



# 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 Thursday, 6 November 2025  
At 2.00 pm - 3.00 pm**

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

**LIBRARIES AND CUSTOMER SERVICES ADVISORY COMMITTEE  
AGENDA**

*2.00 pm - 3.00 pm* on **Thursday**, 6 November 2025  
in the Claremont Room, 8th Floor, 1 Nicholas Street, Ipswich

| Item No. | Item Title                                                                                                         | Page No. |
|----------|--------------------------------------------------------------------------------------------------------------------|----------|
|          | <b>Declarations of Interest</b>                                                                                    |          |
|          | <b>Business Outstanding</b>                                                                                        |          |
|          | <b>Confirmation of Minutes</b>                                                                                     |          |
| 1        | Confirmation of Minutes of the Libraries and Customer Services Advisory Committee No. 2025(03) of 2 September 2025 | 5        |
|          | <b>Officers' Reports</b>                                                                                           |          |
| 2        | Next Meeting                                                                                                       | -        |
| 3        | General Discussion (within the purpose and scope of the committee)                                                 | -        |

\*\* Item includes confidential papers

**LIBRARIES AND CUSTOMER SERVICES ADVISORY COMMITTEE NO. 2025(04)**

**6 NOVEMBER 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(03) OF 2 SEPTEMBER 2025**

**RECOMMENDATION**

That the minutes of the Libraries and Customer Services Advisory Committee held on 2 September 2025 be confirmed.

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**OFFICERS' REPORTS**

2. NEXT MEETING

The next meeting is to be advised.

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

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

**2 SEPTEMBER 2025**

**MINUTES**

**COUNCILLORS' ATTENDANCE:**

Councillor Jacob Madsen (Chairperson); Councillors Pye Augustine (Deputy Chairperson), Acting Mayor Nicole Jonic, Andrew Antonioli, Jim Madden and Marnie Doyle (Observer) and David Martin (Observer)

**COUNCILLOR'S APOLOGIES:**

Nil

**OFFICERS' ATTENDANCE:**

Chief Executive Officer (Sonia Cooper)(via audio-link), General Manager, (Community, Cultural and Economic Development)(Ben Pole), Manager, Libraries and Customer Services (Samantha Chandler), Business Support and Library Content Manager (Cheryl Pye)(via audio-link), Library Branch Services Manager (Gail Seeney)(via audio-link)

**ACKNOWLEDGEMENT OF COUNTRY**

Councillor Jacob Madsen (Chairperson) 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(02) OF 8 JULY 2025**

**RECOMMENDATION**

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

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## **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.

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

### **RECOMMENDATION**

**That the report be received and the contents noted.**

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### **3. NEXT MEETING**

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

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

The General Manager (Community, Cultural and Economic Development), Ben Pole, requested that councillors advise him of any items they wish to include on the agenda for the next committee meeting.

The Manager of Libraries and Customer Services, Samantha Chandler, advised the committee that at the 2025 Queensland Auscontact Excellence Awards, presented by the Australian Contact Centre Association, Ipswich City Council was a finalist in the Contact Centre of the Year and Council's Contact Centre Coordinator won the Contact Centre Manager of the year category. Councillor Jacob Madsen (Chairperson) requested that congratulations be formally extended to the team.

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## **PROCEDURAL MOTIONS AND FORMAL MATTERS**

The meeting commenced at 2.03 pm.

The meeting closed at 2.32 pm.

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