Australian Library and Information Association

PUBLIC LIBRARIES
A SURPRISE ON EVERY PAGE

November 2010

We have created a snapshot of some of the innovative programs, events and activities taking place over the last 12 months or so in Australian public libraries.

This document features nearly 60 examples, which give together some idea of the variety of what's happening all around the country.

Australian Library and Information Association

Every Member an Advocate

ALIA's year of advocacy came out of the ALIA Public Libraries Summit, which took place at the National Library of Australia, in Canberra, in July 2009. The summit program was built around four themes and we have taken these as the basis for our case studies. They are:

- Children, early reading and a literate Australia
- Encouraging the digital economy and digital citizenship
- Health and ageing
- Social inclusion

In addition, we have included programs relating to the environment, events, family history, new services, service improvement, support for writers and special initiatives for young people.

While the majority of examples are taken from public libraries, we have also included some activities that have been undertaken by State Libraries.

The stories in this document come from a number of sources:

- Just under half featured in the *Little Book of Big Ideas*, published by Public Libraries Australia (PLA) at the end of 2009. Our thanks to PLA for sharing these with us
- Approximately a quarter came from the call for papers for the ALIA Access 2010 conference in Brisbane in September
- 12 were finalists or winners in the ALIA Library Stars 2010 awards

This is not intended to provide a comprehensive overview of what is happening in Australian public libraries. The purpose of these stories is to:

- Showcase excellence
- Create inspiration for colleagues in other libraries
- Provide library managers with evidence of what can be achieved through active programs, partnerships and investment, to share with their councils
- Surprise, interest and encourage people outside the library and information profession to consider partnering with these amazing institutions

If you have a story that we have not included, but you would like to share with the profession, please contact us at **advocacy@ alia.org.au**.

Contents

CHILDREN, EARLY READING AND A LITERATE AUSTRALIA

NEW SOUTH WALES, Camden Council Library Services

Sowing Seeds, Growing Stories and Harvesting Families

Sowing Seeds, Growing Stories and Harvesting Families is an early literacy initiative for parents/carers and children aged six and under, based on participants creating their own unique book. The project sows the seeds of literacy by sharing stories and harvests families by fostering strong social connections and informed parents. The aim of the program is to: provide experiences for parents and children that promote the value of reading; promote sharing of books and libraries; foster early literacy skills required for lifelong lovers of reading and books; and create a book that will be treasured and valued.

The program is incorporated into sessions at local playgroups, preschools, family day care groups, 'welcome to parenthood' groups and primary schools, along with library storytime and Babies into Books lap-sit groups. The importance of reading, sharing stories and the value of books to parents/carers and young children is promoted at each session and a library staff member facilitates the making of a small book.

A facilitator workshop was held to promote the program to other agencies within the community, enabling even wider reaching outcomes. A handbook has been developed to promote the types of books that are appropriate for preschool, kindergarten and primary school children to construct.

The project provides parents/carers with practical suggestions and inexpensive projects for early literacy experiences. It assists in breaking down the isolation experienced by new parents/carers. The project has seen an increase in library membership and attendance at children's activities and increased understanding of what libraries have to offer. The program provides a link to council resources, avenues for community involvement in continuing early literacy initiatives, and it fosters partnerships with many local community groups.

http://www.library.camden.nsw.gov.au

NORTHERN TERRITORY, East Arnhem Shire Council, Library & Knowledge Centre Program

Partnerships at Many Levels

The East Arnhem Shire Council (EASC), Northern Territory Library (NTL) and other providers have formed a partnership to increase literacy and school readiness, deliver library services and promote reading to Indigenous people in Northeast Arnhem Land.

Funding has been provided to:

• Employ a library and knowledge centre manager to develop a model for the coordination, development and implementation of library services in remote communities.

• Implement an early years bilingual storytime in all EASC communities, based on the Yirrkala storytime model, focusing on early years learning. The program provides access to quality books and early learning toys, story reading in English and the local Indigenous language, craft activities and a fruit snack. Indigenous facilitators and family members are involved and training is provided to enable local Indigenous people to facilitate storytime sessions. Sessions will be held in libraries and, where no library is present, will be conducted in cooperation with existing organisations such as a crèche.

• Publish a baby board book and CD in the Yolngu Matha language to be given to Yolngu families with new born babies.

Future plans include development of multi-purpose facilities to integrate libraries with other services, such as early learning programs, health centres and a range of other lifelong learning opportunities and activities in each community.

http://www.ntl.nt.gov.au/nhulunbuy/home

NORTHERN TERRITORY, Palmerston City Library

KAT in the Park

Twice a week during the dry season, the library runs KAT in the Park, a mobile outreach program that provides lifelong learning opportunities for children aged five or under. Each session features: literacy activities using storytelling, nursery rhymes, music and dance; craft activities such as drawing, painting and playdough creations; and active games and climbing equipment. The program fosters cognitive, physical and emotional development in a welcoming environment.

The service provides community information for parents and a mini library service. It also gives parents an opportunity to develop their own community network.

The program has proved popular, with up to 40 children attending each session.

Many parents who attend KAT in the Park have later had enough confidence to join in the activities and utilise the resources based at the Palmerston City Library.

http://www.palmerston.nt.gov.au/

QUEENSLAND, Logan City Council Libraries

Community Storytelling Kits

Traditional library programs for children such as storytime aim to encourage literacy and reading habits from a young age. As the use of child care facilities increases, a growing number of children are unable to access library storytime sessions. The National Research Council (1999) noted that one major obstacle to high-quality care in day care and preschool settings is the lack of good quality children's books and resources to foster children's literacy development.

The library addressed this issue by developing Community Storytelling Kits to reach children in care and to promote reading, literacy and libraries to families and childcare centres. In association with the Early Years Initiative and Communities for Children in Logan City, kits were produced that contain books, ideas, puppets and other resources that would promote storytelling, reading and literacy in young children. The kits are a collection of items in a box that are linked to a common theme.

Prior to the range of Community Storytelling Kits being made available, research was conducted to determine the most appropriate material to be included. Childcare facilities were consulted and they trialled and evaluated sample kits. Materials were then sourced for the kits, and activity sheets developed for each themed kit.

http://www.logan.qld.gov.au/LCC/residents/libraries/

QUEENSLAND, Mackay Regional Council Libraries

Baby Bounce

The library introduced a Baby Bounce program after identifying a gap in their activities for children under two years of age.

Baby Bounce is a 30 minute lap-sit program designed for parents and their child, with each session incorporating songs and rhymes to encourage parent-child interaction in a fun environment.

The library has also produced a DVD of a Baby Bounce session that can be borrowed to continue the Baby Bounce program at home. Originally the DVD was produced to promote the program during Library and Information Week. A booklet with the words of the songs and rhymes was created and given away with the DVD. Mothers from Mirani, one of the regional branch library locations, have organised their own Baby Bounce session using the DVD to lead them through the program. The local Aquatic Centre has also been keen to use the DVD as part of the Baby Learn to Swim classes.

The Baby Bounce trial was very successful, and the program has continued with sessions held weekly. The program alternates between two of the branch library locations on a term basis to ensure equity of access for customers.

Many Cultures Storytime

This innovative program of stories, songs and craft activities is specifically targeted at children and families from culturally and linguistically diverse backgrounds including Indigenous Australians, Torres Strait Islanders, Australian South Sea Islanders, speakers of languages other than English and recent arrivals in Australia. The storytime session for children aged two to five years is held on a monthly basis at the Mackay City Library.

The fun sessions are held in a safe, inclusive environment and participants are able to meet other families from diverse backgrounds. The program offers an opportunity to attend a quieter alternative to the regular storytime sessions.

The aim is to involve multicultural families in library activities while raising cultural awareness in the mainstream community. The venture has been successful, both in terms of the numbers of adults and children attending and the diversity of cultures represented. Adults have the opportunity to converse in English, and children are able to play with others their own age from other cultures. Both adults and children are able to share a growing awareness of English language and literacy.

http://www.mackay.qld.gov.au/libraries

QUEENSLAND, Rockhampton Regional Libraries

Early Literacy Development

The library has a strong tradition of engaging children and their parents/carers. The challenge of attracting an even younger demographic has resulted in the introduction of programs for babies and parents and has shown the library's commitment to nurturing positive lifelong learning experiences.

For generations the library has hosted storytime programs, and these have now been complemented with the introduction of:

- Baby Bounce at the Yeppoon library. On a weekly basis, a relaxed lap-sit program for parents and their babies offers songs, rhymes, stories and fingerplays to reinforce language learning.
- Baby & Books program once a month at alternate Rockhampton libraries, focusing on babies less than ten months of age. The small groups enjoy 30 minutes of stories, songs, rhymes, fingerplays and poetry. The intimate groups allow opportunities for social interaction.

Early literacy development is an integral part of the Rockhampton Regional Library philosophy. Positive library

experiences contribute to families that value and love their library and reading.

QUEENSLAND, State Library of Queensland

Auslan Rhyme Time

Auslan Rhyme Time has been introduced as part of a commitment by the library to make disability access an integrated and intrinsic part of its services. It creates an inclusive experience and an opportunity for both deaf and hearing families to interact. Auslan Rhyme Time reduces deaf children's isolation in the hearing community and exposes hearing children to a different culture.

Weekly Rhyme Time sessions are held, and once a month they become a special Auslan Rhyme Time with an Auslan interpreter attending. Rhymes, songs, stories and reading are shared in a creative and relaxed environment.

The pilot project was well received by both deaf and hearing families with an average of 66 children and adults attending the session each month. Feedback from participants has assisted in improving the quality of the program, and a "Step by Step Guide to introducing Auslan Rhyme Time for your library" has been produced to help public libraries interested in establishing an Auslan Rhyme Time session. The program is supported by The Courier Mail Little Big Book Club, and attendees are given an *It's Rhyme Time* booklet and a DVD presented in Auslan, designed to assist parents and carers to continue with rhyme time at home.

SOUTH AUSTRALIA, Salisbury Library Service

ABC 30&3

Salisbury, located in the northern suburbs of Adelaide, has a population with high levels of socio-economic disadvantage and an increasing number of new migrants. A 2008 Smith Family study found that low language skills and lack of school readiness occur in homes where children are read to on fewer than three days a week and there are less than 30 children's books in the home. The ABC 30&3 program encourages families to read together at least three times a week and to have a supply of books in the home. The program has been developed to improve school readiness in children by supporting and up-skilling parents who have poor literacy skills and may otherwise be unable to assist with their children's emerging literacy skills.

ABC 30&3 is a family literacy program targeting families where reading does not occur in the family home.

They are run over a five week period, in parent centres or environments where the target families are already meeting. A library staff member facilitates the sessions and works with the parents and children to demonstrate effective ways to share books with children regardless of the reading ability of the parents. The importance of reading to children and providing books in the home is reinforced. A range of books and other resources are given to families to take home each week. A visit to the local library is organised to encourage future reading and introduce the families to the value of public library services.

The program has been funded by the City of Salisbury and further supported, financially and through the provision of centres to run the programs, by groups such as the Salvation Army, Lutheran Community Care and the Wyatt Benevolent Institution Inc.

ALIA Library Stars 2010 finalist

VICTORIA, Casey-Cardinia Library Corporation

Read Like a Demon

The library has entered into a partnership with the Melbourne Football Club to deliver a literacy program to selected grade 4 and 5 students from 10 primary schools in the City of Casey. The Read Like a Demon literacy program offers students who are struggling with reading an opportunity to participate in reading and creative writing workshops with Melbourne Football Club players and a number of best selling children's authors. The program encourages them to read more and develop their literacy skills.

Deakin University will also take the Read Like a Demon program to Lajamanu in the Northern Territory, linking Indigenous players such as Liam Jurrah to local schools using both English and the Warlpiri language.

In conjunction with the program, the library launched a new blog – Read like a Demon. Children are able to submit their own reviews, leave comments, find other reading recommendations, submit photos and keep up-to-date with the program.

Hardie Grant Egmont Publishers have supported the program by providing free books to Read Like a Demon participants.

The program aims to link positive literacy values with sporting role models who will provide the children with confidence and inspire them to develop a love of reading.

ALIA Library Stars 2010 finalist

VICTORIA, City of Greater Dandenong Libraries

Early Literacy Outreach Program

The City of Greater Dandenong is the most culturally diverse municipality in Australia with nearly 60% of residents speaking languages other than English at home and many having limited fluency in English. The library outreach program has adopted an early childhood literacy focus, going out to visit groups of young families and ethnic groups in the community who have not previously used the library service. It supports parents or carers from refugee or low literacy backgrounds, building their confidence and encouraging them to read regularly with their children in an effort to improve literacy and school readiness levels.

Regular visits are made to playgroups, kindergartens, schools, community centres and local health services, family day care providers, and disability support and residential groups. Library outreach staff deliver age appropriate bilingual materials, stories and songs, promoting the enjoyment of story, rhyme and rhythm, and delivering services that support early childhood initiatives and literacy programs. Baby Bounce and story telling sessions are provided to a range of multicultural parenting groups.

Community response has been overwhelming, with over 5,000 participants in 2008 and a 60% increase in loans for Let's Read materials from 2007/2008 to 2008/2009. In 2009 the outreach program was awarded a Victorian Premier's Multicultural Award for Excellence.

http://www.greaterdandenong.com/

ALIA Library Stars 2010 winner

VICTORIA, Geelong Regional Library Corporation

Twelve Months of Languages

Geelong, the second largest city in Victoria, has a large non-English speaking population. A partnership between the Department of Education and Early Childhood Development, Barwon South Western Region and the Geelong Regional Library Corporation celebrates the multicultural community of Geelong. It provides for 12 months of library based story telling and reading in many different languages. Storytelling in languages other than English highlights the importance of first language, develops an interest in books and language in a fun environment and supports cultural inclusion.

Twice a month, experienced teachers conduct storytelling sessions and activities in a foreign language, rotating between branch library locations. The program is designed for children with little or no background in the language as well as those for whom it is their home language.

Sessions include: Chinese, French, Indonesian, Italian, Japanese, Spanish, Arabic, German, Karen, Auslan as well as storytelling in Aboriginal languages and the languages of India. Preschool and primary school children, families and interested community members are the target audience.

Picture books in the languages featured in the storytelling sessions will be added to the library collection, providing a greater range of multilingual resources to the community.

Baby Time Nursery Verses

Research has shown the importance of early literacy development and a strong connection between children's oral language development and later academic success. The library introduced Babytime, Nursery Verses, an early literacy enrichment program to encourage parents to expose their children to early literacy. Having established a successful preschool storytime, the need for a baby focused program became evident.

The program was piloted in two lower socio economic areas within the Geelong region. In both neighbourhoods children and adults alike exhibit low literacy levels. The program involves parents and babies aged from birth to 12 months. It incorporates songs, rhymes, and fingerplay. Feedback from the pilot was positive, with parents indicating how the sessions had helped them interact with their children. Many parents requested a booklet with songs for them to practice at home.

Babytime, Nursery Verses was launched in February 2010 and currently operates on a weekly basis at three branch libraries.

http://www.geelonglibraries.vic.gov.au/

WESTERN AUSTRALIA, Mundijong Public Library

Book Bugs Reading Reward Program

Book Bugs was established to encourage Year 1 students to join the library and to reward regular visits. It was noted that many families regularly attend story time, but that library visits reduce when children start school. The club aims to bring families back into the library. It is also intended to support local schools as they address early literacy issues.

Each year the library manager contacts the six local primary schools and then visits the Year 1 classrooms to introduce the Book Bugs program, distribute a Book Bugs pack to each child and read a story. The pack includes a letter to parents, a flyer of library contact details and a colouring sheet that children are encouraged to return to the library. Book Bug members are given a reward card that is stamped each time they visit the Library. After 10

visits the child is presented with a certificate to reward them for catching the 'Reading Bug' and a library bag containing stickers and pencils. Additional incentives are distributed during the year to encourage visits and some schools take up the offer of a return classroom visit. At the end of the year Book Bugs and their families are invited to a free craft activity morning. Children are encouraged to keep visiting and collecting stamps until their card is complete. Finally, children are reminded that even though the reward card is finished, their library card lasts a lifetime.

The reward program has created a positive approach to the library and reading, and strong relationships have been built between library staff and families. It is well supported by local schools. A 'beginner reader' section has been established in the library to support Book Bugs. As an extension to the club, a Bookworm program has been introduced for Year 3 students.

http://www.sjshire.wa.gov.au

WESTERN AUSTRALIA, State Library of Western Australia

Better Beginnings

Better Beginnings is a family literacy program for Western Australian children aged from birth to three years and their families. The State Library initiative reaches 96% of babies born in the state through the 80% of local governments participating in the program.

The program's success is independently monitored by the Edith Cowan University. Better Beginnings seeks to record how successful the program is at linking parents and young children back to their local library, and to do this a simple reporting tool was developed. The tool, in the form of an Excel spreadsheet, is used to record data such as:

- Number of members in the target age group and the number of members who join the library as a result of exposure to Better Beginnings
- Number of picture books, story kits and parenting resources loaned
- Attendances at rhyme and story events for this age group
- Attendance at parent information talks held at the library
- Library outreach at community events such as parenting expos

Busy library staff need to be persuaded that these figures are important to justify their time in compiling and reporting on them. The irony is that their importance cannot be demonstrated without actual data.

The spreadsheet comes with clear instructions and space for qualitative feedback. It has inbuilt formulae for easy calculations and has been successful in increasing the number of statistical returns.

http://slwa.wa.gov.au/for/parent/better_beginnings

WESTERN AUSTRALIA, Victoria Park Library

Loc@l Library Membership Drive

Loc@l (Local year One Children @ your Library) drive was introduced to reverse the trend of dwindling library membership and usage by primary school children. The program aims to develop lifelong reading habits among young students by working with local schools.

A storytime session is held for each Year 1 class, where Lochie, the Loc@l mascot is introduced. Lochie lives at the library and brings his favourite things from the library to show them. Books, games, CDs, DVDs, puppets and magazines are then used to showcase the collection. It is explained that although Lochie loves living at the library he gets a little bored and this prompts children to promise to visit him. A Loc@l welcome pack, designed for Year 1 students who sign up as members is then displayed. After each introductory session, library membership forms are distributed by the classroom teacher. A Loc@l afternoon celebration is then held at the library for all children who have registered as members where the Loc@l welcome packs containing membership cards are distributed.

The major point of difference between this and other similar projects is the way in which local schools are involved: the expectation that the program will take place; and the distribution of letters to parents, encouraging their return. Parents respond well to the simplified library enrolment process. As a result of the program, the relationship between the library and local schools has been strengthened.

Results from this program speak for themselves. Out of the 10 local primary schools in the town, seven schools have been regularly involved, approximately 45% of Year 1 students in the town are library members, and as part of the process, other family members also register for the first time.

http://www.vicpark.ws/library_online/index.cfm

ALIA Library Stars 2010 finalist

WESTERN AUSTRALIA, Useless Loop Public Library

Introducing Literature and Education Programs for Young Readers

Useless Loop, with a population of approximately 150, is located 400km from the nearest regional centre and lacks recreational opportunities that most young people take for granted. The library has developed a range of literature and educational programs to keep young readers interested and entertained and introduce them

to the importance of reading as a lifelong skill. The books and resources are an important link to the outside world and aid the development of literacy skills.

Programs include:

- A reading challenge where children borrow books and write brief book reports about them. The child with the most reports (junior/senior, girl/boy) wins a prize. The first challenge was successful with junior issues/readership doubling from the previous year
- Reader of the month competition for school aged children, encouraging children to borrow more books. The monthly winner receives a book prize and certificate, and their name is published in the community newsletter
- A storytime with an educational theme for the under fives. The 'Kids' corner' is decorated according to the chosen theme, for example, animals, feelings or going to school. Stories are read about the theme and the children participate in a related craft activity
- The Better Beginnings program is run on a monthly basis, introducing books, rhymes and songs to babies and their parents
- School holiday activities to promote reading, learning and enjoyment through events such as treasure hunts, and teddy bears' picnics

While these programs promote learning, they also build social skills, relieve boredom and bring the small community together.

ENCOURAGING THE DIGITAL ECONOMY AND DIGITAL CITIZENSHIP

AUSTRALIA-WIDE, **ACT Library and Information Service, the Northern Territory Library and the State Libraries of New South Wales, Queensland, South Australia, Victoria and Western Australia**

MyLanguage

Seven state and territory libraries partnered to create MyLanguage, an internet portal enabling access to information in more than 60 languages, with over six million links to search engines, web directories, government websites, digital library projects and news. The website supports libraries in providing information to culturally and linguistically diverse communities (CALD) that is not possible via print collections alone.

MyLanguage evolved as a response to three ideas:

- The information society is dependent on fostering access to, and publication of, multilingual and multicultural information;

- Development and enhancement of multilingual and multicultural internet and electronic services is crucial to libraries as gateways to resources; and
- Digital inclusion requires access to technology and the internet in order to develop access to information resources for new and emergent communities.

A new vision and objectives are being developed for MyLanguage that will see information technology used to enable libraries to empower CALD communities to achieve greater social inclusion and maintain and enrich cultural and linguistic identity. The project will be more responsive to community needs, foster the growth of community content, and support the social inclusion agenda of governments, especially with new technologies and Web 2.0 opportunities.

http://www.mylanguage.gov.au

ALIA Library Stars 2010 winner

NEW SOUTH WALES, Mid-Western Regional Council Library

Broadband for Seniors

As part of its broadband for seniors plan Making Ends Meet - Plan for Older Australians, People with Disabilities and Carers, the Federal Government has committed $5 million each year over three years. The needs of older Australians wishing to be trained in the use of computers and the internet is being met by the creation of 2,000 seniors' internet kiosks, provided to organisations that support seniors. The plan provides one-off support worth up to $10,000 per kiosk for desktop computers, broadband internet service, training and/or regular internet workshops.

The aim of the project is: to provide older Australians with access to computers and the internet via free internet kiosks; support seniors to gain confidence and build skills in using new technology; address the issue of older Australians feeling isolated and left behind in a technological age; and build community participation and social inclusion amongst older Australians.

The Mudgee District University of the Third Age (U3A) and the Mid-Western Regional Council Library made a successful joint application for a grant under the plan, and a kiosk was installed in the library. The project was launched in January 2010 with five volunteer U3A tutors available for six hours a day from Monday to Thursday. Learning materials are provided by Adult Learning Australia and bookings and tutors are coordinated by the library. Course completion certificates are presented at the end of each term with a morning tea that brings learners and tutors together socially. Press coverage acts as a stimulating reminder to the community. Course participants appreciate the familiar and safe library environment, the convenient location, the freedom to

choose days and times, and above all the relaxed personal attention. To date: the number of learners equals 68; the number of completed certificates awarded is 36, and the number of learning hours delivered, 321.

QUEENSLAND, Logan City Council Libraries

Technology for Toddlers

Hands on computer and technology workshops were held for parents and carers and their children aged two to five years. Library staff led participants in using a range of resources that help develop literacy and computer skills in young children. The sessions aimed to provide parents with opportunities to:

- Gain an understanding of the ways technology can help their children learn
- Discover the range of computer software available to support learning, communication and creativity
- Build links between the home and the library
- Attain new skills to further develop a home learning environment
- Understand why children should become familiar with technology
- Learn how young children can use computers
- Participate with their children in activities, exploring hands-on use for computers, hardware and software available for parents learning alongside their children

Sessions focused on creating confidence in using the computer both for adults and toddlers as well as promoting library resources. They included mouse and keyboard skills, and basic operation of programs. Word, alphabet, literacy and mathematics games and applications, including 'Bookfix' and 'Tumblebook', focusing on concepts suitable for toddlers were explored.

Forty-two participants attended the trial sessions. Positive feedback was received, and training resources created as part of the trial will enable staff across the library service to continue the program.

Things E-veryone should know: E-Resources and "Keeping up with the Joneses 2.0"

With technology quickly evolving, library staff needed a way to keep up with the information available via the Logan City Council and library website, other digital collections and emerging Web 2.0 technologies.

The reference librarians initiated a weekly staff training session, with staff rostered to attend on a fortnightly basis.

Since 2005, there has never been a problem finding a topic for the librarians to focus on. Initial classes reviewed databases accessible from the library website, the use of different technologies and basic trouble shooting. With the development in Web 2.0 technologies, a new program called The Joneses 2.0 was launched. It is an eight-week program that helps staff become familiar with some of the more popular emerging web technologies such as: blogging; wikis; RSS; Flickr; podcasts and more. Program ideas were gathered from the Yarra Plenty Regional Library and further research by the project coordinators.

Access to The Joneses 2.0 has now been broadened so that members of the public, both within and outside the library, can expand their lifelong learning skills and familiarise themselves with Web 2.0 technologies at their own pace using the self-directed tutorials.

One of the outcomes has been increased library staff confidence when asked about many web 2.0 based resources. They are able to share their knowledge with patrons who feel overwhelmed, just as they did not so long ago.

QUEENSLAND, State Library of Queensland

Licence 2 Test Drive

The library introduced a web-based online training program, to help staff keep up-to-date with emerging technologies and thus enable them to communicate effectively with library users and meet their changing information needs.

They adapted courses designed by the Public Library of Charlotte and Mecklenburg County and the State Library of NSW using the Learning 2.0 program. The self-directed learning program enables participants to work at their own pace either individually or in small groups, and select the learning areas of most interest.

The course took place over 16 weeks, requiring two hours per fortnight for six lessons. Eighty-seven library staff members from Queensland State, public, Indigenous Knowledge Centre and government libraries completed the program. A blog was created for disseminating information and basic commenting. The first activity required trainees to create their own blog. Bloglines software was used to track the training progress.

Evaluation of the program revealed that: employees were successfully exposed to a wide range of emerging web technologies; 95% of participants who completed the program can see applications for Web 2.0 tools in their work; and 98% would like to receive more online training.

Web Conferencing at State Library of Queensland

A licence from Saba Centra 7 has enabled the State Library to extend training to a wider audience than previously possible. The technology provides an online platform that allows participation in real time events and instruction by remote library staff at no cost to participating libraries. The benefits to staff and the quality of service they can provide as a result of regular training are significant. Web conferences or webinars allow training courses to be delivered over the internet. Participants require a computer and headphones (microphone optional). They are able to watch, listen and chat via voice or text. The technology is an excellent tool for database instruction, with features such as a whiteboard, icons for hand raising, online surveys and evaluations and application sharing. The trainer is able to pass over functions to attendees to perform an action using the shared application. Users can see everything the trainer is doing on their own screen.

The licence enables 20 participants to attend each conference, and upcoming sessions are advertised to Queensland public library and State Library of Queensland staff. To attend training, staff are registered into the administrative function of Saba and a simple process then allows a plug-in to be loaded onto their PC so that they can access the event. The library is exploring the possibility of demand-driven training and hosting emeetings using the technology.

http://www.slq.qld.gov.au/

http://www.saba.com/products/centra/

VICTORIA, Moonee Valley Library Service

Training Wiki

All Moonee Valley library circulation desk staff are required to answer basic reference enquiries. Moonee Valley's online team identified that insufficient staff training was contributing to a lack of ability and confidence in using and promoting the library's online resources.

The information service librarians designed a training program for staff to improve their knowledge of the online databases. Using wiki software, a collaborative training website was created. A 10-week training program was developed and posted on the wiki so that staff could undertake the training in a self-paced and self-directed learning environment. The training required 30 minutes per week, with three to four related databases covered in each session. Staff read a synopsis and answered questions about the databases, and then sent the answers to the information service librarians who maintained a record of their progress. Staff were strongly encouraged to complete the course and 76% completed all 10 weeks, with most of the remaining staff completing at least seven of the

sessions. Use of a wiki removed many resource constraints, with no cost to establish the website and staff able to complete sessions anywhere and anytime.

Benefits of the program included: increased understanding of the online collection; staff were better able to demonstrate and recommend databases; staff were more confident with the new online training format; further training needs were identified; staff from different branch libraries became better acquainted; and amongst Victorian public libraries, the Moonee Valley Library Service achieved the highest use per capita of core databases.

http://www.mvcc.vic.gov.au

http://mvls.pbworks.com

VICTORIA, Public Libraries Victoria Network

PLEASED

The PLEASED website (Public Libraries Enabling Accessible Services Encompassing Disability) has been launched in response to the findings of the More Than Just Equipment Report.

Funded by the Department of Planning and Community Development and developed by VicNet, PLEASED is a web portal for public library staff that provides information to support community members with disabilities along with their families and carers in their independent use of public libraries.

The website includes:

- A directory section that provides a list of service providers, and equipment, software and other relevant resources held by public libraries
- A knowledge base that includes fact sheets on specific disabilities
- Forum area for discussion of topics of interest
- Articles relating to disabilities
- FAQs
- Links to organisations that offer assistance to people with a disability
- News items in relation to current events and training opportunities

PLEASED demonstrates an innovative use of web technology that assists library staff in providing quality services to people with a disability.

http://www.pleased.net.au

WESTERN AUSTRALIA, City of Cockburn Public Library & Information Service

What's on the Go Today?

Like to see what other library members are borrowing without going to the library? The City of Cockburn Public Library & Information Service thought their members would like to do just that. They were keen to maximise the use of the library's online services.

Library staff utilised their Spydus library system to provide users with an online experience similar to the one they have when they physically come to the library and browse the recently returned shelves.

Using the library system's 'new items' search function as a model, library staff modified the search function so that they could identify recently returned material. Searches were then set up for different collections that staff thought would be popular including fiction, non-fiction, large print and talking books. These links have been placed on the library website and allow for easy searching over the internet to identify recently returned materials. It has created a useful and innovative tool that helps people find what they're looking for via the library's online system.

There has been an increase in the use of the library website since the new search capability was added and other Spydus libraries have been interested in adding the search function to their own web sites. The library received a Spydus award for innovative use of the system.

http://library.cockburn.wa.gov.au/

WESTERN AUSTRALIA, Rockingham Regional Campus Community Library

Computer Buddies

An innovative teacher from Tranby College approached the library to see if her computing students could work with members of the public to help them make better use of computers. The project commenced in 2009, with students attending the library on a weekly basis for three quarters of an hour. The Tranby teachers accompany the students who remain under their supervision, ensuring there are no problems with the students or the public.

Community members have one-on-one help from a student to deal with their computing needs. It might be how to set up an email account, how to save files or how to search the internet. The students have recently branched out into helping the public to use their mobile phones. This service is completely free for the public, with the library covering any costs associated with the sessions. A sponsor is currently being sought from local businesses to help support the project and make it a sustainable program.

It is a win-win situation because the students can use their knowledge and enjoy helping the community, members of the public have someone to answer their specific problems, and library staff no longer need to spend as much time helping patrons who don't have the skills or knowledge to use the computers in the library.

http://www.rocklibrary.murdoch.edu.au

ALIA Library Stars 2010 finalist

HEALTH AND AGEING

NEW SOUTH WALES, The Hills Shire Library Service

Festival of Active Living

Council's Positive Ageing Strategy 2008-2010 indicates that 8.8% of the Shire population is currently aged 65+ and predicts this will grow annually by 0.38%. Two actions contained in the strategy were to 'continue support for innovative senior focused activities' and 'support continuing education and training opportunities'. As a result, a partnership was formed between the library and community development teams to plan and implement the Festival of Active Living.

The three-day festival included hobbies, health and wellbeing and lifestyle options and talks by gardening guru Sandra Ross, meditation expert Kevin Hume, media personality Ita Buttrose and author Mary Moody. Stalls were provided by community groups such as artists, knitters, yoga instructors and chiropractors. The Rock 'n' Soul Choir brought the library down and really showed just how loud and vibrant libraries can be. Objectives of the festival were: to change perceptions about libraries and increase awareness and usage; open opportunities for seniors to remain active and enhance their quality of life; to help build a vibrant, healthy and active community; and to provide avenues for seniors to connect and be part of their community.

The Festival of Active Living was very successful, with significant opportunities for attendees to enhance their lives with new skills and connect with other community members. The large number of attendees indicates the objectives to increase usage and awareness were met at the same time as helping to build a vibrant, healthy and active community.

http://www.thehills.nsw.gov.au/library

ALIA Library Stars 2010 winner

QUEENSLAND, Cairns Libraries

Satellite Libraries in Aged Care Facilities

Cairns Libraries has established satellite libraries in six aged care facilities in the Cairns region. These small libraries

provide an important service to avid readers who cherish reading and libraries and are saddened and frustrated by their lack of access to libraries, and the ability to select their own reading material.

Each of the aged care facilities provides a room or space, shelving is usually provided by Cairns Libraries and the stock comes from the branch library collections, consisting primarily of large print and talking books. Materials are rotated regularly, and so far there have been few lost books!

The service could not be provided without the efforts of the Friends of Cairns Libraries who assist at each of the satellite libraries, offering a range of services depending on the needs of the residents.

The provision of satellite libraries in aged care facilities helps to fulfill the Cairns Libraries mission to build and enrich community capacity across the region, by providing access to resources to promote and support quality lifestyle and leisure choices.

http://www.cairnslibrary.com.au/pages/default.asp

SOUTH AUSTRALIA, Burnside Library

The 5 Ps of Public Libraries – Progressive Promotion, Partnerships and Popular Programs

The face of our community is changing as the baby boomers move into retirement. The Burnside library has recognised and responded to the challenge that this presents. A range of programs has been introduced to entice baby boomers into the library, where they can use their leisure time in a productive, creative and meaningful way.

The services have been categorised into three streams:

- Progressive Promotion; using technology such as vodcasts and podcasts, YouTube, Facebook and Twitter to promote library services
- Partnerships; linking with a wide range of groups to provide programs of interest to baby boomers. One example of a partnership is the library working with the State Theatre Company to promote selected plays under the umbrella of the Scene It? program. Partnerships with local book stores to host author visits and the Book of The Year presentation have also been included in the partnerships program
- Popular Programs; many services of interest to baby boomers are offered, including a range of computer classes, social classes such as art and craft and languages, and reader advisory and general entertainment programs.

http://www.burnside.sa.gov.au

ALIA Library Stars 2010 finalist

VICTORIA, Bayside Library Service

Bibliotherapy – Reading into Well-being: Libraries, Health and Social Connection

With the assistance of a Barrett Reid Scholarship awarded by the State Library of Victoria, Jennie Bolitho was able to investigate bibliotherapy schemes in the UK and to attend the Get into Reading course offered by The Reader Organisation.

On her return, she helped set up a pilot reading group in a local aged care hostel. Meetings were held to explain the anticipated benefits of the program to hostel staff and the residents who were selected, based on need and physical and mental faculties. The weekly reading group emphasised well-being and engagement and included sharing tea and a chat before the facilitator read aloud from carefully chosen pieces of prose and poetry.

The initiative was a success and the reading group will continue until June 2011. As a result, Bayside Library Service has supported a second staff member to run a pilot group, following training by Book Well (see below), run by the State Library of Victoria in partnership with Vic-Health and inspired by the UK Reader Organisation's Get into Reading program.

http://www.bayside.vic.gov.au/library

VICTORIA, State Library of Victoria

Book Well

Inspired by the successful UK Get into Reading campaign, twenty Victorians, including representatives from public libraries and health, family and migrant support organisations have been trained to establish reading groups in their communities.

Short stories, novels, poetry and plays are read aloud by these trained facilitators, with group members joining in and sharing their stories as their self-confidence grows.

The program aims to reduce social exclusion and improve the health and wellbeing of vulnerable people such as the homeless, unemployed, people in aged care facilities, new migrants and those with mental health issues.

http://www.slv.vic.gov.au

SOCIAL INCLUSION

NEW SOUTH WALES, Fairfield City Library Service

Communities on the Move

Communities on the Move is a collection of activities and

celebrations involving the library and selected community groups that serve to:

- Build links between the library and local ethnic groups with a view to further collaboration and promotion of library programs
- Celebrate the settlement of a range of ethnic communities in Fairfield
- Add new material to the local studies collection

Activities associated with the program include:

- Holding a celebration day at the library that includes speakers from the ethnic community and a cultural performance
- Collecting historical materials relating to the community, including photographs and oral histories, and digitising the material to make it available electronically via the library catalogue
- Providing copies of the digitised material to the ethnic community members
- Promoting the celebration by compiling a display showcasing the history of that community
- Promoting the community's settlement in Fairfield and the Communities on the Move celebration via local media outlets

So far, Italian, Assyrian, Vietnamese and Serbian communities have been involved in the project.

English Conversation Classes

For 51% of the population in Fairfield, English is not the primary language. To support these community members, the Fairfield City Library Service offers English conversation classes. Classes are held at four of the library branches, with approximately 300 attendances each term.

The program aims to help adults practice and improve their English conversation skills in a welcoming environment. Students also often improve their self-esteem, become confident in using the library, identify other educational and advancement opportunities, learn about other cultures and meet new people.

Classes are conducted by volunteer tutors who either have some teaching experience or undertake training provided under a partnership between the library and the Mission Australia Tutor Enhancement training program.

http://www.fairfieldcity.nsw.gov.au/library/

NEW SOUTH WALES, Kogarah Library and Cultural Services

Storyworx

In partnership with local care centres for physically and mentally disabled young adults, the library commenced a weekly storytime program designed to stimulate the young adults' imaginations through story and extend their experiences of life through the resources of the library and participation in their community.

Initially, the Sylvanvale Foundation brought a group of their clients to visit the library. In order to provide the best possible service for this new client group, library staff worked with their carers to find the most suitable materials for each person. This led to the development of selection criteria for materials suitable for intellectually and physically disabled people that will be incorporated into ongoing library purchases. The initial visit proved to be beneficial and, as a result, the Storyworx program was developed, incorporating participants from both the Sylvanvale Foundation and House with No Steps (Bexley).

During the weekly storytime session, attended by approximately 12 participants and their carers, stories are presented using a variety of dramatic, visual and physical styles and then appropriate library materials based on the interests of the participants are looked at. Participants borrow materials to take back to their care centres.

Storyworx has become an important part of the participants' educational program, and provides a positive experience of community life.

http://www.kogarah.nsw.gov.au

QUEENSLAND, Logan City Council Libraries, Queensland

The 171 Club

Logan City is the most diverse community in Queensland with 50,000 of its 250,000 residents from culturally and linguistically diverse (CALD) backgrounds. The 171 Club, named after the number of ethnic groups in Logan, demonstrates a partnership between the library and Assisting Collaborative Community Employment Support Services (ACCESS) and brings together different ethnic groups. The objectives of the club are to celebrate cultural differences, to support and encourage social cohesion between different ethnic communities in Logan, and to promote respect, fairness and a sense of belonging.

Each month at the Beenleigh Library a different country is explored, including the culture, food and people. Nine different cultures from Africa, the Pacific, Europe and Asia have been celebrated and genuine interest has been generated, with between 60 and 120 people attending each event. As a result of the program's success, The 171 Club will be extended to other Logan libraries.

http://www.loganlibraries.org

ALIA Library Stars 2010 winner

QUEENSLAND, State Library of Queensland

Welcoming Places

To help public libraries engage more effectively with Aboriginal and Torres Strait Islander communities, the State Library of Queensland undertook a project with three distinct phases:

2004-2005 Listen Here: the State Library worked with five Queensland public library services on a pilot project to improve services for Aboriginal and Torres Strait Islanders. Funding was provided to employ a resource officer, form an advisory committee, develop relevant collections, create appropriate library spaces and for the development and delivery of programs.

2007: Recommendations from the Listen Here project resulted in a state-wide survey of public libraries regarding the services provided to Aboriginal and Torres Strait Islander communities. The results were used to produce a toolkit entitled Welcoming places: ideas for public library services of Aboriginal people and Torres Strait Islanders. The publication can be found at:

http://www.slq.qld.gov.au/about/pub/publib#welcoming.

2009: A training program was piloted for public library staff based on the Welcoming places publication. Several library services have begun to implement activities and programs discussed in the training program in an effort to improve the programs, resources and facilities they offer to their local Aboriginal and Torres Strait Islander communities.

http://www.slq.qld.gov.au/

QUEENSLAND, Wujal Wujal Indigenous Knowledge Centre 'Binal Mungka Bayen – Knowing Things House'

Culture Love; School Holiday Program

Wujal Wujal is a remote Aboriginal community in far Northern Queensland with a population of less than 400. In April 2009, the Indigenous Knowledge Centre, Binal Mangka Bayan (which means house of knowing things) partnered with the State Library of Queensland to run a Culture Love school holiday program.

Artists from the Wujal Wujal community worked alongside facilitators from Cairns and Cooktown to deliver creative arts workshops.

Over five days, between 48-60 children and young people participated in the program that resulted in the production of:

- Songs and music recordings
- Music and activity videos
- Story telling videos
- A collection of digital photos with training in Photoshop and Publisher
- A Culture Love banner, fabrics and paintings

The event provided an opportunity for cultural exchange, skill-sharing and community development.

http://libraries.slq.qld.gov.au/home/services/wujal_wujal/binal_mungka_bayen_-_knowing_things_house

VICTORIA, Central Highlands Regional Library Corporation

Building Skills for Life

The Clemente Australia program offers a free tertiary level education program and support services to marginalised and disadvantaged people. By doing so, it aims to break the cycle of poverty, inequality and social injustice.

The Ballarat Clemente program was established with seven partners including the Australian Catholic University (ACU), the University of Ballarat, the Smith Family and the Central Highlands Regional Library Corporation. The Ballarat library is the first public library in Australia to partner with a Clemente program and the first to be located in a regional centre. The humanities courses are taught by staff from the ACU and the University of Ballarat, and nine students have completed the two units of study offered to date.

Lectures are held in the library, where a training room, internet access and IT support and equipment such as data projectors, computers and white boards are provided. The library offers classes to the students to support their studies such as familiarisation with the library, the catalogue, online databases, internet searching, essay writing and study skills.

The library assists students to feel connected to the wider community, provides access to learning and leads to increased confidence and self-esteem.

In addition to the formal Clemente program, a relationship has developed with the Smith Family, leading to the provision of basic computer classes for other disadvantaged community members. These have been well attended, with a waiting list of over 100 people. The classes offer much needed computer skills, and an opportunity for social interaction.

http://www.chrlc.vic.gov.au/

ALIA Library Stars 2010 finalist

VICTORIA, Darebin Libraries, Reservoir Branch

African Homework Help Project

An African Homework Help program has been established at the Reservoir branch library to address issues of educational disadvantage. Reservoir is an area of significant socio-economic disadvantage, with a large Sudanese community.

Initially operated for VCE students by the Thornbury Neighbourhood House and the Darebin Council Youth

Services, the Reservoir library joined the program providing additional support including computers, free printing, access to Yourtutor (an internet based tutoring service) and a staff member. The program was expanded to Years 3 to 12 and by the end of 2009, 60 students were attending weekly sessions. In 2010, the Spectrum Migrant Resource Centre took over the program. The demonstrated educational and social inclusion benefits has resulted in the sessions for Years 3 to 10 continuing to be held in the library.

An additional unforeseen benefit of the program has been that parents and siblings of the students have been introduced to the library services and resources. Other members of the community have also been able to engage with members of the African community in a welcoming space.

As a result of the program, the library has been able to reach out to the African community in a way not possible before. The homework group is a great example of a partnership committed to providing educational and social opportunities within a secure and friendly environment.

http://www.darebin-libraries.vic.gov.au/

VICTORIA, Hume Libraries

PEG (Practice English Group)

Hume City Council is a culturally and linguistically diverse community with 36.3% of residents speaking languages other than English at home. Low levels of literacy and poor language skills are a major concern. Many residents are socially isolated and have restricted capacity for community engagement and employment.

Hume Libraries received numerous enquiries from community members regarding English conversation classes. New arrivals attend ELICOS and AMEP programs but seek opportunities for language extension. Library staff recognised the role that the library could play in filling a gap in services, and developed groups where participants can practice their conversational English.

Sessions are led by library staff and volunteers. Practice English Groups are run in The Age library in Broadmeadows fortnightly and Get Talking for IELTS in the Craigieburn library monthly. Participants attend on a casual drop-in basis and there are no charges. Sessions are facilitated by trained ESL volunteer teachers and library staff lead conversation in smaller break-away groups.

Chess Club

A weekly chess club was established at Broadmeadows library following an interest identified through customer interaction and surveys. Promotion through library flyers, mail-outs and local newspapers drew a high attendance, and the club has been extended to Sunbury library. The two clubs attract between 160 and 300 players each month with participants ranging from four years of age to seniors, with roughly equal numbers of children, youth and adults, and players from a wide range of cultural and linguistic backgrounds. The weekly club is free, run by volunteers, open to anyone, and no bookings are required.

http://www.humelibraries.vic.gov.au

WESTERN AUSTRALIA, Seville Grove Public Library

World of Words Multicultural Club

Armadale is a low socio-economic area, with high unemployment and limited resources for adult education. A social English conversation group was formed with a view to enhancing employment opportunities for migrants by improving their competency in spoken English. The group could also play a part in the integration process, helping to promote social cohesion. In addition the group aimed to provide a recreational outlet.

Assisted by a volunteer coordinator, group members practice their English conversation skills while sharing experiences from their countries of origin, and reading local newspapers. Familiar topics give members confidence to improve their language skills, while developing a support network of new friends. As their skills and confidence grow, group members become involved in the library and the local community.

Outcomes of the group's operations include an increase in library membership and use of the library's community language resources, and group members' enhanced self-confidence, integration into the local community and improved communication skills. Prior to joining World of Words, many members were isolated and dependent upon a number of agencies for assistance. They are now more independent, and part of a supportive network. Some have successfully found work as a direct result of the program. Group achievements include an art display, a collaborative project with the library's creative writing group, and a "First Click" grant enabling the library to offer IT training to group members. More recently, members hosted the city's Harmony Day celebrations.

The library provides a unique service that is not part of core business, and is not available elsewhere. The fact that World of Words is still operating, celebrating its tenth anniversary in September 2010, is testimony to its amazing success.

http://www.armadale.wa.gov.au

ALIA Library Stars 2010 finalist

OTHER THEMES: ENVIRONMENT

NEW SOUTH WALES, Randwick City Library Service

The Eco Heroes Club

In January 2008, Randwick City Council committed to planting one tree for every 10 books read in the library's summer reading program. The children read 1143 books and planted 114 trees. Participants were enthusiastic about planting trees and affecting environmental change, but there was no ongoing program to encourage them. As a result, the Eco Heroes Club, aimed at children from seven to nine years and their parents was launched. The club has 35 members and an equal number of accompanying parents.

Monthly meetings focus on sustainability, biodiversity and conservation. Practical activities, reading and discussing environmental issues are central to each session. Most meetings are held at the Bowen library or other local council venues to reinforce the effect the eco heroes can have on their immediate environment. Members are notified of upcoming activities via email and a monthly newsletter keeps them informed about new sustainability books and other relevant issues.

The club has reinforced the belief in the potential of younger generations to effect change in the community; they have become advocates for change at the local council level. An unexpected outcome of the club is the intergenerational learning that has occurred with club members teaching their family about environmental issues.

http://www.randwick.nsw.gov.au/A_sense_of_community/Library/Kids_world/Eco_heroes_club/

EVENTS

QUEENSLAND, Townsville CityLibraries

Sir Robert Philp Lecture Series

The Sir Robert Philp lecture series was hosted by the CityLibraries with the assistance of a Q150 community funding grant to celebrate the 150th birthday of Queensland. The ten lecture series brought prominent scholars, experts in north Queensland history/heritage, to the region and provided the community with the opportunity to engage and reflect upon the history of the north and its place in the political, economic and social history of the State.

The series was named after Sir Robert Philp, who in the late 19th century, was twice the premier of Queensland and a partner in the Burns Philp shipping agents and merchants firm.

Community support for the series was strong and attracted a total audience of nearly 600, with many people travelling long distances to attend. Favourable feedback was received and the series resulted in a new, more academically-minded audience base for future CityLibraries activities. As a result of continued demand, a second lecture series entitled Lectures in Queensland History was organised. The success of the initial lecture program was recognized by the National Trust of Queensland, which presented the library with a Queensland Heritage Award.

http://www.townsville.qld.gov.au/recreation/library/events/index

SOUTH AUSTRALIA, Tea Tree Gully Library

The Day The Force Came To Tea Tree Gully Library

Family fun days are a feature of every school holiday period at the library. Film and theatre was the focus during July 2009, with a day set aside for a *Star Wars* theme. Activities included:

- An exhibition of *Star Wars* Lego competition entries
- Clone Trooper Battalion training
- Library staff *Star Wars* battle display
- A Jedi training workshop
- Ewok teddy bear dress up, sing-along, and parade
- *Star Wars* storytime
- Self-guided craft activities
- Screening of a *Star Wars* movie

The café linked to the library provided *Star Wars* themed food. Local businesses sponsored prizes for competitions. Members of the *Star Wars* interest groups' 501st Terror Australia Garrison and the Rebel Legion Tatooine Garrison dressed as *Star Wars* characters, participated in various activities and posed for photographs.

The event was very popular, with people travelling far and wide to attend the event. Library attendance reached 2200, 800 higher than on a regular day.

http://www.teatreegully.sa.gov.au/site/page.cfm?u=16
http://www.youtube.com/watch?v=hUKCmsJ0FGg

http://www.flickr.com/photos/cttg/sets/72157621531944994/detail/

FAMILY HISTORY

NEW SOUTH WALES, Central West Libraries (CWL)

Family Connections

After extensive consultation, the Orange family history group was dissolved and the members became partners with the Orange City Library. The group had been struggling to continue due to a decline in membership. Under the new arrangement, the history group maintains its own identity, but operates under the umbrella of CWL.

Benefits of the restructuring include:

- The future of the family history group is assured with the support of CWL, and the group has a managed website, blog and newsletter
- The group's collection of books, periodical and research notes was incorporated into the Orange City Library's local history and genealogy collection. Duplicate titles were added to the loan collection, and researchers benefit from being able to borrow items of interest
- The structural change gave the library the capacity to provide expert assistance to library users interested in genealogy research. Group members are available in the library on a weekly basis to assist library staff and library users with family and local history research requests
- The history group and the library can collaborate on mutually beneficial projects such as indexing and joint seminars

http://cwl.nsw.gov.au/heritageHis.htm

http://www.ofhg.com.au/index.htm

NEW SERVICES

NEW SOUTH WALES, Manly Library

A-Z Artist Books and Zine Collections at Manly Library

The library launched its new Artist Book and Zine Collection with an exhibition and acquisitive prize. The acquisitive prize was planned as an annual event to ensure the ongoing development of the collection. The library also facilitated a zine fair during the Manly Arts Festival, where artists came and created, displayed, sold and swapped their creations. This is an annual activity.

Strategies being employed to make the collection accessible, include:

- Detailed original cataloguing and free-form descriptions to allow searching on keywords. Browsing of each specific collection will also be enabled.
- The zine collection is available for loan, while the artist

book collection is a reference collection. Materials will be scanned and accessible through the library website using the 'flipping book' format to showcase the collection, while preserving the works by minimising handling.

The collection will extend the role played by the library in the community, supporting emerging young artists, local established artists and promoting emerging art forms. It also displays the library's' vitality, creativity and relevance to the community, recognising a link to the past and aspirations for a stimulating future.

http://www.manly.nsw.gov.au

NORTHERN TERRITORY, Jabiru Public Library

Movies under the stars

Jabiru is a small town located within the Kakadu National Park in the Northern Territory, with a population of approximately 1100.

'Using Your Imagination at the Library' was the theme of a mural painted on the side wall of the library. A white screen was incorporated into the mural for the sole purpose of hosting Movies Under the Stars. The movie nights are intended to:

- Offer free community entertainment
- Provide an activity to engage the local community
- Foster community relationships
- Promote the library in a positive manner

Library staff members volunteer their time on a Friday evening to run a movie and community groups utilise the function to host fund raisers. In 2010, Movies Under the Stars was used to run movies during NAIDOC week, with a sausage sizzle and drinks provided.

http://jimjim.ntlib.nt.gov.au/cgi-bin/chameleon?skin=jpl

WESTERN AUSTRALIA, City of Wanneroo Library Service

Wanneroo Library and Cultural Centre

A new library and cultural centre building has been constructed that engages the community by creating a myriad of experiences in one space. The facility houses the public library, regional museum, exhibition, conference and function spaces, a training lab, theatrette and café. The building places the library at the centre of community activities, encouraging a range of new library users. Activities in the building range from national exhibitions, family workshops, book launches, dance workshops, community kitchen programs and yoga classes just to name a few.

http://www.wanneroo.wa.gov.au/2/522/1/libraries.pm

SERVICE IMPROVEMENT

NEW SOUTH WALES, Fairfield City Library Service

BINGO – Staff Development Project

In an effort to encourage staff to be actively involved and think creatively about the provision of services, resources and programs offered by the library, the BINGO project was introduced.

The library adapted a concept used by celebrity chef Gordon Ramsay, where restaurant staff are given a bingo sheet containing the menu items. A prize is given to the first staff member who sells one of every dish on the menu. The library modified this concept, presenting staff with a bingo sheet divided into several sections: cultural awareness, marketing, FirstCall (Intranet), team work, training, technology, personal development, fun, sustainability, readers' advisory, innovation, OH&S and motivation. Each section contained a task to be performed. An example of a task under innovation was, 'what is your bright idea?' In the marketing section, 'tell us what the most valuable thing we do is?' Staff had six months to complete the sheet.

Prizes were awarded for the most interesting ideas and through random draws. The outreach team reviewed the ideas, classifying them as those that could be implemented immediately, those needing further research or resources or those that were not feasible. The completed lists were sent to the library management team to determine an implementation timeframe.

The BINGO concept has been taken up by at least two other libraries, and has captured the amazing potential present in the culturally diverse group of staff employed by the library.

http://www.fairfieldcity.nsw.gov.au/library/

NEW SOUTH WALES, Greater Taree City Libraries

The Bookshop Look!

To improve access to the collection, the Greater Taree City Libraries committed to arrange their non-fiction collection by genre. The fiction collection was already 'genred', but new library spaces were required to complete the non-fiction plan.

Planning for the project was inspired by a number of other libraries that had already adopted the approach, and the local book store. Library staff formulated and refined the genre plan using staff and the public as a sounding board.

All new material in the central library was allocated a genre as it was catalogued and a retrospective program began. A spine label with an icon representing the genre was added to each item and the changeover in shelving occurred

with the move to the new central library at Taree in 2007. Since then, the genre arrangement has been implemented at all of the City Libraries. The genres facilitate statistical reporting on collection use, and the library users love it.

http://www.gtcc.nsw.gov.au/

WRITERS

QUEENSLAND, Moreton Bay Region Libraries

Local Looks at Local Books

Local Looks at Local Books promotes local authors across the Moreton Bay region. The project comprises:

- A local author webpage and database accessible via the library website
- A touring display of authors' works and their biographical profiles
- A bookmark advertising the project
- An information flier for authors who may wish to be included in the database.

Some 55 authors have been identified in the Moreton Bay Region. Information is provided about each author on the website and each entry links to the author's works in the catalogue. The webpage can also include links to discussion groups and writers websites.

As a result of Local Looks at Local Books the profile of local authors has been raised and the collection use and website access has increased. Local authors' and writers' groups have been supported as they partner with the library to promote their works and deliver community learning initiatives. Library branches have a new and interesting promotional tool to link in with author talks.

http://library.moretonbay.qld.gov.au/

QUEENSLAND, Rockhampton Regional Libraries

Literary Latte @ the Library

The Literary Latte @ the Library project has operated in the Rockhampton Libraries for nearly a decade. At a monthly evening function, local authors discuss their writing. The author's writing journey is reviewed, some of their work is read and participants have an opportunity to ask questions. The range of regional literary speakers has been impressive, and includes authors, poets, songwriters, children's authors, literary critics and illustrators. The program runs for 11 months each year. The presenters have the opportunity to sell their books and community members can obtain autographed copies of the works.

The program has assisted many writers to overcome their nerves and develop public speaking skills.

http://www.rockhamptonregion.qld.gov.au

YOUNG PEOPLE

NEW SOUTH WALES, Fairfield City Library Service

Achievers' Day

The Fairfield City Library Service holds an annual Achievers' Day celebration with local schools. The aim of the project is to:

- Celebrate the achievement of the school and its former students
- Increase pride of students in their school
- Inspire students towards higher education goals
- Collect, digitise and archive the school's history for future generations
- Promote library programs and services
- Build relationships of trust with local school communities with a view to future collaborations.

Achievers' Day includes the library hosting an event for the school students at the library. Three successful former students are invited to speak about their school experience and how it influenced their life achievements. A showcase of student artwork, images and historical information about the school is displayed at the library before, during and after the celebration event. The media is invited to attend and publicise the event. In addition, oral history interviews are conducted with three past or present teachers or students to capture their memories of the school. Selected images of the school are also digitised and a copy of the material is given to the school.

http://www.fairfieldcity.nsw.gov.au/library/

QUEENSLAND, Mackay Regional Council Libraries

MIX '09 (Mackay Improvisation EXperience 2009)

To enable a series of youth centered activities to be held during the National Youth Week 2009: Make a Move, the library obtained a grant from the Department of Communities. The aim of the program was to give young people aged between 12 and 19 the opportunity to learn new professional skills from artists and actors and then to display their achievements.

Workshops were held in several of the Mackay Regional Council Libraries locations throughout the week, with up to 40 young people participating in each session.

Caricature workshops were run by well known cartoonist

Harry Bruce. Workshop participants learnt the elements of caricature and sketched themselves and their friends. Improvisation workshops were led by two professional actors. The week culminated with an exhibition of caricatures and an improvisation performance.

The workshop participants worked hard and enjoyed a great week of activities.

Coordinating with other departments within the council to ensure the success of this program was a positive experience for the library staff and they were keen to work together again in the future.

http://www.mackay.qld.gov.au/libraries/

QUEENSLAND, Whitsunday Regional Libraries

R&R

Whitsunday libraries devised Research and Relax (R&R), an after-school club to encourage students, aged from eight to 17 years, to become regular independent library users. Membership of the club exceeded 600, with members having access to help with homework, the internet, computer games, Play Station and Wii, and end-of-term activities. The aim of the program was to encourage young people to feel comfortable accessing a wide range of library services by providing a welcoming environment. In order to publicise the club, an R&R T-shirt was designed for library staff to wear with jeans on Fridays.

http://www.bowen.qld.gov.au/libraries/