

This document reflects feedback from:

- [Advancing Queensland Public Libraries Discussion paper](#) (online survey responses between Nov 2015 and Feb 2016)
- Regional visits (Aug 2015 to Dec 2015)
- QPLA Conference booth (Oct 2015)
- Future Libraries Forum discussions (April 2016)

From the original six priority areas in the Discussion Paper, four more have been identified through feedback. Below are the top ten identified priorities for libraries:

- ▶ Funding
- ▶ Spaces and Places
- ▶ Staff
- ▶ Community Engagement
- ▶ Collections
- ▶ Advocacy and Promotion
- ▶ Standards and Guidelines
- ▶ Programs & Events
- ▶ Training and Capability Building
- ▶ Information and Skills Sharing

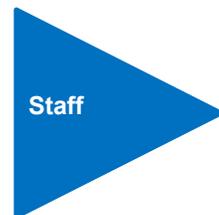
Findings below represent combined feedback from all consultations across 10 key priority areas



- The main priorities for funding are general library expenses and staffing for programs. A simplified grants process is recommended.
- ▶ **General library expenses:** this includes equipment; mobile library; collection funding; freight; and fund / advocate for improved or free internet access.
 - ▶ **Staffing for programs:** this includes staff costs to be included in grant money.
 - ▶ **Simplified grants process:** this includes easy to understand and complete grant applications and acquittals.



- Funding is the priority for spaces and places. It is needed for new buildings, upgrades and extensions.
- ▶ **Funding:** this includes the ability to create 'mobile' libraries; spaces for programs to be held; funds to support buildings; and extensions of library spaces.



- Funding is necessary for staff training and to deliver programs.
- ▶ **Funding:** this includes webinars and video tutorials for rural and remote staff; continue to develop and deliver training programs state-wide; grants to have staffing component (30%); and staffing for programs.



- Effective tools and training are needed to engage with the community.
- ▶ **Knowledge of community needs:** this includes effective tools for finding out what communities need; how to develop libraries as community hubs.
 - ▶ **Techniques for developing partnerships:** this includes assistance with strategies; forums; and techniques for developing partnerships within the public sector.

Collections

The management and accessibility of e-resources is a priority.

- ▶ **E-resources:** this includes the need for SLQ to continue to access to e-resources that public libraries cannot afford; improved consultation between SLQ and public libraries regarding services; and better access to online resources.
- ▶ **Current model works:** the current level of collection funding allows public libraries to have an up to date attractive collection; and collections are going quite well.

Advocacy & Promotion

Priorities include promoting the value of libraries and advocacy for staffing resources to deliver programs. State-wide and Council focused campaigns are desired.

- ▶ **Value of library staff:** includes promotion of the value of library staff to Council; and maintaining staffing levels
- ▶ **State-wide campaign:** this includes State-wide marketing campaigns about relevance and diversity of service offerings; and State membership drive.
- ▶ **Councils:** this includes support to advocate to Council for staffing levels; and increasing profile of libraries on the Council agenda.

Standards & Guidelines

Standards and guidelines are useful tools to advocate minimum staffing levels; guide building construction to reflect changes in library functions and justify collection maintenance decisions.

- ▶ **Staff:** this includes minimum staffing standards; and higher staff to user ratio to allow staff to do their job more fully.
- ▶ **Spaces and places:** this includes the need for up to date standards and guidelines; and incentives to ensure a high and consistent standard of library facilities throughout the state.
- ▶ **Collections:** SLQ guidelines have been very helpful in justifying the need to weed.

Programs & Events

Program resources for loan and ready-to-go program kits are a priority. Innovative programs with training and delivery guides are needed.

- ▶ **Resources for programs / for loan:** this includes equipment and resources that support programs and events; borrowable robotics kits (4-6 weeks) or other major resources for programming; replicable kits from program ideas.
- ▶ **Ready-to-go programs:** this includes out-of-the-box programs delivery plans with training guides (similar to Tech Savvy Seniors); and rolling out SLQ programs for children.

Training & Capability Building

Training is a staffing priority. Funding is needed to deliver and attend training. Priority areas for training include community engagement and programs and events. Accessibility of training is essential.

- ▶ **Staff:** this includes leadership training and team culture workshops; online training for staff.
- ▶ **Funding:** this includes the need to continue bursaries for PD; and include training costs in every grant.
- ▶ **Community Engagement:** this includes support in networking and collaborating with schools and community groups.
- ▶ **Programs and Events:** more webinars on programs and event ideas; and video demo of how to deliver programs.

Information & Skills Sharing

Active networking and online sharing of ideas between libraries is a priority.

- ▶ **Programs and Events:** this includes showcasing innovation in library programming; forums where staff can share program ideas or instructions e.g. Facebook, Pinterest; and an online resource to encourage networking to access other staff across the state.
- ▶ **Spaces and Places:** this includes encouraging libraries to share their information e.g. business cases, reports, RFID; and opportunities to share info on what libraries are doing creatively with their spaces and places to generate income.