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

**Meeting Minutes**

**DATE: Monday 2 December 2013**

**VENUE: Dharug Room, Parramatta Library**

**PRESENT:**

Ania Milczarcyk Campbelltown

Anita Smith Lake Macquarie

Ann Santangelo Camden

Annette Maksum Blacktown

Chandra Jillings Ashfield

Deborah Malcolm Stanton

Diane Parkin Hornsby

Garret Jackson Hurstville

Huong Tran Lane Cove

Jenny Lyttle Parramatta

Kristine Campos Hawkesbury

Mark Ross Ryde (Secretary)

Mayer Wu Canterbury

Murray Boothman Strathfield

Ponnary Toch Ashfield

Rachael Pender Holroyd

Sally Lee Willoughby

Sharlene Louey City of Sydney (Chairperson)

Teresita Quinones Waverley

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| **Agenda Item** | **Discussion** | **Responsibility/Action** | **Due Date** |
|  | Apologies Abby Dawson (State Library NSW)  Jan Russo (Liverpool)  John Hogan (Canada Bay)  Kim Ryan (Wollondilly)  Lyn Barakat (Sutherland)  Savitri Newman (Pittwater)  Each representative introduced themselves. |  |  |
|  | CONFIRMATION OF THE MINUTES Dated 5 AUGUST 2013 The group received and acknowledged the minutes.  Teresita (Waverley) moved the minutes confirmed.  Ann (Camden) seconded, and the motion was carried. |  |  |
|  | Matters arising from Previous MINUTES There were none. |  |  |
| **4.** | Review Actions from Past 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 – Cameron to investigate with Toll.  b) Reciprocal agreements – Sharlene to update wiki and communicate with Victorian public libraries. She will draft a letter.  c) Rachael was to bring her ILL guide of her work procedures (these will be specific to Holroyd which use of LMS *Symphony*).  d) ‘Library snapshot’ to be given by ILL officers at each meeting. | a) No information from Cameron yet  b) Sharlene is currently working on this  c) Send Rachael an email if you would like a copy  d) Garret to present his ‘snapshot’ at the February meeting |  |
|  | SLNSW Representative Report Maria Wiemers was not able to attend. She had nothing to report partly because her department was in the middle of a comprehensive restructure.  These are the arrangements for Document Delivery over the Christmas period:   * ILLs will be processed on 23, 24, 30, and 31 Dec as normal * No items will be retrieved from offsite storage 20 Dec to   5 Jan 2014   * Offsite service resumes 6 Jan 2014 |  |  |
|  | Multicultural services – State Library nsw These are the arrangements for Multicultural Services over the Christmas period:   * Bulk loans unit closed – 25, 26, 27 December and 1 January * Operate with skeleton staff 23, 24, 30, 31 December and 2, 3 January * Business as usual from 6 January 2014   Nepalese has been added to the LOTE collection held by the State Library. It is currently being catalogued. The official launch is at Rockdale in March 2014. The Kurdish collection will be removed to make room for this new collection.  The Multicultural Unit now also processes the English language bulk loans of talking books and large print items. Please contact Abby Dawson if you have any questions.  The Burmese Collection now exceeds 1,000 items, including approximately 500 adult fiction, 400 adult non-fiction, 100 junior fiction, and 50 junior non-fiction. If any library would like to do a promotion, please contact the State Library. |  |  |
|  | METROPOLITAN ILL VAN DELIVERY Cameron Morley was unable to attend the meeting. We are still waiting to hear if we can log in to the drivers’ GPS in order to determine if a delivery is running behind schedule. This is in response to our request we made earlier this year for more communication about the van service.  The Metropolitan ILL Van Services will not be delivering on the public holidays over the Christmas period. At this time no decision has been made about the operation of the service over this period.  *N.B. Oriana later asked for inter library loan officers to notify her if they were not accepting deliveries on any of these days. The runs continued as normal, except for the public holidays.* |  |  |
|  | NSWRSIG **New South Wales Resource Sharing Interest Group**  All information on wiki at    <http://www.alia.org.au/governance/committees/interlibrary.lending/wiki/pmwiki/pmwiki.php?n=Main.NSWRSIG>   * Held at the State Library of NSW * Focus is on inter library loans * Consists of two meetings: Libraries Australia cataloguing (morning) and ILL component (afternoon) * Anyone can attend ; especially good for professional development   Nothing to report – the 22 November meeting was cancelled.  Next meeting to be confirmed (2014) |  |  |
|  | libraries australia & ladd **LATEST NEWS**  **Australian Interlibrary Resource Sharing (ILRS) Code**  The Australia ILRS Code was reviewed in November 2013 and the new code will take effect from 1 January 2014.   * The ILRS Code has been endorsed by the Australian Library & Information Association (ALIA), National & State Libraries Australasia (NSLA), the Council of Australian University Librarians (CAUL) and the National Library of Australia. * The Australian ILRS Code, November 2013, replaces the code adopted by the library sector in 2011. * Code to be reviewed in 2015   **Libraries Australia Forum 2013**  Held on Thursday, 31 October at the University of Melbourne; **What It Means To Be In The Cloud** was the theme for this year’s forum.  Great for professional development!  If you missed it, you can listen to it all online. The presentations are on Powerpoint and you can listen to mp3 audio of each speaker. Sharlene recommended ‘Checking in with LADD’ by Philip Hahn (*LADD Administrator*) as relevant to inter library loans.   * 11% decline in ILLs overall * New VDX6 upgrade first quarter 2014 * 20% loans are reciprocal / free   Visit the Libraries Australia website under ‘Previous forums’ at:  <http://www.nla.gov.au/librariesaustralia/news-events/forum/>  **LADD etiquette**   * Requestors are encouraged to check the detailed holdings in the responder’s catalogue before adding them to the rota – 50% of requests are *Nonsupplied* * Apply the *Shipped* action before physically sending an item – if the item is incorrectly shipped the rota moves to the next library and the requestor receives two copies * If you have a problem with a request it may be quicker to contact the other library directly to resolve the issue   **LADD - LIBRARIES AUSTRALIA DOCUMENT DELIVERY**  Updating your location details  If your library has had any recent changes in staff, had a name change or has relocated, please update your location details.   * Login to your LADD account * Click Locations on the left hand side * Select the Edit Own option * After making your changes click Save   Handy tips   * Email address can be entered into both the “Addressee’ and ‘Notes’ field * Enter an alternative method of electronic delivery if your library does not use ARIEL * If you use DocStore via LADD, then the DocStore field should read [docstore@docdel.librariesaustralia.nla.gov.au](mailto:docstore@docdel.librariesaustralia.nla.gov.au)   Also update your entry in the ILRS  Responding – when you need to change dates  ‘Answer Date’ and ‘Retry Date’ fields  **Answer Conditional**  When responding to a request with ‘Answer Conditional’ it is important to note that you **must** change the Answer Date by which you want an answer.  **Answer Date** defaults to today’s date – if you don’t change it, the Requestor only has until the end of the day to reply. If no reply, then the request expires, and is then submitted to the next location on the rota. Set the **Answer Date** a week or so ahead.  **LADD SUSPENSION DIRECTORY**  Remember to suspend your library on LADD when inter library loans are not operating as usual. This is more common at this time of year when staff take leave or libraries are closed.  For further information regarding suspending locations in LADD please consult the LADD manual under the section “Suspending your location” or refer to the LADD User Guide 9: Suspending your location.  <http://www.nla.gov.au/librariesaustralia/training-support/manuals-guides/#docdel-guides>  http://www.nla.gov.au/librariesaustralia/files/2011/12/docdel-guide-09-suspending-your-location.pdf |  |  |
| **12.** | wiki New website:  [https://sites.google.com/site/interlibraryloansnsw/](https://sites.google.com/site/interlibraryloans1/)  Sharlene reported that there is a lot of data on the old and not all of this information will be transferred to the new site. The bulk of what needs to migrate is completed. The Wiki will remain, perhaps functioning as an archive. We have meeting minutes going back years.  The new website is cleaner, with a less cluttered look. Feedback is always welcome. Let Sharlene or Di know if any links are not working or incorrect.  *Please note the web address for the new site is different to the address given at last month's meeting.* |  |  |
| **13.** | 2014 Projects **LIBRARY SNAPSHOT** - **PARRAMATTA**   * Parramatta + 5 branch libraries (Constitution Hill ; Dundas Valley ; Ermington ; Granville ; Guildford) * Diverse community - 51% of residents were born overseas (8.1% India, 6.8% China, 3.8% Lebanon) * Languages held : Arabic, Chinese, Greek, Hindi, Italian, Korean, Persian, Turkish, and Vietnamese * HSC collection Parramatta and branch libraries - 10,000 items including texts, study guides, DVDs * Includes all HSC syllabuses   **Inter Library Loans**  Statistics  2011-2012  **Outgoing**  Requests sent to other libraries 707  Items received 611  % satisfied 86%  **Incoming**  Requests received from other libraries 1007  Items sent 391  % satisfied 39%  2012-2013  **Outgoing**  Requests sent to other libraries 651  Items received 584  % satisfied 90%  **Incoming**  Requests received from other libraries 957  Items sent 314  % satisfied 33%  Library Management System  **SirsiDynix Symphony**  Users can place ILL request via online form on OPAC. Jenny receives email notification and she enters request on system. $4.50 per request - customer ticks box to accept charge.   * ILLs centralized at Parramatta * Community Language Bulk loans processed by ILLO * all staff take requests   **Other 2014 projects**  Create a Copyright cheat-sheet (dos and don'ts / tips and tricks) | Upcoming snapshots:  Hurstville (3 Feb)  Holroyd (5 May)  Ashfield (11 Aug) |  |
| **14.**  **15.** | **OTHER BUSINESS**  Teresita (Waverley):  Open library has ebooks and other records for free in TROVE.  Google books / Google scholar can locate the same also. 2014 meeting dates  * Monday 3 February 2014 * Monday 5 May 2014 * Monday 11 August 2014 * December meeting - needs to be confirmed |  |  |

**MINUTES:** Taken by Mark Ross (Ryde)

**NEXT MEETING:**

**Location: State Library of NSW – Mitchell Meeting room 2**

**Time: 2pm**

**Date: Monday 3 February 2014**