**NSW PUBLIC LIBRARIES – METROPOLITAN DOCUMENT DELIVERY**

**SUB COMMITTEE GROUP**

**Meeting Minutes**

**DATE: Monday 6 August 2018**

**VENUE: Unaipon Room, State Library of New South Wales**

**Time: 2-3.30pm**

**Chairperson**: Murray Boothman, Strathfield

**Secretary:** Kristin Ovidi, Sutherland

**1. Introductions**

Each attendee introduced themselves.

**2. Apologies**

Maria Wiemers, SLNSW

Annette Maksum, Blacktown

Sue Hamling, Central Coast

Sharni MacDonald, Parramatta

Ann Waldeback, Maitland

Oriana Acevedo, SLNSW

Kieran Harland, SLNSW

**3. Confirmation of the minutes dated 7 May 2018**

Diane Parkin Hornsby

Mark Ross Ryde

**4. Actions arising from previous meeting**

* Kieran Harland has had his time extended in his current position at the State Library but doesn’t know for how long.
* The issue of stapled interstate parcels. The State Library of Queensland has informed us that there’s not much they can do regarding the stapling of parcels – we will need to contact individual libraries that are doing this if it is a problem.
* Victorian libraries have been added to the ILL Wiki.

**5. State Library report**

Nil.

**6. Multicultural Services report State Library**

* The issue was raised regarding whether the language of a bulk loan can be included along with the IR number on the printout of our requests which accompany bulk loans. The response was no as the printouts are automatically generated and no additional information can be added to the form. What can be done though is to have the IR number included on the Excel spreadsheet emailed to us.
* Multicultural Health Week (September). Bulk loans for non-fiction items being requested at present will include some books on health in the requested language. Contact Kieran Harland if you wish to get hold of promotional material for this event.

**7. ILL Van**

* An updated list of the van run is needed as there have been changes resulting from council amalgamations eg Northern Beaches library service now has a centralised drop-off point (Warringah Mall).
* Deliveries are turning up earlier or later than they used to at some libraries due to library swaps on the route having been done.

**8. ILL Wiki**

* Teresita Quinones (Waverley) has amended the Suspended Libraries list - she will only list the non-LADD libraries here as it’s easy to find information on the suspension of LADD libraries while using LADD or on the LADD Suspension Directory which is permanently listed on the Wiki. Please let Teresita know if any other non-LADD libraries need to be included on the Suspended Libraries list on the Wiki. Teresita is no longer adding the actual suspension dates for these libraries.
* Western Riverina has been added to the Suspended Libraries list but Lake Macquarie has been removed and is now located in the LADD Suspension Directory. Hurstville is still listed with a note to order via LADD from Kogarah.

**9. Libraries Australia/LADD issues**

Chandra from Inner West libraries has commented that Trove’s holdings aren’t current. She is also receiving requests from customers wanting to access e-resources from university libraries. Some libraries are finding that the University of NSW will allow you to access a thesis for free so if you get a request from a customer and you approach the Uni of NSW, this will prompt them to make the thesis available online. To fill your request though, they will provide the thesis as a PDF.

**10. Suggested topics for discussion**

* Rebekah Lee/Team Leader, Information Services Development, State Library of New South Wales

gave a demonstration on the State Library’s online catalogue and how to locate digitised maps.

* Rebekah and Maria Wiemers are conducting user testing on the catalogue. There are different levels of catalogue usage. Information on the Search and Discover page doesn’t mean much to most users and they have found that the Advanced Search isn’t a popular option. A helpful page to look at is - Updates to the catalogue. There is also a Help Searching the Catalogue page under the First Time Here? option on the home page.
* The State Library’s Data team are working on data which will be searchable via Google and Trove.
* Members of NSW public libraries are able to use their own library cards to access the State Library’s e-Resources which will give them access to eBooks, full-text journal and newspaper articles.

**11. Amalgamations update**

Northern Beaches

* Where once there were 3 separate catalogues to search (Manly, Pittwater and Warringah), you now search one integrated library management system – Spydus. Unfortunately, if you are searching via LADD, it still lists the 3 separate entities – it will take longer for LADD to merge.
* Deliveries for the Northern Beaches service has been streamlined – the courier van only collects/drops off at Warringah Mall, 2 deliveries per week. If other libraries are incorrectly placing Manly or Pittwater on the transit slips, Larry (driver) will redirect items to Warringah Mall. Rouska has offered to send an email to the ILL elist regarding how to address items to their library system.

Inner West

* Ashfield, Leichhardt and Marrickville libraries are still operating as separate entities when requesting ILLs from them. They are waiting for a new LMS (hopefully early 2019). Please contact the library required using the following addresses:

ill.ashfield@innerwest.nsw.gov.au

ill.leichhardt@innerwest.nsw.gov.au

ill.marrickville@innerwest.nsw.gov.au

*Teresita’s note with assistance from Eun Ah from Leichhardt:* Please note that at Leichhardt the email ill.leichhardt@innerwest.nsw.gov.au is not 100% active for ILL request, all ILL requests dealing is at the Reference Desk now days, email: library.leichhardt@innerwest.nsw.gov.au. This temporary arrangement will cease once all Inner West libraries share the same LMS.

 Canterbury Bankstown

* The NUC code NCML no longer exists on LADD/LA – NBANK is used instead yet all items sent via the van run are delivered to Canterbury Library (Bankstown is no longer on the run).
* Postal deliveries are still arriving addressed to Bankstown which is inconvenient as it can take some time before it gets sent to Canterbury. Please address all postal items to Canterbury.

General

* Please let Teresita know when there is only one NUC code representing an amalgamated library system and she will update the ILL Wiki page.

**12. General business**

Conflicting RFID tags on ILLs

* The question was raised regarding how to deal with ILLs when the RFID tag in the book isn’t compatible with the library’s own RFID system. Some libraries ‘reprogram’ the tags so that they can be loaned out on their system – this is on ILLs (not bulk loan items).
* Another way around the incompatibility is to not check out ILLs via RFID but to use barcodes instead. ILLs are kept behind the desk and not on the open shelves so that the customer needs to come to the desk, the item is checked out to them using the barcode and customer also needs to return item to the desk to have it checked in.

Returning bulk loans

* Now that the new system is in place for returning bulk loans, the issue of whether we need to return bulk loans complete was addressed. Yes, it is possible to send back most of the bulk loan and then send the dribs and drabs back separately. Question – if we send back part of the bulk loan in the box using the Reply Paid 5-10kg sticker, the State Library could be paying for the delivery of underweight boxes. Is it possible to have 0-5kg stickers? Also, when returning the dribs and drabs, do we need to include the IR number for these items? Also, the question was asked – why do we need to include the paperwork in the boxes when returning loans?
* It was noted that while the courier van driver is happy to return bulk loans for us, they can be refused as this service is not part of our subscription agreements.
* SLNSW - If there is a problem with the supply of an item eg a library requested a book which was published in the 1980s but the request was declined due to publication date. This was an error as the cut-off date is 1960 for items. If you wish to verify if an error has occurred with requesting, we have been advised to call general enquiries.

Christmas meeting 3/12/18

* Chandra from Ashfield asked whether the DD group would like her to book a place for the Christmas lunch or be happy with supplied sandwiches, wraps, rolls, etc? The group can let her know. Murray (Chairperson) will send out the invitation for the next DD Sub Committee Meeting.
* Ask Chandra for visitor passes if you are driving to avoid being booked.

Corrections of minutes for previous DD Sub Committee meeting 7/5

* Regarding amalgamations: When requesting ILLs via email from Canterbury Bankstown, please send to docdelivery@cbcity.nsw.gov.au
* Regarding Victorian libraries added to the Wiki by Teresita – Victorian libraries have been added to the Wiki. Victoria’s Virtual Libraries has a single link for each public Victorian library. Victorian **Public** Libraries are listed by **regional** zones.
* UTS seems to be charging some public libraries but not others – there doesn’t seem to be a pattern to this but, technically, they are no longer a free library.

**Attendees:**

Murray Boothman: Strathfield

Teresita Quinones: Waverley

Rukhshana Hossain: Mosman

Lien Cao: Marrickville (Inner West)

Deborah Malcolm: Stanton

Huong Tran: Lane Cove

Fujing Zhao: Kuringgai

Diane Parkin: Hornsby

Nancy Dittmann: Marrickville (Inner West)

Annie Persijn: Georges River

Susie Lowy: Randwick

Kristin Ovidi: Sutherland

Eun Ah Kim: Leichhardt (Inner West)

Mark Ross: Ryde

John Hogan: Canada Bay

Rory Chiddy: City of Sydney

Parekh Chandra: Burwood

Chandra Jillings: Ashfield (Inner West)

Mayer Wu: Canterbury Bankstown

Tiana Rapley: Hawkesbury

Sally Lee: Willoughby

Rouska Wong: Northern Beaches

Kim Thomson: SLNSW

Rebekah Lee: SLNSW

**Meeting schedule 2018**

Monday 3 December – Ashfield Library (lunch before meeting for those who wish to attend).