

# PROPOSAL FOR A SHARED DEPARTMENT OF POLICE AND EMERGENCY MANAGEMENT LIBRARY SERVICE

November 2012

**Purpose:** This report seeks to inform the Emergency Services Review Committee (ESRC) as to the potential “models” being considered to provide Library services for the Department of Police and Emergency Management.

## **Current Library Services for DPEM:**

- Tasmania Police (TASPOL) Library, Academy Rokeby
- Tasmania Fire Service (TFS) Library, State Headquarters (SHQ) Hobart

**Note:** In 2004 an area dedicated to Library functions at SES closed down and a small amount of books and corporate records were removed and are now stored within the TFS Library.

## **1. Primary Areas affected**

Tasmania Police (TASPOL) Library, Academy Rokeby  
Tasmania Fire Service (TFS) Library State Headquarters (SHQ) Hobart

### ***Subsidiary areas***

- Police Forensics and Prosecutions – area specific books and journals are held at the locations whilst the cataloguing is done through the TASPOL Library at Rokeby
- TFS currently retains a small “satellite” area for Library materials in both of its North and North West Regional headquarters with the cataloguing overseen by the TFS Library in Hobart

## **2. Recommendation(s)**

That the Emergency Services Review Committee (ESRC) endorses the continuance of reviewing potential DPEM Library structures and seeks written stakeholder feedback in relation to the various potential models

**Note:** Following stakeholder feedback a report including recommendations will be provided to ESRC for consideration and referral to the Secretary of Police and Emergency Management for approval.

## **3. Background / history / context**

DPEM currently has two distinct Libraries (TASPOL & TFS) and the clients serviced and library software used are quite different. Both emergency services have traditionally resourced their own independent libraries where the focus has been to provide extensive research and study materials specific to the industry they are supporting. Below is a brief history of the evolution of the respective libraries:

## Tasmania Fire Service

- 1990 the Library was first formed (approximately) - 1 full time Librarian.
- 2005 a Library Technician (0.5 FTE) was employed to assist the Librarian (total resource 1.5 FTE).
- 2010 the Library Technician resigned and the 0.5 FTE position has remained vacant.
- 2011 the full time Librarian incurred serious injuries that resulted in a Fixed-Term full time Librarian being engaged to June 2013.

## Police

- March 1976 the Academy was officially opened, this included the library. A full time librarian was employed.
- A library technician has always been employed although hours have varied between full and part time depending on business need.
- 2008 the library absorbed the Tertiary Education and Assistance Scheme (TEAS) and functions and administrative processes. The library technician's hours of work spent on library duties were spread across the library, TEAS and Professional Development functions.
- 2011 the library technician (substantive) reallocated initially on a fixed term basis to another government agency – this move has since become permanent.
- 2011 a fixed term (1.0FTE) Administrative Assistant was appointed until April 2013. This position is shared between the areas of Professional Development and the Library.

## Primary Roles / Functions

Both Libraries are of a specialist nature seeking to provide assistance to the organisation in relation to knowledge management and information and records management systems.

**Service/Focus:** As a broad statement the TFS Library is currently providing more of a research institution service whereas the TASPOL library is more focussed towards being an education institution.

**Technology:** There exists a major difference in relation to information systems used and available at the two libraries. The TFS Library is further advanced in this area and currently the two Libraries are incompatible in relation to catalogues and intranet services.

Some of the key generic tasks performed by **both** Libraries include:

- Researching information for managers and other staff on request
- Using library collections, online databases and library networks to provide timely, accurate, comprehensive and authoritative information
- Retrieving specific documents / DVD's / articles / / books on request

- Circulating print journals to staff
- Assist DPEM staff to meet its obligations under copyright and legal deposit
- Delivery of information literacy training for trainees/recruits

#### **The Tasmania Fire Service Library:**

- Provides 24/7 desktop access to resources via the intranet (eg Standards database, Building Codes and online journals)
- Provides electronic newsletters
- Identifies preserves and provides access to corporate and technical historical resources in all formats (print, film, photo, etc.)
- Delivers information literacy training for trainee firefighters

#### **The Police Library:**

- Delivers information literacy training for Professional Development and In Service courses – for example: for trainees undertaking the Bachelor of Social Science (Police Studies) Degree and provides research support and reference requests
- Quality assures and provides access to electronic resources via the intranet/internet
- Supports teaching staff in the delivery of courses at the Academy
- Supports the Deputy Commissioner of Police in relation to the National Police Memorial.

#### **4. Main Users and Method of Use:**

##### **Tasmania Fire Service clients:**

##### **TFS Clients:**

Library end users include career and volunteer firefighters plus administrative staff. Volunteers are generally seeking training DVD's or supportive information whereas career members may need research assistance with a particular project, or assistance with retrieving information relative to an executive management type course or qualification.

Significantly the majority of Library end user interaction is electronic in nature. Requests for information or resources generally originate from either email or the telephone. The number of physical "visitors" to the Library is very low.

##### **Police clients:**

- Recruits
- In service course participants
- TASPOL / SES employees undertaking research

- Sworn & unsworn staff studying for a university degree
- Legal research for prosecution staff

The Impact on the library is quite high when training courses are held at the Academy. Other queries are handled electronically or by telephone.

## **5. Potential Options**

A table listing potential options is attached (Attachment A).

Within each option consideration should be given for utilising the TFS Southern Region Training Complex at Cambridge for training related Library functions including video and DVD storage and ongoing maintenance.

## **6. Governance**

If an amalgamation of Libraries was to take place a Service Level Agreement (SLA) between TFS and TASPOL would need to be established. The SLA would need to cover the situation whereby a change in policy by the State Government resulted in a restructure of DPEM and TFS and TASPOL no longer operated co-existing under the one Agency.

Clear delineation of reporting lines and responsibilities would need to be documented and available to internal and external stakeholders.

## Attachment A

### Potential Library Options

5.1 Status Quo	5.2 DPEM Library	5.3 DPEM Library	5.4 DPEM Library
<p><b>Location:</b></p> <p>2 Library – 2 locations</p> <p>TASPOL Library, Police Academy, Rokeby</p> <p>TFS Library, State Headquarters, Hobart</p>	<p><b>Location:</b></p> <p>1 Library – 2 locations</p> <p>Police Academy, Rokeby</p> <p>TFS State Headquarters, Hobart</p>	<p><b>Location:</b></p> <p>1 Library – 1 Location</p> <p>TFS State Headquarters, Hobart</p>	<p><b>Location:</b></p> <p>1 Library – 1 location</p> <p>Police Academy, Rokeby</p>
<p><b>Technology:</b></p> <p>Continue to operate independent Information Technology structures separately supported by and at TFS and TASPOL</p>	<p><b>Technology:</b></p> <p>Support both systems for up to 6 months whilst moving to a single library intranet and cataloguing system</p>	<p><b>Technology:</b></p> <p>Support both systems for up to 6 months whilst moving to a single library intranet and cataloguing system</p>	<p><b>Technology:</b></p> <p>Support both systems for up to 6 months whilst moving to a single library intranet and cataloguing system</p>
<p><b>Resources:</b></p> <p>Maintain present Full Time Equivalent (FTE) and governance arrangements consisting of:</p> <p>TFS – 1 FTE Librarian</p> <p>TASPOL – 1 FTE Librarian and 0.5 FTE Admin Support Officer</p>	<p><b>Resources:</b></p> <p>Maintain current arrangements until workload levels are determined.</p>	<p><b>Resources:</b></p> <p>Maintain current arrangements until workload levels are determined</p>	<p><b>Resources:</b></p> <p>Maintain current arrangements until workload levels are determined</p>
<p><b>Services:</b></p> <p>Maintain present independent arrangements</p>	<p><b>Services:</b></p> <p>Interoperability</p>	<p><b>Services:</b></p> <p>Interoperability</p>	<p><b>Services:</b></p> <p>Interoperability</p>

5.1 Status Quo	5.2 DPEM Library	5.3 DPEM Library	5.4 DPEM Library
<p><b>Strengths:</b></p> <p>Maintains the current level of customised service</p> <p>Maintains current physical accessibility arrangements</p> <p>Maintains clear reporting lines &amp; accountability arrangements</p> <p>Maintains well developed technology arrangements available to TFS members</p>	<p><b>Strengths:</b></p> <p>Maintains the current level of customised service</p> <p>Maintains current physical accessibility arrangements</p> <p>Maintains clear reporting lines &amp; accountability arrangements</p> <p>Provides a platform for increasing the sharing of ideas or developments between Libraries and DPEM generally</p>	<p><b>Strengths:</b></p> <p>Reduced infrastructure costs</p> <p>Having staff at the one location allows:</p> <ul style="list-style-type: none"> <li>• Coverage of absenteeism</li> <li>• Flexibility in resource allocation during work load peaks &amp; troughs</li> <li>• Cross pollination of ideas and developments for Libraries and DPEM generally</li> </ul> <p>Decrease some of the complexity involved with moving towards a single library intranet and cataloguing system</p> <p>Accessibility to a “one stop shop” for Hobart based TASPOL employees and a significant number of SES &amp; TFS personnel</p>	<p><b>Strengths:</b></p> <p>Reduced infrastructure costs</p> <p>Having staff at the one location allows:</p> <ul style="list-style-type: none"> <li>• Coverage of absenteeism</li> <li>• Flexibility in resource allocation during work load peaks &amp; troughs</li> <li>• Cross pollination of ideas and developments for Libraries and DPEM generally</li> </ul> <p>Decrease some of the complexity involved with moving towards a single library intranet and cataloguing system</p> <p>Accessibility to a “one stop shop” for Academy based TASPOL employees particularly when a TASPOL recruit or promotional course is in residence</p> <p>Reduced travel distance for TFS Cambridge L&amp; D staff</p>

5.1 Status Quo	5.2 DPEM Library	5.3 DPEM Library	5.4 DPEM Library
<p><b>Weaknesses:</b></p> <p>Two independent operations / locations requires double the infrastructure and resource oversight</p> <p>Continued difficulties associated with covering periods of staff absenteeism</p> <p>Both locations exposed / isolated in times of work load peaks and troughs</p> <p>Little or no sharing of ideas or developments between Libraries</p> <p>TASPOL technology arrangements remain not fully developed and/or lacking</p>	<p><b>Weaknesses:</b></p> <p>Two locations requires double the infrastructure and resource oversight</p> <p>Continued difficulties associated with covering periods of staff absenteeism</p> <p>Both locations exposed / isolated in times of peaks and troughs of work load</p>	<p><b>Weaknesses:</b></p> <p>Unless a significant culling of books and resources was undertaken there is insufficient room to adequately house both Libraries inventory</p> <p>TASPOL accessibility to Rokeby Academy based learning activities and personnel particularly when a TASPOL recruit or promotional course is in residence</p>	<p><b>Weaknesses:</b></p> <p>A small reduction in books and resources may be required in order to accommodate both of the Libraries inventory at the one location</p> <p>Reduction of physical accessibility for Hobart based TFS members</p>