

## Minutes

### Library Advisory Committee – ordinary meeting



<b>Date</b>	<b>19 May 2025</b>
<b>Time</b>	<b>5:30pm</b>
<b>Location</b>	<b>Bargoonga Nganjin North Fitzroy Library</b>
<b>Chair</b>	<b>Cr Harrison</b>
<b>Minute taker</b>	<b>Cory Greenwood</b>
<b>Content Manager Reference</b>	

#### Statement of Recognition of Wurundjeri Land

Yarra City Council acknowledges the Wurundjeri Woi Wurrung people as the Traditional Owners and true sovereigns of the land now known as Yarra. We also acknowledge the significant contributions made by other Aboriginal and Torres Strait Islander people to life in Yarra. We pay our respects to Elders from all nations and to their Elders past, present and future.

#### Attendees

<b>Councillor/s</b>	Cr Sharon Harrison
<b>Committee members</b>	Two committee members present
<b>Council Officers</b>	Cory Greenwood (Coordinator Library Services & Engagement) Stephen Wright (A/Coordinator Library Services & Operations)
<b>Guests</b>	-
<b>Apologies</b>	Vicky Guglielmo (Manager Libraries Arts & Events)

<b>Item number</b>	<b>Item title or subject</b>	<b>Minute notes</b>
1.	Welcome and Acknowledgment of Country	
2.	Annual customer satisfaction survey	<p>Officers provided an overview of achievements from the previous year as supported by last year's survey results, and shared preliminary results of this year's survey data. This informed a roundtable discussion on identified trends and areas for improvement in 2026. Survey data will be finalised in June 2025 and used to inform the library's annual action plan.</p> <p>Committee members noted:</p> <ul style="list-style-type: none"><li>• The welcome email provided to new members should be sent to all members periodically to inform/remind members about the breadth of services and resources available would help increase awareness.</li><li>• More 'makerspace' equipment (creative technologies and fabrication tools such as sewing machines, 3D printers and laser cutters) should be made available in the library</li><li>• The Library of Things program should be expanded beyond its current scope of energy efficiency to provide a wider range of items that community members might need as a once-off (e.g. trolley to move large/bulky items, laser leveller for hanging frames). A donations-based model might not be feasible due to risks associated with lending electrical items, and</li></ul>

		<p>likelihood that community members might only seek to donate items in poor quality/condition. New items, or non-electrical items, are preferred.</p> <ul style="list-style-type: none"> <li>• More engagement with local high schools to promote services and improve membership rates</li> </ul>
	Other business	Committee members were acknowledged for their contributions and officially ended their term. The Library Advisory Committee has been dissolved following a Council decision.
Meeting closed		The meeting closed at 6:30pm.



# Library Advisory Committee

May 2025

# Achievements from last year's survey findings



1. **Mobile App:** Libraries Victoria app re-introduced May 2024.
2. **Opening Hours:** Review on the impact of Open Library has been conducted, outcomes pending.
3. **Quiet Spaces:** New silent study booths installed at Richmond Library, plus opening of meeting spaces at BNNFL and COLL (when free)
4. **Events and Programs:** More early literacy programs added including another Babytime at Richmond Library, Sunday Storytime at Collingwood Library, and Storytime Around the World.
5. **Improved amenity:** Richmond Library refurbished with grant funding from State Government under the *Living Libraries Infrastructure Program*. Vinyl flooring, carpet refresh, new furniture and study booths added. New furniture also added at Bargoonga Nganjin North Fitzroy Library and Carlton Library to meet demands for study spaces.
6. **More inter-library loans:** Re-negotiation with PLV and member libraries to consolidate and broaden resource pools, resulting in an increase of approximately 10,000 items for members to request from across Victoria.
7. **Faster turnaround of suggested/new items:** Improved work processes to ensure popular items are anticipated and ordered sooner, reduced waiting times by moving end-processing in-house for some collection types and extending loan duration of Red Hot Reads (soon).

# Other achievements



1. Supported the development of the **Rainbow Libraries Toolkit** for Victorian public library staff
2. Re-established the **Fitzroy Writers Festival**
3. Improved on-boarding process for new library members with a **new welcome email**
4. Expanded the **Library of Things** with additional thermal imaging cameras
5. Won **Best Fiction Award** at the 2024 A Corto Di Libri International Short Film Contest
6. Donated over **900 coats** as part of the Winter Coat Drive
7. Thanks to **FareShare**, we've provided almost 8,000 meals to the North Fitzroy community, with an average of almost 10 visits every day.

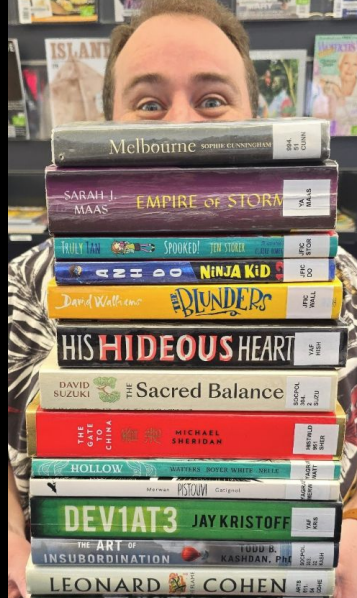


# Supporting the Winter Coat Drive 2024



**Delivering more  
early years  
literacy programs**

**Increased our  
collection by 10,000  
items through LV  
sharing**



**Installed new silent  
study booths at  
Richmond Library**

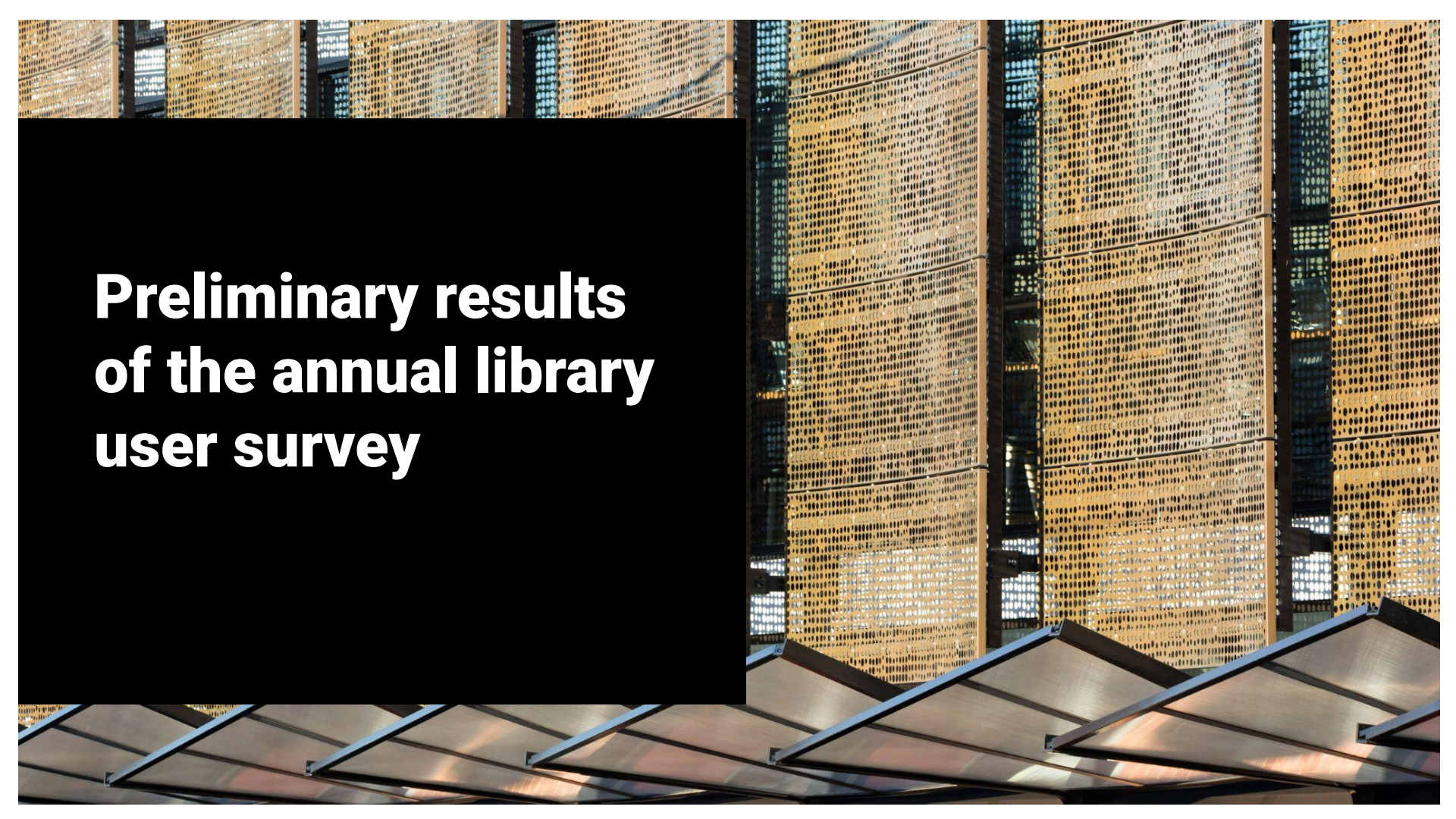


**Speeding up how the time  
it takes for items get to  
our members**



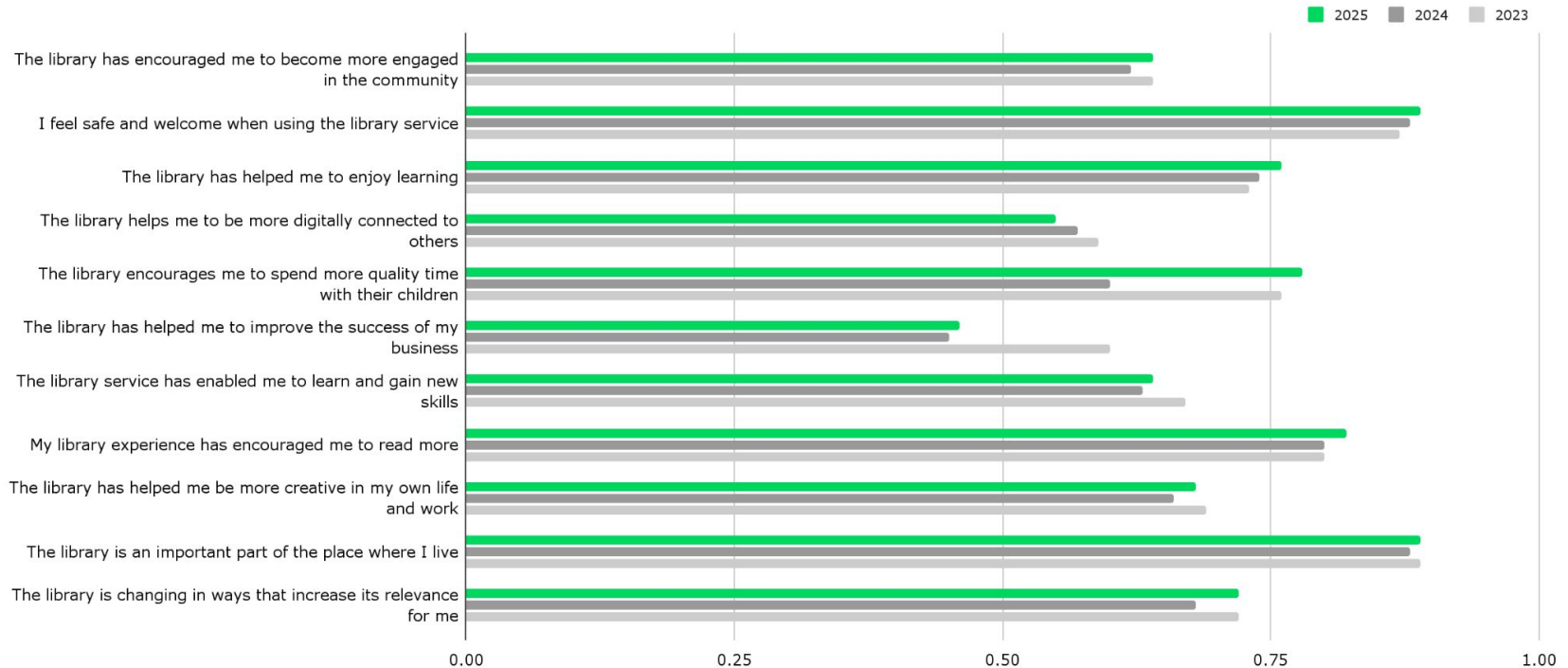
**Re-establish the Fitzroy  
Writers Festival**



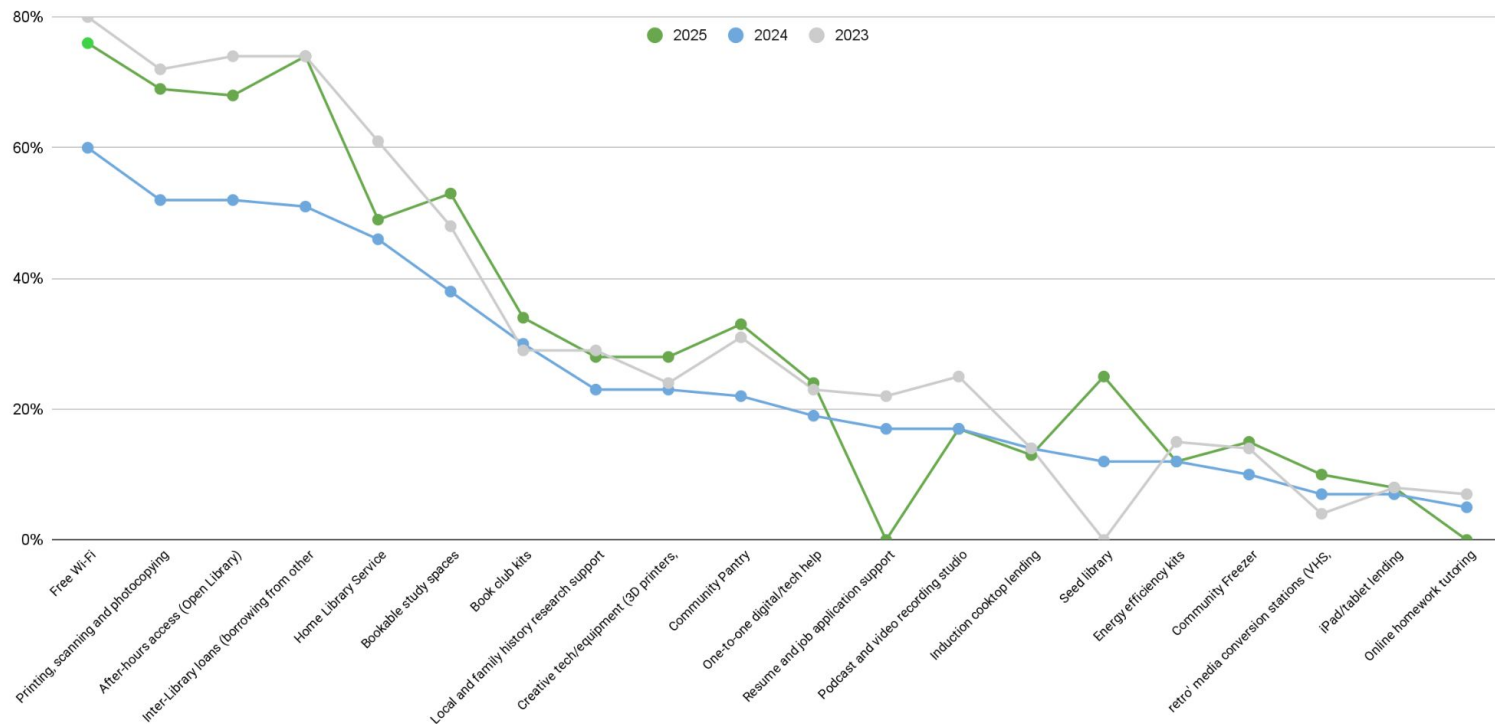


# **Preliminary results of the annual library user survey**

# Library User Survey - Dimension responses



# Library User Survey







**Discussion: What's  
something the library  
could improve?**

**What should the  
library focus on for  
the year ahead?**