



LEGISLATIVE ASSEMBLY
FOR THE AUSTRALIAN CAPITAL TERRITORY

STANDING COMMITTEE ON ENVIRONMENT AND TRANSPORT AND CITY SERVICES
Ms Suzanne Orr MLA (Chair), Miss Candice Burch MLA (Deputy Chair)
Ms Tara Cheyne MLA, Ms Nicole Lawder MLA

Submission Cover Sheet

Inquiry into ACT Libraries

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Submission to the Review of ACT Libraries

I greatly value ACT Libraries and consider that the service should be expanded and better funded. It's an important community resource.

As a Belconnen resident, I use the Belconnen branch a lot. I physically visit at least twice a week and it is always a pleasure to enter such a well-designed facility and interact with the friendly and professional staff. I also use the Civic branch when in town. I also visit the Dickson branch occasionally as I have grandchildren in Hackett.

I also use the online account system several times a week to order material online, review borrowings and monitor hold requests. The loan, email and SMS notification systems are very effective.

Materials I borrow include books, magazines, CDs and DVDs. As a pensioner, I could not access such an interesting range of current material without the Libraries, so the service adds greatly to my quality of life. The Libraries have also been responsive in meeting my requests for purchase of new books.

I have recently started using the electronic resources including digital books, magazines and reference material. What a privilege it is to be able to walk around with the Oxford English Dictionary on my iPad.

Areas where I think the service could be improved are:

- Standardised opening hours across all branches – these have been cut back in recent years. I suggest 10.00-5.00 every day, all branches (except public holidays).
- Maintain all branches in being.
- A much better designed, organised and integrated website. I have the impression that this area of operations has not been well resourced. For example, when trying to reserve items added in the previous month, one has to enter one's user number and pin over and over again and it's difficult to get back to where you were. It feels clumsy.
- Reinstate fine exemptions for seniors. We try to do the right thing but it's not always easy to get about.
- Expand the classical music offerings, with better quality recordings available for streaming or download. Purchase of quality classical CDs has declined to almost nothing over recent years. I suppose CDs are a bit passé these days but I have always valued the library service as a way to access and learn about quality music.

All the best with the review and I look forward to continued improvements in a service that I use and appreciate so much.

Roger Bacon

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