**NSW PUBLIC LIBRARIES – METROPOLITAN DOCUMENT DELIVERY**

**SUB COMMITTEE GROUP**

**Meeting Minutes**

**DATE: Monday 6 February 2017**

**VENUE: State Library of NSW 2pm Meeting**

**Chairperson:** Ros Strange Northern Beaches

**Secretary:** Sue Hamling Central Coast Council

**Attendees**

Ma Yee Yee Myint Canterbury Bankstown

Kristin Ovidi Sutherland

Mark Ross Ryde

John Hogan City of Canada Bay

Rukhshana Hossain Mosman Library

Jan Russo Liverpool

Mayer Wu Canterbury

Deborah Malcolm Stanton

Neri Kinsella City of Sydney

Ann Waldeback Maitland

Anita Smith Lake Macquarie

Di Jenkins Newcastle

Diane Parkin Hornsby

Abby Dawson SL:NSW

Maria Wiemers SL:NSW

Murray Boothman Strathfield

Tara Ross Ku-ring-gai

Sharni MacDonald Parramatta

Teresita Quinones Waverley

Parekh Chouda Burwood

Mayanne Ilufi Auburn/Cumberland

Chandra Jillings Ashfield

Annette Maksum Blacktown

**Apologies**

Rachael Pender Holroyd

Garrett Jackson Cumberland

Annie Persijn Kogarah

**Introductions**

Each attendee introduced themselves

**Minutes**

Confirmation of the minutes dated 5 December 2016

Neri Kinsella City of Sydney

**Election of Office Bearers for 2017**

Ros Strange representing the Northern Beaches volunteered for Chair and Sue Hamling from Central Coast Council will continue as secretary.

### MULTICULTURAL SERVICES REPORT STATE LIBRARY

Maria Wiemers

* There have been some transfer issues with the updates of the catalogue. If you are having any issues please contact the State Library as they were keen to have feedback.
* Refurbishment of the Mitchell Library is underway and the design can viewed at the State Library’s website <http://www.sl.nsw.gov.au/ourvision>. There will be a larger gallery space and the requested off site books will be able to be collected from the shelves on the lower floors.

Abby Dawson

* Requests can be made by email but there can only be one request per email.
* Still having issues with providing enough Spanish and JNR Russian and JNR Spanish
* Material that is sent to the State Library for redirection to country areas must be very clearly addressed.
* You can now search the State Library catalogue and pick the language you are looking for.

**WIKI**

Ros will look into updating the wiki

**FIT FOR THE FUTURE**

NSW Cabinet will meet tomorrow 07-02-2017 to discuss amalgamations.

**GENERAL BUSINESS**

* A number of members said they couldn’t change order of libraries on the LADD site. Teresita from Waverley suggested if you are using Firefox to access LADD you can’t change the order. Maria Wiemers is going to look into this.
* Nambucca, Marrickville, Botany and Ashfield are still charging for ILL from public libraries
* Jan from Liverpool asked members to update their records to reflect Liverpool’s email address as [ill@liverpool.nsw.gov.au](mailto:ill@liverpool.nsw.gov.au) Sharni from Parramatta added their email is now [ill@cityofparramatta.nsw.gov.au](mailto:ill@cityofparramatta.nsw.gov.au)
* Kristin from Sutherland bought up an issue which is affecting a number of libraries. A customer is making excessive calls to the library. He is sight impaired but got very upset when it was suggested Vision Australia could assist him. It seems he wants the staff to fill in online forms as well as a myriad of questions. It was suggested from the floor that information only was provided but not to fill in any forms. Please if any one has any suggestions please contact Kristin at Sutherland.
* It seems there are problems with certain banks, Immigration offices and even Centre Link that send their customers into the library to print off statements and forms.
* Deborah from Stanton Library is having trouble with the e-resources. This was reiterated by a number of members.
* 1st May meeting there will be a State Library staff member to assist with access and researching the State Library’s web site. If there are any questions you would like answered in relation to the e-resources please email Sue Hamling at [ILL@centralcoast.nsw.gov.au](mailto:ILL@centralcoast.nsw.gov.au) and I will collate them and send them off to the State Library prior to our next meeting.
* An issue has arisen when accessing older reference material. Sometimes there are copies of material in the Mitchell Library and in reference but they are older than 1963, therefore even though there is more than one copy neither can be borrowed.

**NEXT MEETING:** NSW State Library

**Time:** 2pm **Date:** 1st May 2017