

2017 LGMA Challenge

Redland City Council



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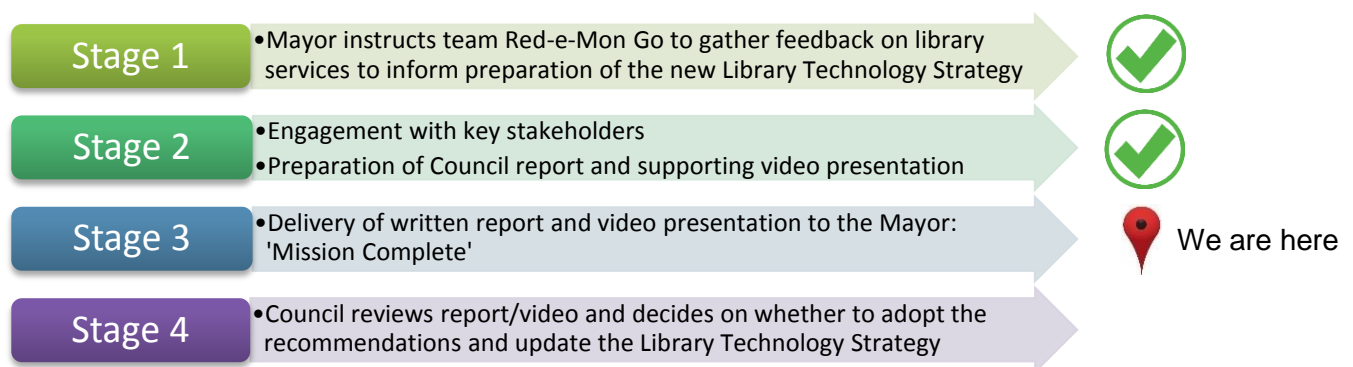
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In total, 12 people were interviewed on camera, comprising 4 officers from Council's senior management team and 8 residents that regularly use Council's library services. A broad cross section of residents differing in age and sex were approached to provide a holistic community perspective of the Library's technological service offering. All parties that were interviewed gave written permission for their images and opinions to be captured. To facilitate an open-ended discussion about the community's views in relation to the importance of technology in libraries, the following leading questions were posed to each of the individuals:

- If you could change one thing about library services, what would it be?
- How libraries are different today compared to when you were a child?
- What do you think libraries of the future will look like?

An overview of the key issues and how they impact on the community is contained in the following section: Issues and Recommendations.

PROCESS FLOW CHART



STRATEGIC IMPLICATIONS

Alignment with Council's Corporate Plan 2015 – 2020

This report is consistent with Council's [Corporate Plan 2015-2020](#) and delivers on the following outcomes:

- **8.1** Council's Information Management Strategy and technology systems are engineered to increase efficiency and provide excellent customer service outcomes
- **8.5** Council uses meaningful tools to engage with the community on diverse issues so that the community is well informed and can contribute to decision making

Financial

There are potential financial implications associated with the recommendations contained in the proceeding section of this report. Although detailed costings of each item have not been incorporated, the Financial Services Group has been consulted and advised that sufficient budget exists to implement recommended actions related to key findings 1 to 4. Council's Grants Coordinator has lodged applications with the State Government for the '[Tech Savvy Seniors Queensland Program](#)' and [OPAL \(Online Public Access in Libraries\) Grants Program – Public Library Strategic Priorities Grant 2017](#), with applications closing 31 March 2017. Successful grant submissions will result in greater budget allocation for key findings 3 and 4 and thus an increased ability for Council to provide more technology based training and education to the community.

Social

The recommended actions are consistent with the goals outlined in the [Redlands 2030 Community Plan](#) and the Library Technology Strategy. The purpose of these documents is to improve user experiences in Council's library network and enrich community lifestyles.

ISSUES & RECOMMENDATIONS

The following table provides a summary of the key findings made by the Red-e-Mon Go team during the consultation period. It also incorporates a list of recommended actions for Council's consideration, which are proposed to be incorporated in the implementation plan for the new Library Technology Strategy. The table should be considered in conjunction with associated video presentation, which showcases the real-life interactions between the Red-e-Mon Go team, senior management and members of the Redlands community.

Key Findings	Examples	Recommended Actions
1. Council's libraries are running Windows XP Operating System (no longer supported by Microsoft), exposing users and Council to risks (viruses, hacking) and unnecessary system downtime	Computers cannot run Internet Explorer due to system crashes. This leads to an inability for users to access basic websites and online email portals	<ul style="list-style-type: none"> Council's Information Management Group to update computers to a minimum of Windows 7 Operating System Test new operating system for ease of use and ability to access commonly used websites like Google Chrome, online webmail portals and Microsoft Office programs
2. Council does not update the software on its computer systems regularly, limiting a user's ability to undertake certain basic functions	Outdated SSL certificates preventing residents from performing internet banking safely	<ul style="list-style-type: none"> Create a formal reporting function for end users to raise issues with library staff Library staff to log issues with Council's Information Technology team for immediate resolution
3. Council's current software does not support key library functions such as the download and usage of e-books on a wide range of popular devices	E-books work on devices such as iPads but not Kindle eReaders	<ul style="list-style-type: none"> Upgrade Council's system architecture to support e-book downloads across multiple devices and platforms
4. A number of technology based training courses and education programs that are run by the library are oversubscribed and have 'long' waiting times	Council's <i>Libraries2you</i> tablet education program. The current waiting time for a session is 3 weeks, with 2 sessions being run on a weekly basis	<ul style="list-style-type: none"> Expand the number of sessions for popular training programs to cater for future demand Undertake regular monitoring of patronage Consider 'dropping' low patronage courses and re-assigning resources to high demand courses
5. Council's libraries do not have enough 'quiet rooms' for individuals and groups to run digital boardroom meetings, teleconferences etc.	As stated	<ul style="list-style-type: none"> Undertake an investigation of the capacity for existing library footprints to be retrofitted to accommodate quiet rooms Include the establishment of quiet rooms as a design consideration in the project brief for the new Cleveland Library Building (future Council CAPEX project)

CONCLUSION

Based on targeted and broad stakeholder engagement, this report identifies a need for the technology and computer systems utilised in the City's libraries to be upgraded and adapted to match specific user needs. It is recommended that these actions be adopted by the elected members of Council and incorporated within the implementation plan for the new Library Technology Strategy.