**NSW PUBLIC LIBRARIES – METROPOLITAN DOCUMENT DELIVERY SUB COMMITTEE GROUP**

**Meeting Minutes**

**DATE: Monday 11 August 2014**

**VENUE: State Library of NSW**

**PRESENT:**

Abby Dawson State Library of NSW

Anita Smith Lake Macquarie

Ann Waldeback Maitland

Annette Maksum Blacktown

Annie Persijn Kogarah

Chandra Jillings Ashfield

Deborah Malcolm Stanton

Dianne Ollerenshaw Sutherland

Diane Parkin Hornsby

Douglas Pine Ku-ring-gai

Garret Jackson Hurstville

Huong Tran Lane Cove

Jan Russo Liverpool

John Hogan Canada Bay

Kristine Campos Hawkesbury

Mark Ross Ryde (Secretary)

Ma Yee Yee Myint Bankstown

Mayer Wu Canterbury

Murray Boothman Strathfield

Sally Lee Willoughby

Sarita Thomasson Sydney City

Sharlene Louey Sydney City (Chairperson)

Sue Hamling Gosford

Susan Lowy Randwick

Teresita Quinones Waverley

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| **Agenda Item** | **Discussion** | **Responsibility**  **/Action** | **Due Date** |
|  | Apologies Ania Milczarczyk - Campbelltown  Ann Santangelo - Camden  Jennifer Lyttle - Parramatta  Loraine Rawson – Great Lakes  Lyn Barakat – Sutherland  Maria Wiemers – State Library of NSW  Oriana Acevedo – State Library of NSW  Each representative introduced themselves. |  |  |
|  | CONFIRMATION OF THE MINUTES Dated 5 MAy 2014 The group received and acknowledged the minutes. There were no amendments.  Teresita (Waverley) moved the minutes confirmed.  Ma Yee (Bankstown) seconded, and the motion was carried. |  |  |
|  | Matters arising from Previous MINUTES |  |  |
|  | a) Metropolitan ILL Van Delivery service - delivery vans incorporate GPS technology which can locate vehicles and enable those with access to log in to the system – Oriana to investigate with Toll.  b) Updated Metropolitan van schedule – Oriana to provide latest schedule  c) Reciprocal agreements – Sharlene to update wiki and communicate with Victorian public libraries.  d) Wiki / website – Sharlene to create a survey Libraries lending audio visual materials  e) Di to create copyright help sheet  f) Sharlene to create instructions for Hard2find list  g) State Library call numbers | a) Cameron reported that tracking vehicles whilst in transit is not possible  b) Oriana to update  c) Sharlene has created a survey ; please complete  d) Created but more responses are needed (see wiki)  e) & f) On wiki  g) See Abby’s report below |  |
|  | STATE LIBRARY REPORT Abby Dawson (Coordinator, Multicultural Bulk Loans)  State Library call numbers – collections available for on-lending of items  The following call numbers are available for loan:  **E, N, EQ, NQ**  **T, JFR** (low use – offsite)  The following call numbers are not available for loan:  **LG1 / LG2** (formerly **REF**) MULTICULTURAL SERVICES REPORT  * Document delivery will undertake an internal review soon in an effort to streamline the service. The new library management system will potentially have an impact on efficiency. * Email Communication to ILL officers in NSW – currently Sharlene sends a bulk email to all ill email addresses (that are individually saved). Abby suggested that an email list be created which is accessible to all NSW Public Libraries ILL officers. The group agreed to this proposal. * The restructure of Information & Access team is now complete * When requesting bulk loans, we can now ask for particular authors or titles – add details in note field. Sharlene suggested re-designing the bulk-loans form ; Abby agreed to look at suggestions from the group. * The State Library accepts donations published in the last 3 years *provided they are in good condition* | Sharlene to communicate with Abby and provide list to Abby and seek approval from libraries. |  |
|  | * The standard fee for a lost book is $49.50 * We are encouraged to make use of the Large Print English collection   Highlights   * Usage up 101,000 items * French, Spanish, Italian, German language items are the most popular * Hornsby library made the greatest use of Multicultural Services with 427 requests last year! * 2014-2015 purchasing has commenced ; focus is more on adult items (last year’s focus was on children’s items) ; Multicultural Services do not purchase LOTE DVDs |  |  |
|  | METROPOLITAN ILL VAN DELIVERY We were waiting to hear if we can log in to the drivers’ GPS in order to determine if a delivery is running behind schedule. Cameron reported that tracking vehicles whilst in transit is currently not possible  Jan (Liverpool) asked about before hours access to library buildings for the drivers – no attendee reported that there would be any difficulty making a delivery before opening time.  The new schedule has been finalised (see <https://sites.google.com/site/interlibraryloansnsw/ill-van-delivery>) |  |  |
|  | NSWRSIG **New South Wales Resource Sharing Interest Group**  All information on wiki at    [http://shareit.alianational.wikispaces.net/NSWRSIG](http://www.alia.org.au/governance/committees/interlibrary.lending/wiki/pmwiki/pmwiki.php?n=Main.NSWRSIG)  The Group meets three times a year at the State Library. Each meeting consists of three parts: LA general issues (am), cataloguing (am) and ILL / document delivery (pm).  **July Meeting**   * Demonstration from Libraries Australia representative * *Best practice guidelines 2014* – includes items that did not fit within the new ILRS code <http://shareit.alianational.wikispaces.net/Best+Practice+Guidelines+%282014%29> * *Rethinking resource sharing initiative – Star Checklist* – Sharlene will send link to questionnaire; we are encouraged to complete (certificate awarded if >70%) * Greening ILL practices * printing double-sided * using scrap paper / recycled paper * re-using packaging * assessing the need to print / digital alternatives * Resource sharing and e-books – John (Canada Bay) raised the issue of on-lending e-books to other libraries but Sharlene cautioned that the legal complexity of e-lending was ‘murky’. NSWRSIG has not emailed Sharlene the links yet.   Next meeting 21 November | Sharlene to send link |  |
|  | **LIBRARY SNAPSHOT**  How we do ILLs, statistics, branches, how they are run at each particular library.  **STANTON**  Stanton library (North Sydney local government area) celebrated its 50th anniversary in February 2014. It belongs to the Shorelink consortia of libraries (established in 1983) that share a common catalogue   * One branch only but four levels in the one building * 167,140 items * 41,983 members * Limited free parking! * 8 book groups, an ESL group, a knitting group, scrabble groups and movie groups * North Sydney Heritage Centre – local history ; good collection of rates and valuation books * Library Management System *Aurora* (July 2013) – this allows interlibrary loan requests to be placed through the OPAC. RFID recently introduced (July 2014).   Statistics  **General**  Loans: 428,564  Membership: 41,983  Visitors: 405,365  Resources: 167,140  *Stanton Library Annual Report 2012-2013*  **Interlibrary loans**  Items lent to all libraries : 1252  *Stanton Library Annual Report 2012-2013*  Items borrowed from other libraries: 1355  *Shorelink Annual Report 2012-2013*  This is a reduction in requests from 2011-2012 Annual Report.   * Stanton is willing to supply material from its collection, *with the exception of the following* : fiction < 1 year; audiovisual ; electronic resources ; local history material; multimedia; music; newspapers; reference material; serials (bound); local history; reference material; kits and picture books.      * LADD user * ILL van deliveries Tuesday and Thursday * original requests are recorded on a handwritten form and received at the Information Desk * ILLO processes bulk loans * bulk loans undergoing review | Upcoming snapshots:  Campbelltown  (December) |  |
|  | wiki New website for ILLS:  [https://sites.google.com/site/interlibraryloansnsw/](https://sites.google.com/site/interlibraryloans1/)  **Surveys**   * *Reciprocal agreements* * *Lending A/V materials*   *Reciprocal agreements*   * please complete short survey if your library is not on the list at <https://sites.google.com/site/interlibraryloansnsw/reciprocal-agreements> * Victorian libraries have asked us to update listing. Sharlene will send a follow-up email   *Lending audio visual materials*   * Sharlene has created an updated A/V lending list * Currently only 24 libraries have completed this survey * Please complete the Lending Audio Visual survey at: <https://docs.google.com/forms/d/1mNZvU3zNp_QTHBFqSwgUJlbMG8mWP5VMXFhxUAF_jbg/viewform>   **Other useful information**  *FAQs* (Di)   * copyright links are useful (Di)   <https://sites.google.com/site/interlibraryloansnsw/faqs>  *H2F* (Sharlene)   * also in manual * managed by the State Library NSW   See also:  *Meetings and Meeting Minutes*  *RSVP* links on home page  *Online catalogues* (Teresita) – updated links are working libraries australia  * 1268 current members * Over 52 million holdings * Over 15.4 million searches during 2012/2013 (down 12% from previous year (17.5 million) * Over 700 libraries using LADD (236 in NSW) * 103 libraries are ISO compliant i.e. VDX & LADD can communicate * 230,000 document delivery item requests during 2013/2014 – down 7% from previous year (249,810) * LA search has been redeveloped   See Libraries Australia infographic at  <http://www.nla.gov.au/librariesaustralia/files/2014/07/LA-Infograph-Final_070714.pdf>  **Redeveloped Libraries Australia search**   * branches / trees are more usable e.g. Interviews * tabs along top – Simple or advanced * headings are clearer in advanced search * more databases can be searched e.g. Library of Congress, OCLC World Cat * mouse-hovering function * can select 1-4 items and compare records (blue = the same; white = different) * favourite libraries are highlighted * records indicate broken links * truncation = \* * wildcard = ?   eNewsletter - <http://www.nla.gov.au/librariesaustralia/files/2011/05/Libraries-Australia_eNewsletter_July-2014.pdf>  Summary list - <http://www.nla.gov.au/librariesaustralia/files/2011/04/What-is-different-in-the-new-Search-Service_Summary1.pdf>  Full list - <http://www.nla.gov.au/librariesaustralia/files/2011/04/What-is-different-in-the-new-Search-Service_Full-List.pdf>  **LIBRARIES AUSTRALIA FORUM**  Libraries Australia Forum – Canberra 31 October 2014   * More information on website http://www.nla.gov.au/librariesaustralia/news-events/forum/2014-forum/ * This year’s theme is ***Seeding the cloud: library collaboration in the digital age*** * At time of writing still in planning |  |  |
|  | **OTHER BUSINESS**  **Open-access collection of inter-library loans - Ann (Maitland)**  Reservations / ILLS for customer collection  An executive decision has recently been made to place all reservations (including inter library loans) in the public area on open-access shelves. This will enable customers to locate and issue their own reserves without staff intervention.  Ann wanted to hear about the experiences of other libraries that had implemented a similar policy.  Only three libraries (of those attending the meeting) hold inter library loan reserves on open-access shelves:   * Ashfield * Randwick * Ku-ring-gai (if customer has already paid)   Most libraries (at least among those attending the meeting) had not gone down this path, for various reasons. These included (but were not limited to)   * a requirement for the customer to pay before checkout * an inability of self-check kiosks to issue ILLs * the security of the item.  2014 Projects Christmas meeting - 8 December 2014  Campbelltown Library is the venue for the Christmas meeting.  The lunch venue has yet to be suggested. 2014 meeting dates  * 8 December 2014 |  |  |
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**MINUTES:** Taken by Mark Ross (Ryde)

**NEXT MEETING:**

**Location: Campbelltown Library**

**Time: 2pm**

**Date: Monday 8 December 2014**