**NSW PUBLIC LIBRARIES DOCUMENT DELIVERY WORKING GROUP**

**MEETING MINUTES**

**Date: Monday 2nd August 2021**

**Venue: Online (Microsoft Teams)**

**Time: 2.00pm-3.30pm**

**Chairperson**: Anne Laidlaw, City of Sydney

**Secretary:** Kristin Ovidi, Sutherland

1. **Welcome and introductions**

Welcome back Abby Dawson to her role as the SLNSW Multicultural Collection Coordinator!

1. **Apologies:**

John Hogan, Canada Bay

Joanna Goh, SLNSW

1. **Confirmation of minutes dated 3rd May 2021**

Ken Cullen (Inner West) and Teresita Quinones (Waverley).

1. **Actions arising from previous meeting**

* **ILL Van issues - resolved.** A couple of issues with the van run were raised (broken tubs and missed delivery dates). It was confirmed that all correspondence regarding van issues should be directed to Samantha Mantakoun (SLNSW) who will direct feedback to Australia Post. Please contact Samantha at [Samantha.Mantakoun@sl.nsw.gov.au](mailto:Samantha.Mantakoun@sl.nsw.gov.au) or 9273 1624.
* **Google Wiki retiring – ongoing.**Most of the content from the old Google Wiki has being transferred to the SLNSW’s DokuWiki site. The old wiki will be retired on the 1st September 2021 along with other classic Google sites. Ellen Forsyth has suggested that we also add some of the old wiki’s pages to the [Wayback Machine](https://archive.org/web/) (The Internet Archive) to preserve pages which we many not necessarily wish to migrate to the DokuWiki e.g. old surveys.
* **LADD update.** When adding locations to the rota, the missing arrow which enables you to scroll through the list of libraries no longer exists. There has been no word yet as to whether this can be rectified. More information about this in December’s meeting if there has been a change.

1. **State Library of NSW report**

There is no SLNSW report update.

**6. Multicultural Services report (please see attachment for full report)**

Additional notes were made to the report during the meeting.

* **Bulk Loan renewals.** Renewals will only be made for bulk loan items due 2020 and 2021.Any outstanding items from pre 2020 will not be renewed so either please return these or let SLNSW know if they have been lost.
* **SLNSW new catalogue.** SLNSW is migrating to a new catalogue. When searching for multicultural items you will still need to use the old interface until the new setup is completed. The old interface can be accessed at: <https://search.sl.nsw.gov.au/primo-explore/search?vid=SLNSW&tab=default_tab&sortby=rank>

**7. ILL Van**

* **Van run suspension.** Due to the current Covid lockdown, the Van run service has been suspended since 25th June 2021.
* **New Van driver.** Since our previous meeting, there has been a change of driver - welcome Shirley. The service seems to be operating smoothly but again, if there are any issues, please contact Samantha Mantakoun.

**8. The Wiki**

Information is in the process of transferred from the old Google Wiki to the SLNSW’s DokuWiki. Current information which has been migrated includes:

* ILL Van delivery schedule
* SLNSW website link and ILL policy
* NLA links
* Bulk loan links
* Previous minutes

Can everyone please check if there are any other areas of interest which they would like to see migrated to to the DokuWiki or added to the Wayback Machine?

Teresita (Waverley) will have a look at the links for catalogues previously listed on the Google Wiki and ensure they are all up-to-date.

**Action:** Please have a look at both Wikis over the next couple of weeks (links below) and let Anne know by 20th August if there are any sections that you would like moved or archived. You can contact Anne at [ALaidlaw@cityofsydney.nsw.gov.au](mailto:ALaidlaw@cityofsydney.nsw.gov.au)

Google Wiki: <https://sites.google.com/site/interlibraryloansnsw/suspended-libraries>

SLNSW DokuWiki: <https://wiki.libraries.nsw.gov.au/doku.php?id=document_delivery_working_group>

**9. Libraries Australia/LADD issues**

* **LADD fees increase 2021/2022.** As of 1st July 2021, the fee for borrowing from charging libraries has increased from $28.50 to $28.80 for loans and $18.50 to $18.70 for copies (up to 25 pages). Has anyone processed any requests at the new rate and has it been applied correctly? Dianne (Newcastle) confirmed that she has placed 2 copy requests from charging locations and the charges have been applied correctly.

* **Access to Libraries Australia.** An email sent from Trove Collaborative Services in June mentioned ‘New site for Trove Partners – replacing Libraries Australia website from 1 July 2021’. Searching for items on Libraries Australia stills appears to be functional but as we don’t know how often Libraries Australia is being updated it’s recommended to check Trove as listings are more up-to-date.
* **Incorrect invoice via LADD.** Mayer (Canterbury Bankstown) received an incorrect charge on her last bi-monthly invoice – a non-charging library came through as a charging library. As Mayer was on leave at the time the window to request an amendment had lapsed and she was wondering if this has happened to anyone else and how to resolve it?

Teresita (Waverley) mentioned that as the mistake wasn’t fixed before payment happened a way to amend the account is to create a dummy LADD request and to reimburse the overcharged library in the next bi-monthly invoice. That is if Mayer was overcharged $28.80. She needs to contact the other library which would likely agreed to send a dummy request. Mayer pretends to send it and ships it for a cost of $28.80. It would even up the charge after the next billing payment.

This method is only used because she has lost the opportunity to get the mistake fixed before the actual payment happened.

**10. Suggested topics for discussion.**

* **Bulk Loans appearing on OPACs.** Sally (Willoughby) asked whether any libraries display their Bulk Loans on their OPAC and/or how do libraries communicate to borrowers that the Bulk Loan is available?
* City of Sydney: While items are added to our LMS on arrival the record is shadowed and cannot be searched on the OPAC. When items arrive at the branch location the borrower who made the request gets contacted to have a look and borrow what they like. After this, the remaining items are shelved in the main Library (a dedicated section) to allow others to see and borrow within the 3 month timeframe.
* Cumberland: Same as City of Sydney. Borrower is contacted but items unavailable for viewing on OPAC.
* Waverley: Same again. Borrower is contacted first and items not searchable on OPAC.
* Sutherland: Borrower is contacted and items are placed on the community language shelves available for anyone to borrow. While items are not listed on the OPAC, the Library uploads the Excel spreadsheet provided by the SLNSW to Google Drive and shares the link to a dedicated Multicultural Services page on the Library’s website. This allows borrowers to view all titles. It requires a little work to ensure that the Bulk Loans information is current but it’s easy to maintain [Community Language Bulk Loans](https://www.sutherlandshire.nsw.gov.au/Community/Library/Services/Multicultural-Communities/Community-Language-Bulk-Loans)

Abby mentioned that in previous data gathering by Oriana some libraries had indicated that they place items directly onto the shelf for browsing and borrowing. She is unsure whether in these cases the library downloads the item records from Libraries Australia, however this is available as an option.

* **Is Spydus able to read SLNSW barcodes?** Anita (Campbelltown) reported that Campbelltown is in the process of getting Spydus and it has been indicated that the new system will be able to read the SLNSW barcodes – is this correct? The Library is currently processing items with their own tag and barcode and hoping that with the new software they may be able to bypass this procedure.
* Abby mentioned that in the past there was a library (Auburn, prior to amalgamation) which had been able to use the SLNSW barcodes, it involved changing a setting in the LMS that would allow the reading of these barcodes.
* Ponnary (Inner West) mentioned that they create a quick record for the language and add all the barcodes to this – but it may still require adding a new tag or barcode.

It was suggested that Ania contact Helen Williams (Inner West) for further information.

**11. General business**

* **Covid check-in.** The majority of libraries in Sydney are still closed due to the current lockdown.
* Inner West had been offering a click & collect service earlier in the lockdown.
* Bathurst, Newcastle and Wingecarribee are soldiering on in Covid-safe environments e.g. masks are being worn at all times, even in workrooms.
* **Renewals from Canterbury Bankstown.** Mayer is looking into renewals for items on loan from Canterbury Bankstown. Only a handful of libraries have requested renewals so Mayer has been going through and extending via the LADD Work Queue. Is there a way to bulk notify those with items on loan with the new due date? Anne suggested sending a LADD Public Note with the new date may be the best way of informing people but it would also depend on their access to LADD and email if working from home.
* **Access while in lockdown.** There are varying levels of access for those currently in lockdown. Here is a snapshot:

|  |  |  |
| --- | --- | --- |
| **Library** | **Access to** | **Renewals** |
| Campbelltown | LADD, email | Renewals available |
| Canterbury Bankstown | LADD, email, LMS | Mayer renewing items individually, going through LADD work queue currently but you can also ask directly |
| City of Sydney | LADD, email, LMS | Auto-renewals – currently until 31/8. ILL items may be extended further individually if needed |
| Cumberland | LADD, LMS, no access to ILLs email – Shelley can be contacted via personal email | Auto-renewals continuing throughout lockdown |
| Inner West | Email, LMS, not on LADD | Renewals available via email |
| Liverpool | No access to LMS, ILLs email – can answer queries on personal email if needed | Auto-renewals – currently until end of August |
| Strathfield | Seconded to another area of Council, minimal access to ILLs inbox and LMS | Auto-renewals until end of lockdown |
| Waverley | LADD, email, LMS | Auto-renewals – up to 7 renewals. Can also approach Teresita for further renewals if needed |
| Willoughby | LADD, Email, LMS | Auto-renewals for as long as needed |

**Where possible please hold onto any loans until libraries have reopened.**

* **Turnaround time statistics of ILLs in LADD.** Mayer asked if there was the option to check statistics in LADD regarding the turnaround time for ILL requests. Response: LADD Reports can give you a total number of statistics per month via the NLA Response and Shipped Time Statistics Report. You can locate this in LADD under Reports. More specific detail may only be available through individual records. It was advised to reach out to the NLA using their online query form to check whether there are any other reports which may assist.

**12. Next meeting:**

Monday 6th December 2021, 2pm-5pm. Venue – SLNSW (room to be confirmed).

**13. Attendees:**

Abby Dawson, SLNSW

Anne Laidlaw, City of Sydney

Ania Milczarczyk, Campbelltown

Brenda Finney, Singleton

Diane Jenkins, Newcastle

Eidell Ahumada, Inner West

Grace Yoo, Mosman

Helen Cowen, Wingecarribee

Fujing Zhao, Ku-ring-gai

Ken Cullen, Inner West

Kristin Ovidi, Sutherland

Li Yuan Shepard, Inner West

Maria Patterson, Bathurst

Mark Ross, Ryde

Mayer Wu, Canterbury Bankstown

Ponnary Toch, Inner West

Sally Lee, Willoughby

Sharon Downie, Liverpool

Shelley Petchell, Cumberland

Teresita Quinones, Waverley

Tony O’Neill, Coffs Harbour