



# Inquiry into Annual and Financial Reports 2023–24

## Answer to question on notice

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Asked by: Mr Andrew Braddock MLA

Addressed to: Minister for City and Government Services

Reference: Transport Canberra and City Services

Hearing: 11/02/2025

In relation to: Libraries ACT Accountability Indicators

Question received: 12/02/2025

Answer Due: 19/02/2025

In the 2023-24 TCCS Annual report, Libraries ACT has six accountability indicators. In the 2023-24 Budget (Statement H), Libraries ACT had eight indicators.

Why is Libraries ACT no longer assessing performance against physical visits or items borrowed per capita?

**Ms Tara Cheyne MLA: The answer to the Member's question is as follows:**

The way in which the community accesses and uses the library service has changed over the past decade. Coupled with the evolving nature of library services, these two indicators only tell part of the story, and are no longer a meaningful nor accurate measure of Libraries ACT performance.

Any decline in physical visits can be offset by the increasing usage of digital resources. Similarly, items borrowed are also impacted by digital resources, along with other trends toward using the internet to access information or for leisure purposes, rather than borrowing physical books.

The current indicators offer a more accurate and meaningful measure of performance.

Approved for circulation to the Standing Committee on Environment, Planning, Transport and City Services

Signature:

Date:

18/2/25

By the Minister for City and Government Services, Ms Tara Cheyne MLA