*

Partnership Program budget

- ➔ In 2009/10, total Local Government expenditure on public libraries across NSW was \$302,825,164 in contrast to the State Government expenditure which was \$23,528,000 (plus \$2,000,000 allocated to a Country Library Fund)
- ➔ State funding therefore represented 8.4% of the total expenditure on public libraries across NSW
- ➔ In implementing the Partnership Program our Association proposes a staged increase to the State Funding over the next three years as follows –
 - ➔ In 2012/13 the contribution by the State Government to increase to 15% of the total Local Government expenditure on public libraries across NSW in 2010/11
 - ➔ In 2013/14 the contribution by the State Government to increase to 20% of the total Local Government expenditure
 - ➔ In 2014/15 the contribution by the State Government to increase to 30% of the total Local Government expenditure
 - ➔ In subsequent years indexing to be applied annually to the amount provided by the State Government in the previous year
- ➔ Based on 2009/10 expenditure the buy-in figure for the State Government into the Partnership Program would be as follows –

<i>Financial Year</i>		<i>State Contribution</i>
<i>2012/13</i>	15%	\$45,423,774
<i>2013/14</i>	20%	\$60,565,032
<i>2014/15</i>	30%	\$90,847,549
<i>Subsequent years</i>		Indexing applied

Benefits to the State Government

- In terms of the State Budget the Partnership Program represents exceptional value for money in terms of the outcomes that will be achieved, both across the State and at the local level, for the State Government
- The Partnership Program will provide high visibility in all local communities for State Government services and programs
- The investment return in the Partnership Program to the State Government will be significant and will be measured by such indicators as –
 - The numbers of people using State Government services and programs provided through public libraries
 - The calculated dollar value of good news stories in State and local media, including newspapers, television and radio
 - The calculated dollar value of the space provided in public libraries to deliver State Government Services and Programs
 - The total hours and spread of hours that State Government services and programs provided through public libraries are available to local communities
 - Qualitative feedback from the community on State Government services and programs that will be able to be used to improve, promote and advertise services
 - All of these indicators, together with others to be determined, would be reported on in the annual report submitted by public libraries, as well as other achievements in supporting the realisation of the 32 goals contained in the *NSW 2021 State Plan*

Benefits to the State Government

- ➔ Provide an effective way to communicate and promote to local communities the State Government's services, programs and initiatives
- ➔ Local launches and promotions of all services and programs delivered in partnership will provide the State Government with recognition as acting locally and being in touch with local communities
- ➔ The input of the State Government into the services and programs provided by public libraries will be recognised by local communities
- ➔ Effective advertising of State Government services and programs at the both the local level and at the State Level
- ➔ Will increase customer satisfaction with government services

Our invitation

Our Association believes that the Partnership Program represents an opportunity too good to be missed for both the State Government and public libraries

We therefore urge you to accept our invitation to partner with the most popular community facilities in every local community – public libraries!

We would welcome the opportunity to develop and implement with you the Partnership Program that will deliver clearly identified State Government services through all public libraries in New South Wales

We believe that the Partnership Program represents exceptional value to the State Government

Together we can achieve positive outcomes in every local community through out New South Wales through a highly visible Partnership Program

**Be a partner with the most popular community facilities
in every local community – public libraries!**

Contact us

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