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

**Meeting Minutes**

**DATE: Monday 3 February 2014**

**VENUE: State Library of NSW**

**PRESENT:**

Anita Smith Lake Macquarie

Ann Santangelo Camden

Annie Persijn Kogarah

Deborah Malcolm Stanton

Dianne Ollerenshaw Sutherland

Garret Jackson Hurstville

Jack Britton Marrickville

Jan Russo Liverpool

Jennifer Lyttle Parramatta

John Hogan Canada Bay

Lyn Barakat Sutherland

Mark Ross Ryde (Secretary)

Ma Yee Yee Myint Bankstown

Mayer Wu Canterbury

Murray Boothman Strathfield

Oriana Acevedo State Library of NSW

Rachael Pender Holroyd

Rebecca Shoesmith Ku-ring-gai

Sally Lee Willoughby

Sarita Thomasson Sydney City

Sharlene Louey Sydney City (Chairperson)

Sue Hamling Gosford

Susan Lowy Randwick

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| **Agenda Item** | **Discussion** | **Responsibility/Action** | **Due Date** |
|  | Apologies Abby Dawson (State Library)  Ann Waldeback (Maitland)  Annette Maksum (Blacktown)  Aurora L'Aimable (Rockdale)  Chandra Jillings (Ashfield)  Darelle Butler (Mosman)  Diane Parkin (Hornsby)  Huong Tran (Lane Cove)  Joan Ingram (Singleton)  Kristine Campos (Hawkesbury)  Loraine Rawson (Great Lakes)  Each representative introduced themselves. |  |  |
|  | CONFIRMATION OF THE MINUTES Dated 2 December 2013 The group received and acknowledged the minutes.  Garret (Hurstville) moved the minutes confirmed.  Rachael (Holroyd) 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 *Symphony* LMS).  d) ‘Library snapshot’ to be given by ILL officers at each meeting. | a) No information from Cameron yet - Oriana will update the group later  b) Sharlene is currently working on this  c) Contact Rachael for a copy *library@holroyd.nsw.gov.au*  d) Rachael (Holroyd) to present ‘snapshot’ in May |  |
| **5.**  **6.**  **7.** | election of chairperson The group needs a chairperson for 2014. This is a condition which must be met for this group to continue.  Sharlene invited every one of us to trial the position of chairperson at meetings. She offered to train candidates and provide assistance to any colleague interested in this position.  Role and benefits of the Chairperson include:  - develop networks/communication with other ILL staff  - make connections with others  - career development – enhances your resume  - create/organise new projects for ILLs - communicate with document delivery staff  - provide advice/information for ILL staff.  Sharlene Louey (City of Sydney) was re-elected to the position unopposed. election of secretary (minute-taker) In addition to the Chair, the Metropolitan Document Delivery group needs a secretary to take minutes during the meetings. There are 4 meetings held per year.  Duties of the Secretary:  - take notes at the meetings  - information will be provided prior to the meeting  - send completed minutes to the Chairperson Mark Ross was also re-elected unopposed.STATE LIBRARY REPORT Oriana Acevedo (Consultant, Multicultural services)  The State Library has conducted a number of internal reviews over the past year. As a result, there have been significant changes through all departments in both the State and Mitchell Libraries.  Overview:   * all positions under review * position descriptions rewritten * staff have been asked to accept voluntary redundancies * library is shrinking - not all positions are being replaced * need staff with new skills * budget reductions * Mitchell Reading Room will return * deadline for completion is June 2014 |  |  |
| **8.** | MULTICULTURAL SERVICES REPORT  * New collection : Nepalese will be launched at Rockdale on Harmony Day in March * Bulk loans service now 24-hour turnaround from receipt of request to action * audio books / large print in English are available for bulk loan ; would like it to be well-used      * audio cassette collection to be withdrawn since their use has declined significantly ; 7,000 items to be reduced to 1,000 items of special interest i.e. Australiana, etc. * Please return any items not in good condition, with a note so these items can be discarded |  |  |
| **9.** | METROPOLITAN ILL VAN DELIVERY Please tell Oriana about any problems with the van service.  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 new price schedule for the metropolitan van service will be updated in March. Oriana anticipates an increase of 2%, which is to match CPI. New contracts will be signed in May.  Lyn (Sutherland) pointed out that public libraries have already finalised their budgets for the forthcoming year. Any cost increase needs to be announced earlier than March (December, at latest) so they can be incorporated into the library's budget.  Sharlene (Sydney City) asked Oriana if she would provide an updated van schedule, since a number of libraries have changed their schedules. | Oriana to follow-up  Oriana to check with van service to obtain updated van schedule |  |
| **10.** | NSWRSIG **New South Wales Resource Sharing Interest Group**  All information on wiki at    <http://shareit.alianational.wikispaces.net/NSWRSIG>   * held at the State Library of NSW * focus on a particular topic each meeting * The Group meets three times a year following the scheduled NSW LA User Group meeting * consists of two meetings: LA cataloguing (morning) and ILL component (afternoon) * anyone can attend ; especially good for career development   Nothing to report – the last meeting was cancelled.    Next meetings 14 March, 25 July and 21 November |  |  |
| **11.** | ALIA INTERLIBRARY LENDING ADVISORY COMMITTEE UPDATE **ILRS Code**  <https://www.alia.org.au/resources-and-information/interlibrary-lending/australian-interlibrary-resource-sharing-ilrs-code>   * The Australian ILRS Code revised November 2013 * replaces the 2011 code * charges to be reviewed in 2015 * endorsed by Australian Library and Information Association (ALIA), National and State Libraries Australia (NSLA), the Council of Australian University Librarians (CAUL) and the National Library of Australia   The new code identifies:   1. where both requesting and supplying libraries assume responsibility 2. where the requesting library assumes responsibility 3. where the supplying library assumes responsibility   **BEST PRACTICE GUIDELINES**  <http://shareit.alianational.wikispaces.net/Best+Practice+Guidelines+%282014%29>   * operates in conjunction with the ILRS Code * consulted ILLOs and Document Delivery staff * includes aspects of resource sharing that were not suitable for inclusion in the ILRS Code * identifies guidelines that apply to both the requesting and the supplying libraries * identifies guidelines that apply only to the requesting library * identifies guidelines that apply to the supplying library  libraries australia & ladd **TROVE http://trove.nla.gov.au**  No issues to report  **LADD - LIBRARIES AUSTRALIA DOCUMENT DELIVERY**  No issues to report |  |  |
| **12.** | wiki New website:  <https://sites.google.com/site/interlibraryloansnsw/home>  Wiki will remain (ill.wetpaint.com), but it will now function more as an archive. It won't be updated.  Sharlene reported that most data and information has now been transferred to the new website. The bulk of what needs to migrate has been completed. Di (Sutherland) has been editing information on the new site. The new website is cleaner, with a less cluttered look.  Reciprocal agreements   * please complete short survey at <https://sites.google.com/site/interlibraryloansnsw/reciprocal-agreements>   FAQs   * let Di or Sharlene know if you have any to add * please report any broken links * <https://sites.google.com/site/interlibraryloansnsw/faqs>   Help Sheets   * has been added to website - useful information for non-inter library loan staff * <https://sites.google.com/site/interlibraryloansnsw/forms> | Sharlene to create survey : *Libraries which lend audio-visual items* |  |
| **13.** | 2014 Projects Please think about possible projects and let Sharlene know.  **LIBRARY SNAPSHOT**  How we do ILLs, statistics, branches, how they are run at each particular library.  **HURSTVILLE – Library snapshot**  In November 2014 Hurstville Library will be celebrating its 50th anniversary.  - Hurstville Council passes *Library Act* in November 1954  - Library opens 1964  - one of the smallest library services in Sydney   * Hurstville City Library, Hurstville City Museum & Gallery, Penshurst Branch Library * 114 hrs/week ; 28,828 regular members * 124,889 items in collection * holdings added to Libraries Australia (77,918 records) * Library Management System : *Spydus* (since 2006) * LOTE collections : Chinese, Arabic, Italian, Spanish, Greek, Macedonian * Local Studies and Historical Research ; Toys ; Learning English and IELTS * former Subject Specialisation (SSSS) Dewey numbers 200-229   **Inter Library Loans**   * Part of the *Collections* Team * *Adult Collections* (non-fiction, fiction, large print), Inter Library Loans, Home Library Service   *Adult Collections Officer* (Garret) - acquisitions and inter library loans = operational control of fiction collection, ordering adult collections & inter library loans.   * non-LADD user (since 2009) * managed through request module in LMS * accept requests via incoming email, fax, phone, and direct customer request * six-week loans * reciprocal lender i.e. only charge libraries which charge them * $2.20 per request ; non-refundable * not for loan: DVDs ; Local history material ; serials ; toys ; items held for less than 12 months   Statistics  **Requests from other libraries**  2011-2012  Requests received 464  Items sent 359  % satisfied 77%  2012-2013  Requests received 305  Items sent 216  % satisfied 71%   * Van deliveries : Tuesday and Thursday | Create a copyright cheat-sheet (dos and don'ts) - from December's meeting  Upcoming snapshots:  Holroyd (5 May)  Ashfield (11 Aug) |  |
| **14.**  **15.** | **OTHER BUSINESS**  **Overdue items - Ma Yee (Bankstown)**  Some libraries do not fine their patrons for overdue items. Should this policy extend to inter library loans? Bankstown has had a problem with retrieving long overdue inter library loan items.  The group discussed this and agreed that:   * each library has a right to decide on their own policies * inter library loans should be treated like any other loans * the lending library should send out overdue notices & lost item / replacement notices to the borrowing library like they would to their own borrowers   **RFID issues - Murray (Strathfield)**  Strathfield Library is currently in the process of tagging their collection in preparation for the introduction of RFID. Strathfield would like to know how RFID libraries deal with items from other libraries.  Generally, inter library loans must be kept separate from other reserves (if you have an open-access reserve shelf) and issued to patrons by staff. The book is issued using *your* accession number, rather than the RFID tag.  Jan (Liverpool):  Non-fiction is unavailable at Liverpool Central Library at the moment due to re-conditioning of air conditioning.  Sharlene (City of Sydney):  Burwood library has been relocated in a new library. It was reopened last weekend. 2014 meeting dates  * 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 5 May 2014**