Australian Library and Information Association Ltd (ALIA)

Local Government Increasing Accessibility Library Initiative

Expression of Interest from State Library of Queensland
on behalf of
Small Regional and Remote Local Governments throughout Queensland.
Selection Criteria:

1. **Identify the geographical area covered by your library.**

The State Library of Queensland is an advocate of and partner with public libraries across Queensland including the Indigenous Knowledge Centres. The State Library is coordinating this submission as part of its role under the Libraries Act 1988. Under the Act, State Library has a mandate to contribute to the cultural, social and intellectual development of all Queenslanders. The Act states there needs to be responsiveness to the needs of communities in regional and outer metropolitan areas and diverse audiences should be developed.

In Queensland there are 345 public library sites which represent 73 local governments. Of those 345 libraries, there are 69 Country Lending Services libraries (CLS) and 19 Indigenous Knowledge Centres (IKCs).

CLS libraries in Queensland are a partnership between local governments and the State Library to provide high quality public library services to regional Queensland. Local governments serving populations of less than 15,000 are eligible to participate in the CLS.

IKCs are owned, managed and staffed by local Aboriginal or Torres Strait Islander Councils. The State Library funds and facilitates the establishment of these Centres, and provides ongoing support through staff training and delivery of programs to promote literacy, build life skills and keep culture strong. IKCs are located in remote and regional communities: across Cape York, the Northern Peninsula, Torres Strait Islands, and at Cherbourg in South East Queensland. State Library has a regional office in Cairns which works closely with the IKCs and relevant councils.

The State Library has prepared this submission on behalf of the following local governments. Each local government has agreed to participate and documentation of their agreement can be provided if required. They represent 4 small Independent Library Services (serving populations less than 25,000), CLS Libraries and IKCs. (See attachments 1 and 2 for local government statistics and map of local government areas)

- Banana Shire Council
- Barcaldine Regional Council
- Blackall – Tambo Regional Council
- Boulia Shire Council
- Burke Shire Council
- Charters Towers Regional Council
- Cloncurry Shire Council
- Diamantina Shire Council
- Flinders Shire Council
- Etheridge Shire Council
- Goondiwindi Regional Council
- Hinchinbrook Shire Council
- Longreach Regional Council
- Maranoa Regional Council
- McKinlay Shire Council
- Mount Isa City Council
- North Burnett Regional Council
- Paroo Shire Council
- Quilpie Shire Council
- Somerset Regional Council
- Winton Shire Council
- Indigenous Knowledge Centre network

The local governments represented in this bid are smaller regional and remote centres where services for people with disabilities do not reach the same level as those available in urban centres. Somerset Regional Council is the only council in this bid located in South East Queensland. All other councils are located in regional or remote areas in the Far North, North and West. The Somerset region was badly affected by the recent floods in Queensland and one of its branches remains closed.

2. Why would you like to be part of this library initiative?

State Library sees this as an opportunity to partner with local government and other organisations to make social inclusion for all a reality in regional and remote Queensland. The State Library is experienced in delivering such programs and has the capacity to build partnerships with community, education, and government agencies that work towards understanding and overcoming the barriers for people with a disability in Queensland communities in accessing services and programs that are available in public libraries state-wide. These partnerships also support public libraries to in turn build local partnerships and establish grass root relationships.

One of the significant barriers to inclusion for people with print disability is a lack of resources and access to information. It’s also anticipated that over the next five to ten years there will be an increase in the ageing population and as a result there will be a greater demand for printed material to be made available in alternative formats. This initiative will give people with print disability living in regional and remote areas of Queensland improved access to print material in a digital format.

This initiative aligns with State Library policies and strategic plan. Expanding Horizons – Positioning Queensland public libraries for the future 2008-2012, is a positioning paper developed in partnership by the State Library of Queensland, the Queensland Public Library Association and the Local Government Association of Queensland. It acknowledges the contribution made by public libraries to social and cultural capital, as well as their social benefits to the community.

State Library and public libraries support the Disability Services Act (Queensland) 2006 by acknowledging the rights of people with disabilities to be included within the community and that service delivery to people with a disability be promoted and supported by libraries within the community.

The new National Disability Strategy which was recently endorsed by Council of Australian Governments (COAG). The strategy sets out a ten year national plan for improving life for Australians with disability, their families and carers. It represents a commitment by all levels of government, industry and the community to a unified, national approach to policy and program development.
3. Do you currently participate in any programs providing support for people with a disability?

Most public libraries represented in this submission are involved in providing home services to those clients unable to attend the library in person due to illness, disability or age. The State Library and public libraries continually work to raise awareness of disability issues in their local communities and strengthen the capacity of local people to actively participate in decisions that affect their lives. State Library plays an active role in the Community Services Group of public library staff, which holds regular meetings for networking and information sharing about services to people with disabilities and other special needs.

In 2010 State Library and many Queensland public libraries attended Queensland Government Department of Communities, Disability and Community Care Services, Shared Visions forums. These forums were an opportunity for face-to-face feedback on the draft 10-Year Plan for Supporting Queenslanders with a Disability and for government and the community to work collaboratively for a more inclusive future for people with a disability, their families and carers.

Broadband for Seniors is part of the wider Australian Government initiative “Making Ends Meet - Plan for Older Australians, People with Disabilities and Carers”. The planned outcome for Broadband for Seniors was to increase the confidence and skills of older Australians in using computers and the internet, helping to build their community participation and social inclusion. Computer kiosk services are distributed nationally through local community organisations or in suitable public places that service seniors. Many Queensland public libraries are involved in this initiative and have a space set up in their libraries and offer computer training for seniors.

In December 2008 the State Library partnered with the Anti-Discrimination Commission to host a ‘Living Library’ event. With a diversity of people available to be borrowed as ‘living books’, this type of program gives people with a disability the opportunity to have a voice and share their experiences in a personal and meaningful way. Some Queensland public libraries also host events similar to this.

State Library was involved in a project rolled out in 2003 by the Local Government Association of Queensland, and funded as part of the Networking the Nation Building Community Capacity Project. It was entitled "Adaptive Technology and Upgraded Computers in Council Libraries" and delivered adaptive technology hardware and equipment to Queensland public libraries. The project included training of library champions and raised awareness of disability issues within communities and the needs of people with disabilities using libraries.

4. What facilities or services does your library currently have in place to support people with disability?

The State Library’s Queensland Public Library Standards and Guidelines include the Disability Services Standard which was developed collaboratively with public libraries and experts. This standard provides guidance in developing library services and resources which offer barrier-free access and encourage inclusiveness and participation for people with
disabilities. It is used by Queensland public libraries to advocate for increases in their level of services for people with disabilities.

State Library has a collection of large print books and audio books suitable for people with vision impairment or loss. These resources have been available for many years, and are borrowed heavily by all libraries. They are part of the book stock supplied to CLS libraries and IKCs and long term bulk loans.

State Library provides training to public library staff. The Inclusive Communities training module helps to raise awareness of the local community and how the library can deliver services and support for those with special needs. State Library plays an active role in the Community Services Group which is a network of specialist public library staff. The Group meets on a regular basis for networking and information sharing about services to people with disabilities and other special needs.

The Inclusive Communities page on the State Library website promotes community engagement and focuses on programs and services which support culturally and linguistically diverse, disabled and indigenous, individuals and communities. It provides resources for library staff to reach out and engage with the whole community.

Public libraries are a point of connection in their community and provide accessible library buildings, resources and services for all, especially in regional and remote communities. Libraries and IKCs participating in this submission offer the following services for people with print disability:

**Banana Shire Council**
- Large print books
- Audio books
- Home delivery service

**Blackall-Tambo Regional Council**
- Large Print books
- Talking books
- Bulk loans to nursing home

**Boulia Shire Council**
- Audio books (suitable for the blind)
- Remote mail service for borrowing library books.
- Seniors Kiosk with wheelchair accessibility and free computer lessons.
Wheelchair and disabled friendly library with shower facility.

**Cloncurry Shire Council**
- Large print books and Indigenous based books for local community

The Council are currently in the process of building a new library, expected to open in March 2012, this will incorporate better access to IT services and programs within a larger purpose built library space.
Cook Shire Council
- 2 x Broadband for Seniors computers set permanently on increased font size.
- Large type books
- Audio books
- Currently working on Home Delivery model to be adopted 2011/12

Etheridge Shire Council
- Large type books, talking books
- Home and mail delivery

Longreach Regional Council
- Resources to the local nursing home
- Home delivery service
- Talking books
- Large print books

Goondiwindi Regional Council
- Home delivery service
- Service Aged Care Hostel and hospital
- Talking books
- Large print books

Maranoa Regional Council
- Large type books
- Some home/postal delivery services
- Some nursing home/retirement village delivery services
- Audio books

McKinlay Shire Council
- Talking books
- Large print books
- 2 computers with magnification

North Burnett Regional Council
- Talking books
- Large print books
- Home library service

Paroo Shire Council
- Large prints books
- Audio books

Quilpie Shire Council
Talking books  
Large print books

Somerset Regional Council

- Broadband for Seniors’ free internet access and training;
- Large print books
- Audio books
- Active & Healthy Somerset Resource Centre equipment

IKCs

- Large type books
- Audio books

5. Please identify if you currently have any playback devices available to library users.

The playback devices and content the State Library currently has are quite dated and not being requested by public libraries because of this reason.

In August 2006 to March 2007, State Library and Audio Read partnered to trial the use of Audio Read portable audio navigators in 7 CLS Libraries and 2 IKCs. The pilot project was aimed at gaining feedback on the new technology and was successful in most libraries. Despite the general success of this trial and reasonable popularity of the product, the fact that these readers used only Audio Read content was considered a critical drawback, as the content was quite limited.

5a. If you have existing playback devices and are seeking additional resource under the Library Initiative, please explain the need?

State Library currently has limited resources available to libraries and IKCs, through this initiative there will be a dramatic improvement in the resources and services offered to people with print disability throughout regional and remote Queensland.

5b. Recognising that playback devices themselves cannot improve the lives of people with print disability, what accessible material in digital format is currently available through your library?

State Library currently has a wealth of information resources available online through state-wide licensing agreements that can be accessed by all either from their local public library or at home. Many comply with industry-standard accessibility guidelines as does the digital content available through the State Library’s website and catalogues. The resources include reference tools, newspapers (Newsbank), encyclopaedias, a Health and Wellness database and the Ancestry Library. State Library is currently looking at new material available in digital formats. This will enhance and add to the digital materials made available through this initiative.
6. Please provide details of the levels of staff support you would be able to provide to support your participation in the Library Initiative. Is this staff support currently in place or would you need to obtain it?

The State Library supports public libraries through regional training; specialised staff deliver social inclusion, digital skills and other capacity building training courses to public library staff in regional and remote communities throughout Queensland.

State Library’s Cairns office supports IKCs through community visits which include professional development training for staff, weekly phone contact, a blog and each year hosts a conference/workshop for all IKC coordinators.

Established email lists provide instant means of communication with all public libraries in Queensland. These lists are used to distribute information as well as creating a virtual peer support network for libraries in regional and remote Queensland. FaceBook, blogs and wikis are also used. Through these networks libraries can collaborate and share information on projects and programs.

State Library through its strong reach into regional and remote Queensland, can coordinate the distribution and delivery of the playback devices and provide support to all libraries who participate in this pilot project.

7. Please describe the measures you have in place or will put in place to ensure the objectives of improved social inclusion and participation in the community for people with print disability are realised.

The annual Queensland Public Libraries Statistical Bulletin provides valuable information about local government libraries in Queensland. The data provides for state-wide benchmarking across key indicators and is used for local government reports, funding submissions and to benchmark Queensland library services with library services in other states.

The annual statistics include collection performance statistics, which incorporates audio books and large print books. In the 2010 – 2011 statistical bulletin the State Library will also collect statistics on the performance of the playback devices that will be distributed if this submission is successful. The statistical bulletin also looks at what services the public libraries offer, this includes; provision of access to information services for Aboriginal people and Torres Strait Islanders; home library services – number of clients; nursing homes, retirement homes, hospitals. As a new measure State Library will incorporate services offered for people with disability.

The State Library collects information from our regional capacity building training program. This includes courses offered, number of libraries and staff who participate. Feedback is collected from all participants. This assists us to continually improve our training program. Each year State Library sets a target number of training courses offered to public library staff onsite, online and regionally.
8. Please provide details of the methods you would use to promote the availability of the Library Initiative in your local community.

State Library will deliver a highly visible rollout of the playback devices through marketing support for the public libraries. A marketing kit will be developed for participating libraries and will include;

- Promotional material such as posters and brochures to be distributed through the library and community groups and organisations. Partnerships with organisations such as Queensland Health and local Disability Service organisations will increase the visibility and reach of the initiative to target audiences within the community.

- A press release to send to local print media in participating communities as well as requests to local radio for media support.

We will encourage councils to add information about this new service to their websites.

9. Please advise the number of playback devices you would like to receive should your application be successful. It is currently anticipated that a maximum of 10 to 15 playback devices will be made available to an individual library.

150 playback devices to be distributed to 21 local governments represented in this submission (this incorporates 55 individual library branches).

15 playback devices to be distributed throughout the IKC network (State Library Cairns will work with 3 IKCs)

Total number of playback devices - 165

10. Please indicate your willingness and ability to participate in a pilot program (initial roll out) which may be implemented in March 2011. This will include promotional activity.

State Library and local governments represented in this submission are extremely willing to be part of a pilot program.

State Library will support and assist all local governments in the pilot program and has the capacity to deliver within a short timeframe.

11. One of the requirements of the initiative is to accurately report on outcomes. During the term of the program, participating libraries will need to report bi-monthly on the number of times devices have been utilised or borrowed and how many people participated in the Initiative. Libraries will also need to support and participate in a User Survey to measure the success of the Initiative. Your response needs to confirm that your Library agrees to this Clause.

All participating local governments agree to this clause, and will provide accurate reports on outcomes. All support and will participate in a user survey to gauge the success of this initiative.
12. If you feel that your library has something special to offer which has not been covered above, please describe here.

The State Library has a proven track record in delivering services and programs through public libraries across Queensland. Examples include:

- **CLS scheme** which rotates library materials to 69 local governments, this service has been operating for over 40 years.

- **IKC network.** Library materials are rotated to the 19 IKCs. State Library Cairns delivers programs through IKCs which benefit their local community. Successful programs included:
  - *Keeping Culture Strong* – this is building community-based collections of material objects and digital records of photographs, videos, stories and songs, managed by local advisory groups.
  - *National Partnerships Agreement – Remote Indigenous Public Internet Access.* Over the next 6 months State Library Cairns will have completed the task of providing internet access and training in 20 communities, predominately located in Cape York and the Torres Strait. Part of this training involves the usage of social media websites (Facebook and YouTube), email, online shopping and internet banking.
  - *Literacy through the arts* promotes intergenerational sharing and builds literacy by bringing together community elders and school-aged children.
  - *Culture Love* engages children during school holidays to compose and choreograph hip hop for performance at home and away at community events and festivals.

- **Indigenous Literacy Project.** The Indigenous Literacy Project (ILP) is a partnership between The Australian Book Industry and The Fred Hollows Foundation. The Fred Hollows Foundation works closely with the Australian Booksellers Association and the Australian Publishers Association, purchases and supplies books and other culturally appropriate learning materials to remote Indigenous communities. In 2010 the State Library worked with the Fred Hollows Foundation to distribute 110 books to each IKC and CLS libraries at Mornington Island, Yarrabah and Thursday Island.

- **New Arrivals Family Reading Packs.** In 2010 the New Arrivals Family Reading Packs were launched by The Little Big Book Club under the Vegemite Little Aussie Reader program with major partner Kraft. The *New Arrivals Family Reading Pack* has been designed to reach every new refugee and migrant family with young children that enter Australia. The pack has been specifically designed to encourage play, communication and bonding between parents and their children. The State Library purchased 3500 packs which were distributed through Queensland public libraries to migrants and refugee families.

The *Local Government Increasing Accessibility Library* initiative will improve diversity in the cultural and geographic coverage of services provided by public libraries throughout
Queensland. It will provide a real change in the lives of people with print disability who are disadvantaged by distance and location.

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f 07 3840 7860  
lyn.thompson@slq.qld.gov.au
<table>
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<tr>
<th>Local Government</th>
<th>Population 2009</th>
<th>% over 65</th>
<th>% Need for Assistance</th>
<th>% Indigenous</th>
<th>Number of library branches</th>
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<td>14.9%</td>
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C = City Council

R = Regional Council

S = Shire Council

T = Town Council

Library branches = fixed service points open 6 hours or more per week

According to Australian Bureau of Statistics, Need for Assistance is defined as; An individual that needed daily assistance with basic activities such as self care, moving around or communicating, because of a long-term health condition, a disability or old age. The definition of someone with such a disability is 'a person needing help or assistance in one or more of the three core activities of self-care, mobility and communication because of a disability or a long-term health condition (lasting six months or more), or old age'.
Attachment 2

Map of Local Government areas of Queensland