

BEYOND THE WALLS

PUBLIC LIBRARIES IN AUSTRALIA AND NEW ZEALAND ENGAGING THEIR COMMUNITIES

ADELAIDE 26-27 MARCH 2015

DAY ONE Thursday 26 March 2015

8.00-8.45am	<i>Registration and tea/coffee</i>	
8.45-9.00am	<p>Conference aims and outcomes</p> <p><i>Alan Bundy</i> Conference Chair</p>	<ol style="list-style-type: none"> 1 To highlight the diversity, innovation and achievement in current public library outreach, engagement and capacity building in their communities. 2 To explore the unique potential of public libraries as community and civic engagement contributors and leaders. 3 To propose public library- community engagement learnings and benefits in recommendations to state, local government and public library leaders.
9.00-9.45am	<p>All for the community: public library issues, trends, partnerships, potential</p> <p><i>Anne Goulding</i> Professor of Library and Management Victoria University of Wellington, New Zealand</p>	<p>Over the last two decades, there has been a trend towards positioning the public library as a key community asset, focusing on the building as a community hub but also on the role libraries can play in community engagement, cohesion and capacity building. The paper explores the implications for services and programs, and relationships with major community stakeholders and partners. It concludes with consideration of the skills that public library staff at all levels may need to initiate and sustain community engagement.</p>
9.45-10.15am	<p>Community centric policies and practice: the Gold Coast Libraries, Qld, approach</p> <p><i>Alison Kemp</i> Executive Coordinator, Library Customer Services Gold Coast City Libraries, Queensland</p>	<p>The past five years has seen evolution in the way Gold Coast Libraries programs are developed and delivered to the community. Programs and attendees have increased very greatly, without extra funding or staffing. Programs are largely delivered through engagement and partnership with the community and business. The lessons learned, the benefits, and rationale behind this community centric approach, are described</p>
10.15-10.45am	<p>Libraries, people, communities: engagement and capacity building in Wanneroo, Western Australia</p> <p><i>Sue North</i> Coordinator Community Links</p> <p><i>Michelle Brennan</i> Library Manager City of Wanneroo, Western Australia <i>Paper presented by Sue North</i></p>	<p>Public libraries are about people and communities yet often they are still more associated with books. In 2009, the City of Wanneroo was the first local government in Western Australia to embrace a model of convergence in the Wanneroo Library and Cultural Centre. As well as combining cultural services in a single space, it created a Community Capacity Building Unit. This integrated model links the city's library, heritage, cultural and community services to provide learning, engagement and personal development. It is a multilayered approach that has extended the reach of libraries and, through true outreach and engagement, demonstrates their value beyond the physical and virtual space.</p>
10.45-11.15am	<i>Morning tea</i>	
11.15-11.45am	<p>Partnerships and outreach in early childhood programs: a survey of international library best practice</p> <p><i>Ruth Campbell-Hicks</i> Principal Librarian Shire of Harvey, Western Australia</p>	<p>Low AEDI(Australian Early Childhood Development Index) scores for local children suggests that public libraries can help with educational and social needs. A recent overseas study tour confirms this, and provides information and encouragement about general strategies and opportunities as well as best practice library programs supporting early childhood education and services in the community.</p>
11.45-12.15pm	<p>Library, community campus, learning hub: the community educational development challenge</p> <p><i>Jack Goodman</i> Chief Executive Officer Tutoring Australasia, New South Wales</p>	<p>Technology, new user demands, changing social needs – all the uncontrollable fast forces of modern life – mean that public libraries must work to avoid the fate of many movie rental stores, bookstores, travel agents, catalogues, or even 'the computer'. More, faster, change and reinvention that truly reflects their roles and potential is needed. Public libraries can grow their relevance and their tradition of education and community development by 'looking outwards' to the needs of their total communities as the basis for that reinvention.</p>

12.15-12.45pm	<p>Community connection and partnership through the National Broadband Network: the Kiama Library, NSW, experience</p> <p><i>Michelle Hudson</i> Manager Library Services Kiama Library, New South Wales</p>	<p>Kiama Library was one of the first Australian mainland libraries to be connected to the National Broadband Network(NBN).This has opened up many opportunities for the regional community. The library has facilitated several new health services, including headspace, mental health consultations for youth, and supporting telehealth equipment. It has also investigated many new library educational programs, such as connecting to the collection conservation programs of the National Museum of Australia and its Landmark Gallery.</p>
12.45-1.30pm	Lunch	
1.30-2.00pm	<p>The global Pop Up trend: benefits and risks for public libraries</p> <p><i>Asha Davis</i>, Mildura Rural City Council Library Service <i>Celia Rice</i>, Casey-Cardinia Library Corporation <i>Deanne Spagnolo</i>, Brimbank Libraries <i>Josephine Struck</i>, Moreland City Libraries <i>Suzie Bull</i>, Mornington Peninsula Libraries</p> <p><i>Paper presented by Celia Rice</i></p>	<p>This paper is based on findings from a project produced as part of the Shared Leadership Program run by the State Library of Victoria and the Public Libraries Victoria Network. It explores the global trend of the Pop Up, and how this trend can be used as a marketing tool by libraries. It adds to the literature by providing a comprehensive definition of a Pop Up library and explores their benefits and risks by examining the Pop Ups run by six Australian public libraries.</p>
2.00-2.30pm	<p>Pop Up in practice: the Ballarat Libraries, Vic, experience</p> <p><i>Michelle Boal</i> Library Outreach Officer City of Ballarat Libraries, Victoria</p>	<p>The City of Ballarat Libraries Outreach Service delivers a more flexible library service via two purpose built vans fitted with roll out shelving units, which are rolled into existing locations to create an instant Pop Up library. Locations include neighbourhood houses, museums, community halls, kindergartens, childcare centres and aged care facilities. The units hold a constantly refreshed range of the stock that can be found in a static library. Programs include storytime, iTots, digital literacy sessions, and family history sessions.</p>
2.30-3.00pm	<p>Books Unbound: expanding the community horizon of public libraries in Camden, NSW</p> <p><i>Elysa Dennis</i> Team Leader, Narellan Library Camden Libraries, New South Wales</p>	<p>In an area experiencing great urban growth, Camden Libraries has developed a Pop Up library with a difference for residents in new suburbs. <i>Books Unbound – your anywhere, anytime library</i> has no physical books – it is a place filled with technology, wifi access and staff that gets people exploring and using the library's e-collections. With strong branding, <i>Books Unbound</i> is helping to switch people onto library services, and building a positive community image of what a modern library is about..</p>
3.00-3.30pm	<p>Towards creative communities: the contribution and potential of Victorian public libraries</p> <p><i>Debra Rosenfeldt</i> Manager, Public Libraries & Community Engagement State Library of Victoria</p>	<p>In 2014 <i>Creative communities: the cultural benefits of Victorian public libraries</i> completed a trilogy of major Victorian research reports confirming the value of investment in public libraries. Through a study of library cultural activities it sheds light on the great cultural benefits that public libraries deliver and which help animate the cultural life and wellbeing of communities across the State. Its methodology and findings should assist public libraries everywhere to demonstrate their reality and potential as unique and significant local culture-making entities.</p>
3.30-4.00pm	Afternoon tea	
4.00-5.00pm	<p>First panel session</p> <p>This will be recorded and a transcript included in the conference proceedings</p>	<p>The panel will comprise the first day speakers and will provide conference delegates with the opportunity to ask questions, seek and share <i>their</i> information with other delegates.</p>
5.30-7.30pm	Conference reception	There will be an invited speaker 6.00-6.20pm

DAY TWO Friday 27 March 2015

8.00-8.45am	<i>Tea/coffee</i>	
8.45-9.30am	<p>Making a difference: Edmonton Public Library's community led service framework</p> <p><i>Pilar Martinez</i> Deputy Chief Executive Officer Edmonton Public Library Alberta, Canada</p>	<p>The Edmonton Public Library (EPL) is the <i>Library Journal</i> 2014 Library of the Year. After 100 years of service, it aspires to be a <i>place that galvanizes communities, connects people and expands minds</i>. Highlighted in the paper are the strategic origin, definition, roll out and implementation of its community led service framework since 2008. The roles and expectations of community librarians and other staff, a study of barriers to library service and its recommendations implemented, are reviewed. An outreach initiative contributing to a solution to homelessness and poverty, and the system wide evaluation now underway, are described.</p>
9.30-10.00am	<p>Reaching out to the community: three examples from Eastern Regional Libraries, Victoria</p> <p><i>Sue Wootton and Rowanne Grinstead</i> Eastern Regional Libraries, Victoria <i>Paper presented by Sue Wootton</i></p>	<p>Three programs are reviewed: <i>Reach Out - eLearning for Schools</i> which demonstrates to schools the range and uses of the library's database resources; <i>Flexi-Vehicle outreach</i> which visits schools; kindergartens and playgroups, nursing homes and caravan parks and has a teen drop in centre – it lends library materials conducts storytimes and provides social contact. <i>Dads 'n kids</i> is a program for young children and a significant male family member.</p>
10.00-10.30am	<p>Stories at Your Place: taking the library to the community</p> <p><i>Penny Guy and Claire Cooper</i> Children's and Teens Librarians, Tauranga City Council, New Zealand <i>Paper presented by Penny Guy</i></p>	<p>For the last three years the authors have been visiting primary school junior classes. Equipped with books, felt board, props and costumes, they present a fun, interactive program of story reading, storytelling and library promotion. The highlight is a story that is acted by the children. This program has been very popular and is highly valued by teachers . The paper provides information on material selection and program development, and demonstrates aspects of the program..</p>
10.30-11.00am	<i>Morning tea</i>	
11.00-11.30am	<p>Written by young people: a Hamilton Libraries, New Zealand, storytelling project</p> <p><i>Fiona Hancock</i> Collection Services Supervisor Hamilton Libraries, New Zealand</p>	<p>The community was invited to create an origin story, for their children's library mascot. From this small idea grew a collaborative storytelling project involving over 60 young people who in turn wrote, illustrated and published 1000 copies of a picture book, <i>The Adventures of Honu</i>. Building community partnerships, securing sponsorship, and having fun are the inside story shared in a summary of the process and benefits of this collaboration. This is Hamilton City Libraries adventure story of 'going beyond' and becoming even more part of its community</p>
11.30-12.00n	<p>Connecting with special needs children and their families: an Adelaide Hills Libraries, South Australia, initiative</p> <p><i>Jo Kaeding</i> Youth Services Officer Adelaide Hills Libraries, South Australia</p>	<p>In 2011 Adelaide Hills Libraries introduced a storytime session for children with special needs. In 2012 the program won the Friends of Libraries Australia, Peter McInnes Award for Library Services for Children and Young People. This program is still unique in Australia. Described are its provenance, development, implementation, goals and benefits. The paper also conveys the findings of a 2014 study tour of US public libraries which are focused on improving access for this client group.</p>
12.00-12.30pm	<p>Taking local history to the community: the Tea Tree Gully, South Australia, approach</p> <p><i>Benita Parsons</i> Programs Coordinator City of Tea Tree Gully Library, South Australia</p>	<p>The City of Tea Tree Gully Library's local history and Children's and Youth Services teams work together to create and deliver a range of local history resources to school students in and outside of the library. A highlight is the Aboriginal history timeline.</p>

<p>12.30-1.00pm</p>	<p>Outside in: positive engagement with disadvantaged and vulnerable communities</p> <p><i>Pam Giumarra</i> Coordinator, Programs and Partnerships City of Melbourne Libraries, Victoria</p>	<p>Public libraries have the potential to engage with communities in many ways to offer an inclusive library service which not only benefits the currently included, but also the previously excluded. Public libraries have the opportunity to play an important role in local communities for everyone, in particular those who are the most vulnerable or disadvantaged; the homeless, the unemployed, travellers, asylum-seekers, refugees, international-students and ethnic minorities. The Melbourne Library, through its community outreach, partnerships, resources professional staff and volunteers, have developed a number of partnerships and programs to support unique modes of engagement essential to welcoming in those who have often been labelled 'hard to reach'.</p>
<p>1.00-1.45pm</p>	<p><i>Lunch</i></p>	
<p>1.45-2.15pm</p>	<p>A new library: the catalyst for greater community connection in Echuca, Victoria</p> <p><i>Jenny Mustey</i> Library Services Manager Campaspe Regional Library, Victoria</p>	<p>A common aspiration for libraries is partnerships and collaborative projects. Due to time, money and other resource constraints partnerships, however, may not get beyond the idea. Campaspe Regional Library has been able to achieve several innovative and collaborative projects over the past two years, the catalyst for which has been the opening of the long overdue new Echuca Library. The paper showcases a range of projects that have national, state and local outcomes. It highlights that any new library can stimulate community interactions, collaborations and benefits beyond what may have been expected.</p>
<p>2.15-2.45pm</p>	<p>Worth the investment: community and civic engagement through Library Friends</p> <p><i>Daniel Ferguson</i> Executive Officer Friends of Libraries Australia, Victoria</p>	<p>During its 20 years of lay support and advocacy for public libraries FOLA has accumulated much evidence of the return on investment to local government and public librarians of actively fostering and supporting local Friends of Libraries. The cultural and other community-connecting activities of Friends, and facilitating wide community participation in them, contributes to civic engagement within those communities, as well as supporting the public library as the community's most used and valued provision.</p>
<p>2.45-3.15pm</p>	<p>Public library community outreach: a review of policy and provision in New South Wales</p> <p><i>Cameron Morley</i> Manager, Public Library Funding and Advisory Services State Library of New South Wales</p>	<p>In 2014 a comprehensive review of public library outreach and mobile library service in NSW has been undertaken. Its aims include research to identify and detail current models; undertake a SWOT analysis of different service models; identify key performance indicators; review existing mobile library guidelines; and develop good practice guidelines for endorsement by the Library Council of NSW and inclusion in the State Library of NSW's <i>Standards and guidelines for NSW public libraries</i>.</p>
<p>3.15-3.30pm</p>	<p><i>Afternoon break</i></p>	
<p>3.30-4.30pm</p>	<p>Second panel session</p> <p>This will be recorded and a transcript included in the conference proceedings</p>	<p>The panel will comprise the second day speakers and will provide conference delegates with the opportunity to ask questions, seek and share <i>their</i> information with other delegates.</p>
<p>4.30-4.45pm</p>	<p>Conference learning outcomes and recommendations</p> <p><i>Alan Bundy</i> Conference Chair</p>	<p>A sheet for <i>your</i> recommendations, will be in the conference folders.</p>