

Guide to Supplier Assisted Procurement

State Library of Queensland

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1. Introduction

There are significant cost savings and efficiencies in order-to-shelf timeframes to be made by the transition from a traditional library technical services model to a full shelf ready model for procurement. Analysis of Best Practice in processing of stock has identified the industry trend to full shelf-ready provision. Full shelf ready means that an item can be procured by the nominated supplier/suppliers and processed to the specification of the library, and delivered directly to the individual library within the library service, rather than being processed internally. Records are also downloaded directly into the library catalogue.

In the UK, PKF Consultants have completed their in-depth national stock procurement and funding review to find the best and most cost-effective way to operate the book supply chain, and to look at budget issues and efficiency in public library services.

Recommendations from the report included:

- Supplier selection
- Standardised processing
- Flat management structure within Library Services - more staff for customer facing roles
- Libraries purchasing books together¹

The *Strategic Asset Audit of Victorian Public Libraries*: An Independent report for the Library Board of Victoria and Victorian Public Library network, 2006 has also been completed. Findings from the report include:

- Direct relationship was found between the volume of acquisition and price;
- Processing costs were equivalent to 56% of the average purchase cost;
- In-house processing contributed to over 80% of the processing costs

Brisbane City has now been operating with full shelf ready since July 1999 and Yarra Plenty adopted the model in 2005, realising considerable efficiencies, cost saving and improvement of order-to-shelf timeframes for the customer.

Building a strong partnership with selected suppliers is mutually beneficial for both the suppliers and the library service. Library suppliers do not take the risk of losing large contracts by failing to deliver on specifications requested by the Library Service.

The full shelf ready model includes the development of profiles for stock selection as well as supplier-assisted selection.

Key elements of this model will be:

- 80 - 90% profile ordering through supplier partnerships
- Library staff assist in developing profiles
- Material shipped direct to the individual libraries through pre-allocation and full shelf ready
- Streamlined acquisitions and receiving processes
- Limited number of suppliers under strict specifications
- Effective use of statistical information to identify content use and trends
- Whole of life asset management of collections

This Guide to Supplier Assisted Procurement indicates the steps required to effectively progress a library service to a fully supplier assisted procurement model.

¹ PKF Consultants, *Public Libraries: Efficiency and Stock Supply Chain Review*, MLA and DCMS, UK 2005.

2. Definitions

2.1 Supplier Assisted Procurement

Supplier assisted procurement for public libraries is not simply outsourcing. It is a development of a structured framework to enable library suppliers to use their expertise and buying power to the benefit of public libraries for a negotiated fee. It also provides increased customer service with proven shorter book to shelf timeframes and frees staff from simple backroom tasks. It requires an analysis of what the current state of the library collection and the community enabling a definition of current and future needs to be expressed which becomes the selection profile for the library supplier to follow.

There is also a need to move the cataloguing and processing criterion from one of specific customisation to one of standardisation.

2.2 Shelf-ready material

Shelf-ready refers to the supply of new library resources that have been catalogued, processed and delivered to the allocated library within the library service. Upon delivery at the library the items are ready for the shelf. No further action is required by library staff and there is no delay in supplying the item to the library customer.

2.3 File Transfer Protocol (FTP)

FTP is a file transfer protocol for exchanging files over any TCP/IP based network to manipulate files on another computer on that network regardless of which operating systems are involved (if the computers permit FTP access).²

2.4 Electronic Data Interchange (EDI)

Electronic Data Interchange (EDI) is a set of standards for structuring information that is to be electronically exchanged between and within businesses, organisations, government entities and other groups. The standards describe structures that emulate documents, for example purchase orders to automate purchasing.³

² http://en.wikipedia.org/wiki/File_Transfer_Protocol accessed 6 June 2008

³ http://en.wikipedia.org/wiki/Electronic_Data_Interchange accessed 6 June 2008

3. Information Technology

3.1 The Library Management System

Investigation into the capabilities of the Library Management System (LMS) to process batch downloading of Marc catalogue records that includes the 'holdings' information will need to be undertaken.

Liaison with your library management system provider will enable you to specify the type of files required for batch downloading of the record 'holding' information and Marc records for the library supplier. The stages for downloading of records are:

- On Order record which may be a brief record with limited information;
- Full Bibliographic Marc record;
- Holdings information, which may be included in the full Marc record.

Investigate the best process for the LMS to import and export dynamic data. Work with the Library Suppliers to determine the best, most cost effective process for batch load processes and online ordering processes. Current technology can ensure the order record can provide holdings and allocation information.

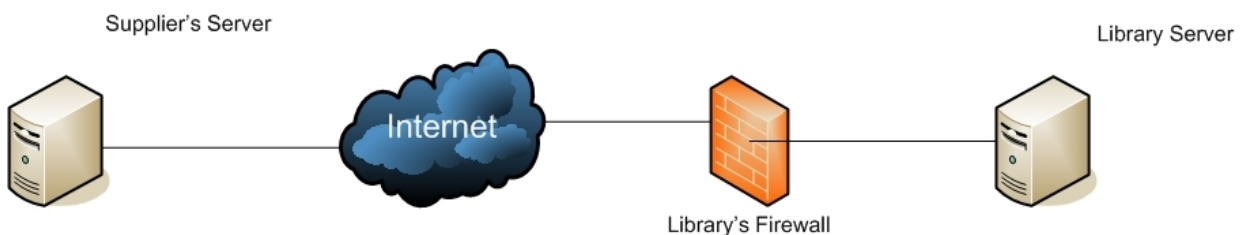
Decisions will need to be made regarding the use or non-use of the Library Management System's acquisitions module. Assessment against cost, efficiencies, and processes involved and module capability should be undertaken to guide the decision.

3.2 Council's Information Technology Unit/Division

It is important to liaise with Council's information technology Unit/Division early in the process of proceeding to a supplier assisted procurement model to ensure that they are aware of the direction the library service is headed. The relationship with Council's Information Technology section is very important for a trouble-free transition. Their input is essential to determine the best outcome for the following issues:

- Access to the Internet and adequate bandwidth speed for the efficient downloading and uploading of records and online ordering opportunities;
- Secure read write access to the library management system database by outside vendors should batch uploading and downloading of files not be achievable (bearing in mind that access may only be via FTP access which requires a user account with a reasonable level of privilege);
- Solving any firewall issues that may arise and addressing any security concerns.

Figure 1.1 FTP access by Supplier



3.3 Electronic Invoices

Electronic Data Interchange (EDI) protocol allows for the automation of purchase orders and invoicing. Council's financial services staff will be able to provide information regarding your Council's use of EDI and what specifications library suppliers must use to allow automated ordering and invoicing within the Council's financial system.

EDI allows for documents, such as invoices, to be transferred electronically from a computer application in one organization to an application in another. It helps to streamline the receipt of library materials.

Decisions will need to be made regarding the use or non-use of this technology and assessment against cost, efficiencies, processes involved and interaction with the LMS capability should be undertaken to guide the decision. This also needs to be assessed in conjunction with the decision to use the acquisitions module of the LMS as it could involve duplication of processes.

4. Supplier Assisted Selection

For an external supplier to fully understand the selection requirements for a library they must be provided with a profile of the community and the individual library catchments to ensure that the selection matches the interests, needs and age ranges of the community.

An overall community profile as well as individual library profiles will also need to be developed. There will also need to be a decision made regarding the allocation of a budget total amount for each type of collection.

4.1 Collection Development Policy

A collection development policy ensures that the Council and community have an understanding of the philosophy and scope of the public library collection. At a minimum it should include the following:

- ALIA Statement on Freedom to Read
- Determine the scope of the collection
- Set out criteria for selection of resources, including acceptable formats
- Set out collection management and maintenance principles for
 - Donations
 - Weeding
 - Local History collection

A Collection Development Policy template can be found at:

<http://www.slq.qld.gov.au/info/publib/coldev/policies>

The following steps are suggested when developing a Collection Development Policy

Step 1

- Review old policy
- Research updated policies from other Public Libraries
- Consider the unique aspects of your community

Step 2

- Determine timeline for completion
- Determine Council meeting timelines to meet Council reporting deadlines
- Inform and involve your Supervisor / Manager / Director

Step 3

- Develop draft policy
 - Seek feedback from
 - Senior Library staff
 - Senior Council staff and your immediate Supervisor / Manager / Director
- Determine policy review timeframe (12 months, 2 years)

Step 4

Seek Council endorsement of the Policy

4.2 Community Profile

The Community profile should include:

- Background section that describes the local government area, the economic base and the important interests of the community;
- Population of the total local government area;
- Library Membership expressed as a total membership as well as a percentage of the total population;

- Demographic assessment (**See Appendix A for a full example of a demographic assessment. The example is for a library service with ten branches. Most demographic assessments will be simpler documents with fewer branches. Sufficient data is required to make assessments comparable with similar library services and within the one library service over time).** *Some of the information you will require will be available from your Planning department of Council and from the Australian Bureau of Statistics website.*

4.2.1 Demographic assessment

Undertaking a demographic assessment of a region can provide useful information to inform the planning process for the delivery of library services. The Australian Bureau of Statistics (ABS) Census represents the best data source for undertaking this assessment. The ABS undertakes a census of the population every 5 years with the most recent conducted in 2006. Census data is available on their website for 1996, 2001 and 2006.

The process for conducting a demographic assessment includes the following steps:

1. Download the 2006 Basic Community Profile and Time Series Profile for the LGA from the ABS website. Councils that have experienced an amalgamation or boundary change will have to download the profiles for the old LGAs and add together to form the new LGA.
2. Analyse the data for 1996, 2001 and 2006 to determine the current demographic characteristics and recent trends.
3. Download the 2006 Basic Community Profile for any regions that you would like to benchmark against. Analyse the data and compare with the LGA averages.
4. Download a map of the LGA from the ABS website that includes the boundaries of all towns and major roads. Mark the location of each library on the map.
5. Determine a catchment for each library showing the area where most of the library's users live.
6. Download the 2006 Basic Community Profiles for all towns in the LGA. Amalgamate the data into the library catchments that were developed above.
7. Analyse the data for each library catchment and compare with the LGA and State averages to see what the main differences are.
8. Assess the demographic characteristics for each catchment and the implications they have for the provision of library services.

Liaising with Council's Planning Departments will provide this information and may be supplied at library catchment level.

4.2.2 Individual Library Profiles within the Library Service

The individual library profiles will provide an overview of each library in the library service that includes:

- Population of the library catchment area;
- Demographic assessment of the library catchment area – as described in 4.2.1 (**See Appendix A for a full example of a demographic assessment).**
- Individual library membership expressed as a total number as well as a percentage of the total membership base;

- Individual library collection table that includes:

Collection	Total	No. New titles past year	% Total collection	Average age of the collection
Adult Fiction				
Adult Non fiction				
Easies /Picture Books				
Junior Fiction				
Junior Non Fiction				
Audio Book				
DVD				
Large Type				
YAF				
YANF				
Music CDs				
Reference				
Other				

4.3 Collection Analysis

An analysis of the collection is required to determine the current state of the collection and its use. The Collection data will be available from your library management system and should include:

- Acquisition rate expressed as a percentage of the total stock;
- Turnover rate determined by dividing total loans with total collection;
- Deselection (Weeding) rate expressed as a percentage of total stock.

Collection	Total	Acquisition rate	Turnover Rate	Deselection rate
Adult Fiction				
Adult Non fiction				
Easies /Picture Books				
Junior Fiction				
Junior Non Fiction				
Audio Book				
DVD				
Large Type				
YAF				
YANF				
Music CDs				
Reference				
Other				

Further analysis of the non-fiction collections should also be undertaken, breaking down the collection into broad Dewey ranges to enable a full understanding of usage patterns and collection strengths and weaknesses needs to be developed, which will inform the selection profile.

Dewey range	Total collection	Total loans	Turnover rate
001-099			
100-199			
200-299			
300-359			
360-399			
400-499			
500-599			
600-619			
620-649			
650-699			
700-739			
740-769			
770-799			
800-899			
900-919			
920-939			
940-959			
960-999			

4.3.1 Allocation of funding against the total budget

Once there is a full understanding of the current usage of the collection, a percentage of the budget can be allocated to each collection. A proportion of the whole collection budget will need to be set aside for local purchases, including suggestion for purchase from customers, and serials if the Council does not supply a separate budget allocation. As a general rule the proportion set aside for local purchase and serials should not exceed 20 % of the total budget.

The entire adult collection areas, including audio visual collections, would normally receive 70- 75% of the total budget with the whole children's collection areas, including Young Adult, would receive between 25% - 30%. This should be adjusted according to the usage of the collections and the demographic profiles of the Shire.

Within the adult and children's collections there will need to be a further breakdown of the budget with an allocation of a dollar amount for each specific collection such as Adult Fiction, Young Adult Fiction etc.

The decisions for each budget allocation should be based on usage or demand, collection profiles and decisions regarding areas within the collection that have been assigned for further development. Once this breakdown has been determined the dollar value amounts per collection needs to be communicated to the Library Supplier within the selection profiles. A standard budget collection profile is demonstrated in the following table.

Collection	% budget	Comments
Local purchases	10%	Includes customer suggestion for purchases, local history etc.
Audio visual	10%	Includes Audio books, DVDs both adult and children
Large Print	10%	
Digital	10%	
Junior/ Young Adult	15%	
Fiction	25%	
Non-fiction	20%	

See also Section 7 Finance

4.4 Selection Profiles

Selection profiles guide the Library Supplier in the selection of material for the collection and also determine the allocation of material to individual libraries. The selection profiles are developed for each collection and will include:

- Total budget allocation for each collection;
- Individual library allocation: this is determined on a ratio basis taking into consideration individual library size, collection demand/usage, number of annual new titles for this individual library and collection development focus.
- Guide for when the library supplier should purchase multiple copies: libraries may determine that for every 3-5 reservations a second copy of the title is required.
- Standing order for
 - Fiction authors;
 - Reissue of fiction authors;
 - Young adult fiction authors;
 - Junior fiction authors;
 - That includes number of copies per author;
 - Individual library allocation; and
 - Preferences for Trade paperbacks, hardbacks and A format paperbacks
- Selection guide for non-fiction based on broad Dewey ranges, this may also include broad directions such as:
 - All titles on the Top Ten non-fiction bestseller list of relevance to your area;
 - All new scrapbooking titles;
 - All new Australian True Crime;
 - Selection of countries for Travel guides
 - All new Australian gardening titles;
 - Preferences for paperback or hardbacks;
 - Formats that should be excluded such as spiral bound items; workbooks; activity books
 - Upper price limit that will need to be checked before purchase.
 - Individual library allocation giving the library supplier the analysis of the usage of the collections at Dewey level.
- Other information that informs current collection selection based on format, cost, television exposure, and individual library specific focus etc.
- Examples of Selection Profiles are in **Appendix C**

4.5 Magazines

Magazines will need to be reviewed annually based on usage, subject coverage within the collections and requests for new titles. Reviewing the magazine collection on a regular basis will allow collections managers to determine the trends in magazines and to ensure that this collection remains a very current collection. A dollar limit should be set for magazines each year and the annual subscriptions should not exceed this limit. Subscriptions should not be renewed if the magazine is not performing.

A weeding policy should be developed per magazine type, taking into consideration demand, currency, and available shelving space:

- Annual
- Bi-annual
- Quarterly
- Bi-monthly
- Monthly
- Weekly

5. Working with your staff

It is important that staff involved in Collection development are involved in the process of moving to supplier assisted procurement. There needs to be a full understanding of the benefits of the change for the library customer, for Council and library staff:

For the customer:

- Faster supply of all collections to the shelf
- A collection that matches the profile of the community
- Order records available within 24 hours of ordering
- Increased levels of staff for customer service
- Increased levels of readers advisory information as back of house staff move to front of house operations

For Council:

- Cost effective procurement model
- Efficient use of staff for customer service roles
- Best value for the capital dollar

For library staff:

- Increased skills, including new technology
- Challenging tasks
- Increased involvement with customers and community

5.1 Change management

Some change management tools that may help your team through this process are:

5.1.1 De Bono Six Hat exercise

De Bono's six thinking hats technique is used for exploring different perspectives in a challenging or complex situation and is often used through change processes. Each of the hats is named for a colour that is descriptive of the viewpoint taken when considering the change. Staff can be asked to consider the proposed change through the different perspectives of the six hats.⁴ The six hats are:

- White Hat: FACTS: What do we know
- Red Hat: EMOTION: How are we feeling
- Black Hat: CAUTION: What do we need to consider
- Yellow Hat: POSITIVES: What are the benefits
- Green Hat: CREATIVE THINKING: Ideas to move forward
- Blue Hat: PROCESS: What process do we follow

5.1.2 SWOT analysis

Another strategic planning tool is a SWOT analysis. Using a SWOT analysis, staff can evaluate the strengths, weaknesses, opportunities and threats involved in the project and develop strategies to address the findings. Questions to ask to develop strategies are:

- How can the team capitalise on each identified strength?
- How can the team overcome each identified weakness?
- How can the team use each identified opportunity?
- How can the team prepare for each identified threat?

⁴ http://www.mindtools.com/pages/article/newTED_07.htm accessed June 2008.

SWOT Analysis diagram⁵

	Helpful attributes to achieving project outcomes	Harmful attributes that may stop team from achieving project outcomes
Internal origin	Strengths	Weaknesses
External Origin	Opportunities	Threats

5.1.3 Communication throughout the change

Ensure that library staff are aware of the changes that are to be instigated and that the changed processes are fully explained. This includes front of house library staff as well as those staff directly affected by the change. It is important that there are a set of agreed behaviours and values agreed to over the change process.

An example is below:

- Concerns are expressed not discussed in secret
- Look for the Positive about the change
- Respect each other and treat others with kindness
- Confidentiality is kept
- Support each other through the process

Discussion regarding new roles for library staff will also need to be held. New roles may include, but not be limited to, the following:

- Customer service roles
- Reader development
- Services to young people
- Targeted services to Seniors
- Research roles
- Added value cataloguing
- Local history collection cataloguing
- Digitisation of Local History collections
- Strategic collection development planning
- Contract management

5.1.4 Library staff skills.

If not already undertaken, this is a good time to conduct a skills audit to assess staff skills and any skill gaps that exist and to plan for applicable training.

⁵ http://en.wikipedia.org/wiki/Image:SWOT_en.svg

6. Ordering, Cataloguing & Processing

6.1 Online ordering

Selected library suppliers should have a website which allows online ordering for local selected stock and suggestions for purchases from customers. Online ordering includes:

- Ordering selected title online through ISBN, Title, Author searching
- Allocating selected title to individual library within the library service
- Requesting an online order record

Once the order is finalised and sent to the library supplier a batch download of order records should be received within 24 hours. Library staff would then download the records to the Library Management System and these records would then be available for searching on the library catalogue.

Orders are mostly for pre-publication material, usually 3 months in advance of publication. Having brief records available in the catalogue at the time of ordering enables customers to place requests before the item is received in the library

6.2 Cataloguing and processing

In order to gain the greatest efficiencies and cost effectiveness it is necessary to ensure that greater standardisation of both cataloguing and processing tasks are adopted. To this end the State Library of Queensland has undertaken a consultative process to determine a Queensland standard for cataloguing and processing in 2008. These standards form part of the next Local Buy tender process in 2008 and Library Suppliers will quote on these standards. [Resource Description Standard](#)

If full cost benefits are to be realised the Library Staff should have an understanding of the need to commit to acceptance of the cataloguing standard and not undertake any editing of cataloguing records supplied by the supplier. The Library Service and library staff must also commit to the processing guidelines and not undertake any further processing of new stock. [Guidelines for End Processing](#)

Commitment to standardisation of cataloguing and processing has proven to:

- Reduce processing timeframes for new stock to reach the shelves, in the case of the State Library of Tasmania this was reduced to three days;
- Increased customer service with new stock available at the same time it appears in the bookshop;
- Increased buying power;
- Streamlined workflows allowing staff to concentrate on core services⁶.

6.2.1 Batch catalogue records

The Library Supplier will catalogue and process the item once it is received at their warehouse to the cataloguing and processing specifications agreed to which includes holdings information. The records are then sent to the library for staff to download into the LMS in time for the items to be delivered to the individual libraries.

The processing time at the library supplier should be no more than one week.

⁶ Brennand, Michelle Supplier Assisted Services: Research; Department of Culture and the Arts; Government of Western Australia. <http://pls.lis.wa.gov.au:3080/pls/>

7. Finance

7.1 Council Purchasing Policy

Ensure that you have an understanding of the current Council Purchasing Policy. Liaison with the Finance / Purchasing area of Council will need to be undertaken to ensure that the Library Service remains within Council's policy requirements. The Purchasing Policy will determine whether the Library Suppliers selected for the Supplier Assisted Procurement model need to be appointed to a Council Panel of Preferred Suppliers and what contractual requirements must be entered into.

7.2 Budget

- The Collection Budget will be part of the Library Service's budget;
- The State Library of Queensland grant forms the basis of the collection budget and the State Library can inform the Library Service of the expected grant allocation for the financial year.
- The collection budget will need to be broken down into a budget for each collection area;
- The Library service will need to determine the amount of budget that will be allocated for the Library Supplier component of the selection for the collection and an amount for local staff selection and allocation. Recommendations would be for minimum 80% for Library supplier and maximum 20% for local selection. **See 4.3.1 for further details.**
- Ensure management of allocation end of financial year budget – carryover – year-end process and monitoring needs to increase this area.

7.3 Contract

7.3.1 Local Buy

Local Buy is the Local Government Association of Queensland's procurement services company. Local Buy was established in 2001 to facilitate business relationships with local government and to aggregate the procurement requirements of Queensland councils. Under the Local Buy contracts Library Services are able to appoint Library Suppliers for the supply of library resources. Library Services will need to quote the Contract Number assigned to the chosen Library Supplier. Under the Local Buy contracts there is no requirement for Library Services to **Tender** or to **Request for Quote** for the supply of library resources.

The list of library suppliers available under Local Buy can be found at www.localbuy.net.au

7.3.2 Contract management

The relationship between the Supplier and the Library Service needs to be developed in order to ensure the best possible service to the community. Constant feedback and refinement of the selection process will need to occur in the first twelve months to ensure an optimum outcome.

Two-way communication with the Supplier and Cataloguers will need to be established for:

- Library Management System downtimes;
- Library Management System Upgrades;
- Cataloguing and processing improvements and cost savings;
- Popular purchases that may not be covered by the Selection Profiles;
- Monitoring of the contract and supplier performance feedback;
- Clarification and refinement of selection profiles;
- Changes to trends in loans
- Changes to trends in community profiles;
- Changes in collection building emphases.

Once the contract arrangements are secure, the process ensures the timely delivery of material upon publication and the freeing of staff time previously used for acquisitions.

Contract monitoring requires regular reports from suppliers, including

- Monthly back order reports
- Monthly expenditure reports per collection

Library management reports should also be considered with monitoring supply contracts

- Monthly circulation reports
- Turn over reports (the number of times an item is borrowed)

Trends to observe:

- Decrease in requests for purchase (as "in demand" items are already ordered pre-publication)
- Reservation queues (increasing because material purchased is "in demand" or decreasing because there is sufficient variety & /or sufficient copy numbers)
- Track customer satisfaction by seeking feedback regarding the collection. Have clients suggest a "good read". Ask for purchase suggestions.

References

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PFK Consultants, *Public Libraries: Efficiency and Stock Supply Chain Review*, MLA and DCMS, United Kingdom, 2005.

Public Libraries Efficiency and Stock Supply Chain Review, Department for Culture, Media and Sport Museums, Libraries and Archives Council, July 2005.

Appendix A: Demographic Assessment

Central Highlands Council

REGIONAL OVERVIEW

The Central Highlands Council is located about 100km from Rockhampton and 700km from Brisbane. The new Council represents an amalgamation of the previous Shire Councils of Emerald, Bauhinia, Duaringa and Peak Downs.

Major townships include Emerald, Blackwater, Tieri and Springsure. Extensive coal mining operations are carried out in the district with a strong agricultural sector producing cotton, grapes and grain.

LIBRARY CATCHMENTS

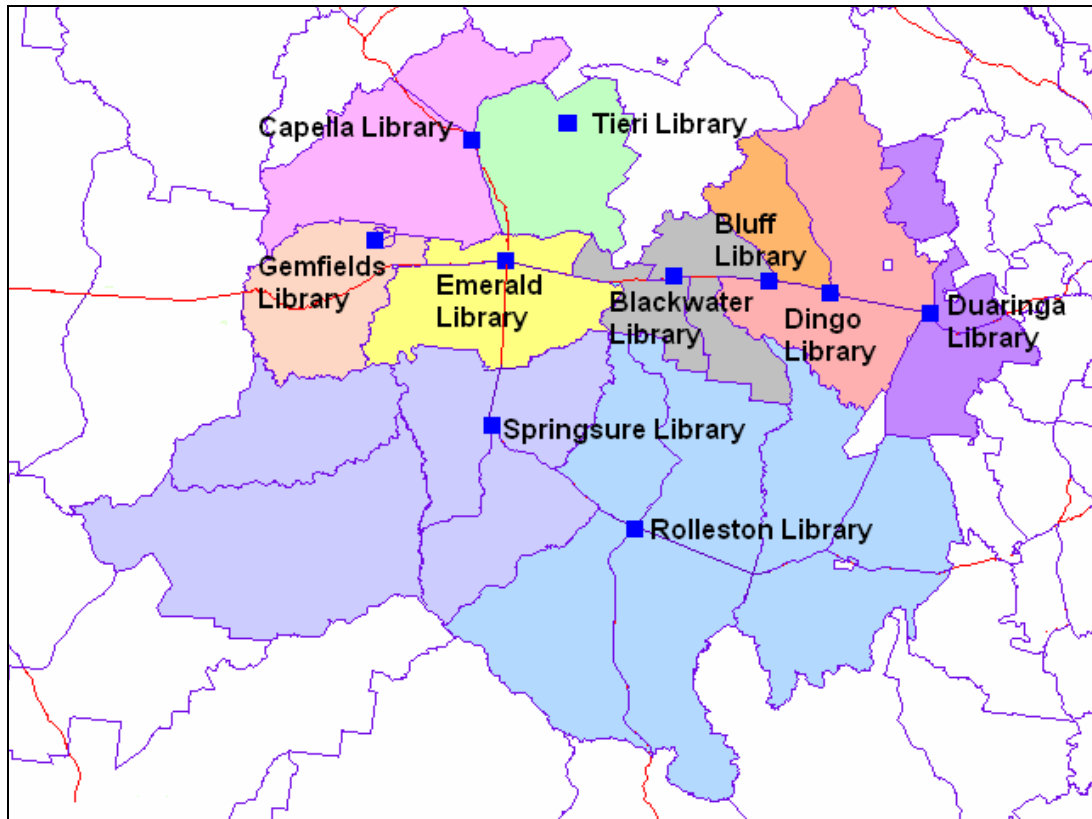
There are 10 existing library services within the Central Highlands Council area at Blackwater, Bluff, Capella, Dingo, Duaringa, Emerald, Gemfields, Rolleston, Springsure and Tieri. Each library generally services a catchment and these library catchments have been defined based on consideration for the following factors:

- Size, role and services of each library;
- Location of each library relative to community/retail nodes;
- Transport and access corridors and general traffic flows; and
- Geographic, physical and natural barriers.

Figure 1.1 illustrates the location of library services within the Central Highlands and their respective catchments, as defined for the purposes of this study.

- **Blackwater Catchment:** The catchment includes the towns of Blackwater and Comet.
- **Bluff Catchment:** The catchment includes the towns of Bluff and Jellinbah.
- **Capella Catchment:** The catchment is located towards the north-west of the LGA and includes the towns of Capella, Cheeseborough and Hibernia.
- **Dingo Catchment:** The catchment includes the towns of Dingo and Mackenzie.
- **Duaringa Catchment:** The catchment is located towards the eastern border of the LGA and includes the towns of Duaringa, Boolburra and Bauhinia.
- **Emerald Catchment:** The most populous catchment reflecting the major regional role of the commercial centre and the library. The catchment comprises the towns of Emerald and Gindie.
- **Gemfields Catchment:** The catchment includes the towns of Gemfields and Willows.
- **Rolleston Catchment:** The catchment covers a large physical location towards the south-east of the LGA, comprising the towns of Rolleston, Arcadia Valley, Conseulo, Humboldt, Mungabunda and Oombabeer.
- **Springsure Catchment:** The catchment is located towards the south-west of the LGA and includes the towns of Springsure, Arcturus, Buckland, Cairdbeign, Lochington and Minerva.
- **Tieri Catchment:** The catchment is located towards the northern border of the LGA and includes the towns of Tieri and Crinum.

Figure 1.1: Central Highlands Library Catchments

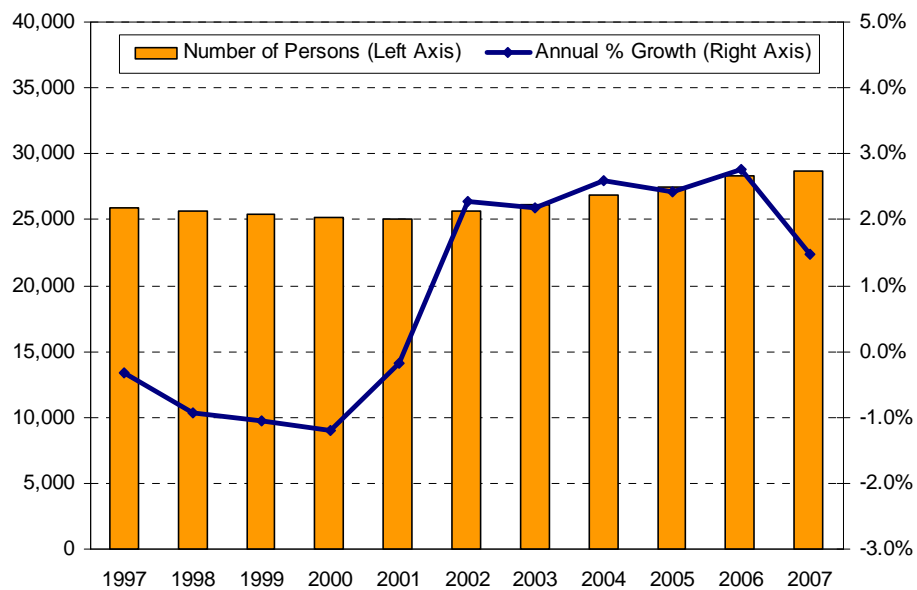


Source: AECgroup

POPULATION TRENDS

According to the ABS estimated resident population series, there were an estimated 28,694 persons residing in the Central Highlands LGA in 2007, representing growth of 1.5% from 2006 (see **Figure 2.2**). Over the past decade the population declined between 1997 and 2001 before experiencing growth of 2.3% in 2002. The growth rate remained over 2% from 2002 to 2006 before declining to 1.5% in 2007.

Figure 1.2: Estimated Resident Population Trends, Central Highlands LGA



Source: ABS 3218.0 Regional Population Growth

The Census population statistics for each catchment are presented in **Table 2.1**. The following summarises the population trends for each catchment:

- **Blackwater Catchment:** There were 5,380 usual residents on the night of the 2006 Census, representing approximately a fifth of the LGA population.
- **Bluff Catchment:** This catchment recorded 445 usual residents on the night of the 2006 Census, making it one of the smaller catchments in the LGA.
- **Capella Catchment:** There were 1,174 usual residents on the night of the 2006 Census.
- **Dingo Catchment:** There were 414 usual residents on the night of the 2006 Census making it the smallest catchment.
- **Duaringa Catchment:** On the night of the 2006 Census, there were 479 usual residents, representing less than 2% of the LGA population.
- **Emerald Catchment:** This is the largest catchment in the LGA which recorded a population of 12,521 usual residents on the night of the 2006 Census, accounting for almost half of the LGA population
- **Gemfields Catchment:** There were 1,513 usual residents on the night of the 2006 Census.
- **Rolleston Catchment:** This catchment recorded 937 usual residents on the night of the 2006 Census.
- **Springsure Catchment:** There were 1,601 usual residents on the night of the 2006 Census, representing just over 5% of the LGA population.
- **Tieri Catchment:** This catchment recorded a population of 2,012 usual residents on the night of the 2006 Census.

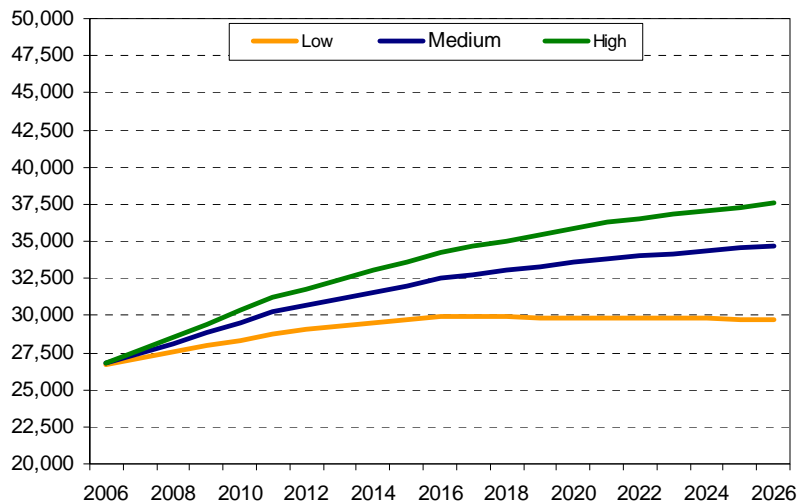
Table 1.1: Census Population by Catchment (2006)

Catchment	2006 Population	% of LGA
Blackwater	5,380	20.3%
Bluff	445	1.7%
Capella	1,174	4.4%
Dingo	414	1.6%
Duaringa	479	1.8%
Emerald	12,521	47.3%
Gemfields	1,513	5.7%
Rolleston	937	3.5%
Springsure	1,601	6.0%
Tieri	2,012	7.6%
Total	26,476	100.0%

Source: 2006 ABS Census, AECgroup

The projected population growth in the Central Highlands LGA by 2026 ranges from approximately 3,000 under a low scenario to 10,800 under a high scenario. Almost 8,000 additional residents are projected under a medium scenario, taking the total population to 34,692 in 2006. This represents an average annual growth rate of 1.3% (see **Figure 1.3**).

Figure 1.3: Population Projections, Central Highlands LGA



Source: Queensland Department of Local Government, Planning, Sport and Recreation, AECgroup

DEMOGRAPHIC TRENDS

Regional Profile

The demographic profiling in this section provides an overview of 2006 Census demographic characteristics for the Central Highlands Council based on place of usual residence. Analysis of data over the last three Census periods (1996-2006) by place of enumeration is used to determine demographic trends in the region. A summary of the key demographic characteristics is provided below with a detailed table presented in **Appendix B**.

There have been some key trends emerge in the Central Highland's demographics:

- Age:** The average age of the resident population was 31.5 years in 2006, well below the Queensland average of 36.7 years. Place of enumeration data indicates that the average age of residents has increased between 1996 and 2006, consistent with national trends of an ageing population, brought about by a number of social trends, including lower fertility rates and improving life expectancy. The proportion of persons aged over 65 years accounts for 5.4% of the population, with a decline over the last 10 years, whereas the proportion of children aged less than 15 years has declined.
- Ethnicity:** The proportion of people born overseas living in the Central Highlands LGA was recorded at 9.0% in 2006, less than half the state average of 19.2%. Place of enumeration data indicates that the proportion of people born overseas has increased marginally between 1996 and 2006.
- Indigenous Population:** The proportion of residents of indigenous origin residing in the Central Highlands LGA was 3.4% in 2006, in line with the Queensland average (3.3%). Place of enumeration data indicates that the proportion has increased marginally between 1996 and 2006.
- Language:** The proportion of residents speaking a language other than English was 2.6% in 2006, well below the state average of 8.2%. Place of enumeration data indicates that the proportion has increased marginally between 1996 and 2006.
- Households:** Couple families with children accounted for 40.5% of households in 2006, well above the state average of 31.6%. Couple families without children accounted for 28.2% of households while lone person households accounted for 19.8%. Place of enumeration data indicates that the proportion of couple families with children has declined significantly between 1996 and 2006 while the proportion of couple families without children and lone person households have increased.

- **Employment:** The unemployment rate in the Central Highlands LGA was recorded at 2.3% in 2006, less than half the Queensland average (4.7%). The participation rate of 73.0% is above the state average (61.8%). Place of enumeration data indicates that both the unemployment rate and participation rate has declined in Central Highlands between 1996 and 2006.
- **Finances:** The average weekly income in the Central Highlands LGA was \$1,657 in 2006, well above the Queensland average of \$1,202. Average monthly home repayments were \$1,460 in 2006, above the state average (\$1,422), while average weekly rent of \$135 was below the state average (\$211). Place of enumeration data indicates that average income and housing costs have increased significantly between 2001 and 2006.
- **Qualifications:** The proportion of residents with a bachelor degree or higher was 8.4% in 2006, below the Queensland average 13.1%, while the proportion of residents with a certificate or diploma of 22.6% in 2006 was above the Queensland average 19.1%. Place of enumeration data indicates that the level of non-school qualifications of residents has increased significantly between 1996 and 2006.
- **Vehicles:** More than 90% of households owned at least one motor vehicle in 2006 reflecting the high reliance on private transport in the Central Highlands LGA. Workers who travel to work solely by car account for 62.7% of the workforce. Place of enumeration data indicates that the level of motor vehicle ownership and usage has remained relatively stable in the Central Highlands between 2001 and 2006.
- **Internet Usage:** Households without an Internet connection in the home accounted for slightly less than a third of households in 2006, in line with the Queensland average of 34.2%. The proportion of broadband connections (39.1%) was slightly lower than the state average while dial-up connections were slightly higher.

Catchment Profiles

Blackwater

Blackwater is the second largest town in the Central Highlands LGA and services the major mining operations in the region. The town is located towards on the Capricorn Highway about 190km west of Rockhampton. The area had an estimated population of 5,380 in August 2006 based on the ABS Census. Blackwater's demographic characteristics are:

- **Population:** Indigenous residents accounted for 3.8% of the catchment population, slightly above the regional average (3.4%) and in line with the Queensland average (3.3%);
- **Age distribution:** The catchment is among the youngest with an average age of 29.9 years, below the regional average of 31.5 and Queensland average of 36.7 years. The relatively younger age distribution is reflected by over a quarter of residents being under 15 years of age and 1.7% over the age of 65 years;
- **Ethnicity and Language:** The catchment records 8.0% of persons born overseas, slightly below the LGA average of 9.0%. Residents speaking a language other than English at home account for 2.0% of the population;
- **Household Characteristics:** Couple families with children accounted for 42.8% of households in Blackwater, above the LGA (40.5%) and Queensland (31.6%) averages. The catchment had a relatively lower proportion of lone person households (17.0%). The average household size is 2.9 persons per household, above the regional and state averages;
- **Housing Tenure:** The catchment recorded a relatively lower proportion of households in the region fully owning their home (19.3%). Over 50% of households are renting, above the LGA average (43.0%);
- **Socio-Economic Characteristics:** The unemployment rate (2.3%) and participation rate (73.0%) are both in line with the LGA averages. The average weekly household income of \$2,010 is the second highest in the LGA, while housing loan repayments and rent are both below the LGA average.
- **Qualifications:** Residents with a non-school qualification account for 30.8% of the catchment population, in line with the LGA average of 31.0% in the region.
- **Motor Vehicle Ownership and Travel:** The catchment has a relatively high level of motor vehicle ownership with 93.5% of households owning at least one motor vehicle. The catchment also records the second highest proportion of people travelling to work by car only; and
- **Internet Usage:** Almost half of households in Blackwater have a broadband connection, the second highest proportion in the LGA, however 19.3% of households have a dial-up connection, the second lowest in the LGA. Overall, 28.1% of households do not have an Internet connection, below the LGA average of 32.5%.

Implications for Library Service Delivery

The Blackwater catchment has a higher proportion of children and young adults, indicating the need for library materials to meet their needs. A relatively higher proportion of families with children, indicates the higher demand for library programs targeting parents and their children. The catchment is a relatively higher socio-economic area, reducing the need for the library to target disadvantaged groups. A relatively higher reliance on motor vehicles for transport reduces the need for mobile library services. A relatively higher proportion of households with an Internet connection (particular broadband connections), indicates a lower need for Internet terminals within the library.

Bluff

Bluff is a small town located on the Capricorn Highway about 90km east of Emerald. The town is the major interchange station for coal trains into and out of the region. The area had an estimated population of 445 in August 2006 based on the 2006 Census. Bluff's demographic characteristics are:

- **Population:** Indigenous residents accounted for 6.7% of the catchment population, well above the LGA average (3.4%) and Queensland average (3.3%) and representing the second highest proportion of all catchments;
- **Age distribution:** The catchment is among the oldest with an average age of 35.1 years, above the LGA average of 31.5 though still below the Queensland average of 36.7 years. The relatively older age distribution is reflected by a significantly lower proportion of residents between the ages of 15-24 years;
- **Ethnicity and Language:** The proportion of persons born overseas in the Bluff catchment of 4.8% is below the LGA average of 9.0%. Residents speaking a language other than English at home account for 0.9% of the population;
- **Household Characteristics:** Couple families with children accounted for 38.7% of households in Bluff, marginally below the LGA average (40.5%). The average household size is 2.7 persons per household, slightly below the LGA average (2.8);
- **Housing Tenure:** The catchment recorded the second lowest proportion of households in the region fully owning their home (17.9%) and the second highest proportion of households currently renting (60.7%);
- **Socio-Economic Characteristics:** The average weekly household income is relatively high, recorded at \$1,874, above the LGA average of \$1,657 and Queensland \$1,202. The unemployment rate of 1.5% is below the regional and state average. Housing costs are well below the LGA average;
- **Qualifications:** The catchment records a relatively lower proportion of persons with a non-school qualification (20.4%) in the region. This is highlighted by the fact that the catchment has the lowest proportion of residents with a bachelor degree or higher (2.2%);
- **Motor Vehicle Ownership and Travel:** The catchment has a relatively lower level of motor vehicle ownership with 89.9% of households owning at least one motor vehicle. The catchment also records a lower proportion of people travelling to work by car only (49.5%) compared with the LGA average (62.7%); and
- **Internet Usage:** Overall, the catchment records a higher proportion of households without an Internet connection (37.1%) compared to the LGA average (32.5%). The catchment records the lowest proportion of households with a broadband connection (4.3%) though has the highest proportion of households with a dial-up connection (56.0%).

Implications for Library Service Delivery

The Bluff catchment has a lower proportion of young adults, indicating the reduced demand for library materials to meet their needs. The catchment has a relatively lower proportion of residents born overseas, indicating a reduced demand for library materials and services to meet their needs. A relatively lower proportion of households with an Internet connection (especially broadband connections), indicates a higher need for Internet terminals within the library.

Capella

Capella is located on the Gregory Highway about 50km north of Emerald. The township of Capella was the headquarters of the old Peak Downs Shire Council and services the local mining and agricultural sectors. The area had an estimated population of 1,174 in August 2006 based on the 2006 Census. Capella's demographic characteristics are:

- **Population:** Indigenous residents accounted for 2.2% of the catchment population, slightly below the regional average (3.4%) and Queensland average (3.3%);
- **Age distribution:** The overall age distribution in the catchment is slightly older with an average age of 33.6 years, above the regional average of 31.5 though below the Queensland average of 36.7 years. The relatively older age distribution is reflected by a slightly higher proportion of residents over the age of 65 years compared with the LGA average;
- **Ethnicity and Language:** The proportion of persons born overseas in the Capella catchment of 3.3% is the second lowest in the LGA. Residents speaking a language other than English at home account for 0.9% of the population;
- **Household Characteristics:** Overall, the household characteristics in the catchment are similar to the LGA average with 40.3% of households being couple families with children accounted. The average household size is 2.7 persons per household, slightly below the LGA average (2.8);
- **Housing Tenure:** The catchment recorded a relatively higher proportion of households fully owning their home (34.2%) and the second lowest proportion of households currently renting (35.0%);
- **Socio-Economic Characteristics:** Overall the catchment is a relatively lower socio-economic region. The average weekly household income of \$1,357, below the LGA average of \$1,657, though above the Queensland average of \$1,202;
- **Qualifications:** The catchment records a relatively lower proportion of persons with a non school qualification (23.5%) in the region;
- **Motor Vehicle Ownership and Travel:** The catchment records a level of motor vehicle ownership in line with the LGA average. Reliance on private transport is lower with 57.1% of workers travelling to work by car only, below the LGA average of 62.7%; and
- **Internet Usage:** The catchment records a relatively higher proportion of households without an Internet connection (36.8%) compared to the LGA average (32.5%), due to a lower proportion of broadband connections.

Implications for Library Service Delivery

The Capella catchment has a relatively lower proportion of residents born overseas, indicating a reduced demand for library materials and services to meet their needs. The catchment is a relatively lower socio-economic area, indicating a potentially higher need for the library to target disadvantaged groups. A relatively lower proportion of households with an Internet connection (especially broadband connections), indicates a higher need for Internet terminals within the library.

Dingo

Dingo is a small town located just across the railway line from the Capricorn Highway. The town sits on two major highways that service the beef, mining and coal industries. The area had an estimated population of 414 in August 2006 based on the 2006 Census. Dingo's demographic characteristics are:

- **Population:** Indigenous residents accounted for 4.6% of the catchment population, above the LGA average (3.4%) and Queensland average (3.3%);
- **Age distribution:** The overall age distribution in the catchment is slightly older with an average age of 33.8 years, above the LGA average of 31.5. The catchment records a higher proportion of residents over the age of 65 years and a lower proportion of residents between the ages of 15-24 compared with the LGA average. Interestingly, the catchment records a higher proportion of children under 15 years;
- **Ethnicity and Language:** The catchment records 6.4% of the population born overseas, marginally below the LGA average. Interestingly, no residents reported speaking a language other than English at home;
- **Household Characteristics:** Couple families with children accounted for 32.4% of households in Dingo, the second lowest proportion in the LGA. The average household size is 2.6 persons per household, slightly higher than the LGA average;
- **Housing Tenure:** The catchment recorded a higher proportion of households fully owning their home (36.4%) which was matched by a lower proportion currently purchasing their home (22.1%) and renting (35.0%);
- **Socio-Economic Characteristics:** Overall the catchment is a relatively lower socio-economic region. The average weekly household income of \$1,415 is below the LGA average of \$1,657, though above the Queensland average of \$1,202. Housing costs are also below LGA averages;
- **Qualifications:** The catchment records the second lowest proportion of persons with a non-school qualification (18.4%) in the region. The proportion of residents with a certificate or diploma (13.8%), is below the LGA average of 22.6%;
- **Motor Vehicle Ownership and Travel:** The catchment records a level of motor vehicle ownership (90.0%) slightly below the LGA average (92.1%). Reliance on private transport is the second lowest in the LGA with 43.5% of workers travelling to work by car only, below the LGA average of 62.7%; and
- **Internet Usage:** The catchment records a relatively higher proportion of households without an Internet connection (47.1%) compared to the LGA average (32.5%), due to a lower proportion of broadband connections (20.0%).

Implications for Library Service Delivery

The Dingo catchment has a higher proportion of young children and older residents, indicating the need for library materials to meet their needs. A relatively lower proportion of families with children, indicates the lower demand for library programs targeting parents and their children. There are no residents who speak foreign languages, reducing the demand for materials and services to meet their needs. The catchment has a relatively higher workforce participation rate, indicating the need for library opening hours to accommodate their needs. A relatively lower proportion of households with an Internet connection (especially broadband connections), indicates a higher need for Internet terminals within the library.

Duaringa

Duaringa is located 107 kilometres west of Rockhampton along the Capricorn Highway. The small historical town and surrounding area had an estimated population of 479 in August 2006 based on the 2006 Census. Duaringa's demographic characteristics are:

- **Population:** Indigenous residents accounted for 19.8% of the catchment population, the highest in the LGA and 6 times the state average;
- **Age distribution:** The catchment records the second highest average age of 36.5 years, well above the regional average of 31.5. The relatively older age distribution is reflected by 11.8% of residents being over 65 years of age, the second highest level in the LGA;
- **Ethnicity and Language:** The proportion of persons born overseas in the Duaringa catchment of 5.7% is below the LGA average of 9.0%. Residents speaking a language other than English at home account for 1.8% of the population;
- **Household Characteristics:** Couple families with children accounted for 33.3% of households in Duaringa, below the LGA average of 40.5%. Lone person households accounted for 38.1% of households, above the LGA average of 19.8%. The average household size is 2.5 persons per household, higher than the LGA average;
- **Housing Tenure:** The catchment recorded the second highest proportion of households in the region fully owning their home (44.7%) and the second lowest proportion of households currently purchasing their home (7.6%);
- **Socio-Economic Characteristics:** Overall the catchment is a relatively lower socio-economic region. The average weekly household income of \$1,144 is below the LGA average of \$1,657 and the Queensland average of \$1,202. Average monthly housing repayments of \$482 are the lowest in the LGA;
- **Qualifications:** The catchment records the lowest proportion of persons with a non-school qualification (17.9%) in the region. Duaringa has the lowest proportion of residents with a certificate or diploma (12.9%);
- **Motor Vehicle Ownership and Travel:** The catchment records the lowest level of motor vehicle ownership with 86.6% of households owning at least one motor vehicle. The catchment also records a relatively lower proportion of people travelling to work by car only (50.0%); and
- **Internet Usage:** Over half of households do not have an Internet connection, the second highest level in the LGA. This is due to the fact that 13.2% of households have a broadband Internet connection, below the LGA average (39.1%).

Implications for Library Service Delivery

The Duaringa catchment has a high proportion of Indigenous residents indicating library service delivery should look to target this group. The catchment has a higher proportion of older residents, indicating the need for library materials and services to meet their needs. A relatively lower proportion of families with children, indicates the lower demand for library programs targeting parents and their children. A relatively lower proportion of households with an Internet connection (especially broadband connections), indicates a higher need for Internet terminals within the library.

Emerald

Emerald is a major service town for the booming agriculture and mining sectors in the region. The town is located towards the north-west of the Emerald Regional Council area at the junction of the Capricorn and Gregory highways. The area had an estimated population of 12,521 in August 2006 based on the 2006 Census. Emerald's demographic characteristics are:

- **Population:** Indigenous residents accounted for 3.1% of the catchment population, slightly below the regional average (3.4%) and Queensland average (3.3%);
- **Age distribution:** The catchment is among the youngest with an average age of 29.7 years, below the regional average of 31.5 and Queensland average of 36.7 years. The relatively younger age distribution is reflected by over a quarter of residents being under 15 years of age;
- **Ethnicity and Language:** The catchment records the second highest proportion of persons born overseas (10.0%), however is still well below the Queensland average of 19.2%. Residents speaking a language other than English at home account for 3.4% of the population;
- **Household Characteristics:** Couple families with children accounted for 43.8% of households in Emerald, well above the Queensland average (31.6%). The catchment had the second lowest proportion of lone person households (16.3%). The average household size is 2.9 persons per household, slightly higher than the regional and state averages;
- **Housing Tenure:** The catchment recorded the lowest proportion of households in the region fully owning their home (18.0%) and the highest proportion of households currently purchasing their home (38.9%);
- **Socio-Economic Characteristics:** The average weekly household income is relatively high, recorded at \$1,758, above the LGA average of \$1,657 and Queensland \$1,202. The unemployment rate of 2.0% is below the regional and state average while the participation rate (77.3%) is well above;
- **Qualifications:** The catchment records the second highest proportion of persons with a non-school qualification (35.6%) in the region. Emerald has the highest proportion of residents with a bachelor degree or higher (10.9%), however is below the Queensland average of 13.1%;
- **Motor Vehicle Ownership and Travel:** The catchment has a relatively high level of motor vehicle ownership with 92.2% of households owning at least one motor vehicle. The catchment also records the highest proportion of people travelling to work by car only; and
- **Internet Usage:** The catchment records a relatively higher proportion of households with a broadband Internet connection (43.2%) compared to the LGA average (39.1%).

Implications for Library Service Delivery

The Emerald catchment has a higher proportion of children and young adults, indicating the need for library materials to meet their needs. A relatively higher proportion of families with children, indicates the higher demand for library programs targeting parents and their children. The catchment has a relatively higher workforce participation rate, indicating the need for library opening hours to accommodate their needs. A relatively higher reliance on motor vehicles for transport reduces the need for mobile library services. A relatively higher proportion of households with an Internet connection, indicates a lower need for Internet terminals within the library.

Gemfields

Gemfields are a group of small towns located west of the township of Emerald. As the name suggests, the area is renowned for the precious stones that are found there. The area had an estimated population of 1,513 in August 2006 based on the 2006 Census. Gemfield's demographic characteristics are:

- **Population:** Indigenous residents accounted for 2.8% of the catchment population, slightly below the regional average (3.4%) and Queensland average (3.3%);
- **Age distribution:** The catchment is the oldest in the LGA with an average age of 46.9 years. The relatively older age distribution is reflected by over a fifth of residents being over 15 years of age, 4 times the LGA average;
- **Ethnicity and Language:** The catchment records the highest proportion of persons born overseas (21.6%), and is the only catchment above the Queensland average of 19.2%. Residents speaking a language other than English at home account for 4.3% of the population, the highest proportion in the LGA;
- **Household Characteristics:** Couple families with children accounted for 13.9% of households in Gemfields, the lowest level in the LGA. The catchment had the highest proportion of lone person households (40.6%). The average household size is 1.9 persons per household, well below the LGA and state averages;
- **Housing Tenure:** The catchment recorded the highest proportion of households in the region fully owning their home (62.0%) and the lowest proportion of households renting (16.8%);
- **Socio-Economic Characteristics:** The catchment is a relatively lower socio-economic area with the highest unemployment rate (12.3%) and lowest participation rate (37.7%) in the LGA. This is matched by an average weekly household income of \$629, less than half of the LGA average;
- **Qualifications:** The catchment records a relatively lower proportion of persons with a non-school qualification (19.9%), below the LGA average of 31.0%. Gemfields has the lowest proportion of residents with a bachelor degree or higher (3.1%);
- **Motor Vehicle Ownership and Travel:** The catchment records a level of motor vehicle ownership (87.9%) below the LGA average (92.1%). Reliance on private transport is relatively lower with 48.7% of workers travelling to work by car only; and
- **Internet Usage:** Over 60% of households do not have an Internet connection, the highest level in the LGA. This is due to the fact that 4.4% of households have a broadband Internet connection, well below the LGA average (39.1%).

Implications for Library Service Delivery

The Gemfields catchment has a significantly higher proportion of older residents, indicating the need for library materials and services to meet their needs. A relatively higher proportion of lone person households, indicates the potential for services to increase community interaction. The catchment is a relatively lower socio-economic area, indicating a potentially higher need for the library to target disadvantaged groups. A relatively lower proportion of households with an Internet connection (especially broadband connections), indicates a higher need for Internet terminals within the library.

Rolleston

Rolleston is located along the Great Inland Way and is famous for the natural environment that includes the nearby Carnarvon Gorge and Carnarvon National Park. The area had an estimated population of 937 in August 2006 based on the 2006 Census. Rolleston's demographic characteristics are:

- **Population:** Indigenous residents accounted for 3.2% of the catchment population, slightly below the LGA average (3.4%) and Queensland average (3.3%);
- **Age distribution:** The overall age distribution in the catchment is slightly older with an average age of 32.7 years, above the LGA average of 31.5. The catchment records the second highest proportion of residents under 15 years though also a lower proportion of residents between the ages of 15-24 compared with the LGA average. The catchment also records 7.9% of residents over the age of 65, above the LGA average of 5.4%;
- **Ethnicity and Language:** The proportion of persons born overseas in the Rolleston catchment of 3.5% is below the LGA average of 9.0%. Residents speaking a language other than English at home account for 1.8% of the population;
- **Household Characteristics:** Couple families with children accounted for 43.8% of households in Rolleston, above the LGA average (40.5%). The catchment had the lowest proportion of single parent families (0.9%). The average household size is 2.8 persons per household, in line with the LGA average;
- **Housing Tenure:** The catchment recorded a relatively higher proportion of households fully owning their home (43.8%) and a lower proportion of households currently purchasing their home (15.2%) when compared with the LGA average;
- **Socio-Economic Characteristics:** The average weekly household income is relatively low, recorded at \$1,081, below the LGA average of \$1,657 and Queensland \$1,202. Interestingly, the catchment reported an unemployment rate of 0.0% while the participation rate (79.6%) is the highest in the LGA;
- **Qualifications:** The catchment records a relatively lower proportion of persons with a non-school qualification (20.2%), below the LGA average of 31.0%;
- **Motor Vehicle Ownership and Travel:** The catchment records the highest level of motor vehicle ownership with 96.1% of households owning at least one vehicle. However only 30.7% of workers travel to work by car, the lowest level in the LGA; and
- **Internet Usage:** The catchment records a relatively similar proportion of households without an Internet connection (33.6%) compared to the LGA average (32.5%). This includes a higher proportion of households with a dial-up connection and a lower proportion with a broadband connection.

Implications for Library Service Delivery

The Rolleston catchment has a higher proportion of young children and older residents, indicating the demand for library materials to meet their needs. A relatively higher proportion of families with children, indicates the higher demand for library programs targeting parents and their children. The catchment has a relatively higher workforce participation rate, indicating the need for library opening hours to accommodate their needs.

Springsure

Springsure is located along the Gregory Highway about 60km south of Emerald. The area is a traditional agricultural area with a renowned natural environment. The area had an estimated population of 1,601 in August 2006 based on the 2006 Census. Springsure's demographic characteristics are:

- **Population:** Indigenous residents accounted for 3.1% of the catchment population, slightly below the regional average (3.4%) and Queensland average (3.3%);
- **Age distribution:** The catchment records a relatively higher average age of 36.0 years, well above the regional average of 31.5. The relatively older age distribution is reflected by 11.3% of residents being over 65 years of age;
- **Ethnicity and Language:** The proportion of persons born overseas in the Springsure catchment of 2.4% is below the LGA average of 9.0%. Residents speaking a language other than English at home account for 0.6% of the population;
- **Household Characteristics:** Couple families with children accounted for 33.0% of households in Springsure, below the LGA average of 40.5%. Lone person households accounted for 28.9% of households, above the LGA average of 19.8%. The average household size is 2.4 persons per household, the second lowest in the LGA;
- **Housing Tenure:** The catchment recorded a higher proportion of households fully owning their home (37.0%) which was matched by a lower proportion currently purchasing their home (22.0%) and renting (37.0%);
- **Socio-Economic Characteristics:** Overall the catchment is a relatively lower socio-economic region. The average weekly household income of \$1,277 is below the LGA average of \$1,657, though above the Queensland average of \$1,202. Housing costs are also below LGA averages;
- **Qualifications:** The catchment records a relatively lower proportion of persons with a non-school qualification (23.4%), below the LGA average of 31.0%;
- **Motor Vehicle Ownership and Travel:** The catchment records a level of motor vehicle ownership (89.7%) below the LGA average (92.1%). Reliance on private transport is relatively lower with 48.1% of workers travelling to work by car only; and
- **Internet Usage:** The catchment records a relatively higher proportion of households without an Internet connection (44.8%) compared to the LGA average (32.5%), due to a lower proportion of both dial-up and broadband connections.

Implications for Library Service Delivery

The Springsure catchment has a higher proportion of young older residents, indicating the demand for library materials to meet their needs. The catchment is a relatively lower socio-economic area, indicating a potentially higher need for the library to target disadvantaged groups. A relatively lower reliance on motor vehicles for transport may increase the need for mobile library services. A relatively lower proportion of households with an Internet connection, indicates a higher need for Internet terminals within the library.

Tieri

Tieri is a small mining town located north of Emerald. It was established in 1983 to house local miners, though the town also helps support local cattle grazers and crop growers. The area had an estimated population of 2,012 in August 2006 based on the 2006 Census. Tieri's demographic characteristics are:

- **Population:** Indigenous residents accounted for 2.7% of the catchment population, slightly below the regional average (3.4%) and Queensland average (3.3%);
- **Age distribution:** The catchment is the youngest with an average age of 27.6 years, below the LGA average of 31.5 and Queensland average of 36.7 years. The relatively younger age distribution is reflected by almost 30% of residents being under 15 years of age and less than 1% being over the age of 65;
- **Ethnicity and Language:** The catchment records 9.3% of residents being born overseas, marginally higher than the LGA average of 9.0%. Residents speaking a language other than English at home account for 1.2% of the population;
- **Household Characteristics:** Couple families with children accounted for over half of all households in Tieri, the highest proportion in the LGA. The average household size is 3.1 persons per household, higher than the LGA and state averages;
- **Housing Tenure:** The catchment recorded the highest proportion of households in the region renting (80.7%);
- **Socio-Economic Characteristics:** The catchment is a relatively higher socio-economic area with the average weekly household income of \$2,332 the highest in the LGA. Interestingly, average housing loan repayments and rents are both below the LGA averages.
- **Qualifications:** The catchment records the highest proportion of persons with a non-school qualification (35.7%) in the region. Tieri has the highest proportion of residents with a certificate or diploma (27.7%);
- **Motor Vehicle Ownership and Travel:** The catchment records the second highest level of motor vehicle ownership with 95.0% of households owning at least one vehicle; and
- **Internet Usage:** The catchment records the highest proportion of households with an Internet connection due to the highest proportion of households with a broadband Internet connection (58.4%) compared to the LGA average (39.1%).

Implications for Library Service Delivery

The Tieri catchment has a higher proportion of children, indicating the need for library materials to meet their needs. A relatively higher proportion of families with children, indicates the higher demand for library programs targeting parents and their children. A relatively higher reliance on motor vehicles for transport, reduces the need for mobile library services. A relatively higher proportion of households with an Internet connection, indicates a lower need for Internet terminals within the library.

Appendix B: Demographic Tables

Table B.1: Demographic Indicators by Place of Enumeration, Central Highlands LGA

Indicator	1996	2001	2006
Indigenous Population			
Indigenous population (% of total)	2.4%	3.1%	3.2%
Age Distribution			
0-14 years	26.3%	24.3%	21.4%
15-24 years	13.6%	13.3%	13.3%
25-64 years	54.6%	55.4%	58.1%
65+ years	5.6%	7.0%	7.2%
Average age (years)	30.7	31.0	34.1
Ethnicity & Language			
Born in Australia	90.8%	90.6%	90.1%
Born overseas	9.2%	9.4%	9.9%
Speaks English only	98.0%	98.0%	97.4%
Speaks other language	2.0%	2.0%	2.6%
Household Characteristics			
Couple family with children	43.3%	36.1%	34.3%
Couple family without children	21.5%	22.5%	23.1%
One parent family	5.1%	6.1%	5.5%
Lone person household	15.8%	18.2%	16.9%
Average persons per household	2.9	2.8	2.8
Housing Tenure			
Fully owning home	27.9%	31.2%	27.2%
Purchasing home	14.2%	18.1%	23.9%
Renting	53.2%	43.6%	39.7%
Socio-Economic Characteristics			
Unemployment rate (% labour force)	4.3%	2.4%	2.3%
Participation rate (% of population > 15 years)	70.1%	68.9%	68.5%
Average weekly household income	N/a	1,118	1,586
Average monthly housing loan repayment	N/a	841	1,461
Average weekly rent repayment	65.8	93.6	138.7
Non School Qualifications			
% of persons with non-school qualification	27.9%	35.6%	35.5%
Bachelor degree or higher	5.1%	6.7%	6.5%
Certificate or Diploma	21.4%	27.4%	27.5%
Motor Vehicle Ownership			
Owning a vehicle	N/a	87.3%	87.0%
Private car travel to work	N/a	60.9%	62.9%

Source: ABS 1996, 2001 & 2006 Census, AECgroup

Table B.2: Demographic Indicators by Place of Usual Residence

Indicator	Blackwater	Bluff	Capella	Dingo	Duarina	Emerald	Gemfields	Rolleston	Springsure	Tieri	Central Highlands Council	QLD
Indigenous Population												
Indigenous population (% of total)	3.8%	6.7%	2.2%	4.6%	19.8%	3.1%	2.8%	3.2%	3.1%	2.7%	3.4%	3.3%
Age Distribution												
0-14 years	25.8%	23.5%	23.9%	26.4%	21.3%	26.5%	13.3%	28.5%	22.7%	29.4%	25.4%	20.7%
15-24 years	15.2%	7.6%	13.4%	7.0%	12.1%	16.1%	6.7%	9.6%	10.9%	12.4%	14.1%	13.8%
25-64 years	57.3%	64.4%	55.1%	56.4%	54.7%	53.1%	57.5%	54.0%	55.1%	57.4%	55.0%	53.2%
65+ years	1.7%	4.5%	7.6%	10.2%	11.8%	4.3%	22.5%	7.9%	11.3%	0.7%	5.4%	12.4%
Average age (years)	29.9	35.1	33.6	33.8	36.5	29.7	46.9	32.7	36.0	27.6	31.5	36.7
Ethnicity & Language												
Born in Australia	92.0%	95.2%	96.7%	93.6%	94.3%	90.0%	78.4%	96.5%	97.6%	90.7%	91.0%	80.8%
Born overseas	8.0%	4.8%	3.3%	6.4%	5.7%	10.0%	21.6%	3.5%	2.4%	9.3%	9.0%	19.2%
Speaks English only	98.0%	99.1%	99.1%	100.0%	98.2%	96.6%	95.7%	98.2%	99.4%	98.8%	97.4%	91.8%
Speaks other language	2.0%	0.9%	0.9%	0.0%	1.8%	3.4%	4.3%	1.8%	0.6%	1.2%	2.6%	8.2%
Household Characteristics												
Couple family with children	42.8%	38.7%	40.3%	32.4%	33.3%	43.8%	13.9%	43.8%	33.0%	55.0%	40.5%	31.6%
Couple family without children	28.4%	29.8%	29.4%	31.8%	25.9%	26.6%	35.3%	29.8%	29.2%	26.2%	28.2%	28.6%
One parent family	7.3%	6.5%	5.8%	8.1%	5.9%	7.7%	5.6%	0.9%	6.7%	3.3%	6.7%	11.6%
Lone person household	17.0%	22.6%	20.5%	20.3%	28.1%	16.3%	40.6%	21.4%	28.9%	12.8%	19.8%	22.4%
Average persons per household	2.9	2.7	2.7	2.6	2.5	2.9	1.9	2.8	2.4	3.1	2.8	2.6
Housing Tenure												
Fully owning home	19.3%	17.9%	34.2%	36.4%	44.7%	18.0%	62.0%	41.8%	37.0%	9.2%	25.0%	31.6%
Purchasing home	24.5%	21.4%	25.9%	22.1%	7.6%	38.9%	11.6%	15.2%	22.0%	6.4%	28.1%	33.8%
Renting	53.3%	60.7%	35.0%	35.0%	43.2%	40.4%	16.8%	36.4%	37.0%	80.7%	43.0%	31.1%

Indicator	Blackwater	Bluff	Capella	Dingo	Duarlinga	Emerald	Gemfields	Rolleston	Springsure	Tieri	Central Highlands Council	QLD
Socio-Economic Characteristics												
Unemployment rate (% labour force)	2.3%	1.5%	1.9%	2.5%	1.6%	2.0%	12.3%	0.0%	2.3%	1.3%	2.3%	4.7%
Participation rate (% of population > 15 years)	73.0%	73.0%	71.3%	78.0%	70.3%	77.3%	37.7%	79.6%	75.6%	72.3%	73.0%	61.8%
Average weekly household income	\$2,010	\$1,874	\$1,357	\$1,415	\$1,144	\$1,758	\$629	\$1,081	\$1,277	\$2,332	\$1,657	\$1,202
Average monthly housing loan repayment	\$1,175	\$933	\$1,231	\$835	\$483	\$1,631	\$748	\$1,583	\$1,045	\$1,361	\$1,460	\$1,422
Average weekly rent repayment	\$125	\$74	\$103	\$47	\$40	\$192	\$103	\$34	\$95	\$37	\$135	\$211
Non School Qualifications												
% of persons with non-school qualification	30.8%	20.4%	23.5%	18.4%	17.9%	35.6%	19.9%	20.2%	23.4%	35.7%	31.0%	32.2%
Bachelor degree or higher	7.2%	2.2%	5.0%	4.6%	4.9%	10.9%	3.1%	5.2%	6.6%	8.0%	8.4%	13.1%
Certificate or Diploma	23.5%	18.2%	18.5%	13.8%	12.9%	24.7%	16.8%	15.0%	16.8%	27.7%	22.6%	19.1%
Motor Vehicle Ownership												
Owning a vehicle	93.5%	89.9%	92.6%	90.0%	86.6%	92.2%	87.9%	96.1%	89.7%	95.0%	92.1%	88.7%
Private car travel to work	67.2%	49.5%	57.1%	43.5%	50.0%	67.3%	48.7%	30.7%	48.1%	66.5%	62.7%	66.5%
Internet Usage at Home												
Broadband	49.7%	4.3%	34.7%	20.0%	13.5%	43.2%	4.4%	27.8%	33.4%	58.4%	39.1%	40.1%
Dial-up	19.3%	56.0%	25.9%	28.6%	26.3%	26.0%	27.6%	33.3%	17.4%	19.7%	24.7%	22.1%
No Internet connection	28.1%	37.1%	36.8%	47.1%	55.6%	27.4%	60.6%	33.6%	44.8%	18.2%	32.5%	34.2%

Source: ABS 2006 Census, AECgroup

Appendix C: Selection Profile

GENERAL SPECIFICATION GUIDELINES –

It is important to recognise the need for collections to remain very current and to include popular and informational works. A template for the Selection Profile is below:

SUBJECT	GUIDELINES
Specify main subject area such as: Fiction Picture books Junior Fiction Young Adult Fiction DVD collection As well as Non fiction subject areas, such as Biographies Computers Health & Medicine Travel	<i>Specify the guidelines associated with the main subject areas</i>
LEVEL OF IMPORTANCE	<i>Specify the level of importance for the collection: Low/ Medium/ High</i>
KEY MEDIA SOURCES	<i>Specify key media sources for selection such as: Popular TV shows Newspapers etc</i>
KEY AUTHORS, SERIES, PUBLISHERS	<i>Specify the key authors within the subject areas that are a priority for the collection, eg Bill Bryson</i>
PRICE	<i>Place an alert for items that are over a certain price, for eg. Alert if over \$90</i>
FORMAT	<i>Specify preferred formats – hardback or paperback</i>
AUDIENCE	<i>Specify the audience the resources are aimed at – general readership</i>
COVERAGE	<i>Specify the coverage required</i>
ALLOCATION GUIDANCE	<i>Give guidance for the number of copies and which libraries they should be allocated to.</i>
TARGET LIBRARIES WITHIN THE LIBRARY SERVICE	<i>Specify which libraries should be targeted for this collection area.</i>
EXCLUSIONS	<i>Specify the exclusions the supplier should not purchase, eg. Workbooks & diaries</i>

SUBJECT GUIDELINE EXAMPLES


General guidance for all categories of non-fiction. These criteria override all other specification.

Format	Large percentage of paperbacks, unless available in hardback only or long time until paperback published. Spiral bound only acceptable where hands free required i.e. cooking, breast-feeding. Attractiveness of material is a high priority.
Publishers	Reputable local and international publishers such as ABC, Allen & Unwin, BBC, Dorling Kindersley, Fremantle Arts Centre Press, Lonely Planet, Penguin, University of Queensland Press.
Price	Alert Library if over \$90.00
Re-issues	Benchmark/core titles suitable for public libraries e.g., <i>Think and grow rich</i> , <i>How to win friends</i> reissues.
Sources	<u>Lesser</u> <ul style="list-style-type: none"> State newspapers, popular websites, book retailer lists and reviews in popular magazines.
Allocation	Quantities - minimum will be 5 unless very specialised or expensive, then assign to 3 appropriate libraries based on circulation or local profile remainder according to allocation plans, see appendix 3.
Australian & Queensland written /content	Quality productions only - Local area material a priority.
Major Drivers of demand in Shire	Anticipation of demand through <ul style="list-style-type: none"> What's hot in bookshops/popular culture Cinema Performing Arts Productions in theatres etc. The Press Brisbane TV and radio National TV and radio Author visits <u>Main</u> <ul style="list-style-type: none"> Reviews such as <i>Australian</i>, <i>Courier Mail</i> and <i>Sunday Mail</i> (and their <i>bestseller lists</i>) Bookseller (Australian and UK) - especially top ten Popular TV shows,
Priority Subject Areas	<i>Business, Health & computing generally</i> Computer - only mainstream War Biographies - especially high profile personalities - prefer those people well known in Australia. History – especially suitable for high school projects. Health – common ailments. Constantly requires updates Childbirth/parenting/child development Ancient history/middle ages Pop psychology/self help Physics, chemistry, mathematics – general School project material especially if it also appeals to wider public.

	<p>(Should be well indexed, plenty of illustrations, graphs and timelines)</p> <p>Aptitude tests</p> <p>Cooking</p> <p>True crime - Australian and International</p> <p>Nature/animals/rainforests</p> <p>Popular sports such as rugby.</p> <p>Joke books</p> <p>DIY/interior design/renovations/landscaping</p> <p>Speeches/toasts/weddings/funerals</p> <p>New age – Yoga & Pilates – best sellers</p> <p>Children's poems</p> <p>Poetry books</p> <p>Craft</p> <p>Comparative religion - including cults</p> <p>Paranormal</p> <p>Sex</p> <p>Gardening - Australian, landscaping</p> <p>Antiques</p> <p>Genealogy/Brisbane</p> <p>Aust history</p> <p>Pets - all types</p> <p>Travel</p> <p>Employment Skills e.g. resume writing-basic</p> <p><i>Ongoing input will be provided at agreed intervals.</i></p>
Trends	Aiming to anticipate international, national and local trends.
Quality	Aim for durability according to format.
Exclusions	<ul style="list-style-type: none"> - Size - too large or too small - not functional - Self published, poorly produced unless it fulfils other criteria. - Superseded editions. - Books that require readers to fill in blanks i.e. workbooks - Textbooks unless suitable for layperson and popular subject matter. - Local History other than the local area. - Material censored by the Government. - Books with 3 dimensional accessories. (But acceptable in picture book/board book format)

SUBJECT	GUIDELINES
BUSINESS	Business – how to start, accounting, franchises, business plans, e-commerce People Management Sales Training Management – leadership, customer service, marketing & advertising Financial planning – home mortgage, budgeting, stocks, shares, investment, superannuation, retirement Reprints of benchmark titles Workplace health & safety, ergonomics Law - esp. tax. Job searching guides - resume writing, selection criteria Aptitude and psychological tests used in recruitment Office skills – typewriting, shorthand, letter writing Telecommuting Doing business with other cultures
LEVEL OF IMPORTANCE	Low
KEY MEDIA SOURCES	Any Guru – check Standing Order Money show (TV) Financial Review, Courier-Mail & Australian financial/business pages, Business Sunday
KEY AUTHORS, SERIES, PUBLISHERS	Paul Clitheroe, Jan Somers, Noel Whittaker, Austin Donnelly, Edna Carew, Robert Kiyosaki, NE Renton, John Maxwell, Zig Ziglar, Warren Buffet etc. AIM publications, Wrightbooks, Greg Smith
PRICE	Alert if over \$60
FORMAT	Paperback preferred
AUDIENCE	Layperson – Secondary school to adult
COVERAGE	Wide breath of coverage, non-academic
ALLOCATION GUIDANCE	High media coverage – ANF 2 copies -ANF 5 copies Low media coverage – ANF 1 copy - ANF 2 copies Expensive hardback – ANF 1 copy (over \$60)
TARGET BRANCHES	Copies ANF - Main library and spread as per allocation plans. Refer to subject gap spreadsheet for Dewey areas:
EXCLUSIONS	Textbooks, unless aimed at layperson.

ADULT FICTION SPECIFICATIONS

SUBJECT	GUIDELINES	
ADULT FICTION 	Aiming this year for high circulating material and especially high media profile. Genres in order of priority: Mystery/Crime Courtroom dramas Thriller/Adventure e.g., war Horror Chick lit Sagas Movies, TV series, tie-ins Science fiction/Fantasy Glitz e.g., Jackie Collins Romance, esp. M&B Books in series Westerns Gay/lesbian/queer Erotica	Australian authors - especially Brisbane. Christian fiction New authors Attractive presentation. Paperback originals. Trendy, young authors - international/Australian. Small presses - interesting, quality fiction Graphic novels Popular classics that will circulate Short stories
LEVEL OF IMPORTANCE	HIGH - paperback HIGH – hardcover	
KEY MEDIA SOURCES	<u>Main</u> Reviews – Australian, Sunday Mail, Courier Mail. Aust. Bookseller and Publisher - bestseller lists. Best-seller list from Brisbane book stores Radio shows Brisbane news Good Reading magazine ABC	
KEY AUTHORS, SERIES, PUBLISHERS	Budget has been allocated for reissues. For reissues, use s/o ranked lists for guidance plus those all time bestselling authors such as Christie, Bagley etc. Publishers such as Penguin classics, Everyman's or suchlike. Reissues for Australian authors are important – e.g. Patrick White, Bryce Courtenay, Morris White, etc Reissues in series – endeavour to replace missing titles in series	
PRICE	n/a	

FORMAT	Pbk or trade paper a priority. No spiral or mini sized.	
AUDIENCE	Adult - broad range covers all tastes.	
COVERAGE	Broad but in proportion to ranking above Important to consider print size e.g.: pbks vs trade paper vs hardback - a mix is needed	
ALLOCATION GUIDANCE	High media including author visits Mystery/Crime Courtroom drama Thriller/Adventure e.g., war Sagas Science fiction/Fantasy Horror Glitz Romance Westerns Gay literature Courier Mail reviews	Number of copies 1-10 1-10 1-5 1-5 1-5 1-5 1-5 1-5 1-5 1-5 1 1-5
TARGET BRANCHES	Western suburb libraries' customers have more esoteric tastes in literature: e.g. IPY, ASH, TWG, MTO, MIT Floating collection moves fiction as required.	
OTHER FACTORS	Reputation of publisher e.g. : high reputation of St Martin's Press vs. smaller less known presses Short stories to a lesser degree.	
EXCLUSIONS	Adult fiction standing orders. Self - published titles unless high media profile or local/ Brisbane author. University presses unless high media profile or local interest. Unattractive presentation.	

SPECIFICATIONS FOR OTHER AREAS OF THE COLLECTION

Specifications for other areas of the collection will also need to be developed. Key drivers for the collection specifications will be the Collection Development Policy, what is in demand and the allocated budget. Ensure that the standing orders for each area are complete and are assessed annually and include standing orders for the following:

- Adult Fiction Authors
- Adult Fiction Authors – Reissues
- Young Adult Fiction Authors
- Young Adult Fiction Authors – Reissues
- Junior Fiction Authors
- Junior Fiction Authors – Reissues
- Young Adult series
- Junior Fiction series
- Junior Non-fiction series
- Adult Non-fiction authors
- Adult Non-fiction authors - Reissues
- Adult Non-Fiction annual / bi-annual works eg. Guinness Book of Records

Profiles for the DVD collection should be developed according to the Collection Development Policy but could include the following:

- High Australian content
- Popular Television series
- Australian films
- Award winning films
- Films based upon a book
- Documentaries
 - Can further specify subject collection areas

- Children's subject areas
- Children's popular TV series
- Anime (G & PG classification only)
- PG films with high Australian content

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