



Clarence Regional Library Service

Local Studies Review and Strategy

Report and Strategy prepared by:



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Executive Summary

Clarence Regional Library Service (CRL) plays a pivotal role in providing access to information for the communities it serves in the local government areas of Clarence Valley and Bellingen.

To build on this role, the library has identified the need to develop a regionally focused Local Studies Strategy that encompasses the collection, access and dissemination of local history and genealogy resources i.e. a proactive approach to the development of local studies resources, and their access.

The specific objectives of the review included:

- Reviewing current practices and collections (Library service)
- Reviewing current practices and collections (other community stakeholders)
- Reviewing contemporary library local studies models
- Review of operation and capital investment by each member Council of the regional library service
- A range of consultation methods to engage with key stakeholders
- Development of a Local Studies Strategy

The review also focused on:

- Current and future use of technology e.g. digitisation
- Current services and programs
- Improved accessibility to collections
- The efficacy of any existing regional policies

And was informed by:

- Best public library local studies practice and standards
- Emerging and future trends in service delivery and programming

With an aim to:

- Provide a more strategic approach to the development and promotion of the regional library's branch collections i.e. viewing them as one regional collection (thinking regionally and acting locally)
- Improve community access to, and input into, the regional collection e.g. through the use of technology and the Internet; community engagement activities and events etc.
- Better preserve the region's history i.e. through the identification of gaps in our local studies knowledge and collections for research referral; the introduction of proper preservation practice (includes training, and support procedural documentation); working closely with other key stakeholders such as historical societies, family history groups, local researchers and authors, and museums
- Engage with other key stakeholders to better understand the collections, information and research they undertake
- Create a network of learning and information sharing (the library, the community, and key stakeholders) i.e. the regional library to facilitate local studies-based learning opportunities for the community and key stakeholders

- Regionally re-brand and position current local studies services and collections
- Train staff in local studies-based skills e.g. using online resources and tools; digitisation techniques etc.
- Applying nationally accredited local studies standards
- Redeveloping and expanding the current local studies collection development policy
- Look at future resourcing of local studies services, collections and activities

Library staff and other key stakeholders were consulted to inform the development of a regional local studies strategy. The strategic plan will inform the future direction of the library's local studies service provision and build a platform of understanding and collaboration between and with the key groups and individuals collecting and maintaining invaluable local studies collections across the region.

The key recommendations of the local studies review include:

1. Elimination of the library's local studies cataloguing backlog
2. Identification of local studies based collection and information gaps, to inform future collection development and for research referral
3. Capturing / collecting all local studies publications i.e. locally published material of local studies value, or with local studies content
4. Identification of all regionally held material that is 'at risk' i.e. in need of preservation / conservation due to its rarity, or irreplaceable nature for inclusion and prioritisation on a preservation schedule e.g. for alternative storage, replacement, copying, repair and/or digitisation
5. Local studies based training and learning opportunities, for staff, the general community and for key stakeholders e.g. individual researchers, historical societies, family history groups etc.
6. Formation of a regional Local Studies Network (LSN) i.e. an informal network facilitated by the regional library, that meets and shares ideas, information and collaborates as needed; for example on projects, or grant applications
7. Update and expansion of the library's current Collection Development Policy, to include a more detailed, contemporary and standards-based section on Local Studies
8. Development of a local studies disaster prevention and management plan (with applicability to all library collections)
9. A regional approach to local studies service delivery i.e. the development of major local studies collections for each local government area i.e. for each regional library member Council's area
10. Expansion or phase up of current local studies resourcing allocation, including but not limited to:
 - a. Staff time allocated to local studies services
 - b. Consideration of a named local studies position for the region e.g. Regional Local Studies Officer

- c. Equipment, such as the upgrade and replacement of the current microfilm reader/printer held at CRL headquarters; purchase of analogue to digital media conversion hardware and software e.g. conversion of oral history cassette recording to digital file formats; conversion of VHS video to digital file formats; scanners to copy / digitise photographs and documents (note that this equipment could also be used under supervision by the community and key stakeholder groups – e.g. to ensure copyright requirements are met, and the integrity of the hardware / software are maintained)
 - d. Media database software i.e. to catalogue, store and make accessible online photographs, photographic collections, key historical documents, video and audio recordings
11. Targeted marketing and promotion of local studies services and collections, including for example:
- a. Development of communication strategies to reach younger people, students, local businesses etc.
 - b. Upgrade and replacement of current local studies directional signage (note that currently collections are very poorly signed and lack visibility); and reconsideration of how local studies collections are located in each library i.e. to maximise visibility

Based on stakeholder consultation (site visits and survey) and an analysis of contemporary local studies collection standards, the prime areas of focus of the regional strategy are:

1. **Partnerships and collaboration** – working collaboratively with other individuals, groups and organisations with commitment to the ongoing research, collection and exhibition of local studies material and information
2. **Collection management** – the ongoing management, development and preservation of library local studies collections (physical and online)
3. **Learning** – formal and informal learning opportunities for staff, the community and other key stakeholders
4. **Service development and delivery** – what is required to develop and deliver local studies services to a contemporary standard
5. **Marketing** – targeted marketing and communication of local studies services

Background

For the purposes of this report and strategy, the term ‘local studies’ refers to both local history and local family history as it applies to each member local government area of the regional library service.

The development of a regional local studies strategy will enable the library service to meet both contemporary public library local studies service standards, and effectively respond to the expressed needs of the community i.e. the findings of the library’s 2008 survey¹ of users and non-users indicated clearly that the community wanted more focus and resources allocated to local and family history.

¹ Clarence Regional Library: Survey of Library Users and Non-Users, July 2008 (St Lawrence & Associates Consulting Services) pp. 28; 40

The Clarence Regional Library (CRL) service has Branches at Grafton, Maclean, Yamba, Iluka, Bellingen, Dorrigo and Urunga, all of which hold small local studies collections or collection materials, and offer online access to various resources (particularly family history resources).

The library service plays a pivotal role in the provision of community access to information and this includes its regional role in collecting, preserving and facilitating access to the region's rich and important history.

The library's ability to properly identify, collect, preserve and facilitate access to regional local studies or heritage information is being hindered by its differential approach to the collection, access and presentation of local studies materials. A strategic approach to local studies would include:

- Collection management and development policy
- Resourcing strategies i.e. operational, capital, grant funding, sponsorship, resource sharing
- Staff, community and key stakeholder training, and learning opportunities
- Marketing and promotion of the region's important history
- Collaboration and/or partnerships, between the library and other key community stakeholders / stakeholder groups
- Broader community engagement regarding the collection of, and importance of, local and family histories; provision of opportunities to grow the library's collections through community contribution, research and donations
- Service delivery modelling – incorporating online / web based; physical access; and shared access; the development of area collections
- Digitisation e.g. key historical documents, images etc for broader access via the Internet

Local studies collections and services can be quite diverse but usually consist of:

- Books and other publications on local history (usually topic based) e.g. local aboriginal history, social history and issues etc
- Family history publications and/or research files
- Geographic material e.g. maps and plans
- Architectural material e.g. house and building histories
- Built and natural environment information / documents
- Environmental – reports and studies
- Photographs (physical collections, including negatives; digital images, including prints; and online and electronic files)
- Local newspapers / clippings
- Oral histories
- Visual media e.g. film, video, digital video

The aim of the project is to develop a regional Local Studies Strategy that encompasses the regional collection, access, dissemination and promotion of local studies resources across the Clarence region. The strategy will provide a considered and proactive approach to local studies, to help ensure that unique material, information and knowledge is not lost to the community. The strategy also considers the important role of other stakeholders across the region such as historical societies, family history groups/researchers, authors, museums etc, and the benefits of the library working and networking with these entities.

Also for consideration will be the opportunity presented by the proposed new Grafton City Library (which will incorporate the current Grafton branch and CRL headquarters), and the possibility of establishing a clearly defined and contemporary local studies space within the new library.

Scope

Objectives

Clarence Regional Library Service employed a consultant² to review local studies collection practices across the Clarence Region. This review included an analysis of the current practice of the library and regional history groups/organisations and individuals.

The review included:

- Consultation with key stakeholders, including staff, Council officers, historical and family history societies, museums and the community
- Review and benchmarking of current heritage collection practice i.e. a review of practice at other public library services
- Review of current operational and capital investment in local studies by the region

As a result of the review a set of recommendations has been developed that forms the basis of a regional local studies strategy for both the library and other interested groups, organisations and individuals.

Outcomes

A Local Studies Strategy that provides:

- A common / core set of overall goals, objectives and strategies for the library's ongoing local studies service delivery
- A cohesive and practical local studies service delivery model that meets contemporary standards and guidelines
- A collaborative and community approach to the ongoing collection, preservation, dissemination and promotion of the regions history
- Opportunities to learn and share information / knowledge

Methodology

Methodology included:

² Roger Henshaw Consultancy Services (www.rhcs.com.au)

- Research (desktop research of other local studies site service delivery models, documentation, policies, reports etc)
- Face to face consultation – individual and group
- Staff interviews
- Site visits
- Telephone interviews
- Stakeholder Survey - online and paper-based (results overview and analysis attached – attachment 1)

This review focused on:

- The library’s current local studies services and operations
- Local collections and collecting groups, organisations and individuals

The scope of the review included:

- Key stakeholder consultation e.g. historical societies, and museums
- Determining the feasibility of a regional approach to local studies collections, operations and management
- Providing recommendations for the operation and resourcing of local studies services on a regional basis
- Providing the greater CRL community, local studies users and researchers with a more cohesive level of service and more accessible collections

Regional Situation Analysis

Online Presence

CRL maintains a professional looking and useful website. In regard to local studies, the emphasis is on family history (genealogy), with the library website providing many useful links to resources such as those provided by State Records, the State Library of NSW, and the National Library of Australia; as well as links to many genealogical research sites. While these links are very useful, they do not in themselves meaningfully engage the wider community i.e. to promote local studies topics of interest, encourage / provide opportunities to share and discuss information, provide an opportunity to learn how to collect, research, publish, or provide example search / research strategies. In short the library service doesn’t provide much in the way of support services for local studies research and publication.

Site Visits - Staff and Community Consultations

Site visits included evaluation of the current state of local studies collections at each branch, the placement of collections, service availability and community profile, and engagement with key stakeholders e.g. local historical societies, family history researchers.

Key Overall Observations

- Each branch has a small collection of local studies material available for mainly reference use. These collections were often interfiled with other reference material (note this is to be changed)
- Support equipment e.g. microfilm readers and dedicated PCs is extremely limited, with the exceptions of CRL headquarters and Macksville branch library.
- Signage was generally very poor (with little attempt to delineate local studies materials from other materials)
- Staff knowledge of collections was reasonable, but local studies could have been given a higher priority
- In general more resources could be allocated to the identification and collection of local studies material e.g. local publications, local research
- There is an opportunity for the library service to facilitate local studies networking across the region

Specific Observations

Dorrigo Branch Library

Dorrigo branch library holds a small separate collection of local studies material that incorporates for example, local publications, folder files, and publications holding information relating to the local area.



The **Dorrigo Guy Fawkes Historical Society** (DGFHS) is active in the area and holds a wide variety of information, artefacts and items pertaining to the district's history, for example:

- Local newspapers i.e. *Don Dorrigo Gazette* (since 1910); *Guy Fawkes Advocate*
- Centenary publications
- Goods and implements (farming etc)
- Old clothing (historical clothes)
- Letters
- Photos
- Oral histories (cassette / reel to reel / VHS)
- Family history publications
- Aboriginal artefacts
- Headstones
- Microfiche
- An historic machinery shed

DGFHS actively research local history etc, but don't have a formal collection policy and will generally collect anything. This method of collecting while clearly aimed at preserving items

that otherwise might be discarded or offered elsewhere, has storage and preservation / conservation ramifications i.e. the group indicated that their storage conditions were damp (a Council owned building);

Other issues and interests indicated by the DGFHS and other participants included:

- Cataloguing i.e. no expertise to catalogue or index, especially photographs
- No disaster prevention management plans in place
- No succession plan in place i.e. mostly older members with no or few new memberships
- Copyright, while being understood is not always addressed
- Digitisation of key materials, including migration of older analogue items to digital formats e.g. cassette recordings to digital (CD) formats; digital copying of rare and/or fragile publications and materials
- Collaborative approach – the DGFHS were interested in working more collaboratively with the library and any other local groups and individuals interested in local history e.g. networking, joint grant applications, sharing information and perhaps resources, collaborative communication strategies (working with and engaging the media etc)
- Training / learning opportunities e.g. around preservation / conservation techniques, disaster prevention and management, oral history etc

While the library appears to have a good relationship with this group there do not appear to be any formal procedures in place to collect or promote their research, publications or activities.

Of note: The consultation acted as a platform for a local researcher to come forward and connect with both the library and the DGFHS regarding their project of interest (the histories of key local women), which emphasised the importance of better community networking and engagement around local studies – a role for Dorrigo library locally, and the library service regionally.

Bellingen Branch Library

Bellingen branch library's small collection (pictured below) includes:

- Books
- Information files
- Newspapers
- DVDs
- Pamphlet files and folders of past event posters and programs

There was little in the way of Council publications present in the collection e.g. heritage studies, plans, environmental studies etc; and the local studies publications (i.e. those available for sale in the Bellingen Museum) were under-represented in the collection



Consultations included library staff, Council Heritage Officer, a former historical society member, and library / museum volunteers.

Group discussion indicated the following:

- The Bellingen museum has an eclectic collection covering a wide range of topics, not all of which have anything directly to do with local history e.g. a Kangaroo Valley plaque
- The Bellingen museum doesn't have the ability to properly preserve / conserve collection materials
- Storage / display space is limited i.e. the Bellingen museum is basically full. There has been very little collected since 1970 due to space constraints (there are storage issues), however, collecting now for the future is considered important
- The Bellingen museum has a range of publications for sale but only sells items for cash (making it a bit difficult for the library to purchase, other than via petty cash). There is no collection arrangement in place
- There are photographs, and books (written by members of the Bellingen Museum)
- Information sharing between the museum and library is limited
- *The Bell Bottom* booklet/publication was said to contain current information that will be of historical significance in the future (this appears to be the only platform for collecting / recording current information)
- The museum is reliant on volunteers, but they didn't necessarily have any training

Other issues and interests included:

- Need for support equipment i.e. the library would benefit from having a scanner for use by staff, and the community for photos, documents etc
- There is a need for training / learning around technology and web / Internet based resources, especially for older people; copyright awareness and management
- The library could put together a local studies kit for anyone interested in researching, sharing, publishing etc e.g. basic pointers on preservation, disaster prevention / management, resource guides, list of local groups etc
- Assistance is required in migrating analogue audio / video formats to digital formats (to preserve and to enhance access)
- Need to be able to network / connect other groups and individuals who are interested in researching local and family history; and perhaps in sharing their research, collection materials etc
- Need for the library to have more dialogue with local indigenous groups i.e. to determine ways of supporting their research, promoting and conserving their histories, stories etc

Urunga Branch Library



The library's local studies collection was small, and not particularly well signed or visible.

Consultations included library staff, a local researcher, and representatives of the Urunga Historical Society and Urunga Museum.

Group discussion indicated the following:

- The Urunga Museum's original rail and shipping focus has been expanded i.e. there is a more reactive approach to collecting, with no particular collection scope / policy in place
- The library is seen as a safe and accessible place to house and access historical material and related resources
- There needs to be more regular contact, dialogue and interaction between the library and local historical and family history groups / researchers
- Local historical / family history groups can operate as cliques and unintentionally exclude interested parties from joining / engaging with them

Other issues and interests included:

- No agency or individual present had any disaster planning / management strategies or procedures in place
- There is a pressing need to migrate oral history recordings onto newer digital formats e.g. from cassette tape to digital file / CD i.e. to minimise the chances of losing this data, to increase its accessibility, and to allow easier copying
- There was great interest and support for the library facilitating and/or hosting training opportunities e.g., workshops on topics such as research skills, using new technologies and web resources, database searching techniques
- The library has a role in identifying the best software (free or otherwise) for cataloguing and storing photographs and other media, and supporting its use

Grafton Branch Library



Grafton branch library's local studies material is mostly interfiled with the reference collection, with additional material available in designated vertical files (pictured above on left). Not all LS (local studies) material has been given the LS designation – this is to be fixed. There are no FAQ sheets/pamphlets available, and no procedure in place to record questions asked or information gaps and inform collection development and future research projects. The Local Studies collection material will be brought together into one area in the proposed new Grafton Library.

The library's collection includes:

- Booklets
- Books
- Council documents (some but not all that could be / should be held)
- Oral history recordings (on CD) – kept in closed access in the library workroom
- Pamphlet file – which contains newspaper clippings; and extra copies of booklets etc
- Tourist information (some in folders in pamphlet / vertical file)

It was noted that there was no photographic / image collection kept by the library.

Other issues and interests included:

- Grafton staff indicated that there is a need to reconsider the scope of collections, how long material is kept, and levels of duplication. It was also noted that Aboriginal /indigenous histories are known to exist in the community e.g. oral histories, owned by the South Grafton Land Council, and that the library should connect with the Land Council to look at ways of obtaining copies of their material, and working with them to collect, preserve and promote local indigenous histories.
- The library receives regular requests for access to Ancestry.com.au (www.ancestry.com.au) by customers / members of the community wishing to trace their family history

Grafton Stakeholders Consultation

Consultations included library staff, and representatives from the Clarence Valley Historical Society, Glenreagh Memorial Museum, South Grafton Family History Friends and Helpers,

Diocese of Grafton Archives, Schaeffer House Museum, Clarence Valley Council’s Heritage Planner, and a professional historian and author. The meeting noted that this was the first time all these groups etc had met together in one place, and that all found the meeting of benefit to network, share information etc

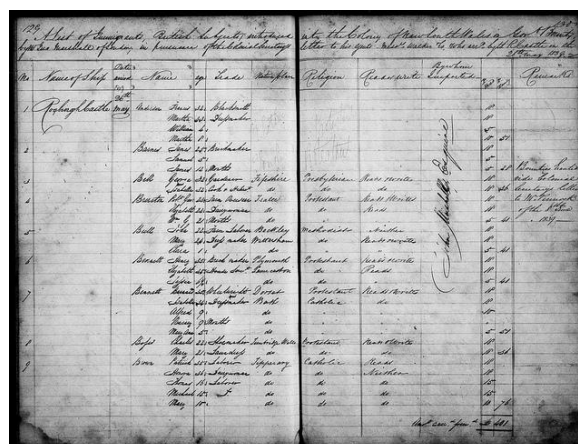
Group feedback, issues and interests included:

- Council publications need to be considered for placement in the library local studies collection so the content is not lost to the community e.g. environmental studies or heritage plan research. It was noted for instance that Clarence valley Council had three heritage studies (including Maclean and Copmanhurst), which would hold valuable information for researchers, and that should be included in the library local studies collection
- There was some concerns raised over the possibility that research might be being duplicated across the various groups (or within the community); and that there is currently no effective way of preventing this
- There was acknowledgement of the need for careful disaster prevention / management, although not all those present had plans in place. Some minimised risk through duplication of information e.g. electronic copies stored in more than one place
- Several organisations had succession plans in place to ensure their collections were preserved and maintained, but not all
- There was support for the library facilitating / hosting various training and learning exercises e.g. building digital skills (using and creating), preservations / conservation etc
- Digitisation - all those attending seemed to support the idea of identifying and digitising rare or irreplaceable materials / books to ensure their contents isn’t lost, and so it could be made more accessible e.g. via the web

Clarence Regional Library Service (CRL)

CRL does own some significant resources that are available at regional headquarters. For example:

- Local newspapers on microfilm (note that CRL just purchased additional microfilm resources and storage cabinets – budget expenditure: \$57,000)
- State Archives microfilm (note that NSW State Archives are moving to providing access to microfilm records [online](#) (see Assisted Passenger Shipping List example below); and that no one on staff is currently trained in using this resource



- A microfilm reader / printer (note that this item needs replacement (printing function doesn't work) and the library has tried unsuccessfully to obtain grant funding for this purpose)
- Family history publications and resources (donated by the family history group that uses the local studies room situated at CRL headquarters)
- Various Council reports are kept in the stack (but not all are catalogued)

It is planned to move the headquarters' collection and resources to the proposed new Grafton Library, which will make the collection more visible and arguably more accessible than it is currently.

Other important local resources, such as the Lindt Photographic Collection, which is located at, and accessible via Council's Grafton Regional Gallery [website](#) aren't available (linked) via the library's website.

Issues relating to the regional library's approach to local studies include:

- There is no detailed local studies collection development policy for the region
- There is no active collecting of new local studies material / information
- Cataloguing of material is slow and sporadic (note that this type of cataloguing is specialised, and time consuming due to the original nature of most material)
- Digitisation – especially for old documents, and rare or irreplaceable publications
- Copyright management – there is a need to have the correct forms and procedures in place to ensure copyright is managed correctly / legally, including the identification of item ownership etc
- Provenance – there is a need to ensure that the provenance of collected items is verified and recorded
- There is a need for greater community engagement (including engagement with specific groups involved with or interested in all aspects of local studies) i.e. to expand resources / collections; to assist in verification of content (e.g. identify content of photographs / images) etc

Maclean Branch Library

Consultations included library staff, and representatives from the community, the Maclean Historical Society, Iluka Historical Society, the Lawrence Museum, and the Scottish Association.

- Maclean Library's local studies collection is very small, not very well signed and is kept with the reference collection (see photo below). The collection also includes items that have a relationship to the area's history e.g. a book on Scottish Clans



Group feedback, issues and interests included:

- The library isn't always aware of what's being published in the district, and consequently does not always have the opportunity to purchase or acquire copies of all locally published local studies materials
- There was support for the library facilitating / hosting various training and learning exercises e.g. putting together publications and collating material
- Some groups had collection policies (at least to some extent), including donation forms
- There was some concern raised about the difficulty in engaging younger people e.g. to join historical societies
- All those attending indicated that they would be interested in working more closely with each other e.g. information sharing meetings- as this would build better understanding of what each group was doing/ collecting / collecting criteria etc
- Sharing of volunteers was put forward as an idea for consideration – especially as volunteers were hard to find
- The possibility of using common platforms for databases e.g. for storing and accessing photos was thought to be worth exploring by the group
- Need a community marketing / promotion strategy to lift the profile of local and family history in the area, and to attract wider interest
- There was some evidence of disaster prevention / management strategies e.g. the Maclean Museum stored material in a fire rated (resistant) room; whereas the Iluka collection was housed in an old war memorial hall, with no exhibition space

Yamba Branch Library

Consultations included library staff, and representatives from the Yamba Museum (the Story House), and Port of Yamba Historical Society.

The library's local studies material was interfiled with the reference books (note: the collection will be separated out into a single local studies collection).

It was noted during the consultation that:

- The Yamba Museum has a large photo collection / database (approximately 1,000 photos) – most have been digitised as part of their cataloguing process; oral histories, and artefacts.
- The Yamba Museum recommends digitally photographing photographs instead of scanning, as they have found the images to be clearer/ sharper
- The Yamba Museum has a very strictly applied collection policy i.e. Yamba district focus only; and a disaster management plan (note that the museum has no fire rated storage and that they consider the building to be a fire risk)

Group feedback, issues and interests included:

- The need for a database with full editorial control / access, so you can own your own data, but still be part of a national database e.g. Pictures Australia
- Would like to see the library's microfilm collection available via the branch i.e. lent to the branch for use there at certain times – this however, would require the purchase of a reader / printer

- The group was interested in sharing information, indexes, lists, and attending joint training opportunities – this included the library sharing access to the information, collections it holds
- Software being used by groups included FileMaker³ i.e. used to create a photo database; and MOSAiC⁴ for the museum collection

Stakeholder Survey

A survey (paper-based and online) was distributed to the identified key stakeholders throughout the region, with 23 unique responses received. The survey was designed to gain a basic understanding of what was being collected locally, how it was being stored, how it could be accessed etc (see attachment 1 for a full survey results analysis). Some of those completing the survey also attended the community meetings held as part of the review.

Key Findings

Collections

- Throughout the region there is a mixture of public, semi-public and private collections of local history material pertaining to the areas that make up the Clarence Region. Various institutions, groups and individuals, including Councils, historical societies, museums, galleries, family history groups and researchers, and individuals, hold these collections (91% of respondents hold collections)
- Materials collected ranged from artefacts, books, booklets, photos / images, and artworks through to newspapers, newspaper clippings, textiles and objects
- Only 43% of respondents had some form of collection scope policy

Collection Focus

- Collections held throughout the region primarily focused on the local histories of specific areas/districts e.g. Iluka, Dorrigo, and Bellinger Valley from the early 1800s through to present day. Institutions such as the Grafton Regional Gallery were of note, particularly with their collections pertaining to areas such as Copmanhurst, Maclean, Lower Clarence and Grafton
- 77% of respondents indicated the main purpose of their collections was local history, and 68% family history
- 67% of collectors focused on specific subject areas
- 19% of respondents said they collect anything
- 81% of all surveyed collections held family history material
- The majority of collections held photos / images (86.4%), followed closely by books and documents (82%)

Collection Access

- 71% of collections were only accessible to the public by arrangement
- 38% of collections were publicly accessible
- 24% of collections were private (access by collection owner only)
- 36% indicated that they'd like the library to act as their main point of contact
- 35% of collections were fully catalogued

³ <http://www.filemaker.com/au/> (accessed August 2011)

⁴ <http://www.istechology.com.au/pages/product.html> (accessed August 2011)

- 40% of collections were partially catalogued
- 25% of collections weren't catalogued at all
- 50% of cataloguing was paper based (29% card indexed)
- 36% of cataloguing was available via a searchable database (29% available electronically e.g. on a spreadsheet)

Collection Storage

Collection storage was variable across the region, with:

- 64% of respondents indicating material was stored in boxes or cartons.
- Very few sites had access to fire-rated storage (only 9%)
- 55% had some form of digital storage e.g. computer based storage of information
- Shelving used was a mixture of metal (45.5%) and wood (41%)
- 45.5% of collections were stored at one location
- 14% were stored in flood prone areas

Collecting Agencies

- 81% of respondents were actively involved in research
- 62% had applied for funding grants
- 52% were involved in educational activities e.g. with schools
- 48% held or participated in public events
- 78% indicated they had a plan in place to ensure their collections were preserved – 22% had no plan

Regional Assessment

Regional Assessment against National Local Studies and Collections Guidelines

An assessment of the region against the current national local studies and collections guidelines⁵ (Guideline G13 – see attachment 2) was undertaken to demonstrate where CRL currently falls short.

Legend:

- 'P' is provided where regional adherence to the guidelines is **partial** or ad hoc
- 'U' is provided if adherence to the guidelines is **unclear**
- 3 is used where a guideline is met
- X is used where a guideline isn't met

Guideline	Yes	No
Appropriate library space and storage is provided, including security for the collection.	P	
Collecting policies for local studies materials including acquisitions and management are recorded in the Library's Collection Development Policy.	P	X
Items are acquired through purchase, donation, copying or transfer from local organisations.	P	
The library provides opportunities and means for the public to donate images (digital and print).		X
Specific provision is made for collecting, organising and providing access to family history materials.	P	
A controlled environment and standards-compliant storage conditions to permanently preserve		X

⁵ Beyond a Quality Service – Strengthening the Social Fabric: Standards and Guidelines for Australian Public Libraries. Available from: http://www.alia.org.au/publiclibraries/PLSG_web_110407.pdf (accessed August 2011)

materials are provided if the materials in the collection require such treatment.		
Cooperative arrangements are in place with appropriate local community groups and other cultural institutions such as museums and galleries for the growth, development and use of the local studies collection.		X
A disaster control plan has been developed for protection of the collection.		X
Guideline	Yes	No
Access is available to non-rare and non-fragile materials (i.e. standard items in Local Studies collection) at any time the library is open.	3	
Access to rare and fragile materials is controlled.	3	
Materials collected from local private sources are provided to the public with appropriate permissions and copyright clearances.		X
Access provisions for sensitive materials and manuscripts are clearly documented.		X
Local newspapers (print or digital) are accessible free of charge to the public.	3	
Local history photographs (print or digital) are accessible free of charge to the public, though fees may be charged for copies.	U	
Links have been established with specialist consultants for professional advice concerning conservation matters.		X
Digital archives standards are used for local studies collections where appropriate.		X
Access to and preservation of oral history collections are made digitally available in priority terms of significance.		X
Digitised records of Council meetings are made available to the public.		X
Community access to aggregations of collective community memory in digital format (such as blogs, wikis) is made available by the library		X
Public programs – such as participation in National Trust Heritage Festival, History Week, Family History Week, Anzac Day and other similar events – are offered by the library, where appropriate in partnership with other local community organisations.		X
Appropriate exhibitions are mounted for print and digital materials in local studies collections.		X
Partnerships are established with the media to develop and exploit opportunities for promotion of local studies programs.		X
All copying is done in accordance with the Australian Copyright Act 1968 and regulations.	3	
A digitisation plan is developed for local history material.		X
Local Studies staff have appropriate skills and knowledge and/or access to appropriate training in:		
- Digital archiving		X
- Multimedia techniques of making collections and resources accessible to various audiences		X
- Exhibition organisation, design and management.		X

Regional Local Studies Services (Library)

The following findings are a regional summary.

It was found during site visits and staff / community consultation that:

- Most branch collections were considered to be basic at best.
- Collections were often interfiled with reference and lending collections, and those that were separated weren't very visible due to poor signage and/or poor location
- There was no evidence of any formal collection development strategy (regionally or by branch)
- There was little evidence of direct local studies services, other than the provision of small and fragmented collections; and family history resource links on the regional library website

- A local studies cataloguing backlog at CRL headquarters was noted, but there was evidence to suggest that this was going to be addressed
- Access to the resources held in the local studies room at CRL headquarters seemed mainly confined to one group; the location of these resources also meant that they were not visible to the greater community or to general library users
- Equipment to access and print valuable and extensive microfilm resources is in urgent need of replacement (it was noted that CRL had unsuccessfully attempted to secure grant funding for this purpose)
- There was a general lack of promotion e.g. display of local studies material and/or services
- There was very little regional emphasis on collecting photographs / images or other media with local studies content

Challenges

The immediate challenges faced by the library include:

- The development of a comprehensive local studies collection development plan, with an eye to expanding the range of content through identifying and filling collection gaps
- Improving the visibility of local studies collection material
- Identification of collection subject / information gaps i.e. as part of improving the collection development process
- Development of a disaster prevention and management plan
- Improving the library's local studies web presence

Opportunities

Opportunities arising from this review include:

- Engaging the community in contributing to collections, participating in local studies events and activities
- Staff and community training / learning opportunities e.g. preservation, online resources, digitisation etc.
- Development of a regional local studies network with key community stakeholders i.e. individuals, groups and organisations with a local studies researching, collecting, publishing and exhibition brief or interest
- Developing centres of excellence – major collections for the region, with access via all branches and online
- Maximising the promotion of local studies services and collections, and contributions to local studies research and collections via development of a CRL local studies website
- Employment of a Local Studies Officer or Librarian to provide and maintain a focus on the delivery of local studies services and collections across the region

Regional Local Studies (Stakeholders)

Stakeholders are defined as interested individuals, groups or organisations that participated in the community consultations and survey.

From the survey results and direct consultations it was found that:

- Most locally held collections had some level of public access i.e. direct or by arrangement
- A wide range of materials are researched, published and collected by a range of individuals, groups and organisations across the region e.g. historical societies and museums
- While there is a slightly stronger focus on the collection of local history amongst those participating in the consultations and survey, the majority of collections contained some family history information/resources
- Very few stakeholders had accessible catalogues / indexes publicly available over the Internet
- Having access to proper, secure and archivally sound storage, display and environmental control i.e. to keep and display collections under optimum conditions, is an issue for most stakeholders
- Many stakeholders hadn't any form of disaster prevention or management plans in place
- The majority of stakeholders are actively involved in local or family history research for their collections and/or for publication purposes
- The vast majority of stakeholders saw potential value in getting together more often e.g. informal networking meetings, or via shared training / learning experiences

Recommendations

Both the recommendations and strategy sections of this report will be informed by the above site visit findings.

1. Area of Focus: Creation of a Local Studies Network

It is recommended that:

- a) The regional library develops (or facilitates the development of) a Local Studies Network group i.e. an informal and collaborative network between all interested individuals, group and organisations i.e. those with an interest, or brief to research, collect, preserve and/or exhibit material / resources pertaining to the history of the region

2. Area of Focus: Disaster Management

It is recommended that:

- a) The regional library develops a Disaster Prevention / Management Plan that incorporates local studies material (note the plan framework is provided in attachment 3)
- b) The regional Library shares their disaster planning framework /template with the proposed regional local studies network

3. Area of Focus: Regional Training and Learning Opportunities

It is recommended that:

- a) Library staff (as appropriate) are trained in the use of local studies tools / resources e.g. web based resources; copyright, digitisation techniques etc., preservation of materials, research skills; and
- b) The library facilitates and hosts (wherever practicable) both formal and informal local studies based learning opportunities for all interested parties e.g. training in the areas of preservation, disaster prevention and planning, digitisation, copyright etc.
- c) The library facilitates activities and events that promote the importance of, and build knowledge of, local studies e.g. an annual local studies forum / conference / seminar. This could be done collaboratively with the members of the proposed regional local studies network, the State Library of NSW, and State Records / Archives, and offers a good opportunity to seek community contributions to research and collections. For example, the [Leichhardt Library Public History Conference](#):

The Leichhardt Local Government Area has a rich cultural and historical heritage.

Leichhardt Library Service cordially invites you to attend an all day Public History Conference being held at the Leichhardt Town Hall (est. 1888) on Tuesday 6th September 2011.

The presentations will centre on public history, local heritage and social research which lead to the creating of primary historical data about a community. Inspired by the completed historical research and data achieved through the Leichhardt Local History Grants the presenters would love to share these unique historical findings and their research methods.



Featured Speakers

Roslyn Burge, Professional Historian

BA (Syd) MA Public History (UTS)
Roslyn Burge is a Professional Historian and Oral Historian
Presentation: Mondo and More: The Greening of Leichhardt

Patrick Callaghan, Historian and Researcher

Ass Dip Local & Applied History (UNE)
Patrick Callaghan is a Researcher and Historian
Presentation: Leichhardt's Best Kept Historical Secret

Lorraine Greve, June Dawson & Marlene Davidson

Central Coast Family History Society
Presentation: Balmain Cemetery at Pioneers Park Revisited

Dr Paula Hamilton, Associate Professor

Creative Practices Group Co-Director, Australian Centre for Public History,
University of Technology, Sydney
BA (UNSW), PhD (UTS), PhD (UNSW)
Presentation: Transforming the Local

Bruce Lay, Heritage Consultant, Architect, Planner

BArch (Melb), Dip Town & Regional Planning, (Melb)
Presentation: Public Art and Community Activism

Dr Peter Reynolds, Architectural Historian and Author

OAM, FRAHS
Presentation: Birchgrove Old and New

David Watson & Denise Corrigan

David: BA (Curtin Uni), Grad. Dip. Visual Arts (SCA), MA Visual Arts (SCA)
Denise: BA, ASA, Archivist
Presentation: Community meets History on Callan Street, Rozelle

John Williams, Historian

MA (Hon) (NE), Grad Dip. Communication & HR, (UTS)
Presentation: Heritage, Change and Déjà Vu

4. Area of Focus: Collections

It is recommended that:

- a) Cataloguing and end processing of local studies material is given a higher priority by the regional library (i.e. to address any backlog)
- b) Local studies collection, information and/or research knowledge and information gaps are identified for each part of the region e.g. by area, subject or topic – to provide a clearer collection development objectives and focus for the regional library. (Note: This could also be undertaken in collaboration with the proposed regional local studies network)
- c) Key Council documents (physical and/or electronic) are acquired for the library's local studies collections e.g. environmental and heritage studies
- d) 'At risk' local studies materials held by the regional library service are identified e.g. rare or irreplaceable materials (publications), valuable material in poor condition, for inclusion and prioritisation on a preservation schedule e.g. for alternative storage, repair, and/or digital copying
- e) The regional library shares information and learning's from any work undertaken to preserve 'at risk' material, with the proposed regional Local Studies Network
- f) The library's Collection Development Policy includes a comprehensive Local Studies section, that provides a regional framework, and allows for local (LGA) differences (see attachment 4 – Local Studies Draft Collection Development Policy)
- g) The regional library considers purchasing media cataloguing, storage and access software⁶ e.g. similar to that used by Ipswich Library⁷ (QLD), to build digital media collections (photos / images, video, audio e.g. oral histories) and to allow greater access to media collections via the Internet.

Note 1: An opportunity exists for the library to work collaboratively with other interested individuals, groups and organisations, and the State Library of NSW, to build a regionally shared / cooperative database)

Note 2: Pending the ongoing development of any digital local studies databases that Dublin Core⁸ is considered for use (Note: Pictures Australia requires contributors to follow the Dublin Core Schema⁹ so they can capture local content)

⁶ This type of software should have some level of integration with the library's library management system

⁷ Picture Ipswich: <http://picture.ipswich.qld.gov.au:8080/awweb/main.jsp?itype=adv&menu=on> (accessed August 2011)

⁸ Dublin Core information is available from <http://dublincore.org/> (accessed August 2011)

⁹ Dublin Core Schema elements include: Contributor, Coverage, Creator, Date, Description, Format, Identifier (e.g. image number), Language, Publisher, Relation (collection/series), Rights, Source, Subject, Title, Type etc

5. Area of Focus: Equipment

It is recommended that:

- a) The library considers purchasing analogue to digital conversion hardware / software¹⁰ i.e. converting cassette recordings to standard digital file types (WAV, MP3); and VHS to digital video files, for use by the library, and in the library by others e.g. the members of the proposed regional local studies network
- b) The library considers the purchase of scanning and photographic equipment for own use, and for supervised use within the library service
- c) The library considers the purchase (over time) of appropriate storage furniture i.e. fire rated filing cabinets and drawers to house valuable and irreplaceable items; and other items of archival quality including storage boxes, polyester film (Mylar) for photo and document storage etc. (this relates to disaster prevention planning and preservation of materials)

6. Area of Focus: Services

It is recommended that:

- a) The library considers a regional subscription to Ancestry.com.au, with the provision of training (initially) for staff, and customers
- b) A series of local studies topical fact sheet are developed for access in print, audio and via the web i.e. on popular (frequently asked questions) local studies topics of interest

7. Area of Focus: Communication (includes marketing and promotion)

It is recommended that:

- a) Appropriate local studies signage is developed and installed (as per the regional style guide)
- b) The regional library further develops the local studies content of its website e.g. with tabs / sections for each Shire and/or district; links to the websites from regional local studies network members; useful research links; fact sheet links etc. Content could be both provided and collected via this site e.g. via community contributions. Here are some good example sites:

Site Owner	Site Link
Yarra Plenty Library	http://yplocalhistory.blogspot.com/
Mosman Library	http://refdesk.mosmanlibraryblogs.com/category/Local-History/
Kiama Library	http://kiamalocalhistory.wordpress.com/
Manly Library	http://blogs.manly.nsw.gov.au/manlylocalstudies/
Blue Mountains Library	http://bmlocalstudies.blogspot.com/
Leichhardt Library	http://localnotes.net.au/
Site Owner	Site Link

¹⁰ Basic analogue to digital conversion hardware / software packages can be purchased for under \$100

Casey-Cardinia Library Corporation	http://caseycardinalinkstoourpast.blogspot.com/2011/02/local-history-blogs-and-casey-cardinia.html
Ipswich Library	http://blog.library.ipswich.qld.gov.au/lh/
Bellingen & Urunga Museums	http://bellingenmuseum.org.au/

- c) As part of the proposed development of a regional local studies network, a cross promotion strategy is employed to promote the activities, events, and collections of each network member - this type of strategy builds collaboration and trust between groups etc.; and
- d) Targeted community engagement strategies are employed to raise the profile of local studies within the community, especially amongst younger people e.g. the establishment of a library-hosted and facilitated Junior Historians Club (or similar); collecting themed local stories from the community e.g. local ghost stories

Regional Framework

Every strategy must relate to a clear mission or purpose statement; and a clear vision statement. While a mission statement is philosophic in nature, a vision statement is strategic in nature. While mission relates to general approaches, vision relates to specific actions.

Statement of Purpose

The regional library service aims to provide: a contemporary, welcoming, responsive and inclusive library service to the communities of Clarence Valley and Bellingen; and services that are sustainable, equitable and accessible.

Vision

A recognised and valued provider of services, collections and programs that help build community cohesion and capacity and provide opportunities to connect to the community and the world

A regional library service that:

- a) Facilitates and provides targeted and relevant educational opportunities
- b) Helps connect the community with the past, the present and the future
- c) Is committed to the free flow of information and ideas to inform, inspire and feed the communities' imaginations
- d) Is a trusted and valued source of information
- e) Is considered to be an investment in the well-being and success of the community, not a cost

With reference to the library's statement of purpose and vision (particularly items a, b and c)

Mission/Purpose

To collect, maintain, preserve and make available material and online resources pertaining to the history and heritage of the region (incorporating Clarence Valley and Bellingen) and to

encourage greater public awareness and understanding of the region's rich history, culture and traditions.

A Regional Vision

A regional heritage collection that is valued, preserved, conserved, managed, organised and accessible to the world

The Strategic Framework

When developing objectives and strategies we need to consider the following elements in light of the purpose and the vision:

1. Community/Customer: What we need to achieve for library members, the community and other key stakeholders via the development of a regional strategy
2. Learning and Growth: How will we sustain our ability to change, develop and improve? What learning and growth do we need to undertake to succeed with our regional strategy? This includes learning for library staff, the local community, special interest groups etc.
3. Governance: What processes, policies and guidelines do we need to have in place to succeed?
4. Resources: What resources will we need to succeed? How will we manage and monitor our performance?

When developing a detailed action plan for the implementation of regional local studies strategies each of the above perspectives should be considered to ensure the best results.

Prime Areas of Focus

Based on stakeholder consultation (site visits and survey) and an analysis of contemporary local studies collection standards the prime areas of focus of the regional strategy are:

1. **Partnerships and collaboration** – working collaboratively with other individuals, groups and organisations with commitment to the ongoing research, collection and exhibition of local studies material and information
2. **Collection management** – the ongoing management, development and preservation of library local studies collections (physical and online)
3. **Learning** – formal and informal learning opportunities for staff, the community and other key stakeholders
4. **Service development and delivery** – what is required to develop and deliver local studies services to a contemporary standard
5. **Marketing** – targeted marketing and communication of local studies services

Service Delivery Model

Thinking Regionally, Acting Locally

The proposed local studies service delivery model includes:

Major Area Collections: Each branch to hold a collection that is representative of its particular area / needs, with one branch from each member local government area (LGA) holding a major area collection representative of the whole LGA i.e. Area collections to be held by Grafton and Bellingen libraries

Support Framework: i.e. collection development policy; disaster prevention and management planning; regional local studies resourcing (budgets, grants and sponsorship)

Regional Local Studies Network: The establishment of a regional local studies network, to inform the library's service delivery and collection development; and to keep the library in touch with the local studies work of other entities


Regional Communities: Community engagement i.e. involving the various communities that make up the region in building / improving the library's collections, through donation of material, research support, and in participating in learning and information sharing initiatives

Public Library Network Support: Engaging with the State Library of NSW through the Public Library Services section regarding assistance and support in delivering quality local studies services e.g. provision of expert advice / training in research techniques, oral histories etc. Also participating in the NSW Public Libraries Local Studies Working Group

Regional Library Service Local Studies Service Delivery Model




Objectives and Strategies

 Area of Focus	<h3>Partnerships and Collaboration</h3>
Description	<i>Working collaboratively with other individuals, groups and organisations with commitment to the ongoing research, collection and exhibition of local studies material and information</i>
Goal (1)	A collaborative local studies network for the region (Clarence Valley and Bellingen Shire)
Objectives	a) A regional Local Studies Network (LSN) is established b) CRL participation in the NSW Public Libraries Local Studies Working Group ¹¹ (this group operates under the umbrella of the Reference and Information Services Group (RISG))

Strategies (Key Result Areas)


#	Key Result Area	Responsibility	Timing
a)	A regional local studies network is formally established	CRL / Stakeholders	12/13
b)	CRL seeks membership of the NSW Public Libraries Local Studies Working Group	CRL / LGA reps	11/12

¹¹ The NSW Public Library Local Studies Working Group meets twice per year – see: <http://referenceandinformationservices.wetpaint.com/page/Local+Studies+Meetings> (accessed August 2011)

 Area of Focus	Collection Management
Description	<i>The ongoing management, development and preservation of library local studies collections and information</i>
Goal (2)	Well-developed, managed and accessible local studies collections that meet national public library local studies guidelines [i.e. G13]
Objectives	<ul style="list-style-type: none"> a) Local Studies collections are up to date b) Local Studies collection gaps i.e. subjects/topics are identified c) 'At risk' local studies collection material is identified for preservation purposes d) A comprehensive Local Studies Collection Development Policy e) A comprehensive Local Studies Disaster Prevention and Management Plan f) Online / digital local studies collections and information


Strategies (Key Result Areas)

#	Key Result Area	Responsibility	Timing
a)	Local studies cataloguing backlog is eliminated	CRL HQ	12/13
b)	<ul style="list-style-type: none"> - Each branch to review current local studies collection subject / information coverage to identify gaps and develop their individual local studies profile; and for inclusion in a regional local studies collection profile (this could be done in consultation with local members of the proposed LSN) - Ongoing collection and documentation of 'unanswered' local studies enquiries received at each branch, for regional collation and review 	CRL / Branches	12/13 - ongoing
c)	<ul style="list-style-type: none"> - 'At risk' local studies collection materials are identified - An 'At risk' preservation schedule is developed - Preservation strategies are developed for 'at risk' items e.g. digitisation, withdrawal for archival storage etc - Information and learning regarding the identification and preservation of at risk materials is shared with the proposed LSN 	CRL to coordinate	12/13 12/13 14/15 Timing as above
d)	A comprehensive Local Studies Collection Development Policy is developed, agreed and implemented	CRL to coordinate	12/13
e)	<ul style="list-style-type: none"> - A comprehensive Local Studies Disaster Prevention and Management Plan is developed, agreed, and implemented, and - The plans framework is shared with the LSN 	CRL to lead and coordinate	12/13 12/13
f)	<ul style="list-style-type: none"> - The library's current Library Management Systems online media (e.g. photographs, images, audio, and video) cataloguing and presentation capabilities are assessed, including ability to utilise Dublin Core* meta tagging schema; and library website integration - Alternative online media systems are assessed i.e. capability to allow cataloguing, storage and online access to local studies multimedia, including ability to utilise Dublin Core meta tagging schema, and library website integration - Local studies media (e.g. photos) is catalogued and added to an online database (as determined by the assessment above) <p>* Allows the National Library of Australia's Pictures Australia and Trove to capture links to the library's photographs, thus expanding the reach of CRL collections</p>	CRL CRL CRL to coordinate	12/13 12/13 14/15

 Area of Focus	Learning
Description	<i>Local studies based learning (formal and informal) for library staff, the community and key stakeholders</i>
Goal (3)	Skilled and informed library staff, community and key stakeholders
Objectives	<ul style="list-style-type: none"> a) Library staff local studies training plans b) Local studies training / learning opportunities for Community and key stakeholders (formal and informal) c) Local studies activities and events for Community and key stakeholders (formal and informal)

Strategies (Key Result Areas)

#	Key Result Area	Responsibility	Timing
a)	<p>Staff training plans are developed that include, but are not limited to, the areas of:</p> <ul style="list-style-type: none"> - Basic preservation - Disaster prevention and control - Local studies research assistance - Research skills (targeted training around the various online tools available to assist with local and family history research) - Copyright (particularly the management of digital and online copyright) - Digitisation techniques <p>Note: consider inviting interested LSN members to some of these training opportunities to strengthen collaboration and insight into the needs of each participant etc – see the next strategy; members of the LSN could also be utilised to pass on their skills, experience and knowledge)</p>	CRL to coordinate	12/13 and ongoing
b)	<p>Facilitate and host local studies based learning opportunities for interested community members and/or groups e.g. schools, volunteers (including members of the LSN). For example, learning opportunities could include but are not limited to, the areas of:</p> <ul style="list-style-type: none"> - Preservation e.g. digital images, community / home archives, photographs etc - Digitisation e.g. how to, cataloguing and storage etc - Disaster prevention and management basics - Research skills e.g. how to use www.ancestry.com.au, and other online resources / tools available via the Internet 	CRL to coordinate	12/13 and ongoing
c)	<p>(Optional) A local studies based events and activities plan is developed. For example, this could include planning for activities and events such as:</p> <ul style="list-style-type: none"> - Guest speakers e.g. on local and family history topics - Conference / seminars (as above but on a larger scale) - Workshops e.g. recording oral histories; family history research (less formal than training) 	CRL to coordinate	16/17


 Area of Focus	Service Development and Delivery
Description	<i>How services will be delivered throughout the region and beyond the region</i>
Goal (4)	Local studies services that meet national public library local studies guidelines [i.e. G13]
Objectives	<ul style="list-style-type: none"> a) Local studies area collections for each of regional local government area i.e. holders of main collections and services for the area b) A well-equipped local studies service c) A local studies service that meets archival standards d) Public access to a quality range of online resources e) A regional Library Local Studies website f) Development and publication of local studies topical fact sheets g) Community input into local studies collections h) A regional local studies operational and capital budget planning

Strategies (Key Result Areas)

#	Key Result Area	Responsibility	Timing
a)	<p>Create three main area local studies collections* within the regional network i.e. LGA based:</p> <ol style="list-style-type: none"> 1. Grafton Library (area collection for Yamba, Maclean and Iluka) 2. Bellingen Library (area collection for Urunga and Dorrigo) <p>* These libraries would hold the principle collections for each LGA, while each individual branch would hold the material etc relevant to their branch catchment area</p>	CRL / Each LGA	14/15
b)	<p>Scope and cost local studies equipment needs, including:</p> <ul style="list-style-type: none"> - Microfilm reader printer (CRL HQ)* - Analogue to digital audio and video conversion hardware and software - Document scanners (A4 and A3) - Digital camera (with video function) / digital document camera mounting - Digital recording device (for oral history recordings) <p>* CRL has already attempted (unsuccessfully) to obtain funding for this device via the State Library's service development grant process</p>	<p>LGA</p> <p>CRL to coordinate i.e. to ensure equipment /software compatibility between LGA's</p>	Rolling program commencing 12/13
c)	<p>Scope and cost archival quality storage materials, equipment and furniture (as required) e.g.</p> <ul style="list-style-type: none"> - Archive storage boxes and folders - Archival quality paper - Polyester film sleeves (e.g. Mylar) for photographs and single documents - Polyester film sealing equipment (heat sealer) - Fire rated storage (if required i.e. to house rare and irreplaceable items) 	<p>CRL</p> <p>LGA</p>	<p>12/13</p> <p>14/15</p>
d)	<ul style="list-style-type: none"> - Purchase regional subscription /licenses to www.ancestry.com.au for initial product pilot - Train staff and public on how to use www.ancestry.com.au (See also Learning section above) 	CRL to coordinate	12/13

e)	<p>Further develop the CRL website to include more local studies content; and easier access to content*</p> <p>* Example sites are provided in this document, and as a guide include blog entries, document libraries, access to photos, audio and video files, answers to frequently asked questions, links to key resources (with how to guides) and to other local groups and organizations, moderated input mechanisms that allow users to make contributions e.g. add information, make comments etc, database access, publications for download and/or sale etc</p>	CRL with input from each LGA and the LSN	12/13 and ongoing
f)	<ul style="list-style-type: none"> - Capture frequently asked questions with and without answers for collation and where applicable, for further research by the library, and in collaboration with the LSN - Publish frequently asked question fact sheets – in print, and online (text and audio) 	CRL to coordinate with each LGA	12/13 and ongoing
g)	<p>Engage the community in local studies collection development</p> <p>For example:</p> <ul style="list-style-type: none"> - Engaging the community to help fill information / knowledge gaps in the library's collection e.g. to help answer 'unanswered questions' - Holding open days where people can bring in their 'historic' or locally significant photos for copying and/or donation e.g. during heritage week - Contributing stories and other items (e.g. photos) via the proposed website - Engaging schools and other educational institutions to contribute to any given local studies research projects 	CRL / LGA	12/13 and ongoing
h)	<p>Pending the outcomes of the costing associated with the above service delivery and development initiatives / objectives, develop a:</p> <ul style="list-style-type: none"> - 3 to 4 year financial plan that includes phase up of operational budgets, capital budget (bids with business cases) - A grant application strategy, that includes but is not limited to State Library of NSW service development grants, NSW Heritage grants¹², including joint applications with other organisations / agencies - Sponsorship / in-kind opportunities i.e. through approach to local businesses, educational institutions etc 	CRL	12/13

¹² Information regarding NSW heritage Grants can be found at: http://www.heritage.nsw.gov.au/02_subnav_01.htm (accessed August 2011)

 Area of Focus	Marketing
Description	<i>Targeted marketing of services (communication and promotion strategies)</i>
Goal (5)	Well-marketed and communicated local studies collections and services
Objectives	<ul style="list-style-type: none"> a) Visible and accessible local studies collections b) Targeted local studies promotional and communication strategies (includes cross promotion of events, activities etc of LSN members)

Strategies (Key Result Areas)

#	Key Result Area	Responsibility	Timing
a)	Local studies signage is developed and installed <ul style="list-style-type: none"> - Directional signage - Shelf signage 	LGA CRL to coordinate style guide	14/15
b)	<ul style="list-style-type: none"> - Create a communication template for local studies promotion and delivery of key information / messages Need to consider the message (what you want to deliver), type of message (informational, promotional), the target audience (i.e. young people, students, schools, local business, the media, general community), the delivery method (best method/s for given target group/s), when the message is to be delivered and how often, who is responsible - Capitalise on the current CRL Facebook page to promote local studies activities e.g. run local studies based competitions such as submitting the best local photo; utilise Facebook to issue invitations to 'friends' to events and activities; provide links to CRL local studies website and visa versa - Evaluate other social media such as Twitter to communicate activities events, and to gather information e.g. twitter comments on local events such as flooding 	CRL / LGA CRL CRL	14/15 12/13 and ongoing 12/13

Staff Commitment

Staff commitment will be required to achieve this strategy i.e. a willingness to commit their time, and the willingness and commitment of management to provide the necessary support and motivation to achieve the plans goals, objectives and strategies. It will therefore be necessary to start simply and build the local studies service up to a more contemporary standards over a 3 to 4 year period.

Resourcing the Strategy

Many of the recommended objectives and strategies can be achieved through current resources such as allocation of sufficient staff time e.g. to work on establishing a regional local studies network and developing a MOU. However, other items such as equipment purchases will have to be costed and considered for joint capital funding by the region, and of course for grant application.

It should be noted that there are many inexpensive or free ways to build online websites of the type suggested here (e.g. using the services of for example Word Press), but take a substantial commitment of staff time and support from management. The only other expense incurred in this approach is the registration of a web domain name and the ongoing costs associated with it, which are very small.

Resource Allocations

The following costings do not include staff time i.e. for those objectives and strategies that will require the allocation of staff time, and are provided as estimates only.

Example Operating Expense (Estimates)

Item	Description	Qty.	Each	Total Est. Cost \$
Catering	1. Regional Local Studies Network: Three meetings per year (one held in each LGA), and one combined meeting per year (meeting venue to be rotated around each of the Regional library member Council areas (a 3 year cycle) - \$50.00 x 3 – each LGA meeting	4	50	250.00
	- \$100 – LSN annual meeting	1	100	100.00
	2. Local Studies Advisory / Reference Group meetings (2 per year) - \$50.00 x 2	2	50.	100.00
Travel	Meeting participation in NSW Public Libraries Local Studies Working Group (2 meetings per year) \$300 x 2 (for one person)	2	300	600.00
Archival materials	1. (Example) Standard archival boxes See: http://www.archivalsurvival.com.au/products.htm for other example pricing	50	-	185.00
	2. Polyester Film (e.g. for holding 6 x 4 photos) See: http://www.archivalsurvival.com.au/products.htm for other example pricing	100	-	38.00
Digital Media	1. Compact Disks (for hardcopy storage of digital files e.g. analogue to digital recordings)	100	-	40.00
	2. DVD Disks (as above - for video recordings)	50		30.00
Training (staff)	(Note that some training is available from the State Library, however CRL may have to cover their travel / accommodations costs)	4	500	2,000.00

Programs	Community / LSN Activities & events e.g. heritage week activities could include guest speakers, training workshops etc	3	750	2,250.00
Subscriptions	Ancestry.com.au (regional subscription) Note: No consortia costings available – pricing based on individual world subscription for each branch	9	300	2,700.00
Domain hosting	Hosting of additional CRL web domain for proposed local studies website (annual)	1	150	150.00
TOTAL	Estimated costs only			\$8,443.00

Example Capital Expense (Estimates)

Item	Description	Qty.	Each	Total Est. Cost \$
Online Media System	Software or web bases subscription services (Quotation required – estimate only)	1	-	5,000.00
Equipment	Microfilm reader / printer (Quotation required)	1	-	10,000.00
	Audio cassette (analogue recordings) to digital media converter (Note costs vary depending on quality required from \$100 to \$1500)	3	250	750.00
	Video cassette (VHS analogue recordings) to digital media software (Note costs vary i.e. dependent on whether just software is purchased and you undertake conversion from an existing video player)	3	80	240.00
	Film and slide scanner e.g. Canon CS5600F Scanner, 4800x9600dpi, White LED Scanning, 3 sec preview, 48 bit, Film and slide scanning, USB	3	215	645.00
	Digital Camera (SLR) e.g. Nikon D3100	1	730	730.00
	Digital recorder (portable) for oral history recordings ¹³	1	400	400.00
	Microphone (for portable digital recorder)	1	160	160.00
Materials	Purchase of local studies publications, and other items (recommend an allocation is made within the current allocation – estimate only for the region)	3	1,500	4,500
Signage	Local Studies directional signs (wall, shelf, ceiling of free standing type) – estimate only, see suppliers such as Raeco for quotation ¹⁴	9	100	900.00
Web Design	Design and development of local studies website (if not done in house)	1		1,000.00
TOTAL	Estimated costs only			\$24,325.00

¹³ Oral History Association of Australia – see: http://www.oahaansw.org.au/page/suitable_digital_equipment.html

¹⁴ Raeco Signage Catalogue: <http://tinyurl.com/raeco-signage-catalogue> (accessed August 2011)

Attachments

Attachment 1: Community Local Studies Survey Results Analysis

Attachment 2: Draft Local Studies Collection Development Policy

Attachment 3: Draft Disaster Control Plan & Draft Disaster Bin Checklist

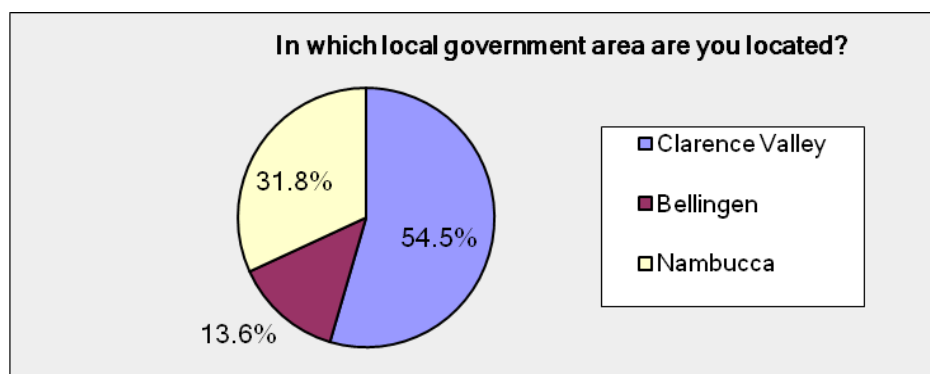
Attachment 4: Draft Local Studies Collection Development Policy

Attachment 1: Clarence Regional Library Local Studies Survey Results

Responses Received: 22

Question 1: In which local government area are you located?

The majority of responses received were from the Clarence Valley LGA i.e. 54.5%



Question 2: If you are part of a family history (genealogy) or historical society (or similar) group please provide details.

- 17 respondents left their contact details
- 14 respondents left meeting day, time, location and frequency of meeting information
- 9 respondents indicated their affiliations with other groups

Details are provided in attachment 1

Question 3: Do you or your organisation hold any collection material relating to the history (including family history) of the area/region?

20 respondents (90.9%) indicated they held collections pertaining to the history of their areas/region

Question 4: If you answered YES to the last question please provide some details about your collection e.g. the name and location (including the address) of each collection

19 respondents provided details regarding their collections i.e.: -

- We have no name for collections, which are mainly stored in the Memorial Hall Iluka
- SHI (State Heritage Inventory) database and associated study material for heritage studies for Maclean (former Shire); Copmanhurst (former Shire) and Grafton Council areas, and all heritage listed items
- Family histories; Local History. Maps, pictures, photographic collection stored at Bellingen Museum - major, and Urunga Museum relevant sections
- Family history of:

- Levi / Hannah Daniels
- Vale families (Bellingen and Clarence Valley)
- William Matherson / Jane Rebecca Alford
- George Tyson / Ellen Alford

[All collections of this nature are located at 281 Oliver Street, Grafton]

- Various articles and books kept in collections / files at the museum
- Heritage Path - private collection - 995 Clarence Way, Grafton - (25km from Grafton)
- Books, pamphlets, maps, microfiche, microfilm, newspaper clippings, photos, documents
- Oral and printed stories from many local identities. Green depression glass collection. Museum display items of early days in the Glenreagh district. All collections are housed within the museum.
- We have books, CDs etc in the Genealogy room. Many were donated by ourselves; some members have subscriptions to 'Ancestry.com' and 'Find My Past', which we also donate for others to use. [Note: An article from the 'Australian Family Tree Connections' magazine was attached to the survey]
- Grafton Regional Gallery Collection
 - a) regional collection - visual art history of the Clarence Valley
 - b) The Clarence Valley photographs of John William Lindt
 - c) O'Grady Collection - history and art of the O'Grady sisters
 - d) Ken Done Collection

2. Clarence Valley Council Collection

- Files, Births, Deaths, Marriages, Parish Data, Historical Clergy from 1883
- Various books and notes on family history
- Photos in RSL Club; Memorabilia in RSL Club
- Nambucca Headlands Museum, 7 Newville Cottage Park
- Books, photos, documents, museum artefacts. Located at 19 Fitzroy Street, Grafton
- Stride, Renner, Hacker, Wright, Provost, and Hennessey - family history. Nambucca History
- Muurrbay Aboriginal Language and Cultural Cooperative, Bellwood Rd, Nambucca Heads
- Clarence Valley Council's collection of records encompasses the current Council's and twelve superseded Councils records and spans from 1859 to the present time.
- The primary set of records held by the Council is the Minutes for the current and former councils. These records document the decisions made by Council in relation to the wide and varied activities of Council. In short they relate to matters such as community services, the environment, business, tourism, planning, development, sustainability, sport, celebrations, water, waste management, floodplain and many other activities.
- Council interacts with many bodies including Federal and State Government Departments, members of the public and a wide range of other organisations including Community Action Groups, Progress Associations and Chambers of Commerce to name a few.
- Access to Council's past records is governed by the various Acts of Federal, State and Local Government and more specifically the State Records Act of 1998

- Almost all of Council's records are held in several locations including the two main offices at Grafton (Civic Centre, Grafton 2 Prince Street, Grafton NSW 2460) and Maclean (50 River Street, Maclean NSW 2463), Koolkhan (Clarence Valley Council Koolkhan Depot, Summerland Way NSW 2460) and the State Records Regional Repository at Armidale (Cnr Dangar & Kentucky Street, Armidale NSW 2351).
- Military History from all conflicts from the Boer war to present day, predominantly local servicemen and women
- All historical data on Yamba and district held at Yamba Museum.

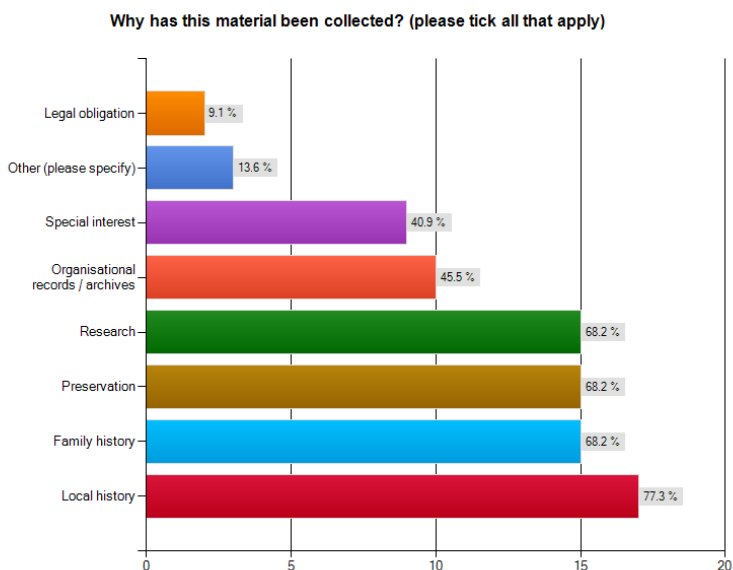
Question 5: What is the main subject area of your collection, and the time period it covers?

Responses included:

Collection Area	Collector / Owner	Period Covered
Iluka	Iluka History Group Inc.	The older the better
Heritage Studies	CVC	-
Bellinger Valley, Urunga and surrounding areas - Local history of the area including timber getting and shipping	Bellinger Valley Historical Society	1863 - 1845
Family History	Clarence Valley Historical Society	1800 - present
Lawrence Districts	Lawrence Historical Society Inc.	1856 - present
Dorrigo (including Ebor, Clouds Ck, and Eastern Dorriggo)	Dorrigo & Guy Fawkes Historical Society	c.1850 - present
Local history	Nola Mackey	1830 -1920
Family history	Nola Mackey	1850 - 1950
Australian history	Nola Mackey	1780 - 1900
English, Scottish, Irish, German history	Nola Mackey	800 - 1900
Early local printed history, together with practical items that were used and their history up until WW2	Glenreagh Memorial Museum	From 1858
Family history	South Grafton Family History Friends & Helpers	1788 - present
Regional - visual art history of the Clarence Valley	Grafton Regional Gallery	1859 - 2011
Lindt Collection - Aboriginal portraits & landscapes of the Clarence Valley	Grafton Regional Gallery	1870-1876
O'Grady - Art works & memorabilia of the O'Grady's (Doris & Phyllus O'Grady)	Grafton Regional Gallery	1894 - 1996
Ken Done - paintings, textiles, prints and books	Grafton Regional Gallery	1985 - 2011
Clarence Valley Council, paintings, memorabilia & mayoral robes etc	Grafton Regional Gallery	2004 - 2011
Grafton City Council, paintings, photographs and memorabilia	Grafton Regional Gallery	1859 - 2004
Maclean Council Collection - paintings, memorabilia etc	Grafton Regional Gallery	1859-2004
Lower Clarence Community Collection of fine arts, art acquired from annual prize presented by Lower Clarence Arts & Crafts Association	Grafton Regional Gallery	1984-2011
Copmanhurst Shire Collection, paintings and drawings	Grafton Regional Gallery	??
History of the Anglican Diocese from pioneer days	Grafton Anglican Diocese Records Centre	1800 -
General military history, novels and memorabilia	Bob Denner (Dorrigo RSL Club)	?
Local History	Clarence River Historical Society	1800 - 2011
History of Yamba and District	Port of Yamba Historical Society	1837 to present

Question 6: Why has this material been collected?

77% of respondents indicated local history as the main reason for their collections; followed by 68% for family history, research or preservation purposes.



Other responses included collection for organisational, special interest, legal or legislative purposes

Question 7: When adding material to your collection, how do you decide what is included/collected?

- 67% of respondents considered subject relevance when deciding to include material in their collection.
- 52% looked to collect new material on their chosen subject area(s)
- 43% indicated they had a collection scope policy
- 33% considered the condition of material when deciding what to include/collect
- 19% considered the materials format when deciding what to include/collect
- 19% indicated they'd take anything

The majority of respondents appear to be subject driven in their selection of materials for their collections.

Question 8: Does your collection contain material on any of the following subject areas?

Responses in descending order:

Topic Area / Answer Option	Response %
Family history	81.8%
Indigenous	72.7%
Local history	72.7%
Topic Area / Answer Option	Response %
Military history, local or regional	72.7%
Floods	68.2%
Agriculture	59.1%
Transport	59.1%
Education	54.5%

Business / commerce	50.0%
Rivers	50.0%
Architecture e.g. buildings, houses	45.5%
Art, local or regional	45.5%
Industry, local or regional	45.5%
Local Government	40.9%
Religion	40.9%
Sport	40.9%
Convicts	36.4%
Community services (police, fire, ambulance etc)	36.4%
Craft, local or regional	31.8%
Music	31.8%
Immigration	27.3%
Natural history	27.3%
Theatre	27.3%
Health	22.7%
Service clubs	22.7%

Other subjects included:

- Research information
- Timber getting
- Sport - racing
- Local show history;
- Newspaper reports (indigenous)
- Frank Partridge (military history)
- Flood reports
- Emergency Services,
- Tourist Data
- Small to large-scale projects including "Establishing a Deep Sea Port", Hydro Electric Scheme and other community based projects.

Question 9: Does your collection contain any of the following types of material?

Responses in descending order:

Topic Area / Response Options	Response %
Photos / images	86.4%
Documents	81.8%
Books	81.8%
Maps	81.8%
Brochures / programmes	68.2%
Artefacts	63.6%
Letters / correspondence	59.1%
Newspapers	59.1%
Business records	54.5%
Charts	54.5%
Minutes	50.0%
Newsletters	50.0%
Topic Area / Answer Option	Response %
Audio material e.g. music, oral histories	45.5%
Plans	31.8%
Film	27.3%
Video	18.2%

Other responses included:

- Computer based data system plus files and a hard copy
- Tools, newspaper clippings
- Majority of collection - artefacts
- CDs
- Microfiche, microfilm
- Newspaper clippings; family photos
- Slides and Dioramas

Question 10: How accessible are your collections / records?

Responses in descending order:

Response Choices	Response %
Public - by arrangement	71.4%
Available for displays / exhibitions	42.9%
Publicly accessible	38.1%
Private (collection owner only)	23.8%
Public reference only	14.3%
Members only	9.5%
Public loan	4.8%

Other responses included:

- Not very accessible at the current time
- Publicly accessible on request through www.heritage.nsw.gov.au
- Limited availability for displays / exhibitions
- Available for research and for loan to other organisations
- Volunteers researchers provide data as required from parishioners clergy for births, deaths, marriages, cemeteries, churches historical data
- Governed by Acts of Parliament, primarily the State Records Act. Part of collection open to public access. State Records of NSW approves record series designated as O.P.A. (Open Public Access) from recommendations of Council.

Question 11: When is your collection material publicly accessible? e.g. your opening times (skip this question if your material isn't publicly accessible)

The majority of respondents offered some level of access to their collections: -

Entity	Access	Comment
Iluka History Group Inc.	<ul style="list-style-type: none"> • Meeting days / times - 3rd Friday at 10am • Frequency of meetings – Monthly • Location of meetings - Seniors Room, Community Hall, Spencer Street, Iluka 	No museum at present
Clarence Valley Council	24 hrs via website - www.heritage.nsw.gov.au	Clarence Valley Council

		Heritage Advisory Committee
Bellinger Valley Historical Society	Mon-Fri 10am to 2pm at Bellinger Museum.	3 days per week still to be determined after renovations. 1pm - 3pm. Possibly Saturday afternoon as well?!
Dorrigo & Guy Fawkes Historical Society	Weekends, most Wednesdays.	Other days by appointment.
Nola Mackey	By appointment <ul style="list-style-type: none"> Address: - 995 Clarence Way, Whiteman Ck, via Grafton Telephone: - (02) 6644 9465 Email: - nolamackey@bigpond.com 	By appointment
Glenreagh Memorial Museum	<ul style="list-style-type: none"> 9am to 1pm on 1st Saturday of the month 1pm to 3pm other Saturdays 	Or by appointment with members
South Grafton Family History Friends & Helpers	Clarence Regional Library HQ	Available most days that the Regional library is open, unless the library staff use the room for meetings, when we are excluded.
Grafton Regional Gallery	10am to 4pm Tuesday to Sunday (if on display)	By appointment for work not on display
Grafton Anglican Diocese Records Centre	Tuesdays and Fridays 8.30am to 2pm - Only by arrangement with the Bishops Registry (and when volunteers staff the centre)	Or as arranged.
Dorrigo RSL Club Contact: Bob Denner)	Monday - Sunday 10am - 6pm. 35 Kurrajong Street, Dorrigo 2453	Entry to Dorrigo Memorial RSL Club is required
Clarence River Historical Society	<ul style="list-style-type: none"> Tuesday, Wednesday, Thursday 9am to 4pm; Sunday 1pm to 4pm 	
Clarence Valley Council Contact: Pamela Bourke	By arrangement during office hours (8:00am to 4:30pm) weekdays	Requires several days' notice.
Port of Yamba Historical Society	<ul style="list-style-type: none"> Tues, Wed, Thurs 10.00am - 4.30pm Sat, Sun 2.00pm - 4.30pm 	Yamba Museum, River Street, Yamba

Question 12: If your collection is publicly available, how is it made available?

Respondents made their collections etc available in the following ways:

Options	Response %
Displays / exhibitions	58.8%
Photocopies	52.9%
Original documents	47.1%
Original artefacts	35.3%
Digitised copies of documents	35.3%
Brochures	35.3%
CD-Rom searchable database	35.3%
Microfilm / fiche	29.4%
Web based searchable database	29.4%
Catalogues	23.5%
Web based	23.5%
Digital images of artefacts	17.6%

Other responses included:

- Supervised private visit
- There is a broken photocopier in the room. It has been 'out of order' for years! Photocopies can be obtained from library staff in the other part of the building.
- Collection - gallery collection is soon to be online, and Council collection will follow

Question 13: Do you or your group undertake any of the following activities?

Respondents indicated that research was their main activity (81%)

Activity Options	Response %
Active research	81.0%
Funding applications e.g. grants	61.9%
Educational visits e.g. schools	52.4%
Public events	47.6%
Conferences / workshops / seminars	38.1%
Public lectures / talks	33.3%
Publications	33.3%
Guided tours	33.3%
Teaching courses	14.3%
Consultative work	14.3%

Other responses included:

- Teaching courses
- Photos displayed on Australia Day.

Question 14: Is your collection catalogued?

Question 15: If you have a collection catalogue, what format is it in?

Most respondents had completed some level of collection cataloguing / indexing.

Options	Response %
Fully	35.0%
Partially	40.0%
Not at all	25.0%

Amongst respondents, the most common form of cataloguing / indexing was paper based.

Options	Response %
Paper catalogue	50.0%
Searchable database	35.7%
Searchable database (including photos)	35.7%
Paper list	35.7%
Electronically available list e.g. spreadsheet	28.6%
Card index	28.6%
No catalogue/index	7.1%

Question 16: Do you have a plan in place to ensure your collections are kept and preserved for the future?

The majority of respondents (nearly 78%) indicated they had a plan in place to ensure their collections etc were preserved.

Options	Response %
Yes	77.8%

No	22.2%
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Other responses included:

- Maintained as a public record according to State Library protocol. Council maintains updates of computer records.
- Needs development - especially with digitising
- I have commenced digitising material beginning with newspaper clippings, documents, and photos. These will be able to be word searched & stored on external hard drives, CDs and DVDs. The collection will be offered to the regional library in the first instance if interested; then the State Library & Society of Genealogists & local family history societies
- Our presence in the room has been tenuous [CRL HQ]
- Disaster Plan; and Strategic Plan
- Not as yet
- If a place could be located for the reception of the materials on hand, when we need movement of records.

Question 17: How are your collections stored?

The majority of respondents indicated storage in boxes / cartons (64%); on computer (54.5%); ordinary filing and draw cabinets (45.5%), and a mixture of metal (45.5%) and wooden (41%) shelving.

Storage Options	Response %
Boxes / cartons	63.6%
Digital (computer)	54.5%
Filing cabinets (ordinary)	50.0%
One location	45.5%
Draw cabinets (ordinary)	45.5%
Shelving (metal)	45.5%
Shelving (wood)	40.9%
Purpose built location	36.4%
Office	27.3%
House(s)	22.7%
Plastic tubs	22.7%
Digital (off site files backup)	22.7%
Fire rated room/space	18.2%
Secure storage / access e.g. alarms / CCTV installed	18.2%
Multiple locations	13.6%
Shed(s)	13.6%
Compactus	13.6%
Flood prone area	13.6%
Garage(s)	9.1%
Filing cabinets (fire rated)	9.1%
Draw cabinets (fire rated)	9.1%

Other responses included:

- Hard copies kept at Council offices but not very useful for the general public - suggest that the library is a good place for hard copies
- Display cases (variety)
- Collection is insured for flood, storm and tempest; and fire
- Building - steel construction with Alco cladding (relocatable home)

- Archive: digital collection - local history; family history, including newspaper clippings, photos and documents (people, places & events). Also held in hardcopy in steel filing draws until digitised.
- Library: Books, shelved and catalogued (Dewey system); pamphlets in vertical files and steel draws; Maps, Parish, County in map file steel cabinets; Microfiche, in draws by topic; Microfilm, shelved by topics and numbers
- Glass display cases
- Metal hanging racks
- RSL Club display cabinets (glass)

Question 18: Are you aware of any other collections, publications, websites, etc that relate to, or have material that relate to, the region (i.e. Clarence Valley, Bellingen)?

Responses included:

- Nambucca, Grafton, Kempsey
- When away from Grafton and in conversation people surprise me about what they say about the Clarence area and its people that I never hear about when I'm at the Clarence Valley region
- All local historical societies would have some material
- Dorrigo library's a great resource.
- I have tried to supplement and complement collections of historical societies, library and family history societies at Coffs & Casino
- Schaeffer House. "Heritage Path" - Mrs Nola Mackey's private collection
- Mitchell Library for Gladys O'Grady works; many libraries & museums hold John Lindt photos
- Clarence River Historical Society
- Lismore Historical Society
- Frank Partridge Military Museum, Bowraville
- Woolgoolga RSL Club
- Coffs Ex Services Club
- Mary Boulton Cottage, Macksville
- Various museums in the area have extensive records
- Australian Institute of Aboriginal and Torres Strait Islanders Studies
- CRHS (Grafton), MDHS (Maclean)

Question 19: Please provide any additional information, comments or suggestions you may have

- A large collection for spaces provided. Need to cull responsibly and be more selective in accepting items (Bellinger Valley Historical Society)
- I have spoken to family about the collection and they have indicated no interest and would likely destroy same if I have made arrangements for distribution and maintenance (Nola Mackey)

Question 20: If you hold a private collection and do not wish the material to be publicly available, would you like the Clarence Regional Library (incorporating Clarence Valley, Bellingen) to be identified as the main point of contact for any enquiry?

Option	Response %
Yes	35.7%
No	50.0%
Unsure	14.3%

Groups who responded yes:

Name	Contact	Organisation	Address	Tel:	Email
Nola Mackey			995 Clarence Way, Whiteman Ck, via Grafton	(02) 6644 9465	nolamackey@bigpond.com
Bishops Registry	Bev Knox (0419 227 950); Rebekah Casson (0418 730 940)	Grafton Anglican Diocese Records Centre	50 Victoria Street, Grafton (Ground Floor)	(02) 6642 4122; Fax (02) 6643 1814	archivist@graftondiocese.org.au
Bob Denner		Dorrigo RSL Club	35 Kurrajong Street, Dorrigo 2453	02 6657 1145 / 0429 406 835	rdenner@bigpond.net.au

Question 21: Please provide your contact details

Name:	Contact Name:	Organisation	Address:	Telephone:	Email:
Doreen Cupitt	Doreen Cupitt	Iluka History Group Inc.	C/- 10 Long Street, Iluka	(02) 6646 6443	
Deborah Wray	Senior Strategic Planner	Clarence Valley Council	Locked Bag 23, Grafton NSW 2460	(02) 6643 0271	deborah.wray@clarence.nsw.gov.au
Bellingen Valley Historical Society	Mrs Pat O'Brien (President)	Under Bellingen Shire Council	PO Box 490, Bellingen 2454	(02) 6655 0382	bellingenmuseum@yahoo.com.au
John Vale	John Vale		281 Oliver Street, Grafton	(02) 6642 2701	
Lawrence Historical Society Inc.	Vois Bancroft		PO Box 4058, Lawrence NSW 2460	(02) 6647 7588	
Name:	Contact Name:	Organisation	Address:	Telephone:	Email:
Lynn Burke (Pres)	Lynn Burke	Dorrigo Historical Society	PO Box 59, Dorrigo	(02) 6657 1956	
Nola Mackey			995 Clarence Way, Whiteman Ck, via Grafton	(02) 6644 9465	nolamackey@bigpond.com
Mrs Wilma Towells	Glenreagh Memorial Museum	Glenreagh Memorial Museum	33 James Street, Glenreagh NSW 2450	(02) 6649 2136	
	June Parbery	South Grafton Family History Friends	Clarence Regional Library Headquarters		
Jude McBean	Jude McBean	Grafton Regional Gallery	158 Fitzroy Street, Grafton	(02) 6642 3177	jude.mcBean@clarence.nsw.gov.au
Grafton Anglican Diocese Records Centre	Bishops Registry	Bev Knox (0419 227 950); Rebekah Casson (0418 730 940)	50 Victoria Street, Grafton (Ground Floor)	(02) 6642 4122; (02) 6643 1814 (Fax)	archivist@graftondiocese.org.au

Bob Denner		Dorrigo RSL Club	35 Kurrajong Street, Dorrigo 2453	(02) 6657 1145 / 0429 406 835	rdenner@bigpond.net.au
Clarence River Historical Society					
P Bourke	Pamela Bourke	Clarence Valley Council	Locked Bag 23 GRAFTON NSW 2460	(02) 66430200	pamela.bourke@clarence.nsw.gov.au
Yamba Museum	Marea Buist	Port of Yamba Historical Society	Po Box 100, Yamba, 2464	(02) 6646 1399	pyhs@ceinternet.com.au

Attachment 2: National Local Studies Standard

G13 LOCAL STUDIES COLLECTIONS AND SERVICES

(Excerpt from: Beyond a Quality Service: Strengthening the Social Fabric, Standards and Guidelines for Australian Public Libraries, 2011 www.alia.org.au/publiclibraries)

13.1 Objectives

To preserve, provide access to, and maintain a collection that relates to the history and development of the local community

13.2 Guidelines

These are general guidelines for local history/local studies collections. Some of the guidelines are appropriate to libraries with an archival responsibility that is discharged in accordance with local studies collections and services.

- Appropriate library space and storage is provided, including security for the collection.
- Collecting policies for local studies materials including acquisitions and management are recorded in the Library's Collection Development Policy
- Items are acquired through purchase, donation, copying or transfer from local organisations.
- The library provides opportunities and means for the public to donate images (digital and print). Specific provision is made for collecting, organising and providing access to family history materials.
- A controlled environment and standards-compliant storage conditions to permanently preserve materials are provided if the materials in the collection require such treatment.
- Cooperative arrangements are in place with appropriate local community groups and other cultural institutions such as museums and galleries for the growth, development and use of the local studies collection.
- A disaster control plan has been developed for protection of the collection.
- Access is available to non-rare and non-fragile materials (i.e. standard items in Local Studies collection) at any time the library is open.
- Access to rare and fragile materials is controlled.
- Materials collected from local private sources are provided to the public with appropriate permissions and copyright clearances.
- Access provisions for sensitive materials and manuscripts are clearly documented. Local newspapers (print or digital) are accessible free of charge to the public.
- Local history photographs (print or digital) are accessible free of charge to the public, though fees may be charged for copies.
- Links have been established with specialist consultants for professional advice concerning conservation matters.
- Digital archives standards are used for local studies collections where appropriate.
- Access to and preservation of oral history collections are made digitally available in priority terms of significance.
- Digitised records of Council meetings are made available to the public.
- Community access to aggregations of collective community memory in digital format (such as blogs, wikis) is made available by the library
- Public programs – such as participation in National Trust Heritage Festival, History Week, Family History Week, Anzac Day and other similar events – are offered by the library, where appropriate in partnership with other local community organisations.
- Appropriate exhibitions are mounted for print and digital materials in local studies collections.
- Partnerships are established with the media to develop and exploit opportunities for promotion of local studies programs.
- All copying is done in accordance with the Australian Copyright Act 1968 and regulations. A digitisation plan is developed for local history material.
- Local Studies staff have appropriate skills and knowledge and/or access to appropriate training in:
 - digital archiving
 - multimedia techniques of making collections and resources accessible to various audiences
 - exhibition organisation, design and management.

13.3 Additional resources

- State Library of Queensland 2010, Local studies standard (Queensland Public Library Standards and Guidelines, June 2010): http://www.slq.qld.gov.au/data/assets/pdf_file/0004/161914/SLQ_-_Local_studies_standard_-_June_2010.pdf

Library managers considering digitisation projects should be aware of:

- The National Library of Australia's digitisation policy and priorities, and general principles for digitisation, as outlined in its Collection digitisation policy: <http://www.nla.gov.au/policy/digitisation.html>
- Digital practice: guidelines for digitising images in NSW public libraries, prepared by Swinburne Library and Information Service and Practico for the State Library of New South Wales, 2005: http://www.sl.nsw.gov.au/services/public_libraries/docs/digital.pdf

Attachment 3: Draft Disaster Management Plan Example

Submitted as a separate document

Attachment 4: Draft Local Studies Collection Development Plan

Submitted as a separate document