



**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, Mr James Milligan MLA

## Submission Cover Sheet

### Inquiry into ACT Libraries

**Submission Number:** 074

**Date Authorised for Publication:** 26 September 2018

**From:** [REDACTED]  
**To:** [LA Committee - ETCS](#)  
**Subject:** Inquiry into ACT libraries  
**Date:** Saturday, 22 September 2018 1:43:42 PM

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Thank you for the opportunity to make a submission to your Inquiry into ACT Libraries. My comments are more specific to the borrowing system and the “problems” I have experienced using the current website.

I have been a member of ACT Libraries for many years, however from 2006 to 2016 I lived on the Gold Coast in Queensland during which time GC Libraries updated their website. The improvement in the intuitiveness of the website was immediately obvious. The webpage layout was modern and easy to use. The “Search” function, only requires in some instances, a given name of an author to locate the surname eg. type in John and Grisham will appear, type in Connelly and Michael will appear. Reader reviews, which can be helpful, are also available. Another valuable function is an alert that advises you that you have borrowed (read) that title previously. How many of us have borrowed a book and discovered after reading a few pages that the story is all too familiar. If you have not already done so, I recommend a visit to [www.goldcoast.qld.gov.au/library](http://www.goldcoast.qld.gov.au/library) to see how uncomplicated and straightforward the website works.

Regarding ACT Libraries, I offer the following comments.

- There is a need to update and modernise the website
- Within the website a drop-down window repeatedly appears asking “This is a non-secure form....are you sure you want to send it”? This is an annoying intrusion when searching the catalogue. I noted that another contributor to your inquiry experienced the same problem.
- Often while searching for a book, it is not until a request is lodged that the Library advises that the title is not available. To request a purchase requires a return to the Home Page. The request will not be accepted unless an ISBN and Publisher details are provided by the reader. That sort of information is not always readily available, but surely is a search that could be undertaken by Library staff.
- Library stocks need to be continuously monitored. I have just read the first novel of the Lewis Trilogy by Peter May and now find that there are no book copies available of books 2 and 3. However there are Large Print versions available which are unsuitable.

Our libraries are a valuable service to our community and should always be allocated sufficient funds to ensure their services are up to date and relevant.

Ian Murray

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