

**SERVICE LEVEL AGREEMENT  
FOR PUBLIC LIBRARY SERVICES  
and  
FIRST 5 FOREVER FAMILY PROGRAM**

for  
**RURAL LIBRARIES QUEENSLAND**  
between

**LIBRARY BOARD OF QUEENSLAND**

and

**[COUNCIL]**

**1 TERMS OF AGREEMENT**

1.1	Name of Council:	[Council]
1.2	Commencement Date:	1 July 2024
1.3	Completion Date:	30 June 2026
1.4	Council Contact Officer (for enquiries):	..... ..... ..... ..... .....
1.5	Library Board of Queensland Contact (for enquiries):	Public Libraries Branch State Library of Queensland PO Box 3488 South Brisbane Q 4101 Phone (07) 3840 7807 Email: <a href="mailto:pl@slq.qld.gov.au">pl@slq.qld.gov.au</a>

## **2 STATEMENT OF COOPERATION**

- 2.1 The Library Board of Queensland (Library Board) agrees to work collaboratively with and on behalf of Council to support the ongoing advancement and effective operation of Council's library service and delivery of the First 5 Forever program (First 5 Forever).
- 2.2 Council agrees to use its best endeavours to operate and develop its public library service and deliver First 5 Forever for the continued benefit of its community.
- 2.3 Council agrees to notify the Contact Person for the Library Board if Council is unable to meet any obligations in this Agreement and engage with the Library Board to resolve any issues that may affect the delivery of its public library or IKC services or resources.
- 2.4 Council agrees to expend grant funding only on items, activities and projects in accordance with the approved Forward Plan and the corresponding Partnership Guidelines: 2024-26 (Guidelines) unless written permission is obtained by Council from the Library Board prior to expenditure of the Grant.
- 2.5 Council agrees to publicly acknowledge the support of the State Government in the funding of its library services and programs:  
<http://plconnect.slq.qld.gov.au/manage/funding-and-grants/funding-acknowledgement>

## **3 ACKNOWLEDGEMENTS**

- 3.1 Council acknowledges it is required to comply with the *Anti-Discrimination Act 1991* (Qld) and the *Human Rights Act 2019* (Qld) when providing library services using funding provided under this Agreement.
- 3.2 The Australian Classification Board (ACB) is responsible for the classification and restriction of publications and it is the expectation of the Library Board that a broad range of library materials be made available in Council libraries subject only to restrictions made by the ACB.
- 3.3 Council acknowledges it is required to expend funding provided in accordance with the Partnership Guidelines (**Attachment 1**).

## **4 LIBRARY BOARD OBLIGATIONS**

- 4.1 The Library Board agrees to comply with Library Board obligations as specified in **Schedule A**.

## **5 FORWARD PLAN**

- 5.1 Council agrees to provide the Library Board with a Forward Plan to be based on a Library Board template within 30 days of the Commencement Date of the Agreement or such other date agreed to by the parties.
- 5.2 Council agrees to include in its Forward Plan the priorities, goals, and planned expenditure for a two year period for Council's library service as informed by this Agreement and including Council's reporting obligations.

## **6 COUNCIL OBLIGATIONS**

6.1 Council agrees to comply with its obligations as specified in Schedule B in addition to delivering services and programs in line with their Forward Plan.

## **7 DISPUTE RESOLUTION**

7.1 If the Council or the Library Board has a concern, it should be raised in writing with the Contact Person for the other Party.

7.2 For the purpose of this clause, a dispute will have arisen when either Party gives notice to that effect to the other Party.

7.3 The Parties agree to attempt to settle any dispute arising in connection with this Agreement in Good Faith by negotiation.

## **8 FAILURE TO MEET OBLIGATIONS**

8.1 If the Library Board is of the reasonable opinion that:

- Council has failed to comply with any provision of this Agreement; or
- Council has failed to expend funding in accordance with the Partnership Guidelines; or
- the Grant is not being applied for the purposes authorised by this Agreement, then the Library Board may give notice in writing to Council specifying the failure and requiring Council to remedy it within 28 days from the date of the notice.

8.2 Council may respond to a notice given by the Library Board under clause 8.1 within 28 days from the date of the notice.

8.3 If Council does not provide a response under clause 8.2 or comply with a notice given under clause 8.1 within 28 days from the date of the notice, the Library Board may, by further notice in writing, do one or more of the following:

- suspend or withhold all Grants or any instalments of the Grants until the notice under clause 6.1 is complied with;
- alter the amount, timing or frequency of payment of all Grants or any instalments;
- withdraw Library Resources and materials supplied by the Library Board that have not been purchased by Council;
- limit eligibility of Council to apply for competitive funding, or participate in professional development programs, statewide projects or initiatives provided by the Library Board;
- require the repayment of Grant funds provided previously to Council that remain unspent; or
- immediately terminate this Agreement.

## **9 LIMITATION OF LIABILITY**

To the maximum extent permitted by law, the Library Board's liability to Council for any claim in connection with this Agreement, howsoever arising, is limited to the total amount of the Grant funds paid to Council in the 12 months preceding the claim.

## **10 FURTHER ASSURANCE**

Council must do all things (including by signing deeds and other documents) that are reasonably necessary to give full effect to this Agreement.

## **11 NOTICES**

A notice or other communication to or by a Party under this Agreement:

- a) must be in writing;
- b) may be delivered in person, by email or by post to an address of the recipient specified in clause 116d) of this Agreement or any new address of the recipient known to the sender;
- c) subject to paragraph (d), is deemed to be effective:
  - i) if delivered in person, upon delivery to the recipient;
  - ii) if sent by email, one Business Day after the date shown on the email of the sender, unless:
    - A) the sender receives an automated notification that the email has not been received by the intended recipient, in which case the notice is deemed to not have been served at the time of sending; or
    - B) receipt is acknowledged by the recipient sooner than one Business Day, in which case the notice is deemed to have been served at the time the receipt is acknowledged;
  - iii) if posted, eight Business Days after the date of posting to the addressee; and
- d) if delivered or received on a day which is not a Business Day, it is taken to have been delivered or received on the following Business Day and, if delivered or received after 5:00pm (addressee's time), then notice is taken to have occurred at 9:00am on the following Business Day.

Contact details for notices under this Agreement are set out in clauses 1.4 and 1.5.

## **12 ENTIRE AGREEMENT**

12.1 This Agreement contains the entire agreement between the Parties with respect to its subject matter. It sets out the only conduct relied on by the Parties and supersedes all earlier conduct and prior agreements and understandings between the Parties in connection with its subject matter.

## **13 AMENDMENT**

13.1 This document may be amended only by another written agreement executed by all the Parties.

## **14 NO ASSIGNMENT**

14.1 The rights given to the Council under this document are personal to the Council and are not assignable.

14.2 The Council must not assign or charge its rights and obligations under this Agreement.

## 15 GST

15.1 The parties acknowledge that grant payments made under this Agreement do not constitute Consideration, under s 9-17(3)(a) of the GST Act, and GST is not payable in respect of those payments.

15.2 In this clause:

- a) 'GST Act' means the *A New Tax System (Goods and Services Tax) Act 1999 (Cth)* and any related legislation; and
- b) 'Consideration' and 'GST' have the meanings given in the GST Act.

## 16 INTELLECTUAL PROPERTY

16.1 This Agreement does not affect Intellectual Property Rights in existing material or new material.

16.2 If Council creates material in the course of performing this Agreement, it will use reasonable efforts to licence Intellectual Property Rights in that material under a Creative Commons Licence.

16.3 In this clause:

- a) 'Intellectual Property' includes all copyright, trade mark, design, patents or other proprietary rights and any rights to registration of those rights, but excludes moral rights under the *Copyright Act 1968* (Cth); and
- b) 'Creative Commons Licence' means a licence on creative commons licence terms published at [creativecommons.org.au](http://creativecommons.org.au).

## 17 REDUCTION IN FUNDING

17.1 The Library Board may reduce the amount of funding by notice to Council if it determines that changes to the State budget or policies of the State or Commonwealth government impact on the continued provision of funding to Council or to recipients of similar funding generally.

## 18 COUNTERPARTS AND ELECTRONIC TRANSMISSION

18.1 This Agreement may be signed in any number of counterparts with the same effect as if the signatures to each counterpart were on the same document.

18.2 This Agreement may be delivered by electronic transmission with the same force and effect as if it were sent manually.

**IN WITNESS WHEREOF** the parties hereto have executed this Agreement on the dates below.

**SIGNED** for and on behalf of  
**The Library Board of Queensland**

by Vicki McDonald  
State Librarian and CEO  
a person duly authorised in that behalf

this \_\_\_\_\_ day of \_\_\_\_\_ 2024

in the presence of:

\_\_\_\_\_  
(Print Witness Name)

\_\_\_\_\_  
(Signature)

**SIGNED** for and on behalf of  
[Council]

by \_\_\_\_\_  
(print name above)

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(print position or job title above)

a person duly authorised in that behalf

this \_\_\_\_\_ day of \_\_\_\_\_ 2024

in the presence of

\_\_\_\_\_  
(Print Witness Name)

\_\_\_\_\_  
(Witness Signature)

**Enclosures:**

Schedule A - Library Board Obligations

Schedule B - Council Obligations

Schedule C - Definitions

Attachment 1 - Rural Libraries Queensland Partnership Guidelines 2024-26

## **SCHEDULE A**

### **LIBRARY BOARD OBLIGATIONS**

1. Following assessment and acceptance of Council's Annual Reporting documentation, the Library Board will provide annual funding to Council each year, including:

Public Library Funding comprising of:

- a) Service Development Subsidy to Council
  - i) The Service Development Subsidy amount will be allocated to Councils with branches that meet the minimum opening hours per week based on the population of their catchment areas as per the [Queensland Public Library Operations Standard](#)
  - ii) In addition to meeting minimum opening hours per branch, services must be staffed by Council employees to receive the Service Development Subsidy.
  - iii) This subsidy is to be used by Council on activities or resources specifically to support Council to meet the Standards for Operations, Facilities and/ or Usage, as detailed in the [Queensland Public Library Standards and Guidelines](#) and as outlined in RLQ Partnership Guidelines
- b) Wage Subsidy to supplement Council staffing costs for libraries to increase and improve the services and programs offered, maximising the impact and outcomes of and driving community engagement and visitation.
  - i) Wage Subsidy for RLQ services allocated at \$20,000 per annum per Council
  - ii) This subsidy is to be used by Council as outlined in the Partnership Guidelines
- c) First 5 Forever funding based on the approved methodology
  - i) First 5 Forever funding is to be used by Council to support Queensland families on their child's journey through the first 5 years through providing child-focused library spaces, playful experiences and engaging resources as detailed in Partnership Guidelines and [eligible items](#) list .

2. Provide, branding and media templates to enhance community understanding of library services, programs and statewide initiatives and drive visitation. This includes including, but not limited to:
  - a) Logos and devices associated with the program;
  - b) Key communication messages for public libraries and IKCs to use in their communications;
  - c) Content for media releases for adaptation by public libraries and IKCs;
  - d) Content for social media exposures and virtual marketing efforts;
  - e) Templates for banners or signs available for download; and
  - f) Time of State Library staff to assist with media interviews where required.
3. Manage and maintain an RLQ collection acquired through Public Library Funding, in addition to Statewide Collection resources available to all Queensland public library and

IKC services.

Collection management for RLQ and IKC and Statewide collections includes:

- a) Providing library collections and resources in a range of formats and languages that support information, recreation, literacy and cultural needs, for use by the community.
- b) Providing library collections that follow the Content Guidelines for [Public Library collections](#) and cater for the diverse needs of the whole community, while adapting to emerging trends and formats in consultation with local government.
- c) Refreshing agreed proportions of this stock through providing collection exchanges at regular intervals in response to Council requirements.
- d) Maintaining a physical collection size that meets or exceeds the Public Library Collections Standard for collection items per population and the storage capacity of the service.
- e) Paying the cost of delivering physical Library Resources between Council's nominated service point/s and the State Library.
- f) Administering and maintaining the specified Library Management System to
  - i. manage collections materials and resources provided by the Library Board
  - ii. maintain authentication protocols to third-party e-content platforms
  - iii. supply items required to access the Library Management System and e-content (membership cards, item barcodes).
  - iv. conduct regular evaluation and identification of existing and new content
  - v. provide support and promotion of Library Resources to RLQ libraries.

4. Provide *Queensland Public Library Standards and Guidelines* to Council to encourage the advancement and effective operation of public library services in Queensland.
5. Provide advice and give feedback to Council on library performance as required.
6. Provide professional development and training opportunities to Council staff to encourage continuous improvement and keep in touch with the changing library and information environment, including but not limited to:
  - a) Access to program content that provides examples of best practice;
  - b) Guidance on content of programs where requested; and
  - c) Resources for loan to public libraries for use by library staff
7. Engage with Council on matters affecting public libraries and work collaboratively with Council to support the ongoing development and enhancement of library services across Queensland.
8. Maintain the currency of and enable access to the online Directory of Queensland Public Libraries. <https://plconnect.slq.qld.gov.au/directory>
9. Publish an annual Queensland Public Libraries Statistical Bulletin detailing the performance of public libraries and IKCs.
10. Conduct an annual review of the performance during the preceding financial year of both Council and the Library Board against the Obligations stated in the Service Level Agreement and objectives from the Forward Plan following the completion of the Annual Reporting period.
11. Make available the Library Board's strategic plan and policy documents.

12. Coordinate Statewide and/or targeted initiatives or programs and administer resources and funding through specific additional documentation which clearly outlines the expected outcomes, funding offer, obligations, guidelines, reporting and acquittal requirements of each initiative / program.
13. If this Agreement is terminated by either party, the Library Board will meet the cost of the return of Library Resources supplied by the Library Board, unless alternative arrangements have been agreed with the Council, including to transition to an Independent Library service or an IKC service as appropriate.

## **SCHEDULE B**

### **COUNCIL OBLIGATIONS**

1. Provide a free public library service, including but not limited to:
  - a) access to the library facilities and resources;
  - b) assistance to use the library facilities and resources;
  - c) lending, reference and information services;
  - d) the delivery of First 5 Forever program for children aged 0-5 and their families;
  - e) access to the online Public Access Catalogue from within each library branch;
  - f) online access to digital resources and library and information services;
  - g) free public internet access at all library facilities via Council devices, and via wi-fi for customers using their own devices where wi-fi is made available;
  - h) equitable access to services and resources, including customised programs for community members with special needs;
  - i) access to programs including outreach that reflect community need, support wellbeing, learning and creativity throughout life ; and
  - j) Reciprocal Borrowing of Library Resources provided by the Library Board across all Queensland public libraries and IKCs as requested.
2. Agree to deliver services and programs in line with Council's approved Forward Plan developed in agreement with the Library Board and provided within 30 days of the execution of this agreement or a date mutually agreed upon by both Parties.
  - a) Any alterations to the plan required by Council over the life of the agreement are to be provided in writing on a template provided by the Library Board for endorsement prior to alterations in the plan being actioned.
3. Expend the Service Development Subsidy, First 5 Forever Funding and Wage Subsidy within the allocated financial year, as detailed in clause 1 of Schedule A and in line with the approved Forward Plan .
4. Formally request approval to retain any unspent annual funding of more than 10% or \$1000 (whichever amount is lowest) of each subsidy type at the conclusion of each financial year, on a template supplied by the Library Board. This may include providing copies of financial records detailing expenditure of annual subsidy funding covering the allocation period.
5. Agree to house and maintain shared collections securely, and process and distribute items between the State Library and library service points in a timely and cost-effective manner to provide a high-level of client service, and complete scheduled library tasks to ensure collections are managed efficiently.
6. Council staff to make available collection items provided by the Library Board for their communities to support intellectual freedom
  - a) Any collection items considered by Council to be unsuitable for access by community can be provided to the Library Board for reconsideration or withdrawal as per the Reconsideration of Library Collections Policy available at:

<https://plconnect.slq.qld.gov.au/manage-library-or-ikc/planning/intellectual-freedom-collection-management>

7. Manage the facility housing each library in relation to safety, accessibility and maintenance of building, computer hardware and software, shelving, furniture and other fittings and fixtures.
8. Accept the ownership of, and sole responsibility for, any and all furniture, fittings and/or equipment supplied by the Library Board to Council to support the establishment, refurbishment and/or operation of each of Council's libraries, unless otherwise agreed by the Library Board and Council in writing.
9. Enable and maintain staff access and ability to use the prescribed Library Management System (Aurora) at all library facilities through:
  - a) the provision of broadband internet connectivity at the highest available speed;
  - b) the provision of suitable IT equipment that is capable of being updated to the latest release of the Library Management System application;
  - c) the provision of peripheral equipment such as barcode readers or scanners, printers and assistive devices;
  - d) on-time payment of annual workstation License fees to the Library Management System vendor (RLQ only);
  - e) timely implementation of upgrades to the Library Management System;
  - f) participation in staff training.
10. Employ staff members to operate each library branch who have the required skills and experience in library administration, or the interest and ability to acquire these skills;
11. Support library staff to participate in ongoing professional development and training opportunities that encourage continuous improvement and responsive and diverse services that strive to innovate.
12. Maintain a website providing, as a minimum, information on library service points and opening hours, how to join, facilities and services, programs and events, access to the Online Public Access Catalogue, Statewide Collections available from the State Library, Discovery Tools and key contact information.
13. Process and circulate items between RLQ and IKC service points in a timely and cost-effective manner to provide a high-level of client service.
14. Complete scheduled tasks to ensure collections are managed efficiently
15. Ensure that the details of each library or IKC branch in the Directory of Queensland Public Libraries <https://plconnect.slq.qld.gov.au/directory> are kept current and accurate.
16. Provide Midyear and Annual Reporting to the Library Board on the templates provided by the Library Board by no later than 28 February and 31 August each year.
17. Collaborate with the Library Board for the advancement of public libraries and IKCs as valued and thriving cultural and social hubs responsive to the changing Queensland community and engage with the Library Board to provide information when required on

agreed initiatives, literacy programs, and other projects to be delivered through Council's libraries.

18. Publicly acknowledge the support provided by State Government through the Library Board in the manner specified at: <https://plconnect.slq.qld.gov.au/managing-my-library/funding-reporting/funding-acknowledgement>
19. Return the Library Resources supplied by the Library Board if this Agreement is terminated by either the Library Board or the Council, unless alternative arrangements have been agreed with the Library Board, including to transition to an Independent Library Service or an IKC as appropriate.
20. Promote and facilitate membership of the library service, including the Tourist membership available to non-residents for use across participating Queensland library services.
21. Agree that any information provided to the Library Board for the purposes of reporting will be certified by an appropriately delegated person.

## SCHEDULE C

### DEFINITIONS

Where the following terms (in bold) are referred to throughout this agreement, they have the following meaning:

<b>Agreement:</b>	this Agreement and any associated schedules.
<b>Annual Reporting:</b>	the Annual Reporting to the Library Board is due by no later 31 August each year. It is to be completed using templates supplied by the Library Board that responds to your Council's Forward Plan and Council Obligations, including operational and participation data for your library service.
<b>Business Day:</b>	a day other than a Saturday, Sunday or public holiday
<b>Commencement Date:</b>	the date on which this Agreement begins to operate.
<b>Completion Date:</b>	the date on which this Agreement ends.
<b>Council</b>	the Party set out in clause 1.1. For the purpose of this Agreement, Council is the third tier of government as identified in section 70 of the <i>Constitution of Queensland 2001</i> (including Town Authorities)
<b>Directory of Queensland Public Libraries:</b>	the Directory of Queensland Public Libraries provides information about library services and their branches within Queensland. It can be searched by location, geographical region, type of library or key word search. Each library's details page provides information about its opening hours, address, phone number, branch administrators and a link to the library web page and online catalogue. .
<b>Discovery Tool:</b>	a Discovery Tool is a software product which automatically searches across all of a library's online sources - such as catalogues, databases, servers and search engines - and provides the results to a library user in one list at the same time. Further information is available in the <i>Queensland Public Library Standards and Guidelines – Technology Standard</i> : <a href="http://plconnect.slq.qld.gov.au/manage/policies-standards-and-protocols/standards-and-guidelines">http://plconnect.slq.qld.gov.au/manage/policies-standards-and-protocols/standards-and-guidelines</a>
<b>First 5 Forever</b>	First 5 Forever is a place-based family-centred program connecting families of children aged 0-5 in safe, child-focused library spaces providing free playful experiences and rich resourcing.
<b>First 5 Forever Funding Methodology</b>	Funding paid to Council to support First 5 Forever is calculated according to the First 5 Forever Methodology for 2022– 2026 approved by the Minister administering the <i>Libraries Act 1988 (Qld)</i> .

<b>Forward Plan</b>	An agreed plan for Council's library service provided within 30 days of the execution of this Agreement that outlines priorities, goals, planned expenditure for a two year period and informs this Agreement and reporting obligations for Council.
<b>Good Faith</b>	means to act: <ul style="list-style-type: none"><li>• honestly;</li><li>• reasonably, having regard to the terms of this Agreement; and</li><li>• co-operatively, by doing everything properly and reasonably within the control of a party which is necessary to enable the other party to perform its obligations under this Agreement</li></ul>
<b>Indigenous Knowledge Centre (IKC):</b>	a cultural keeping place and Queensland public information hub where overall funding and operation is provided by an Indigenous Shire Council with assistance provided by the Library Board in the form of a cash Grant, advisory and training services and provision of Library Collection.
<b>Intellectual Freedom</b>	Intellectual freedom is the freedom to seek, receive and impart information and ideas. It is a fundamental human right, enshrined in enduring international statements and instruments, and is vital to a thriving democratic society and culture.
<b>Libraries Act 1988</b>	<a href="https://www.legislation.qld.gov.au/LEGISLTN/CURRENT/L/LibrarArchA88.pdf">https://www.legislation.qld.gov.au/LEGISLTN/CURRENT/L/LibrarArchA88.pdf</a>
<b>Library Board:</b>	the Library Board of Queensland, the governing body of the State Library of Queensland which draws its powers from the <i>Libraries Act 1988</i> , and whose representative is a signatory to this Agreement.
<b>Library Collection:</b>	A library collection is made up of multiple Library Resources that have been deliberately acquired, usually over a period of time, according to a defined policy or plan, and which are grouped according to format, topic, audience, or use. Further information is available in the <i>Queensland Public Library Standards and Guidelines – Library Collections Standard</i> : <a href="https://plconnect.slq.qld.gov.au/managing-my-library/standards-and-guidelines.">https://plconnect.slq.qld.gov.au/managing-my-library/standards-and-guidelines.</a>
<b>Library Management System (LMS):</b>	A Library Management System is a computer program used to track library resources items, loans, reserves and member records. It also provides access to cataloguing new items to add to the collection, a reporting system to produce reports and notices, and an Online Public Access Catalogue for users to search the collection.
	For RLQ services the LMS used is called Aurora.

<b>Library Resources:</b>	these may include, regardless of format: <ul style="list-style-type: none"><li>• a book or any part of a book</li><li>• a newspaper, magazine, journal or pamphlet</li><li>• a map, plan or chart</li><li>• printed music</li><li>• electronic or multimedia resources</li><li>• resources that support library programs including First 5 Forever themed kits and storytelling kits</li><li>• adaptive technology for people with a disability to access library resources.</li></ul>
	Further information is available in the <i>Queensland Public Library Standards and Guidelines</i> – Library Collections Standard: <a href="https://plconnect.slq.qld.gov.au/managing-my-library/standards-and-guidelines">https://plconnect.slq.qld.gov.au/managing-my-library/standards-and-guidelines</a> .
<b>Online Public Access Catalogue:</b>	an online database of library resources held by a library through which users can search a Library Management System to browse, search for, borrow and reserve items from the library for their personal use.
<b>Parties</b>	The Library Board and Council (or Town Authority)
<b>Public Library</b>	A Public Library is a vital community and cultural hub that provides free and welcoming services and spaces where access to information, collections and programs are provided for members of the public through physical facilities, including both fixed and mobile branches.
<b>Public Library Funding:</b>	Funding provided by the State Government of Queensland, through the Library Board, to public libraries and IKCs across Queensland to support the development of high-quality library services. For RLQ and IKC this includes Wage Subsidy and Service Development Subsidy.
<b>Public Library Funding Methodology:</b>	the Public Library Funding Methodology for 2024 – 2026 as approved by the Minister administering the <i>Libraries Act 1988 (Qld)</i> .
<b>Queensland Public Libraries Statistical Bulletin:</b>	the annual Queensland Public Libraries Statistical Bulletin is produced by the Library Board and draws together information provided by public libraries and IKCs in Queensland for statewide benchmarking across key indicators. This information can be used in Government reports, funding submissions and to benchmark Queensland library services with library services in other states.
<b>Queensland Public Library Standards and Guidelines:</b>	the <i>Queensland Public Library Standards and Guidelines</i> are recommendations designed to assist Queensland public library staff and local governments in the planning and development of their library services. Further information is available on the Public Libraries Connect website: <a href="https://plconnect.slq.qld.gov.au/managing-my-library/standards-and-guidelines">https://plconnect.slq.qld.gov.au/managing-my-library/standards-and-guidelines</a> .

<b>Reciprocal Borrowing:</b>	the cooperative sharing of Library Resources, with public libraries making their collections available to other Queensland residents directly through free membership and by Interlibrary Loans. Further information is available in the <i>Queensland Public Library Standards and Guidelines</i> – Interlibrary Loans Standard: <a href="https://plconnect.slq.qld.gov.au/managing-my-library/standards-and-guidelines">https://plconnect.slq.qld.gov.au/managing-my-library/standards-and-guidelines</a> .
<b>Rural Libraries Queensland (RLQ):</b>	a collaborative scheme between State Government and Council that delivers library collections and services to Councils with less than 15,000 population. The Library Board provides funding to support staff, programs and services as well as library collections, training and advisory services, while the Council provides staffing, physical infrastructure, and access to an Online Public Access Catalogue.
<b>Service Development Subsidy:</b>	a small grant provided by the Public Library Funding which is allocated to all IKC and RLQ services and all local governments operating Independent Library Services that fall within Remoteness Area Tiers 3-5 and staffed by Council employees and open a minimum number of hours per week based on the population of their catchment areas as per the <a href="#">Queensland Public Library Operations Standard</a> . Grant funds are to be expended during the financial year they are allocated.
<b>State Government</b>	the State of Queensland
<b>State Library:</b>	the State Library of Queensland controlled, managed and operated by the Library Board of Queensland pursuant to the <i>Libraries Act 1988</i> .
<b>Wage Subsidy</b>	a grant provided by the Public Library Funding as per the methodology which is allocated to Councils as a contribution towards the costs of employing staff to operate Council RLQ or IKC service. Grant funds are to be expended during the financial year they are allocated

**ATTACHMENT 1**

RLQ Partnership Guidelines 2024-26

[to be inserted]