



**LEGISLATIVE ASSEMBLY**  
FOR THE AUSTRALIAN CAPITAL TERRITORY

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STANDING COMMITTEE ON ENVIRONMENT AND TRANSPORT AND CITY SERVICES  
Ms Suzanne Orr MLA (Chair), Miss Candice Burch MLA (Deputy Chair), Mr James Milligan MLA

## Submission Cover Sheet

### Inquiry into ACT Libraries

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**To:** [LA Committee - ETCS](#)  
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Hello

I am sorry my submission is late but wanted to lodge a submission as I use the library service heavily and appreciate it as a real community asset

Cheers and thanks

Karna O'Dea



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**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

To: [LACommitteeETCS@parliament.act.gov.au](mailto:LACommitteeETCS@parliament.act.gov.au)

## **SUBMISSION TO THE LEGISLATIVE ASSEMBLY IN RELATION TO ACT LIBRARIES**

I am a heavy library user and mainly use the Kippax Library because it is easy to get to using a car. I think the library services is valued by many in the Canberra community but particularly those who are retired, have young children or are studying. As a family we enjoy using the different libraries for a change such as Kingston or Belconnen to try out the different book stocks and magazines. The library is the last free space for all in the community and i think is an important part of civil society. When I go to the Kippax library I see families, retirees, new arrivals and many other sectors of the Canberra community enjoying the facilities. I think this is particularly important for those who are lonely or do not have the money to have internet at home. A café there would be nice but there are café facilities elsewhere in Kippax close by

### **WHAT I LIKE ABOUT THE LIBRARY SERVICE**

I personally think the Act libraries and information service is one of the best in the country with the range of services and facilities it offers. Now that I am on the path of the retirement I appreciate these resources more as I have more time to use them

1. I reserve a lot of resource using the new titles list and appreciate being able to pick them up. It is a bit like Christmas being able to get a range of new things with having to pay for them
2. Being able to order books online, then receive a text or email to say it is there is great.
3. I enjoy looking at the new books display, the recent returns and the thematic displays and often borrow from them as they pique my interest.
4. Internet access and printing facilities for those who would not otherwise have it is important as more government services are only provided online.
5. The children's programs such as story time and Giggle and wriggle are great idea and contribute to literacy and connectivity for those who are at home and need to get to know other parents.

6. The various social groups run by volunteers such as Scrabble, English conversation., the art group, crochet and knitting at Kippax do a lot to help break down loneliness and help people to connect
7. The Home Library Service is heavily used by those who cannot get to t the library and doe s a lot to help shut in people access reading materials. It helps people to still feel part of the local community and is an important service provided by the ACT government.
8. The Book club collection also does a lot to help literacy and community as well by encouraging retirees and others to join.
9. I have found the staff to be great at Kippax being friendly and helpful as in the other libraries.
10. In my family I have a disabled son and the staff have been very kind to him and the collection of chapter books and picture books have been great for his reading development as well as the online services such as story box
11. I have discovered borrow box and other online services and enjoy downloading books to my smart phone to read or listen to anywhere.
12. The community room is heavily used at Kippax.
13. I find the self-checkout easy to use and most users master it
14. Opening hours are pretty good and suit our family. I know many who appreciate the Sunday opening of major branches as it is a cheap fun place to take their kids

## **WHAT I THINK COULD BE IMPROVED**

1. The website could do with a major overhaul to keep pace with changing web design and the need for accessibility. The mobile phone catalogue needs a refresh. Some parts need regular updating such as the social groups page which did not list the crochet group at Kippax when I asked about it
2. The location of branches should follow where the new suburbs go. Western creek and the Molonglo valley needs a library.
3. Please do much more to promote the library service such as inserting topical notes in Our City or other local platforms on interesting talks or new acquisitions so

people know what you are doing. Putting your light under a bushel is not a good strategic move.

4. I think your fines are pretty high and would prefer that the money I pay go to book resource acquisitions rather than ACT government general revenue.

Please recognise the library service and often commend the librarians as they do a great job and contribute to the human face of the community as social capital.

Karna O'Dea