



FRAMEWORK AGREEMENT

BETWEEN STATE AND LOCAL
GOVERNMENT FOR THE PROVISION
OF PUBLIC LIBRARY SERVICES IN
WESTERN AUSTRALIA





FRAMEWORK AGREEMENT BETWEEN STATE AND LOCAL GOVERNMENT FOR THE PROVISION OF PUBLIC LIBRARY SERVICES IN WESTERN AUSTRALIA

A shared vision for Western Australia's public library service as a sustainable and responsive network of vibrant and connected well-resourced, free public libraries that are hubs of community life.

1 Preliminaries

Preamble

State and Local Governments have undertaken the joint provision of public library services in Western Australia since the 1950s. Both State and Local Government recognise the need for an overarching agreement that drives the future direction of Western Australia's public library services.

In December 2004 State and Local Government signed a *Framework Agreement between State and Local Government for the Provision of Public Library Services in Western Australia*. This document set out a shared vision and provided a statement of principles and clearly defined roles and responsibilities to guide collaborative action until 30 June 2008. This *Framework Agreement* was later extended to 30 June 2009.

A major achievement under the previous *Framework Agreement* was a review of public library services across the state. The subsequent *Structural Reform of Public Library Services in Western Australia* report and implementation plan will be key drivers and underpinning documents for the term of this new *Framework Agreement*. Implementation of the top 10 priorities (see Attachment A) will be the key focus during the term of this Framework Agreement.

Additionally, this *Framework Agreement* provides an overarching framework of broad parameters within which to develop a template for public library services agreements. The intent is that the Library Board of Western Australia (Library Board) and each Local Government will sign an individual agreement based on the template. Local level agreements already exist but were generally signed in the 1950s and 1960s and are in need of replacement. The relevant legislation for the provision of library services in Western Australia is the *Library Board of Western Australia Act 1951* (the Act) which outlines the powers and role of the Library Board. Prior to entering into the current agreements with the Library Board each Local Government resolved to become, and was subsequently declared, a participating body under the Act.

Public Library Service

Both State and Local Government continue to recognise that unique features of the Western Australian public library service deliver significant benefits to Western Australian communities. These features include:

- Location and operation of public library services in response to local community needs
- A linked, statewide library service
- Effective utilisation of existing infrastructure and expertise within the State Library and within Local Government libraries across the State
- Centralised purchasing of library resources
- A statewide online catalogue

Shared Vision

Central to the partnership between State and Local Government is a shared vision for Western Australia's public library service as a sustainable and responsive network of vibrant and connected well-resourced, free public libraries that are hubs of community life. Our public libraries are seen as primary points of access for an extensive and diverse range of current information, meeting the business, recreational, cultural and life-long learning needs of members of the community, no matter their economic or social status, cultural or language background, level of ability or geographic location.



Minister for Culture and the Arts, Hon John Day, and the President of the Western Australian Local Government Association, Mayor Troy Pickard, at the signing of the Framework Agreement.

2 Parties to this Agreement

In entering this agreement both State and Local Government recognise that they have a mutual interest and responsibility in providing and improving public library services to the people of Western Australia.

The signatories to this *Framework Agreement* are:

- State Government: *The Minister for Culture and the Arts*
- Local Government: *President, Western Australian Local Government Association (WALGA)*

These two parties will also be signatories to funding agreements in relation to funding for public libraries.

This agreement will be administered on behalf of the State Government by the Library Board.

Signatories for individual, public library services agreements to be developed within the parameters of the *Framework Agreement* will be:

- The Library Board of Western Australia: *Chairman*
- Local Government: *President/Mayor*

3 Objectives, Outcomes and Outputs

Objectives

Key objectives of the *Framework Agreement* are to:

- Develop a statement of key principles for the provision of public library services in Western Australia
- Define the mutual and respective roles of State and Local Government in the provision of public library services
- Provide an overarching framework of broad parameters within which to develop a template for public library services agreements
- Formalise the establishment of a joint steering committee to lead and facilitate implementation of the *Framework Agreement* and structural reform of public library services

Outcomes

The *Framework Agreement* will contribute to the following specific outcomes:

- Improved profile for public libraries in the community and within all spheres of government
- Improved service provision to the community through the reform process
- Acting as a catalyst for implementation of reforms leading to a more relevant, world class public library service
- Maintenance and development of the State/Local Government partnership in relation to the provision of public library services

Outputs

- Implementation of the structural reform strategies
- Ongoing maintenance and development of public library service delivery

4 Principles

An agreed set of key principles will guide the joint provision of public library services by State and Local Government in Western Australia. These principles are:

- A commitment to the partnership – a shared belief that, by working together, State and Local Government can achieve the best possible public library service for Western Australian communities
- Recognition that planning, development and service delivery decisions, including expansion or withdrawal of public library services, are driven by community needs together with the business needs of State and Local Government
- Within the partnership framework, autonomy and flexibility for Local Governments in response to community needs
- Free, universal and equitable access by all Western Australians to relevant and up-to-date public library services, regardless of individual circumstances or geographic location
- Within legal obligations, universal rights of access to information and ideas, free of censorship and the influence of sectional interests
- A transparent approach where both partners are accountable for their respective and mutual responsibilities in accordance with agreed outcomes and performance standards
- On-going sustainability of services
- Relations between State and Local Government will be conducted in a spirit of mutual respect and cooperation, with open communication and recognition of each other's roles and responsibilities
- A focus on outcomes in setting policy, strategy or program objectives which address community needs and expectations
- Achieving the highest levels of accountability and good governance

5 Roles and Responsibilities of Each Party

To realise the objectives, outcomes and commitments in the *Framework Agreement* each party has specific roles and responsibilities, as outlined below.

Both State and Local Government agree to:

- Support a State-wide public library service that provides free access for all residents of Western Australia
- Provide core products and services free of charge as detailed in public library services agreements
- Operate within the expectation that State and all Local Governments will make a financial commitment to the provision of public library services
- Support in good faith reform of public library services as articulated in the *Structural Reform of Public Library Services in Western Australia* report and that implementation of the strategies will be undertaken in accordance with a defined resourcing plan developed by the SLPASC
- Support the continuation of the partnership agreement and maintain joint decision-making arrangements and accountability mechanisms through the Strategic Library Partnership Agreement Steering Committee
- Support the development of additional policies, business plans, guidelines, performance and reporting standards which will be adopted by both parties
- Ensure that the Library Board enters into an agreement with each Local Government which will uphold the principles of the *Framework Agreement*
- Support a regionalisation scheme for non-metropolitan Local Governments
- Recognise that the shared responsibilities for public library services are applicable regardless of any formal or informal arrangements between individual Local Governments and other Government or non-Government organisations for out-sourcing or collocation of public library services

State Government

The State Government agrees to:

- Provide financial assistance to each Local Government which operates a public library in accordance with an agreed funding formula/model
- Provide resources and services, including centralised purchasing and a State-wide online catalogue, to agreed standards
- Work with Local Government in implementing and supporting structural reform of public library services

Local Government

Local Government agrees to:

- Provide physical and technological infrastructure, staffing and meet operating costs, to agreed standards
- Be accountable to the State Government for any financial assistance (eg grants, assets) provided by the State
- Work with the State Government in implementing and supporting structural reform of public library services

State and Local Government have established a Strategic Library Partnership Agreement Steering Committee (SLPASC) to oversee development and implementation of the Framework Agreement

6 Management

State and Local Government have established a Strategic Library Partnership Agreement Steering Committee (SLPASC) to oversee development and implementation of the *Framework Agreement* and to oversee and drive the process and negotiations related to structural reform (see Attachment B for terms of reference and membership). The SLPASC will continue for the term of this *Framework Agreement*.

To support this direction an Operational Management Group (OMG) (see Attachment C for terms of reference and membership) has been established to report and provide technical and management advice to the SLPASC.

A Project Manager has been appointed to coordinate and implement the structural reform strategies.

The SLPASC's key responsibilities include:

- Development of strategic directions and forward plans
- Strategic management of the structural reform process
- Development of policies relating to provision of public library services
- Development of regulations, standards, reporting and operating guidelines relating to provision of public library services
- Review of statewide performance against agreed outcomes
- Development and facilitation of an appropriate communication mechanism with relevant stakeholders within an agreed time frame

Additionally the SLPASC will have regular discussions on funding for the statewide public library system.

The SLPASC will make recommendations to the Library Board and WALGA State Council where appropriate to ensure that both parties are accountable within the statewide system and provide each body with a formal report at least once in each financial year.

7 Modification and Review Process

This *Framework Agreement* is to apply from December 2009 until 30 June 2014, with a formal evaluation commencing in July 2013. Formal evaluation will take no more than six months to complete. The *Framework Agreement* may be extended subject to the written consent of both parties.

The formal evaluation process will be initiated and managed by the SLPASC which will report with recommendations to the Library Board and WALGA State Council.

This *Framework Agreement* may only be modified during the life of the Agreement with the written consent of both parties.



A Better Beginnings session at AH Bracks Public Library

8 Dispute Resolution Process

In relation to any matter that may be in dispute between the parties in relation to this *Framework Agreement*:

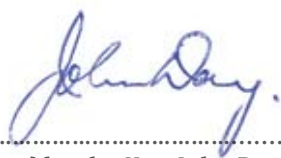
- Any party may give notice in writing to the SLPASC identifying the nature of the dispute
- If the SLPASC cannot resolve the dispute within 30 days of service of the notice of dispute they will develop and present a report outlining the dispute and recommendations to the Library Board and WALGA State Council.

If the Library Board and WALGA State Council cannot resolve the dispute within 60 days of service of the receipt of the report, the parties agree to allow either party to refer the matter to an agreed independent mediator such as the Institute of Arbitrators and Mediators (WA Branch). The parties agree that if either party refers the matter to mediation both parties will participate in the mediation process in good faith.

9 Break Clause

This *Framework Agreement* may be terminated at any time by the mutual agreement of the WALGA State Council and the Minister for Culture and the Arts.

Prior to terminating this *Framework Agreement* it is intended that where possible and appropriate the parties use mechanisms provided within this *Framework Agreement* including but not limited to the Dispute Resolution clause and the Review and Modification process to address and resolve any issues that may exist between the parties.



.....
Signed by the Hon John Day, MLA
MINISTER FOR CULTURE AND THE ARTS, FOR AND ON
BEHALF OF THE STATE OF WESTERN AUSTRALIA



.....
Signed by Mayor Troy Pickard
PRESIDENT, WESTERN AUSTRALIAN LOCAL GOVERNMENT
ASSOCIATION, FOR AND ON BEHALF OF WESTERN
AUSTRALIAN LOCAL GOVERNMENTS

in the presence of

in the presence of



.....
Matthew Allen
CHAIRMAN, LIBRARY BOARD OF WESTERN AUSTRALIA



.....
Ricky Burges
CEO, WESTERN AUSTRALIAN LOCAL
GOVERNMENT ASSOCIATION



.....
Margaret Allen
CEO, STATE LIBRARY OF WESTERN AUSTRALIA

Dated 10th of June 2010

ATTACHMENT A

Structural Reform of Public Library Services

The *Structural Reform of Public Library Services in Western Australia* report identified 10 high level strategic outcomes for the state's public library service. These are shown below.

- Well-informed, literate and learning communities
- Connected and resilient communities
- Community memory preserved and shared
- Accessible and relevant content
- Community destinations
- Skilled and innovative staff
- Continuous improvement
- Strategic partnerships
- Good governance
- Visible and valued

A large number of strategies and opportunities were documented in the report with the recommendation that implementation of the strategies would enable the above strategic outcomes to be met. An agreed top 10 priorities (see below) were established and these will form the initial key focus during the term of this *Framework Agreement*.

- Ensure content meets needs
- Facilitate effective asset management of collections
- Facilitate an effective inter lending system
- Facilitate delivery of cost effective training and professional development to meet identified needs
- Develop a more strategic approach to ICT
- Develop a more efficient procurement, distribution and materials movement model
- Improve standards and measures of performance
- Maintain a strong and influential Strategic Library Partnership Agreement Steering Committee
- Enhance the regional model
- Develop a new funding model for public libraries in Western Australia

ATTACHMENT B

Strategic Library Partnership Agreement Steering Committee

Operating Guidelines

Terms of Reference and Purpose

Lead and facilitate the development of a State/Local Government Partnership for Public Library Services in Western Australia by:

1. Developing strategic objectives to drive the structural reform process for Public Library Services through an agreed framework, over 3 to 5 years, ensuring that outcomes are achieved.
2. Developing and facilitating an appropriate communication mechanism with relevant stakeholders within an agreed time frame.

Membership

Membership of the Committee comprises:

- Chief Executive Officer, Western Australian Local Government Association
- Chief Executive Officer, State Library of Western Australia
- Public Libraries Western Australia representative
- Local Government Managers Australia, WA Division representative
- Library Board of Western Australia representative
- Department of Local Government representative

The Committee Chair alternates on an annual basis between the Chief Executive Officers of WALGA and the State Library.

The Secretariat function and administrative support are provided by both WALGA and the State Library.

Meetings

- Meeting frequency will be monthly, at times and dates determined by the Committee.
- In the event that the Chair is not available the alternate Chair will oversee the meeting.
- The secretariat and Chair function will be alternated between WALGA and State Library of Western Australia. WALGA will provide secretariat support and meeting venue for the Committee in 2009.
- No proxies will be necessary.
- Decisions will be by a majority of members present.

Agenda Papers

Papers accompanied by a cover sheet in prescribed standard template format should be submitted electronically to the Secretariat at least two weeks before meetings. Agendas and papers will be distributed electronically to members at least one week prior to meetings.

Consultation and Communications Protocol

- Committee members are required to ensure that appropriate consultation with the constituents whom they represent has occurred before decisions are taken.
- Committee members are expected to publicly support meeting decisions.
- It is recognised that other formal and informal communication and consultation mechanisms will continue to operate alongside the work undertaken by the Committee.
- To ensure transparency, all documents will be made available to the parties unless otherwise determined by the Committee.
- The minutes will be available on the State Library of WA and WALGA websites within a fortnight of the meeting minutes being ratified.
- Minutes and agreed “take home” messages summarising the key issues will be developed and recorded at the end of each meeting and key discussions will be communicated to constituents as follows:
 - Library Board of WA;
 - Minister for Culture and the Arts;
 - Department of Culture and the Arts;
 - SLWA and other State Government agencies as appropriate
 - Local Government
 - Public Librarians and other partners in the provision of public library services.

The Committee will ensure the following:

- The Operational Management Group (OMG) will have Public Librarian nominated by Public Libraries WA to act as a conduit between the SLPASC and the OMG.
- Working groups established by the OMG will report to the OMG. The PLWA member will provide advice to the SLPASC.
- Focus groups and or working groups established as required will report directly to a designated Project Manager(s), nominated by the SLPASC unless otherwise approved by the Committee.
- Project Manager(s) will relay information to the Committee in the first instance and provide such information to the wider constituency as approved by the Committee. Draft reports will be submitted to the Committee only, unless otherwise directed.
- Project Manager(s) will be the first point of contact for the wider constituency (rather than members of the Committee) for detailed enquiries on projects/working party activities.

Modification and Review Process

The current *Framework Agreement* for Public Library Services will be the guiding document.

ATTACHMENT C

Operational Management Group

Operating Guidelines

Terms of Reference and Purpose

The Operational Management Group (OMG) will report and provide technical and library service management advice to the Strategic Library Partnership Agreement Steering Committee (SLPASC). The focus will be on the provision of advice and guidance to the SLPASC, development of model policies, operating procedures and documentation of best practice processes.

Membership

Membership of the Operational Management Group will consist of: Representatives of Public Libraries (3) and Representatives of the State Library of Western Australia (3).

The Chair of the OMG will be the Public Libraries Western Australia representative on the SLPASC.

The Project Manager for structural reform will be an ex officio member of the OMG, with no voting rights.

Meetings

The meetings will be held monthly with consideration to the meeting dates of the Country Librarians meetings.

- No proxies will be necessary.
- A quorum will consist of at least: Representatives of the Public Libraries (2) and Representatives of the State Library of Western Australia (2).
- If a quorum can not be met, the meeting will be delayed or run out-of-session, via electronic means.
- Decisions will be by a majority of members present.

Agenda Papers

Papers accompanied by a cover sheet in prescribed standard template format should be submitted electronically to the Secretariat at least two weeks before meetings. Agendas and papers will be distributed electronically to members at least one week prior to meetings.



Armadale Public Library

Consultation and Communications Protocol

- Group members are required to ensure that appropriate consultation with the constituents whom they represent has occurred before decisions are taken.
- Committee members are expected to publicly support meeting decisions.
- It is recognised that other formal and informal communication and consultation mechanisms will continue to operate alongside the work undertaken by the Group.
- To ensure transparency, all documents will be made available to the parties unless otherwise determined by the Group.
- The minutes of the OMG will be available on the State Library of Western Australia and WALGA websites within a fortnight of the meeting minutes being ratified.
- The OMG will report to the SLPASC through the Chair, who will also act as a conduit to Public Libraries Western Australia.
- Working groups will be set up as required and will report directly to the OMG, unless otherwise indicated.

Front & Rear cover: Armadale Public Library



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