

Brisbane City Council Library Services: Overview

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Manager, Library Services

MetLib09: 12/5/09



About Brisbane

- Population 1,008,000
- 24% born overseas
- 14% NESB
- Area 1220km² – 826 people/km²
- City 150 years young



Dedicated to a better Brisbane



About Council



Our shared vision
LIVING IN BRISBANE 2026



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Living in Brisbane 2026 – our vision

Brisbane is a youthful and enthusiastic city – spanning city to bay and hills to bush. It is appreciated by residents and visitors for its friendliness and optimism, and respected for its leadership and achievements.

Brisbane's leadership in civic governance and technology will deliver active and healthy communities, drive a strong economy, sustain a clean and green environment, create a city of cultural vibrancy and provide an enduring legacy of livability for future generations.

Our vision themes

Well-designed, subtropical city

Accessible, connected city

Smart, prosperous city

Active, healthy city

Vibrant, creative city

Clean, green city

Friendly, safe city

Regional, world city

Our city-wide outcomes

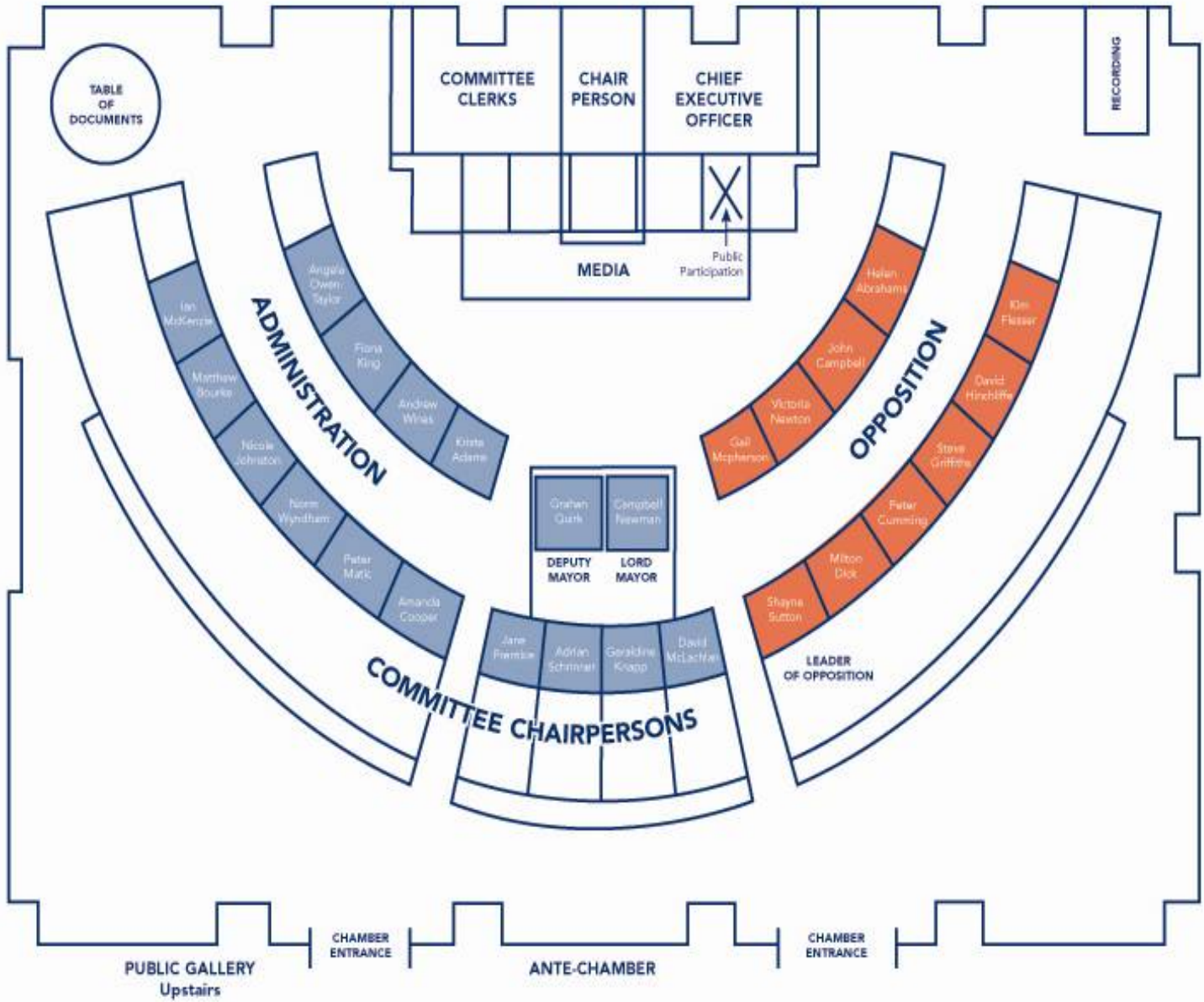
- Clean air
- Food in the city
- Safe communities
- Sustainable water use
- Healthy river and bay
- Effective growth management
- Towards zero waste
- Inclusive, caring communities
- Outstanding city profile
- Cooperative governance
- Cleaner sustainable energy use
- Healthy economy
- Green and biodiverse city
- Better public health
- Learning and informed communities
- Effective road networks
- Well-designed and responsive built environment
- Active and healthy communities
- Connected and engaged communities
- Green and active transport



Councillor for LNP
 Councillor for ALP

Local Council
 n fine
 are, qld
 Council

Council Chamber seating plan



100
Phone (07) 3403 8888



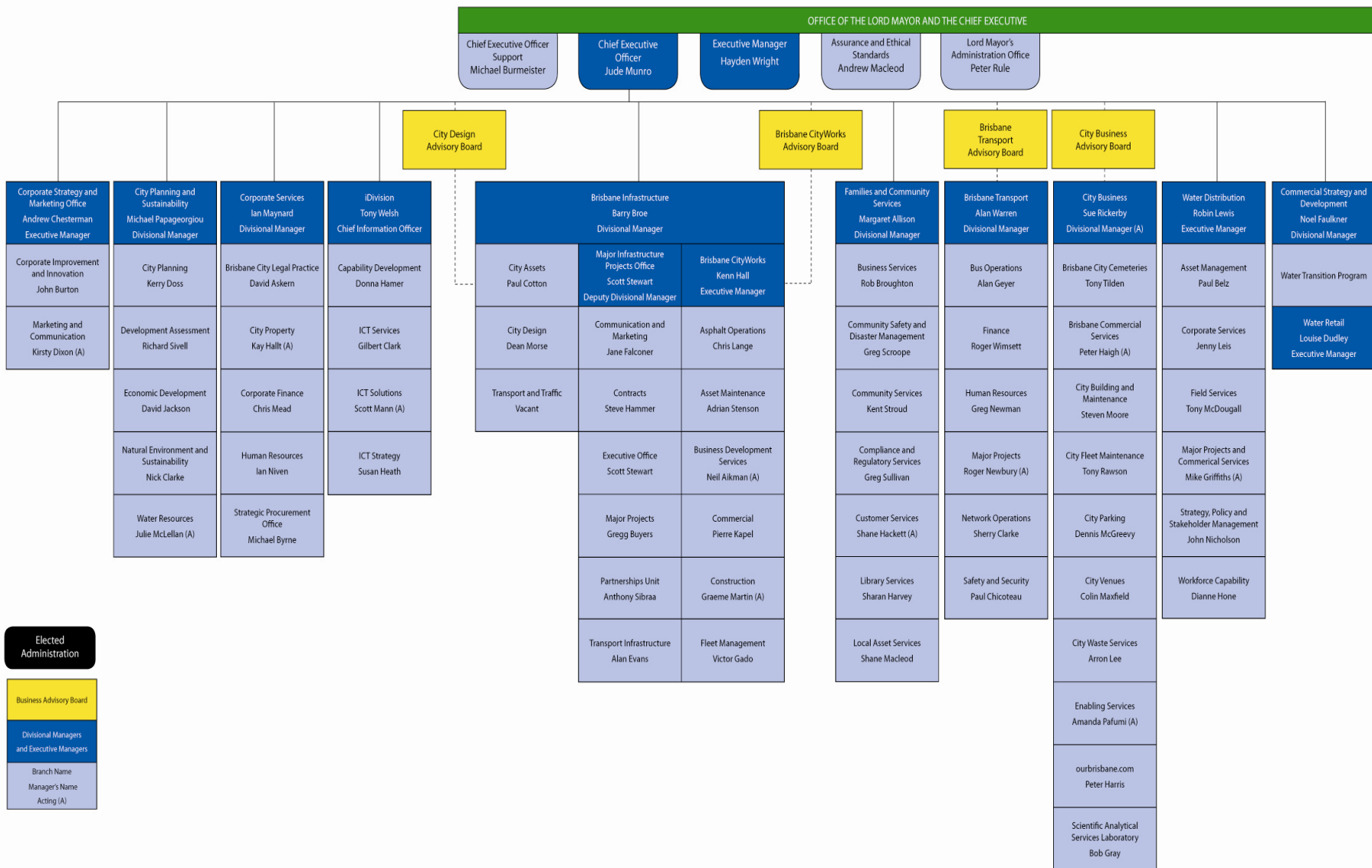
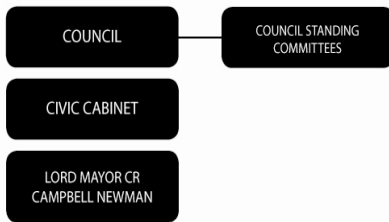
BRISBANE CITY COUNCIL

ORGANISATION CHART

as at 16 February 2009



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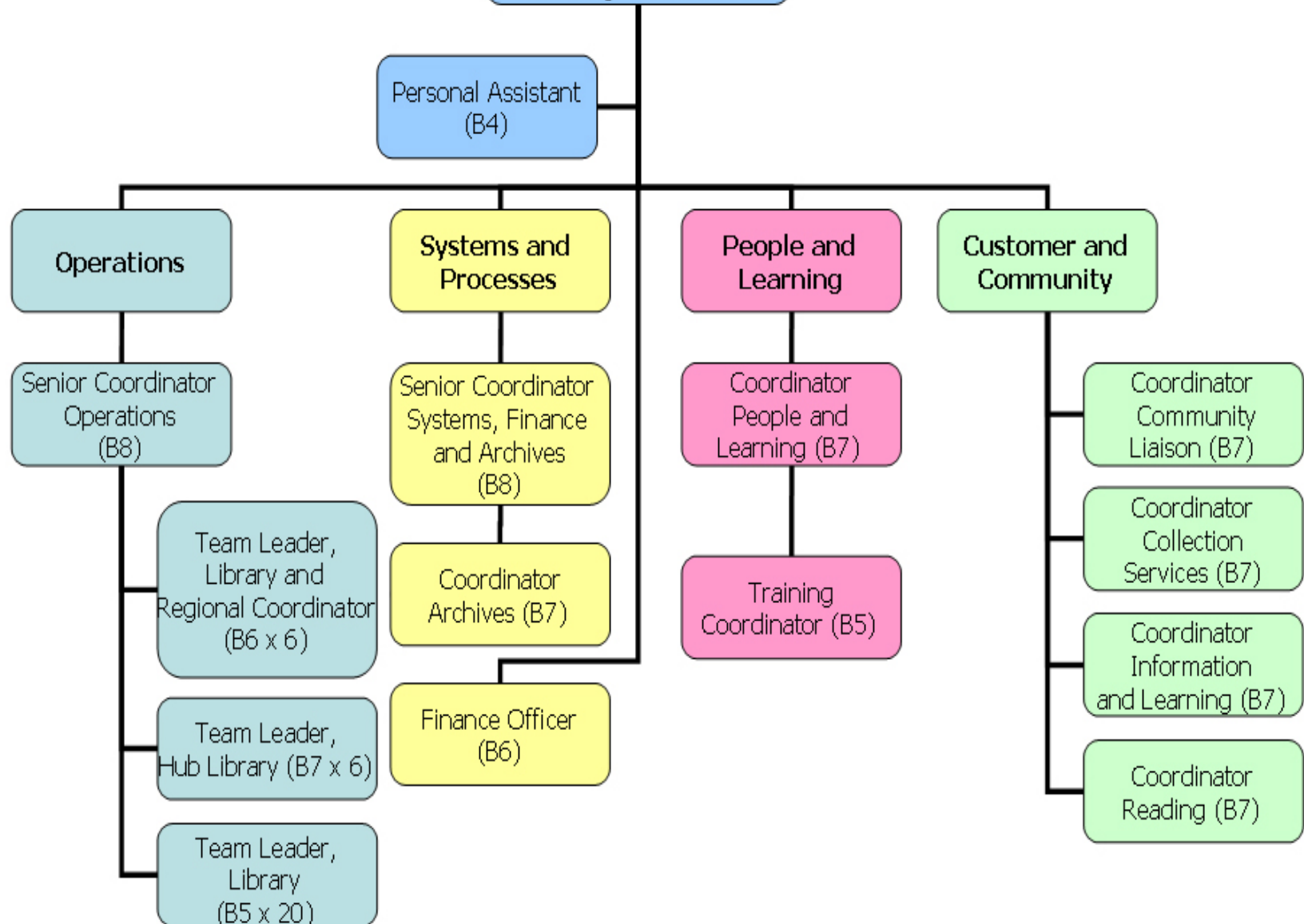
Elected Administration

Business Advisory Board

Divisional Managers and Executive Managers

Branch Name
Manager's Name
Acting (A)

Manager Library Services



Library Statistics for 2007/8

■ Budget	AUD \$41M
■ Loans	10M
■ Visits	6.1M
■ Membership	457,126 (45% of Pop.)
■ Community Use	75% of Population
■ Events attendance	151,224 at 6,537 events
■ No. of items	1.37M (1.36 items/capita)
■ No. of Locations:	32+1 Mobile+Archives
■ Staff	284.1 FTE (400 people)
■ Customer Satisfaction	93%



Library Strategies

- Vibrant hubs of the community which are welcoming & convenient to all
- Engaging the community through physical and digital spaces
- Growing a love of reading, writing, culture, local history and ideas
- Developing a Learning & Informed Community
- One Council, One Library Service



Council strategies informing customer service decisions

Customer Focus Strategy

- **simplicity**
- **integrity**
- **engagement**

Maximise customer satisfaction
Address customer dissatisfaction

Channel Management Strategy

- **preferred channels & choice**
- **excellence in self service**
- **consistency of information**

Maintain customer satisfaction
Minimise cost



Locations & Co-locations

- Locations & Co-locations: 32 libraries – 6 co-located with Customer Service Centres, 7 co-located with Councillor Offices, 8 located in shopping centres; 13 located in parks.
- Transit oriented developments are the new opportunity.



Programs



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Bumper Book

Your ultimate guide to the Gold Star Reading Club, packed with reading suggestions, progress charts, competitions and more.



This Bumper Book Belongs to:

.....

A member of the Gold Star Reading Club at:

.....

...Friday 1 May -
4 September
2009...



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One Book Many Brisbanes

- Develops literary talent in the city
- Winning Brisbane stories are published in an anthology
- Over 600 entries in 2007/8



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one
BOOK
many
BRISBANES

an anthology of Brisbane stories

Coolamon

– carrying the culture

A celebration of Aboriginal and
Torres Strait Islander cultures



Monday 21 April to Sunday 25 May
Brisbane Square Library and Customer Centre

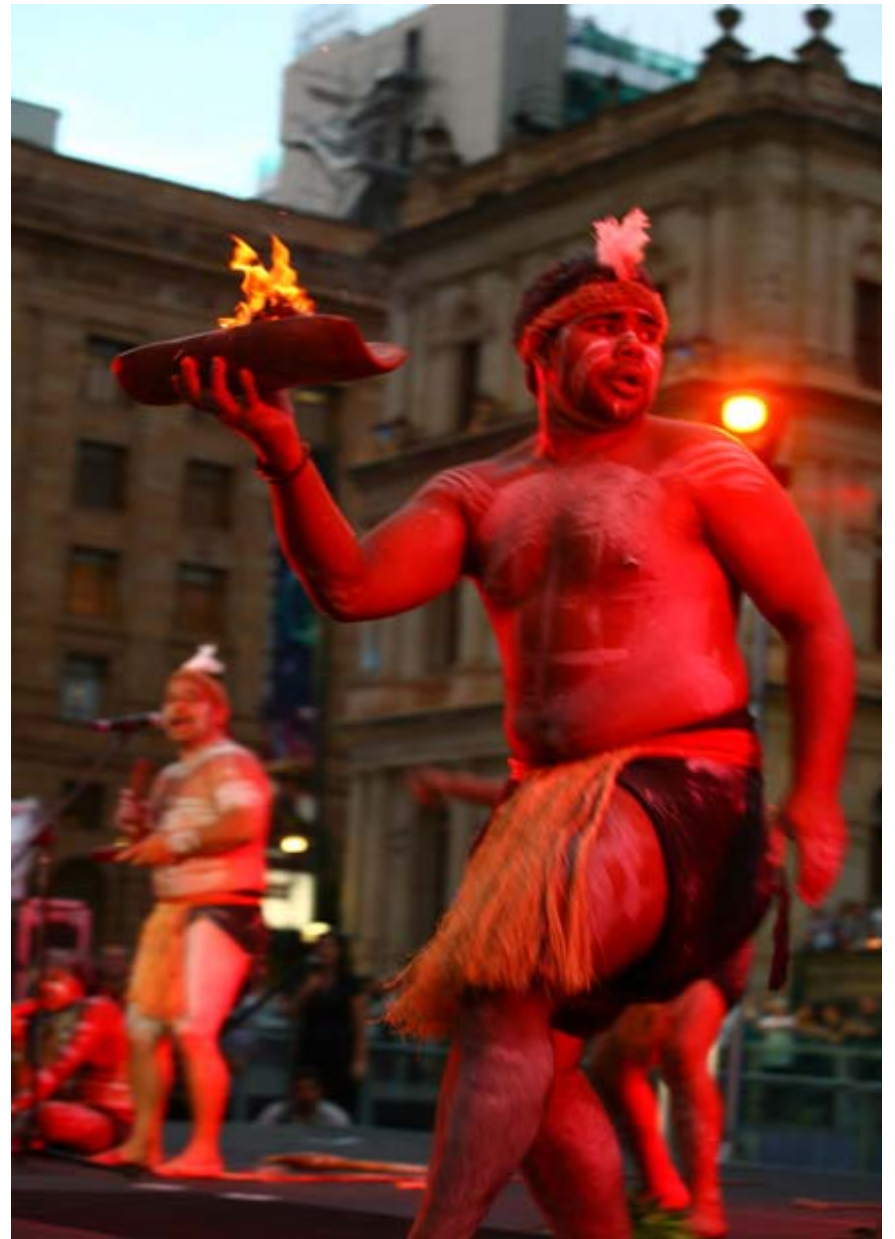


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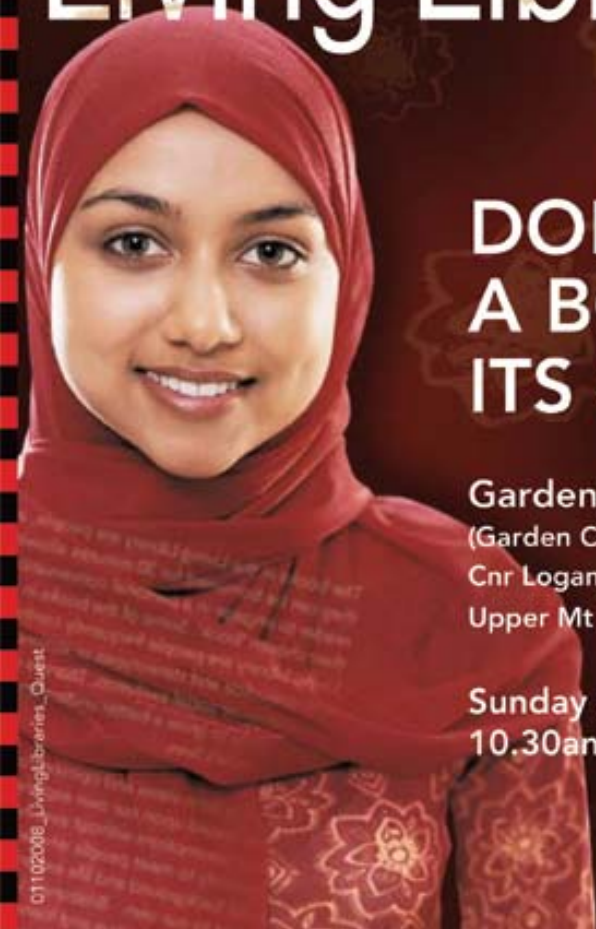


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Cultural Connections in Libraries



Brisbane's Living Library



DON'T JUDGE A BOOK BY ITS COVER

Garden City Library
(Garden City Shopping Centre)
Cnr Logan and Kessels Road
Upper Mt Gravatt

Sunday 5 October
10.30am-3pm

Have you ever wondered what it's like to be a refugee?
Or a migrant? Or live with a mental illness?

For the opportunity to hear these extraordinary stories
and more, visit Brisbane City Council's Living Library –
and borrow a book with a difference.

The books in the Living Library are people, and they can be borrowed for
30 minutes, allowing the reader to engage in a personal conversation with
their chosen book. Books can be reserved in person from 10am, Sunday
5 October at Garden City Library.

Brisbane's Living Library is a safe, positive and friendly
environment for different members of our community to come
together to meet, talk, learn and be inspired by each other.

This is a unique opportunity to gain a better understanding
of other peoples lives.

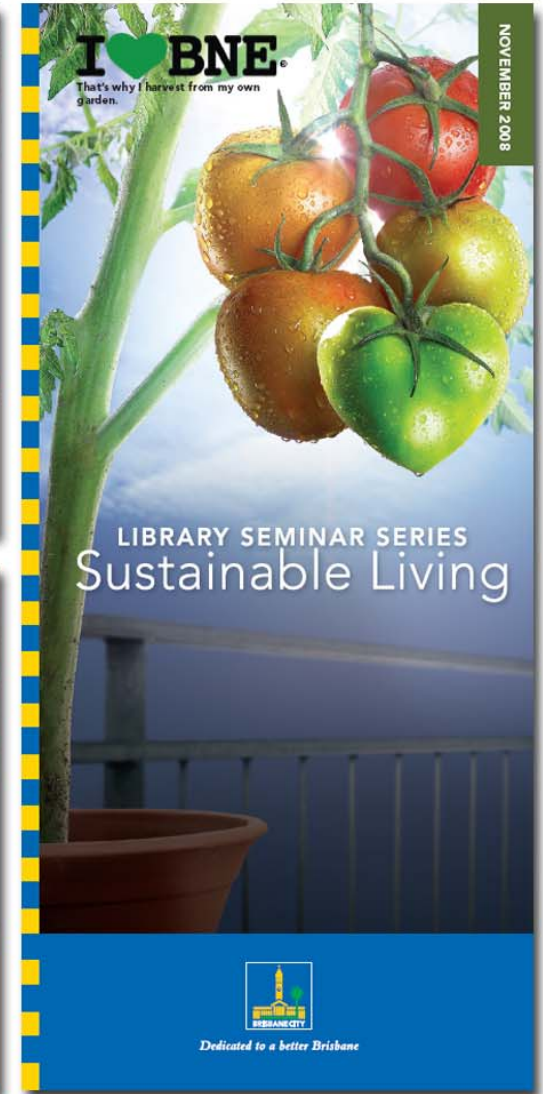
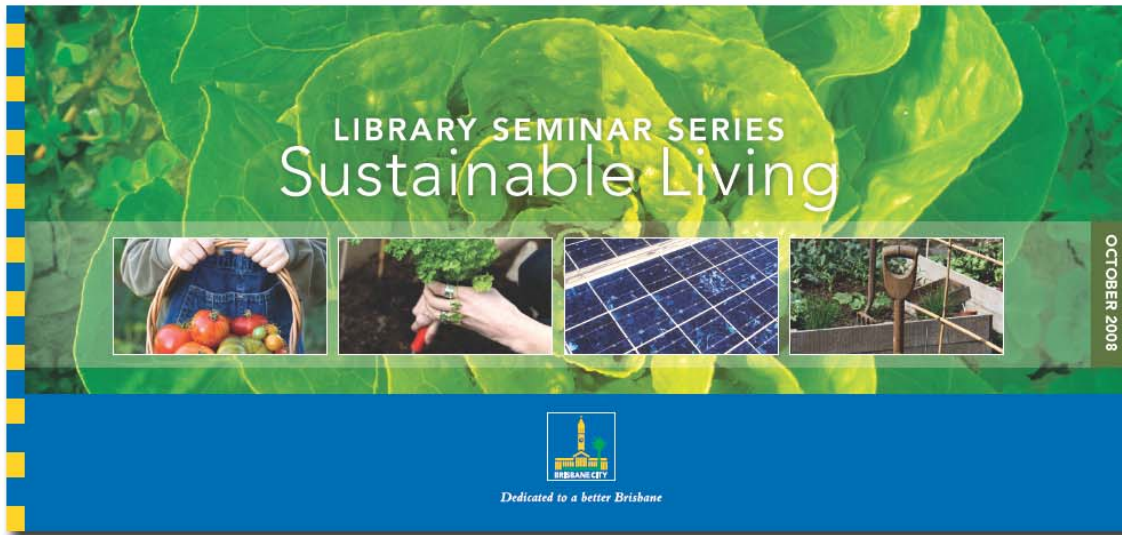
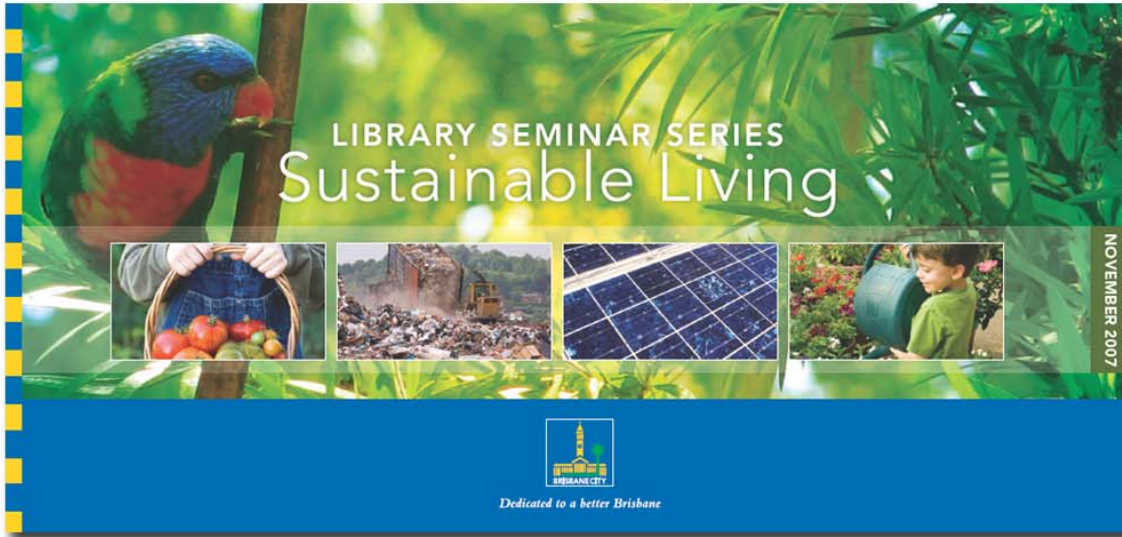
"I'd always been a bit uncomfortable with people who have
a mental illness ... participating in the Living Library helped
me to focus on the person not the mental illness, the people
who agree to be books in this program are very courageous".
(Brisbane Square Library, 2007)



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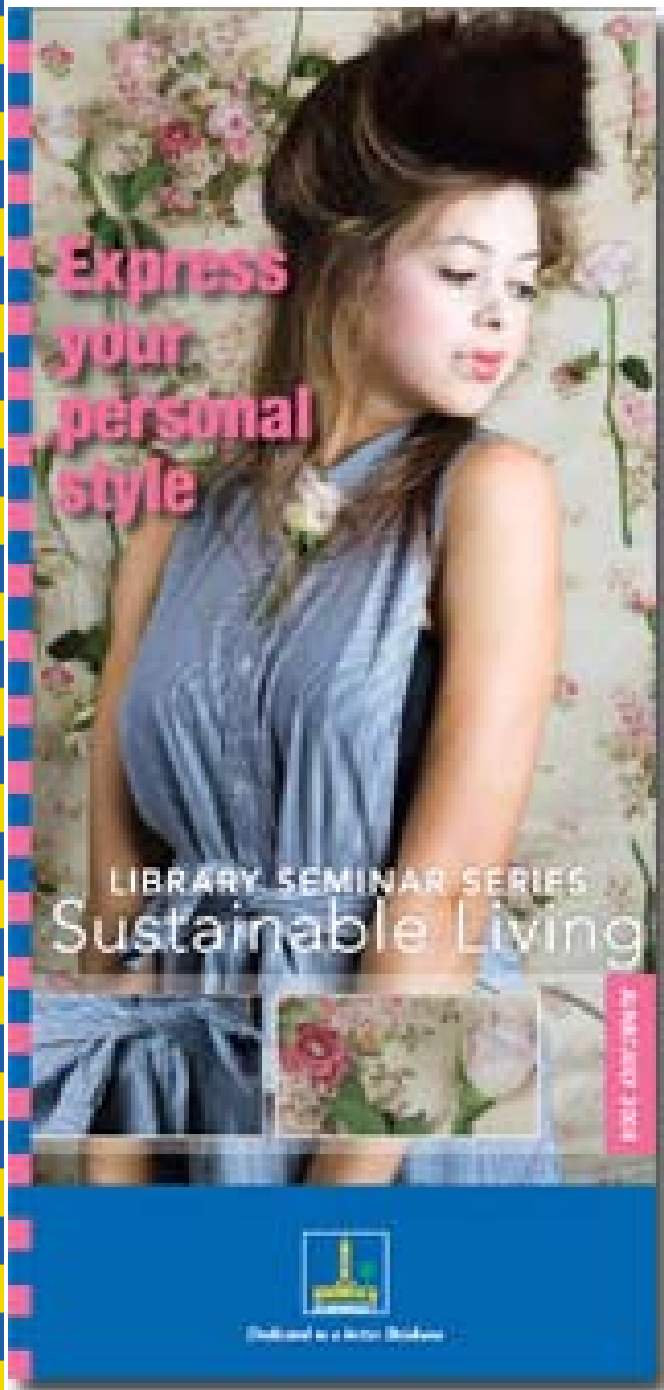


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Seminars & workshops – 700 people, partner with ‘City Smart’ – programs, collections, lend energy meters, showcase sites.

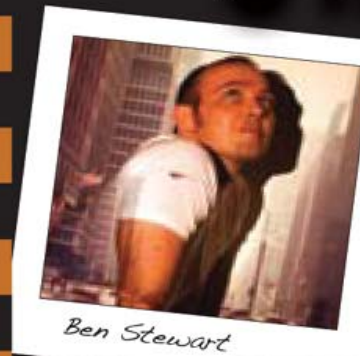


Eco-fashion
Engaging young people in
sustainability issues:
reduce, reuse, recycle



Live
in the
Libraries

ACOUSTICS ON SUNDAY



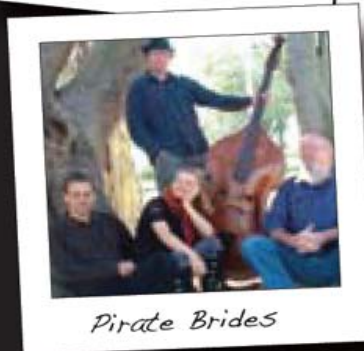
Ben Stewart



Eleanor Angel



Asa Broomhall



Pirate Brides



What Black Cat

Brisbane Square Library and Customer Centre

Some of Brisbane's finest singer songwriters will be performing in the library on the last Sunday of each month 12 noon - 2.30pm.

'WE'VE BEEN
WAITING FOR
SOMETHING WHERE
YOU'RE ALLOWED TO BE
LOUD IN THE LIBRARY FOR
A LONG TIME - AND IT'S
FINALLY COME!'

JACK RODGERS, LEAD SINGER
OF THE RODGERS

2 LOUD IN THE LIBRARY!!

YOUTH WEEK | 28 MARCH - 5 APRIL 2009

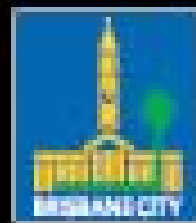
YOUTH ARTS SHOWCASE AND MARKET DAY
SATURDAY 4 APRIL 11AM-5PM

VISIT REDDACLIFF PLACE AND BRISBANE SQUARE LIBRARY FOR A SHOWCASE
LIKE NO OTHER. DON'T MISS MY FICTION AND VASY MOLLO LEADING A LINE-UP
OF MUSIC, DANCE, PERFORMANCE, FILM, VISUAL ARTS AND MARKET STALLS.

FREE EVENTS

BRISBANE SQUARE LIBRARY AND
CUSTOMER CENTRE / REDDACLIFF
PLACE / CARINDALE / CHERMSIDE
/ GARDEN CITY / SUNNYBANK
HILLS LIBRARIES

As 2009 2 Loud in the
Library is part of Brisbane
150 celebrations.



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Performance Poet – ghost boy



Breakdancing & Krumping Workshops



iSkills – FREE INTERNET AND COMPUTER CLASSES

October – November 2008

Find out how to create a Facebook account, discover YouTube, manage your digital photos and explore new and exciting travel destinations online.

These free one-hour classes are available at selected Council libraries – bookings are essential and classes fill up quickly.



Book now to avoid disappointment.

Call Council on (07) 3403 8888 to reserve your place.



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iSkills - Digital

Managing your digital photos and having fun with Flickr

Discover how easy it is to print, save, sort and store your digital photos and find out more about popular photo sharing application – Flickr.



You will need to bring your camera, camera cable and USB flash drive or memory stick. Participants should have basic computer and mouse skills.

Annerley Library	Tuesday 21 October 1.30-2.30pm and Tuesday 18 November 1.30-2.30pm
Banyo Library	Thursday 9 October 10-11am
Brisbane Square Library	Tuesday 11 November 10.30-11.30am
Carindale Library	Tuesday 21 October 2-3pm and Tuesday 18 November 2-3pm
Chermside Library	Thursday 2 October 1.30-2.30pm Sunday 9 November 1.30-2.30pm Thursday 13 November 1.30-2.30pm
Coopers Plains Library	Thursday 23 October 10.30-11.30am
Fairfield Library	Friday 24 October 1-2pm and Friday 28 November 1-2pm
Garden City Library	Thursday 2 October 6-7pm and Thursday 6 November 6-7pm
Indooroopilly Library	Friday 14 November 1-2pm and Tuesday 25 November 1-2pm
Sandgate Library	Thursday 16 October 2-3pm
Sunnybank Hills Library	Thursday 9 October 6pm
Toowong Library	Wednesday 26 November 10.30-11.30am
West End Library	Thursday 9 October 1.30-2.30pm and Thursday 13 November 1.30-2.30pm

Book now to avoid disappointment.

Call Council on (07) 3403 8888 to reserve your place.

iSkills – Social networking

Facebook and YouTube Connecting People Online

Find out about social networking sites, Facebook and YouTube and why they are so popular. Create your own Facebook account so you can stay in touch with family and friends and discover YouTube, the most popular video sharing website on the internet. This overview will introduce you to new web 2.0 technologies and show you how to get started.



Participants should have basic computer and mouse skills.

Bracken Ridge Library	Wednesday 19 November 2-3pm
Brisbane Square Library	Tuesday 7 and 21 October 10.30-11.30am Tuesday 4 and 18 November 10.30-11.30am and Sunday 9 and 23 November 2-3pm
Carindale Library	Tuesday 14 October 2-3pm and Tuesday 11 November 2-3pm
Chermside Library	Thursday 9 October 1.30-2.30pm Sunday 23 November 1.30-2.30pm
Everton Park Library	Wednesday 22 October 1-2pm
Garden City Library	Wednesday 15 October 1.30-2.30pm Thursday 23 October 6-7pm Wednesday 19 November 1.30-2.30pm Thursday 27 November 6-7pm
Toowong Library	Wednesday 22 October 10-11am

Social networking is about creating and sharing ideas and information online – this is your chance to find out how you can get involved.

Book now to avoid disappointment.

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iSkills – 9,700 people per year

Of interest...?

- Collections: small, high turnover, floating collection, all material arrives 'shelf-ready' and the selection is outsourced to suppliers
- Staff development: Events Management, Emerging Leaders, Band 2-3 progression, 23 Things, Future Librarians Competitive Development Program, qualifications not essential.
- Operations: simultaneous recruitment, city-wide teams, city-wide rosters, staff forums, staff rotations, YourVoice Survey, Relief Pool.



Brisbane Square Library & Customer Centre



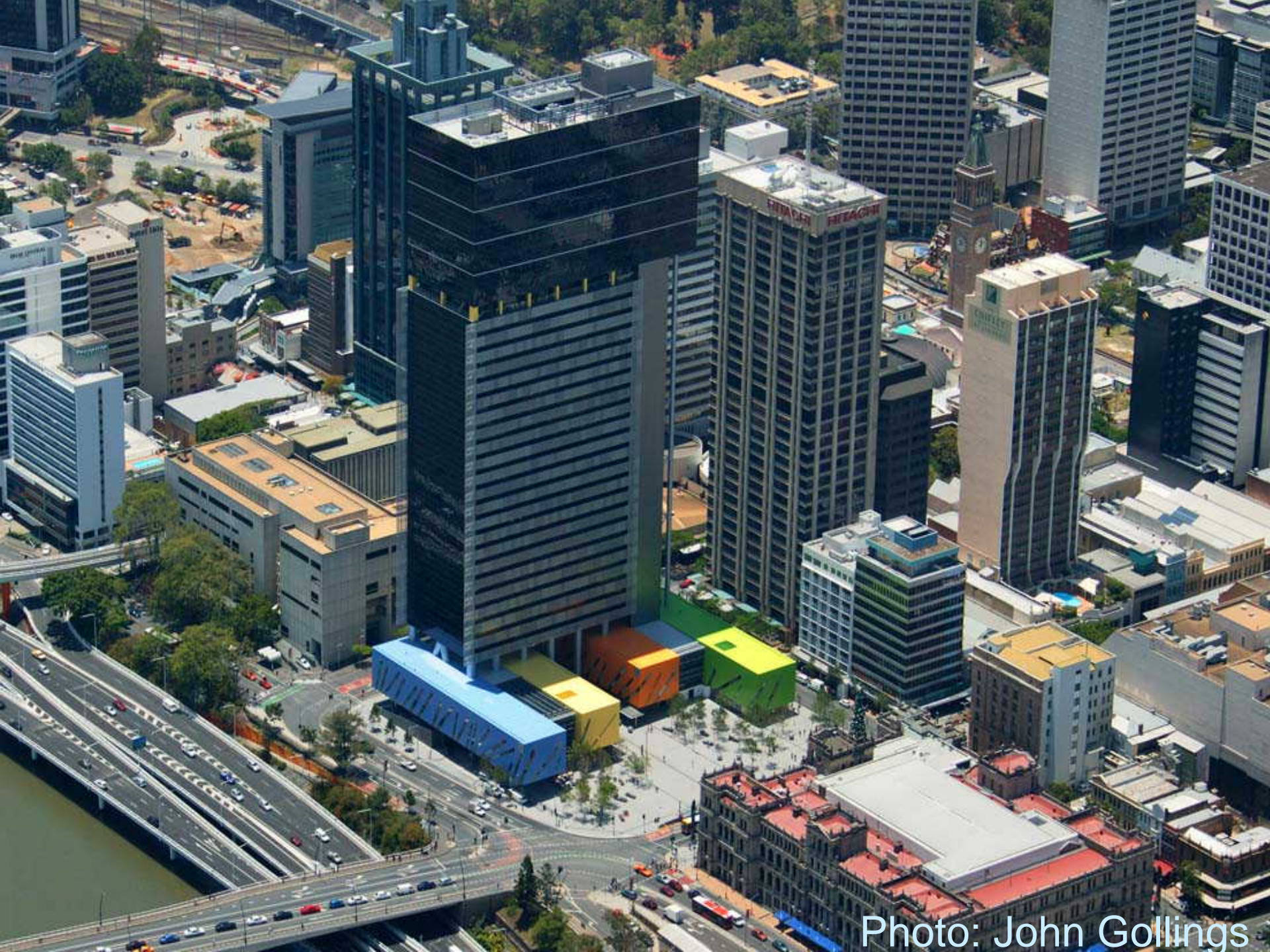


Photo: John Gollings

Aims of the Library & Customer Centre

- Convenient single destination for Council's face-to-face services for residents, visitors and business.
- Seamless experience across the different lines of business in the centre.
- Four specialist knowledge teams with a 'One Team' culture.
- Responsive to channel migration trends - enhanced customer self service and online transactions end to end.
- Staff focussed on high value activities.
- Smart use of technology.
- Model Zero Harm Library.
- **A vibrant & friendly library in the CBD.**



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In addition to a wide range of modern library and community services you can...

- Pay your property rates, dog registration, parking fines, lodge a tender, buy a bus ticket.
- Get Council information, voucher for free trees, request local government services, permits to film for TV/Movies, close a road, open food premises etc.
- Create customised maps with a level of detail covering specific property to city-wide views.
- Lodge a development or building application, meet a town planner, get free planning advice.
- View building applications in detail online for all addresses across the city.



Library Services delivered through self-service & roving service

- Delivering service beyond the counter at the customer's point of need.
- Library staff are supported by open stations & wireless iPAQ's incl phone
- Staff are rostered to a floor area – not a desk

Ground

- Maintain Library customer relationship
- Readers advisory
- Queue management
- General customer assistance
- News Lounge
- Displays & Merchandising
- Support:
 - Self checkouts/Kiosks
 - Self checkin - booksorter
 - Library transaction problem solving
 - Holds self pickup
 - Community Meeting Room & Theatrette

Level One

- User education / Information literacy / Readers advisory / New members
- Support
 - Learning Lounge
 - Internet
 - Children's Lounge
 - City Zoo –
 - X-box Wall
 - AV Pods
 - Sports & Lifestyle screens
 - LOTE-Literacy
 - Magazines
 - Community Meeting & Study Rooms
 - OPACS
 - Sound & Vision Lounge
 - Council information

Level Two

- Information & Reference services
- Literature Lounge – reading, programs & performances
- Brisbane History Lounge
- User Education / Information Literacy
- Council information
- New Members



Zero Harm Library

- Shelving heights: minimum 400mm, maximum 1530mm. Bottom shelf up-tilt.
- Ergonomic trolleys, scissor lifts, smart bins, desks
- Rostering: maximum 1 hour per task
- Stretching program
– Wellness Centre
- Extensive WH&S training
- Techlogic automated booksorter
- Self service loans
- Flexible Work Arrangements



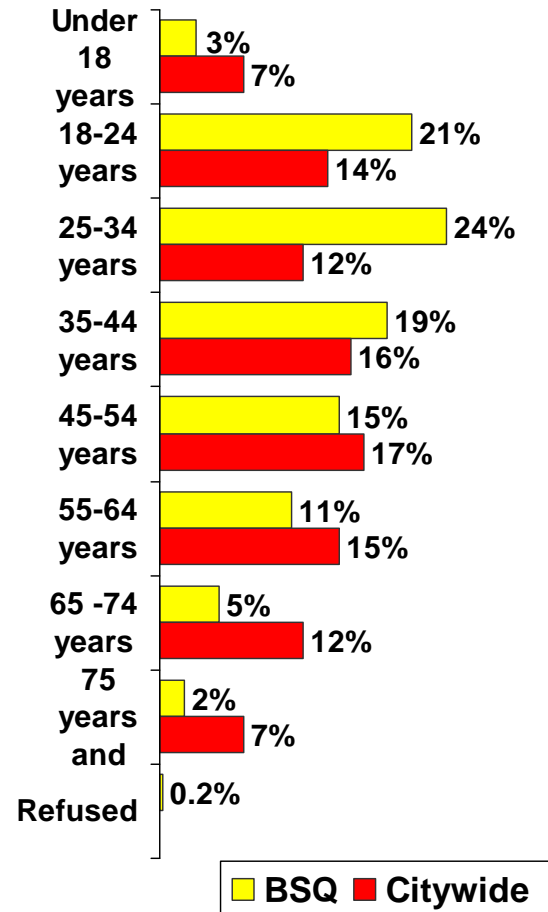
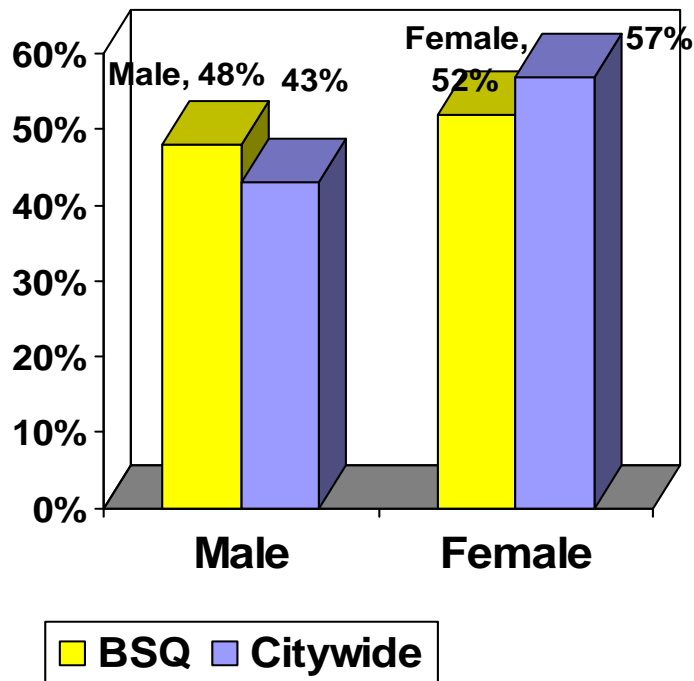
Brisbane Square Library Statistics & User Profile

- Visits: ↑87% to 1.1M per year
- Loans: ↑ 52% to 850,000 per year
- Open 7 days / 56 hours per week
- Space: 4,500 m² with 855m² reserved for expansion
- Staff: 30 FTEs (incl. Ask a Librarian)

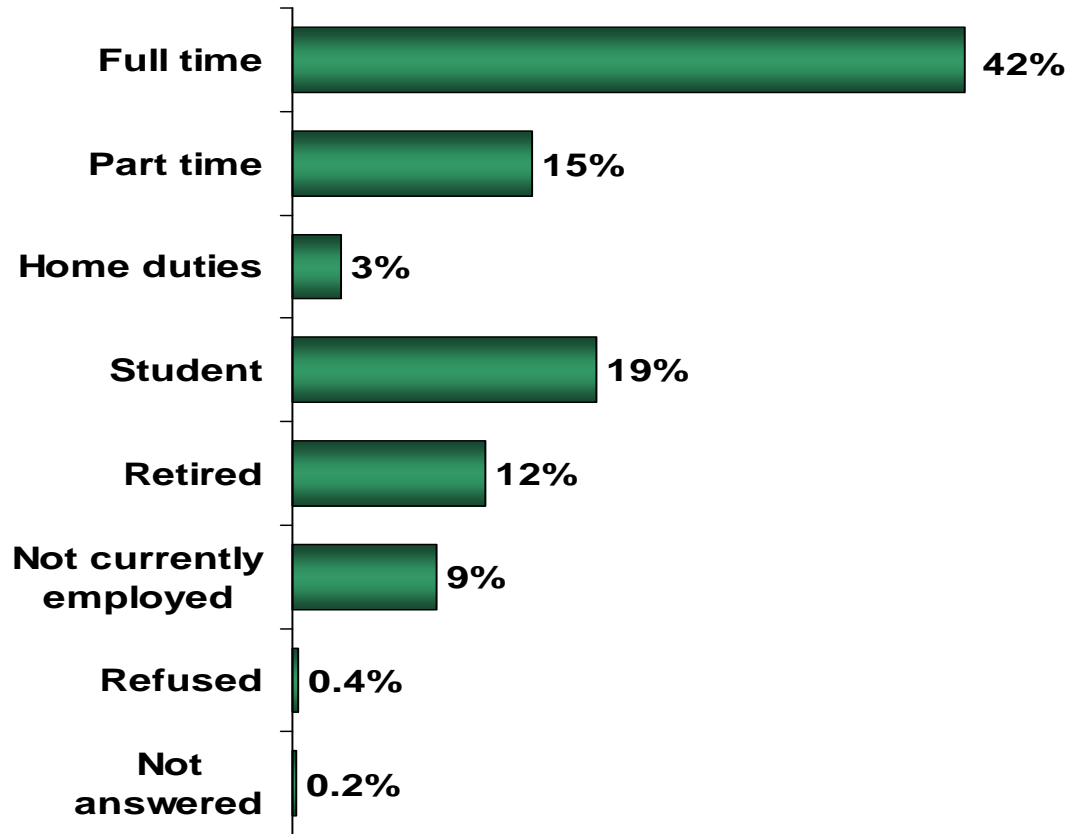
Usage of non-library services is consistent with pre-relocation levels.



Age and Gender



Employment Type



Frequency of Visit

