Late Council Agenda Item 3 – Review of Robe Library/ VIC Services

REPORT TITLE: Review of Robe Library/ VIC Services
DATE OF MEETING: 12 October 2010
AUTHOR: Janice Nitschke
AUTHOR'S TITLE: Library Manager
FILE NUMBER: **Nil**
ATTACHMENTS: Nil

PURPOSE
To adopt the report presenting a review of the Robe Library/ VIC Services.

RECOMMENDATION

That Council adopt the report to Council as presented.

BACKGROUND

Library service background
The Robe Library and Visitor Information Centre is a multi function centre, servicing both the community and the visitor, providing a suite of services: Library and Information Services Free Internet Access Visitor Information Services Souvenirs and products Local History Display Robe Library is the smallest Public Library in the State and libraries serving small populations are usually school community libraries or branch libraries working closely with neighbouring public libraries. It is a 'boutique' library providing a library and information service for the community and statistically primarily adult materials are loaned, the school student and local children. This reflects the demographics of Robe and the relationship with the school. The Robe library provides a library service for the Robe Primary School and students who visit weekly. Statistically on the average the library component of the Robe Information Centre accounts for 10-15% of the business. **POINTS TO NOTE** Interestingly the library is at its busiest over the quieter tourism months. 85% materials through PLAIN thus arrive processed Magazines when processed add to a record i.e. add holding information (barcode and location) Continue to ensure that all the benefits of the Spydus system and the PLAIN network are maximised.

Year in review
 A review of the library and tourism services was undertaken and as a result of this review a management agreement was drawn up with Wattle Range Council. The review was undertaken to address:

Management of the Information Centre, given there had been rapid changeover of staff
Ensure that emerging trends in libraries were taken on board and aligned to community and forward planning for the Robe Information Centre
Provide strategic management and overview of the Robe Information Centre
Instigate and Implement a change process at the Centre
Review the layout of the library and review the collection.

As a result of the collection analysis weeding has commenced and the library is better for it.
Children's programs were implemented.
Volunteer's program implemented and new volunteers inducted.
New Volunteers have commenced volunteering at the centre, supporting staff and the community.
Ability to support staff over lunch breaks and training.

Strategic focus for library service 2010-2011

The Robe Information Centre aims to provide and build on its current services to be a place where locals and tourists alike will be able to meet, participate in a variety of interesting educational programs, borrow books, CDs, videos, DVDs, or magazines participate in local history and be in a safe environment.

It is intended that community space will be developed: a social space. In order to do this a comprehensive weed will be undertaken and as of April 2010 has commenced. The weed is focusing on the requirements of the community and the close proximity of larger libraries and collections and the ability to borrow from those libraries through the library management system.

There will be developed:
Space for a business/computer center for word processing and research and computer learning/assistance.
A children's area including a craft/story room area, enabling children's programming
A lounge area
Quiet study area.

The layout will be reviewed and discussion is focused around shifting the library and the tourist centre in order to achieve a social space and lounge areas.

Develop further children's services and activities leveraging off those held at the Millicent Public Library.

Digitisation of Local (Social) History:
Processing of all Local History resources and revamping of the display.
Increase and train additional volunteers in the digitisation of the collection.
Ensure that the history of Robe continues to be collected, made accessible, digitised and a discussion is held around collecting the oral history of the area and a strategy is put in place to collect.

Continue to provide appropriate training for staff and enable them to be aware of and participate in network activities and programs.

Continue with volunteer program and provide appropriate support and training.

Looking forward

*(*e.g. immediate future plans, long term plans and new initiatives)

The Robe Library will leverage off initiatives and planning that is aligned to their community from those of the Millicent Public Library:

Future Plans:
Parenting and literature: Partner (develop partnership) with Childcare Centre and develop programs.
Ongoing development of Local History Collection: volunteers, oral history, digitisation.
Ensure that staff and community are aware of the capacity of the Library Management System. (LMS)
Ongoing calendar of meeting with community groups and organisations.
Continue to gain support from volunteers and community.
Review Strategic plan and outcomes.
Develop an ethos of volunteering and support for volunteers.

Long Term/New Initiative:

Ongoing redevelopment of Robe Public Library.
Survey the community (2011)

New Initiatives:

Ongoing
Review and keep abreast of current and future trends and developments in publication etc. e books
Continue to be active participant in network developments and the community.
Continue to embrace innovation by providing new services, improving and evolving existing services and aligning services to community needs, with particular reference to the most needy.
Continue to benchmark with libraries of comparable size and community mix.
Continue to link tourism and library services through wireless, resources.
Continue to keep Council and community informed. (six monthly newsletter)

Special features

(e.g. key public programs, members of a consortium (e.g. SWAP/LINK), joint use etc)

Interpretive History Display - outstanding
Work for the dole participant's work in the library with a view to assimilating back into the work force.
NEC Seniors On Line: 2 PCs provided for volunteers to train seniors on the use of computers and the Internet. Grant sourced
Volunteer support
Multi Function Centre
Relationship with Robe Primary School
Member of the SEEL Network and an enabler in sharing of staff and resources.