



City of Ipswich

AGENDA

of the

LIBRARIES AND CUSTOMER SERVICES ADVISORY COMMITTEE

**Held in the Claremont Room
8th Floor, 1 Nicholas Street
IPSWICH QLD 4305**

**On Tuesday, 2 September 2025
At 2.00 pm - 3.00 pm**

<u>MEMBERS OF THE LIBRARIES AND CUSTOMER SERVICES ADVISORY COMMITTEE</u>	
Councillor Jacob Madsen (Chairperson) Councillor Pye Augustine (Deputy Chairperson)	Deputy Mayor Nicole Jonic Councillor Andrew Antonioli Councillor Jim Madden

LIBRARIES AND CUSTOMER SERVICES ADVISORY COMMITTEE AGENDA

2.00 pm - 3.00 pm on Tuesday, 2 September 2025

in the Claremont Room, 8th Floor, 1 Nicholas Street, Ipswich

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** Item includes confidential papers

LIBRARIES AND CUSTOMER SERVICES ADVISORY COMMITTEE NO. 2025(03)

2 SEPTEMBER 2025

AGENDA

DECLARATIONS OF INTEREST IN MATTERS ON THE AGENDA

BUSINESS OUTSTANDING

CONFIRMATION OF MINUTES

1. **CONFIRMATION OF MINUTES OF THE LIBRARIES AND CUSTOMER SERVICES
ADVISORY COMMITTEE NO. 2025(02) OF 8 JULY 2025**

RECOMMENDATION

That the minutes of the Libraries and Customer Services Advisory Committee held on 8 July 2025 be confirmed.

OFFICERS' REPORTS

2. ****IPSWICH LIBRARIES PROGRAMS AND SERVICES**

This is a report concerning Library Programs and Services.

This report demonstrates how the delivery of Library Programs and Services aligns with the strategic priorities of the organisation, while also aiming to meet the requirements outlined in the Queensland Public Library Standards.

The report includes comprehensive data on program locations, the number of sessions delivered, attendance figures, and the operational expenditure allocation for the 2024-2025 financial year.

RECOMMENDATION

That the report be received and the contents noted.

3. **NEXT MEETING**

The next meeting is scheduled for Wednesday, 5 November 2025.

4. **GENERAL DISCUSSION (within the purpose and scope of the committee)**

LIBRARIES AND CUSTOMER SERVICES ADVISORY COMMITTEE NO. 2025(02)

8 JULY 2025

MINUTES

COUNCILLORS ATTENDANCE:

Councillor Jacob Madsen (Chairperson); Councillors Pye Augustine (Deputy Chairperson), Deputy Mayor Nicole Jonic (via audio-link), Andrew Antonioli , David Martin (Observer) and Marnie Doyle (Observer)

COUNCILLOR'S APOLOGIES:

Councillor Jim Madden

OFFICERS ATTENDANCE:

Acting Chief Executive Officer (Matt Smith), Manager, Libraries and Customer Services (Samantha Chandler), Library Branch Services Manager (Gail Seeney) and Acting Executive Services Manager (Karen Murray)

ACKNOWLEDGEMENT OF COUNTRY

The Chairperson, Councillor Jacob Madsen delivered the Acknowledgement of Country

DECLARATIONS OF INTEREST IN MATTERS ON THE AGENDA

Nil

BUSINESS OUTSTANDING

Nil

CONFIRMATION OF MINUTES

1. **CONFIRMATION OF MINUTES OF THE LIBRARIES AND CUSTOMER SERVICES ADVISORY COMMITTEE NO. 2025(01) OF 23 APRIL 2025**

RECOMMENDATION

That the minutes of the Libraries and Customer Services Advisory Committee held on 23 April 2025 be confirmed.

OFFICERS' REPORTS

UPDATE TO TENURE FOR REDBANK PLAINS LIBRARY (VERBAL UPDATE)

The Libraries and Customer Services Manager and Manager, Community and Cultural Services provided a verbal update in relation to the progress on tenure for the Redbank Plains Library.

2. SPRINGFIELD LIBRARY PLANNING REPORT

This is a report concerning Springfield Library facility planning.

Springfield Library facility planning was identified as a priority area for discussion at the Libraries and Customer Services Advisory Committee on 21 November 2024.

Libraries and Customer Services together with Infrastructure Strategy and Planning have been working together to draft recommendations for future library requirements in Springfield. The current Springfield Library branch continues to be the busiest branch in the network with over 287,000 visitors in 2024 and 67% increase in visitors since 2021. The building has significant structural and facility challenges including insufficient space, building movement and one shared lift with no ground floor entry and event spaces on the top floor.

The Springfield Library Planning Report (confidential attachment 2) outlines the current state of the existing facility and identifies options for the future.

"The attachment/s to this report are confidential in accordance with section 254J(3)(c) of the *Local Government Regulation 2012*."

RECOMMENDATION

That the report be received and the contents noted.

DISCUSSION

The committee discussed the following matters relating to Springfield Library:

- The various options contained in the Consultant's Report
 - Building condition and layout
 - Leasing conditions
 - Next steps including concept design and cost modelling
 - Co-location of community facilities
 - External consultation
-

3. NEXT MEETING

The next meeting is scheduled for Tuesday, 2 September 2025.

4. GENERAL DISCUSSION (within the purpose and scope of the committee)

PROCEDURAL MOTIONS AND FORMAL MATTERS

The meeting commenced at 3.01 pm.

The meeting adjourned at 3.01 pm

The meeting reconvened at 3.10 pm

Councillor Pye Augustine left meeting at 3.31 pm.

Councillor Pye Augustine returned to the meeting at 3.34 pm.

Councillor David Martin left the meeting at 3.50 pm.

The meeting closed at 3.55 pm.

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ITEM: 2
SUBJECT: IPSWICH LIBRARIES PROGRAMS AND SERVICES
AUTHOR: MANAGER, LIBRARIES AND CUSTOMER SERVICES
DATE: 20 AUGUST 2025

EXECUTIVE SUMMARY

This is a report concerning Library Programs and Services.

This report demonstrates how the delivery of Library Programs and Services aligns with the strategic priorities of the organisation, while also aiming to meet the requirements outlined in the Queensland Public Library Standards.

The report includes comprehensive data on program locations, the number of sessions delivered, attendance figures, and the operational expenditure allocation for the 2024 – 2025 financial year.

RECOMMENDATION/S

That the report be received and the contents noted.

RELATED PARTIES

There are no identified conflicts of interest.

IFUTURE THEME

Safe, Inclusive and Creative

PURPOSE OF REPORT/BACKGROUND

The attached report includes details of the delivery model used by the team along with reporting data, costs and how outcomes are measured. Below is a summary of this information:

Library Programs – Development and Delivery Model

Children's Programs are programs designed to inspire a love of books and reading, support literacy and learning, and promote continued engagement with the library through the school years and beyond.

Adult's Programs are aimed at encouraging and supporting curiosity and learning throughout the lifespan as well as strengthening community connections.

Digital and Targeted Programs are designed to provide experiential learning, and access to technology and resources, to build confidence and skills for audiences of all digital literacy levels.

Early Year's Programs are delivered by the First 5 Forever Team and are aimed at connecting families to the programs, information, resources, and support they need to build the best foundation for their children's future language and literacy development.

2024 – 2025 Library Programs Snapshot

2,083 Library Programs

86,812 Attendees to Library Programs

408 Outreach programs delivered outside of branches

418 Partnership sessions delivered in collaboration with others

Programming Costs

A full budget break down is included in the report. It is important to note that the main expense for the delivery of programs is labour costs. There is 12.5 permanent FTE allocated to programming plus an additional 1.66 FTE that is State Government Funded and allocated to First 5 Forever.

Measuring Outcomes

Library program reporting highlights the quality and impact of services delivered to users and the broader community. Performance reporting encompasses achievements against defined goals, targets, and performance indicators including ongoing evaluation and review of programs. Regular collection and analysis of statistical data is a core component of programming operations, supporting informed decision-making, resource allocation, program evaluation, and continuous planning.

Detailed data is included in the report.

The attached report is designed to provide a comprehensive overview of the program delivery and the value programs provide to the local community.

LEGAL IMPLICATIONS

This report and its recommendations are consistent with the following legislative provisions:
Not Applicable

POLICY IMPLICATIONS

There are no policy implications.

RISK MANAGEMENT IMPLICATIONS

There are no new identified risks associated with this report.

FINANCIAL/RESOURCE IMPLICATIONS

There are no current financial implications as programs delivered are designed based on the budget allocation.

COMMUNITY AND OTHER CONSULTATION

- Library Branch Services
- Library Programs

CONCLUSION

The purpose of Library Programs is to provide dynamic, innovative and relevant programming to inspire, encourage and support literacy, learning and ongoing engagement with library spaces, collections, services and technologies across all ages and communities.

This report provides detailed data on the delivery of programs in 2024 – 2025.

HUMAN RIGHTS IMPLICATIONS

HUMAN RIGHTS IMPACTS
RECEIVE AND NOTE REPORT
The Recommendation states that the report be received and the contents noted. The decision to receive and note the report does not limit human rights. Therefore, the decision is compatible with human rights.

ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS

1.	CONFIDENTIAL Library Programs and Services
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Samantha Chandler

MANAGER, LIBRARIES AND CUSTOMER SERVICES

I concur with the recommendations contained in this report.

Ben Pole

GENERAL MANAGER (COMMUNITY, CULTURAL AND ECONOMIC DEVELOPMENT)

“Together, we proudly enhance the quality of life for our community”