



Northern Territory Library

response to:
Backing Indigenous Ability
Discussion Paper



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1. Executive Summary

The Northern Territory Library's response to the 'Backing Indigenous Ability' Discussion Paper was motivated by the identification of direct links in the objectives of the Backing Indigenous Ability Program and the objectives of the Northern Territory Library's Libraries and Knowledge Centres Program.

The Northern Territory Library recognises that the Backing Indigenous Ability Program provides a genuine opportunity for the development of a collaborative relationship between the Northern Territory and Australian Governments to build capacity in the Northern Territory's remote Indigenous communities.

Northern Territory Library (NTL) is the Territory's equivalent of a State Reference Library and is administered by the Northern Territory Department of Local Government, Housing and Sport. NTL is responsible for developing communities by providing access to appropriate library services for all Territorians. NTL's key objectives are to:

- Develop communities through libraries;
- Connect people to information;
- Preserve NT documentary and cultural heritage; and
- Help people learn.

NTL is responsible for a centralised public library model for all public libraries across the Territory. Coupled with providing a range of library services directly to Territorians, NTL facilitates the provision of annual funding by the Northern Territory Government to Municipal and Community Government Councils for the provision of public library services. NTL provides advice, support and training to public library staff in the 6 municipal and 22 community government jurisdictions where there is a public library service. Community libraries are predominantly located in Indigenous communities across the Top End, with several in the Southern Region.

NTL's **Libraries and Knowledge Centres (LKC) Program** provides remote community libraries with a new model for library services. Key components of the LKC model are flexibility to meet individual community needs and sustainability to ensure that services (and associated equipment) are reliable and fully supported in an ongoing way. The *Our Story* database is a key element of the LKC Program. It enables communities to organise, store and make accessible, digitised material related to their cultural heritage.

The LKC Program is helping to build local capability. Local library staff are provided with ongoing training and skills development through a range of measures. The Program has created a number of part-time jobs for local people, who are employed to work on tasks associated with the *Our Story* database.

The Program is delivered through a partnership between Northern Territory Government and local government. Northern Territory Government's annual operational funding to local Councils ensures financial certainty for library services and for the ongoing employment of local library staff. Local councils provide the infrastructure and in many communities, the library is the only supported public access facility for community members.

The policy objectives of the Backing Indigenous Ability (BIA) Program in many cases match NTL's policy objectives in the delivery of library services to remote communities. The five key elements of BIA are all critical elements in NTL's model and are all being successfully implemented through the LKC Program. One of the strengths of the NTL model is the sustainability of services, which is guaranteed through NTL's ongoing support and training to remote library staff.

In 2005, NTL engaged a group of academics, headed by Professor Martin Nakata (University of Technology Sydney), to evaluate the LKC model. The evaluation produced very positive results, with the evaluation team reporting that the LKC Program provided an innovative approach to engaging with changing community needs for knowledge and information. The team commented that LKCs could become a leading example for the ways such services can be delivered to Indigenous Australians.

The NTL model for service delivery is robust, flexible and sustainable. NTL believes that the BIA Program provides an exciting opportunity for a partnership between Northern Territory and Australian Governments to extend the LKC program to more of the Territory's remote communities.

2. Libraries: their role and value

In February 2005, the State Library of Victoria published *Libraries Building Communities*, which was the first comprehensive Australian study looking at the value public libraries bring to their communities. The report states:

"The public library is a profoundly important cultural, economic and social institution. Libraries collect and disseminate information; they provide comfortable and convenient places for people to read and learn; their physical spaces form meeting places for community groups; being free and open for all they help to create a fairer society. They are, as is borne out in the *Libraries Building Communities* study, highly valued by the communities they serve, and are uniquely placed to draw a diverse range of people and groups together.

The LBC study shows that libraries and librarians make a fundamental contribution to our communities in four key areas: they provide free public access to computer and information

technology resources; by helping people locate information they create better informed communities; they run programs that promote lifelong learning and literacy in the community; and they build connections between individuals, groups and government.”¹

The Council of Australian State Libraries (CASL) in its submission to the DCITA discussion paper, *The Role of ICT in building communities and social capital* (2005) says:

“Libraries, with their crucial role in the provision and preservation of information for enduring access, are integrally embedded in the ICT environment. Libraries have been pioneers and innovators in their take-up of new technologies over the past 40 years, especially in developing networks, standards and partnerships to enable new and more efficient systems of access to information.”²

Conclusions and Recommendations of the Senate Committee report, *Libraries in the On-line Environment* (2003) states:

“.....there remains the perception that all libraries do is lend books. The reality is far different. Particularly in rural and regional Australia, the library is in some cases the one remaining piece of infrastructure so it takes on the role of technology access centre, meeting place, social support system.”³

As these references demonstrate, libraries continue to be at the forefront of ICT services to communities, and they have a critical role to play in the development of their communities.

3. Northern Territory Library’s Role

Northern Territory Library (NTL), as part of the Northern Territory Department of Local Government, Housing and Sport, is responsible for developing communities by providing access to appropriate library services for all Territorians. NTL has four key objectives:

- Develop communities through libraries;
- Connect people to information;

¹ State Library of Victoria, *Libraries Building Communities, 2005*, p. 5
http://www.slv.vic.gov.au/about/information/publications/policies_reports/plu_lbc.html

² Council of Australian State Libraries, *The Role of ICT in Building Communities and Social Capital, Discussion Paper, March 2005*, p. 1

³ Senate Environment, Communications, Information Technology and the Arts References Committee, *Libraries in the Online Environment, October 2003*, p. 81

- Preserve NT documentary and cultural heritage; and
- Help people learn.

NTL provides a range of library services directly to Territorians, as well as providing specialist library services to Northern Territory libraries and their staff. NTL is responsible, in partnership with local governments, for the provision of library services in communities throughout the Territory. This is achieved through NTG annual operational funding to Municipal and Community Government Councils. NTL also provides ongoing advice, support and training to public library staff in the 6 municipal and 22 community government jurisdictions where there is a public library service (Attachment A). An annual allocation is also made to each library for the purchase of new resources.

Community libraries are predominantly located in Indigenous communities across the Top End, with several in the Southern Region. They are staffed by Community Library Officers (CLOs) and are usually open from between 10-30 hours per week. The libraries contain a range of resources including books, magazines, videos and DVDs. All libraries have at least one computer that is available for public use and most have Internet access. Through the Internet community members have access to the combined online catalogue of NT libraries and to a range of online resources including the *Health and Wellness Resource Centre* and e-books such as *TumbleBooks* for children (an online collection of animated talking picture books, reading comprehension quizzes, educational games, and teacher resources).

NTL recently introduced the *YourTutor* service, which is already available through larger public libraries, and will soon be accessible through remote community libraries via the Internet. *YourTutor* is a free online service that provides students with one-to-one real-time tutoring in English, Maths, Science and research based subjects. Students aged 9 years to adults can talk to a live tutor online Monday to Friday 3pm – 8pm Northern Territory time.⁴

As the Territory's major library service provider, NTL makes available to the community many other online resources and information databases. These are provided on a networked licensing arrangement, with NTL covering subscriptions costs, sometimes in partnership with individual public libraries.

Communities with a local library have the infrastructure required to access library, information and ICT services. In many cases, libraries are located in Council-owned premises. In some cases, the community library is a "joint-use" library located in the local school, where it serves both school and community library members.

NTL provides a responsive and flexible service and commits to sustainable, long term support of community libraries through the operational grant funding

⁴ See: http://www.dcdsca.nt.gov.au/dcdsca/intranet.nsf/Pages/ntl_resources_databases

program. In remote Indigenous communities this is being achieved through the Libraries and Knowledge Centres (LKC) Program.

4. The Libraries and Knowledge Centres (LKC) Program

In recent years Indigenous communities have been exploring ways to preserve their cultural heritage and provide appropriate access to it. Many Indigenous communities are now focussing on the repatriation of local material and grappling with ways to preserve old photographs, tape and video recordings and documents. There is recognition that these items need to be preserved in a digital format. In communities where digitisation is well advanced, there is further recognition of the need to structure and organise digital material so that it can be easily retrieved. There is high demand for access to local material and for personal copies of family photographs and recordings of songs and stories.

In 2003, NTG funded three pilot knowledge centre projects in Galiwin'ku, Wadeye and Anmatjere. The projects were driven by community members and in each case different software and management systems were used. The term "knowledge centre" has many different interpretations and the challenge for NTL was to develop a model that would be sustainable through the provision of ongoing funding, support and training.

In June 2004, NTL implemented a new Libraries and Knowledge Centres (LKC) model in eight communities in the Top End. A key component of the program is the *Our Story* database, which enables communities, through their local library, to organise, store and make accessible, digitised material related to their cultural heritage.

The LKC model (Attachment B) is built on the services that NTL already provides through community libraries. It is presented as a series of building blocks comprised of traditional library concepts plus Indigenous knowledge concepts. The model outlines the essential components and who is responsible for providing each of these. Components include the library system, community knowledge, a knowledge database and the facility to link local communities through a regional knowledge network. Flexibility is achieved through the community deciding which components suit their needs. Sustainability is achieved through NTL support in the areas of library resources, provision of a database and ongoing training and support including maintenance of the software.

The key focus for libraries is on literacy, access to information and preservation of culture. The LKC model has the potential to facilitate "joining up" of other government and non-government services such as indigenous literacy and language centres, community archiving facilities, schools, and arts and culture centres. Training in all aspects of managing the library and knowledge centre

enables community members to develop or increase their skills. Ongoing IT support and training ensures that local services are relevant and sustainable.

In summary, Libraries and Knowledge Centres:

- Provide access to knowledge and information through core library services including English literacy and information literacy programs
- Enable the acquisition and preservation of local knowledge
- Provide training and support to community members engaged in acquiring and preserving knowledge
- Provide access to recreational activities for all groups within the community.

4.1 *Our Story Software*

A key component of the LKC Program is the database of digitised local material. NTL evaluated several products before selecting the *Ara Irititja* software that was developed specifically for Pitjantjatjara communities in Central Australia. This database has a simple, user-friendly interface and a proven record of successful implementation and use by Indigenous people. An important feature of the database is the ability to restrict access to individual items to cater for cultural sensitivities.

The database can be used to store and display any digitised media, so that photographs, sound recordings, videos etc, can all be viewed through the one interface. The database was designed as a local stand-alone program and is not an internet-enabled product. Storage capacity and response time are therefore not dependent on Internet access and capacity. Additional storage capacity is provided through portable, external hard-drives.

NTL has negotiated a Territory-wide licence for *Ara Irititja*, which allows it to be installed in all NT public libraries at no cost to local communities. Ongoing licence fees are met by NTL. *Ara Irititja* has been re-branded for NT library use as *Our Story*. Each community is encouraged to choose a local name for their database, for example in Wadeye the database is *Murrinh Nekinigme* and in Anmatjere it is known as *Anmatjere Angkety*. In all cases, the community owns the content in the database and data is stored according to rules set by community leaders.

NTL's technical support and library management expertise ensure that content in the databases is appropriately structured and stored, and is appropriately archived, according to local requirements, as well as made accessible to the community.

Communities and individuals have many different interpretations of both the concept of knowledge and the purpose of a knowledge database. NTL's role is

to work with communities to ensure that their LKC meets local needs within the framework of their cultural, legal and social structures.

4.2 Progress To Date

The first phase of the project focused on eight communities across three regions, and has since been extended to two communities in the Southern Region and to the Tiwi and Nyirranggulung Regions. *Our Story* has now been installed in nine communities, with planning/implementation underway at three additional sites:

- Wadeye
- Peppimenarti
- Umbakumba
- Angurugu
- Milingimbi
- Galiwin'ku
- Barunga
- Anmatjere
- Ltyentye Apurte
- Tiwi Islands – Pirlangimpi and Milikapati (by June 2006)
- Ramingining (planning stage)

Many of the local databases already contain a significant amount of local cultural material. Wadeye's *Our Story* database, for example, now contains approximately 20,000 items and includes photographs from every clan group. Local elders and community members continue to provide content to enrich items in the database by adding local stories and information. Material identified as "public" is accessible to the entire community through a computer located in the Wadeye LKC (situated in the Transaction Centre). Back-up processes are now in place to ensure data is not lost due to hardware or power failure. A "read-only" copy of the database is available at Wadeye OLSH School.

In October 2005, the Minister for Local Government, Mr Elliot McAdam, presented a progress report on the LKC Program to Parliament (Attachment C). In his speech Minister McAdam explained that, "flexibility, appropriate infrastructure and a user friendly knowledge database are the key elements in the delivery of library services to indigenous communities in the Territory."⁵

⁵ McAdam, Elliot, *Progress of Libraries and Knowledge Centres in the Northern Territory*, Ministerial Reports, Legislative Assembly of the Northern Territory, 10th Assembly, 19/10/2005, <http://notes.nt.gov.au/lant/hansard/hansard10.nsf/WebbyMember/DF40C6FF4B53C9AD692570C800463E02?opendocument>

The flexibility of the LKC program means that library services do not always have to be delivered within a designated library space. Library programs may better meet local needs if they are delivered elsewhere in the community (e.g. childcare centres, women's centres, museums, art centres). Literacy programs and the promotion of reading can occur anywhere, any time. Portable computer equipment enables database access wherever people need it: under a shady tree, or on a bush trip. All of this can be achieved without compromising the key components of the model.

5. Evaluation of the Libraries and Knowledge Centres Model

The first two years of implementation has shown that a consistent model supported by NTL and using appropriate software is meeting community needs. In June 2005, Northern Territory Library commissioned an evaluation of the model. The evaluation was undertaken by a group of academics, headed by Professor Martin Nakata, University of Technology Sydney.

The evaluation produced very positive results, with the evaluation team reporting that the LKC Program could be a key infrastructure element for building capacity in Indigenous communities, and that it provided an innovative approach to engaging with changing community needs for knowledge and information:

“The Libraries and Knowledge Centres (LKC) concept, as a model for the delivery of relevant and sustainable information services in the Northern Territory, has the potential to be a key infrastructure element for the Northern Territory Government's plans for building capacities in the regions and better futures for all Territorians.

LKC services, when fully developed in line with the whole-of-government approach, will prove to be vital components of regional development strategies, business development, ongoing education and training needs, literacy and basic skills development, and information communication across the Territory. For this to be realised, development of the Libraries and Knowledge Centres model must be:

- in line with the NT's regional development agenda
- linked at the highest level of the inter-agency coordination processes
- articulated in the capacity building agenda
- developed in multi-purpose venues
- connected with high-bandwidth information communication technologies

The evaluators of the model agree that the LKC concept is an innovative approach to engaging with changing community needs for knowledge and information, and that it could become a leading example for the ways such services can be delivered to Indigenous Australians. We strongly recommend that future developments of LKCs be sustained within the NT Government's plans for joined-up services, administration agreements, and focused outcomes so that innovative services of this kind can be extended to all communities across the Territory."⁶

The Evaluation Report (Attachment D) contains a number of recommendations for further development of the program. NTL has prepared a response to the report (Attachment E) and is developing strategies to implement the key recommendations.

6. Challenges

NTL is continuing to implement the LKC program in communities with existing libraries. It will continue to develop the program, based on the recommendations contained in the Evaluation Report. Despite the success of the model, NTL does not have the capacity to extend it to NT communities that do not currently have a library. Additional funds would be required in order to make the program available to other NT communities.

It is extremely challenging to provide appropriate levels of support to community library staff living in remote locations. Many of them have sole responsibility for the library service so they face the difficulty of working alone and being professionally isolated. NTL is developing smarter and more helpful ways of providing remote staff with support and training. It is sometimes difficult to find and retain library staff. Other external factors, such as changing council staff, unsuitable buildings and unreliable technology and networks, are often difficult to overcome.

Despite these challenges, LKCs continue to develop and grow in line with the needs of each community. NTL's policy is to explore and develop partnerships which will ensure ongoing development.

⁶ Northern Territory Library, *Evaluation of the Northern Territory Library's Libraries and Knowledge Centres Model*, May 2006, p. 4

http://www.dcdsca.nt.gov.au/dcdsca/intranet.nsf/pages/ntl_lkc

7. Links with BIA Program

The policy objectives of the Backing Indigenous Ability (BIA) Program are in many cases aligned with to NTL's policy objectives for the delivery of library services to remote communities. Most of the key elements of BIA (BIA Discussion Paper p. 7) are also critical elements in NTL's model and are all being successfully implemented through the LKC Program:

Public Internet access (3.3.2)

Each community library provides access to the internet. By definition, public libraries are freely accessible to all members of a community, so all community members have access to the internet in communities with libraries. The quality of internet service, any user-pays costs and opening hours, may differ from place to place depending on the individual circumstances of councils.

The internet in libraries also provides access to a range of databases selected and funded by NTL, as well as an ability to tap into the resources held in other libraries throughout the Territory and other states through the Inter Library Loan system.

Voice Over Internet Protocols (VOIP) could be implemented in community libraries as an additional telephone point for use by the community. Because the computer is in a "controlled environment" (the library) this may help to overcome the continual problems with vandalised public telephones in communities.

Training and skills development (3.3.4)

Once established, libraries in Indigenous communities are given on-going support by NTL staff who:

- provide advice and personal support, including ICT support;
- deliver training;
- negotiate service level agreements;
- monitor standards;
- select and provide funding for resources including electronic resources;
- prepare funding submissions and training materials;
- assist with recruitment;
- liaise with councils and other agencies;
- facilitate the delivery of library programs;
- visit on-site;
- provide advice on library design and layout, and appropriate equipment; and
- provide advice on intellectual property and copyright issues.

NTL is a provider of non-accredited training, mostly to Community Library Officers (CLOs), but also to some community groups, particularly in relation to the *Our Story* program and general computer skills. The LKC team provides continual and on-going support, both on and off site. Regular visits to communities are followed up with phone calls and timely responses to questions.

An annual skills training forum is held in Darwin for CLOs. The forum offers four days of training and development activities. All CLOs are supported by their Councils to attend. Travel away from their own communities can be challenging for some Indigenous people who work as CLOs. NTL ensures the forum is a family friendly event, by enabling CLOs to bring children and/or a family member or support person. This innovative training forum was recently selected as a *Library stars: best of the best*, and will be showcased at a public library forum to be held in Perth in September 2006, as part of the Australian Library and Information Association's Biennial National Conference.

NTL encourages and supports library staff to undertake formal accredited training in areas such as library service, administration and IT. This training is facilitated by NTL, often in conjunction with councils or other agencies. NTL recognises that many of the skills required to operate the library successfully are transferable to other community jobs and there may be opportunities for closer collaboration with other service providers for the sharing of training and staff development.

As part of the implementation of the LKC Program, NTL undertook a pilot training program in Wadeye aimed at engaging youth and other interested community members in a range of skills required for the successful administration and development of the database. A training model was developed, which is now being used to train people in other communities.

The LKC Program has created a number of part-time jobs for local people. There are now local people employed to work on tasks associated with the *Our Story* database in Wadeye, Peppimenarti, Angurugu, Umbakumba, Milingimbi, Ltyentye Apurte and Anmatjere. Planning for additional staff is underway at Barunga, Ramingining, Galiwin'ku and the Tiwi islands. Salaries for these positions are covered through the annual operational funding provided by NTG and/or through the CDEP Program.

Community Champions (3.3.5)

Community Library Officers (CLOs) fulfil the role of local community champions. They are employed by the local Council to operate the library and to provide library programs for community members. They take pride in their libraries and usually have very good literacy and IT skills. With ongoing support from NTL, they provide a regular and sustainable service. In all cases, CLOs

are local (and usually long-time) residents of their communities and have demonstrated great commitment to the communities they serve.

With the introduction of *Our Story*, many CLOs have taken on the additional role of database facilitators: identifying and gathering local content, training community members to use the database and facilitating the ongoing development of the content by working with community members to provide additional information and stories.

Culturally appropriate content and recording and archival content (3.3.6)

Resources and services in community libraries are provided by NTL as part of a collaborative and consultative process. The LKC unit has staff with both broad and deep experience in working with Indigenous communities; the advice and resources that are provided are based on a sound understanding of Indigenous interests and needs. A portal site that pulls together a range of internet-based information of particular relevance to Indigenous people is under development.

Community libraries are also ideally placed to disseminate information from a wide range of service providers and agencies, both government and non-government.

NTL provides the *Our Story* program to community libraries with the sole purpose of enabling and encouraging Indigenous communities to digitally record, store and access their historical and contemporary culture. NTG funding has provided computers and peripherals, licensed database software and on-going training to both the Community Library Officers (CLOs) and the community. Each local database and access to it is controlled by each individual community. The material in the database is owned and managed by the community. The database can easily be duplicated, so that it is possible to have it on display at various locations in the community.

NTL facilitates projects that aim to record and digitise Indigenous knowledge in individual communities. Partnerships with Charles Darwin University and Desert Knowledge Australia have added value to research projects, and enabled local communities to benefit directly from the research.

Libraries with the *Our Story* program have reported a great increase in community interest and use of the library. The project has had positive spin-offs in the areas of literacy and early childhood development, the engagement of youth and men, and community capacity building. Communities not yet involved in the program (and often without any library) have expressed great interest in it. Only funding constraints prevent this program from being rolled out to all NT Indigenous communities that desire it.

8. What Happens in a Library and Knowledge Centre?

Imagine a large room located in a central place in the community, close to and integrated with, other well-used facilities and services such as the community store, banking facilities and Centrelink Office.

At lunchtime each weekday the Community Library Officer opens the library. She turns on each of the four Internet-enabled computers. Some of her clients are already waiting to use the computers.

A young woman and an older woman sit down together at a computer. The younger one quickly locates an Internet banking site and shows the older woman how to log on and how to complete some transactions.

A young man sits down at the next computer. The Community Library Officer shows him how to find the site for his favourite football team so he can check the latest scores and read the latest team news.

At the next computer sits a young woman with a baby and a toddler. She selects a desktop link to Tumblebooks. Her toddler grabs the mouse and clicks on a story. He repeats the key words from the story after the narrator. The baby is captivated by the shapes, colours and sounds of the story. When the story finishes, the toddler plays the game associated with the story. His mother helps him when he gets stuck on a word.

By now the number of people in the room has risen considerably. A group of men are gathered around another computer. This one is not connected to the Internet. It contains a database of local digitised resources called *Murrinh Nekinigme*. The men are searching for images of their totem. Their search finds 12 items, including sound recordings and videos but they look specifically at the photographs. They choose one and print it out on the colour printer attached to the computer. (Later, the image will be screen-printed on to T-shirts, which will be worn by family members during a funeral ceremony).

At the other end of the room, two mothers and a group of young children are seated on a large colourful rug. The children select some picture books and bring them back to the women, one of whom begins to read out loud.

Two teenage boys are browsing a rack of magazines. They select one on race cars and sit down to read it together.

At 3.30pm an elderly local woman and a retired teacher come into the room. Now there are about 20 mothers and young children gathered on the rug. The local woman and the teacher sit down facing the group of eager faces. The teacher opens a book and begins to read out loud. At the end of each page she stops and the older woman repeats the story in her language.

Welcome to the Wadeye Library and Knowledge Centre.

9. Conclusion

“Public libraries have a unique cradle to grave clientele. Their challenge is to ensure that library funding decision makers are aware of the breadth of that clientele, and of the resources needed to respond well and equitably to it.”

“...It has been fairly observed that arguing and sustaining the case for better investment in public libraries has been bedevilled by Australia’s complex three tiers of government. It is the case that the unique multifaceted educational, informational, literacy, cultural, recreational and social capital ‘cradle to grave’ remit of the modern public library straddles, at the federal and state levels, more ministerial and departmental portfolios than any other public service or agency.”⁷

The community library is a focal point for access to information, recreation, learning and literacy. At community libraries people have free access to local information and resources and, if required, to resources beyond their community via the library network. Through the LKC Program, community libraries are enabling community members to connect with their history in a simple and direct manner. The program provides a measure of ownership over local historical and cultural records; it inspires a sense of pride and self worth in individuals; young people particularly are learning how to use the *Our Story* database and are developing the skills needed to manage it; it is bringing more people into the local library, where they can access a range of library services, designed to promote literacy and lifelong learning.

Subject to available resources, NTL’s vision is that some of the content from each local database would be aggregated to form a Territory-wide version of *Our Story*, which would be publicly available through the NTL’s Internet site. Some exploration of partnerships and models to achieve this has already occurred through NTL’s participation in the *National Recording Project for Indigenous Performance in Australia*.⁸ This project would see NTL working closely with the National Library and AIATSIS to develop IT infrastructure and processes to enable appropriate archiving of *Our Story* material, and would facilitate resource discovery of Indigenous cultural material by Australian and international audiences.

NTL sees the BIA Program as an opportunity to plan for the future by building on the appropriate foundations established through its LKC model. That model is robust, flexible, innovative and sustainable. NTL believes that the BIA

⁷ Bundy, Dr Alan, From cradle to grave: the uniqueness of public libraries: Paper presented at the Public Libraries Australia conference Albury 9-11 November 2005. Friends of Australian Public Libraries, 2005, p. 1

⁸ See: http://www.garma.telstra.com/nat_rec_proj.htm

Program provides an exciting opportunity for a partnership between both the Northern Territory and Australian Governments to extend the Libraries and Knowledge Centres Program to more of the Territory's remote communities, thus contributing to community capacity building and helping to achieve the overarching aim of both governments to improve services for Indigenous communities.



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