



**LEGISLATIVE ASSEMBLY**  
FOR THE AUSTRALIAN CAPITAL TERRITORY

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STANDING COMMITTEE ON ENVIRONMENT AND TRANSPORT AND CITY SERVICES  
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## Submission Cover Sheet

### Inquiry into ACT Libraries

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I am submitting this feedback on the ACT library system as a member of the public who uses the library on a regular basis. I want to say how important the library has been for my family, and to praise the ACT library for providing an excellent service, a wonderfully varied collection, and a friendly place to go.

My four children have benefited enormously from the ACT library system. We borrow at least a dozen books a week, often many more. Our kids (all at school in the ACT) love library day and are always excited to see more of the books they love. The ACT library has enriched their literary lives, slaking their endless thirst for new books. For our family, and presumably for many others, the library is contributing to nurturing literate and knowledgeable citizens. It amazes me that this service is free to all. I wish more people knew about how valuable it is. Our family gets so much value from the ACT library that I would be happy to contribute to support the library. You could consider having a facility for donations so that users of the library can show their appreciation by contributing – for example sponsoring book purchases?

The best feature of the library system for us is that we search the catalogue online, order books from across the ACT library system, then pick them up at the Civic branch. This means we can always get the books we need, and we can quickly pick up the books during lunchtime – this is important for us because we have long working days so we unfortunately never get time to go the library and just browse. But, through the hold system, we have access to the entire library catalogue, not just the books at one branch. Library staff are always friendly and helpful, and the system is efficient and friendly.

Changes made some years ago to borrowing has simplified the system, with a transparent and easy-to-use system of borrowing, renewals and a fair system of overdue fines. The online portal is for us one of the most useful features of the library. But it could be improved further, for example:

- \* Getting rid of plastic library cards and replacing them with a simple login on the self-checkout.
- \* Allowing family memberships so that the kids' cards are all linked within the same account. We found it difficult to manage separate children's accounts: having different logins for each account, needing to carry a separate plastic card for each child, only being able to borrow a reserved book on the same card it was ordered on. So we ended up just using one card for the whole family which doesn't really give us enough capacity and we are usually at our maximum number of books.
- \* Easier lines of communication: it would be good to be able to message our branch directly through the website rather than send an email to the general address.
- \* Adding a feature to the website where you can suggest books to be purchased.
- \* Suggestions for reading for different age and interest groups on the website

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