



Multicultural collection 2023/24: size, age and usage

STATE LIBRARY OF NSW

MULTICULTURAL COLLECTION 2023/24: SIZE AGE AND USAGE

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About this report

This is a report on the size, age and usage of the State Library of NSW's multicultural collection. The multicultural collection consists of titles in 43 different languages and a selection of English as a second language (ESL) titles.

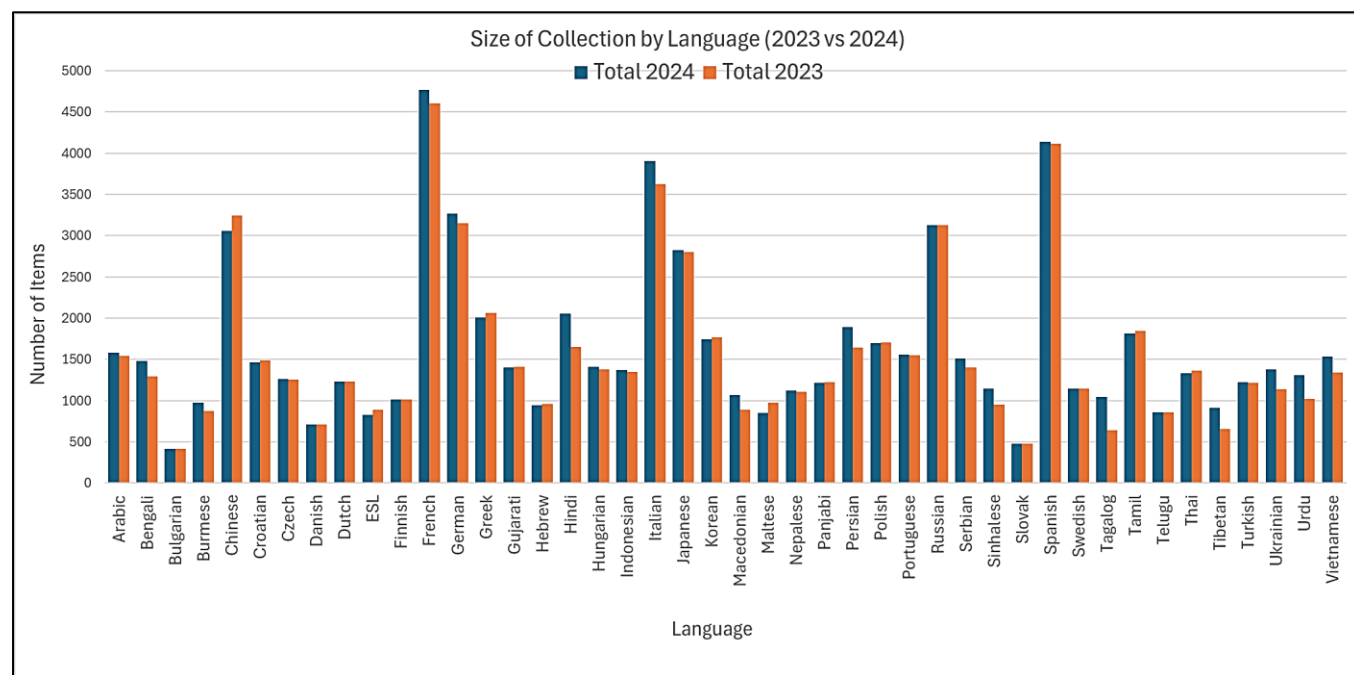
The demand and circulation numbers reflect what the State Library of NSW has supplied to NSW Public Libraries and the Metropolitan Remand & Reception Centre (MRRC) Library at Silverwater in 2023/24.

Size of the Collection

At the end of 2023/24, there were 72,079 active items in the Multicultural Collection. It grew by 2,319 items since 2022/23. The collection includes books and some audiobooks in 43 different languages and an English as a Second Language (ESL) collection.

Size of collection as of 30 Jun 2024	72,079
Size of Collection as of 30 Jun 2023	69,760
<i>Increase of</i>	<i>2,319</i>

Data from Alma Analytics: Mc-Total Active for EFY



Comparison of size of collection by language at end of 2022/23 and 2023/24

There was insignificant change to the size of the collection for most of the languages. 15 languages saw an increase in the number of items available for circulation.

Some ESL titles had to be withdrawn due to water damage from a leak in the stacks.

Changes to the size of the collection

Notable increase	More than 10%	11	Bengali, Burmese, Hindi, Macedonian, Persian, Sinhalese, Tagalog, Tibetan, Turkish, Ukrainian, Urdu, Vietnamese
Moderate increase	3% to 10%	4	French, German, Italian, Serbian
Insignificant change	-2% to 2%	22	Bulgarian, Croatian, Czech, Danish, Dutch, Finnish, Gujarati, Hebrew, Indonesian, Japanese, Korean, Nepalese, Panjabi, Polish, Portuguese, Russian, Slovak, Spanish, Swedish, Tamil, Telugu, Turkish
Moderate decrease	-3% to 10%	6	Arabic, Chinese, ESL, Greek, Hungarian, Thai
Notable decrease	Less than -10%	1	Maltese

Table 1. Changes to the size of the collection

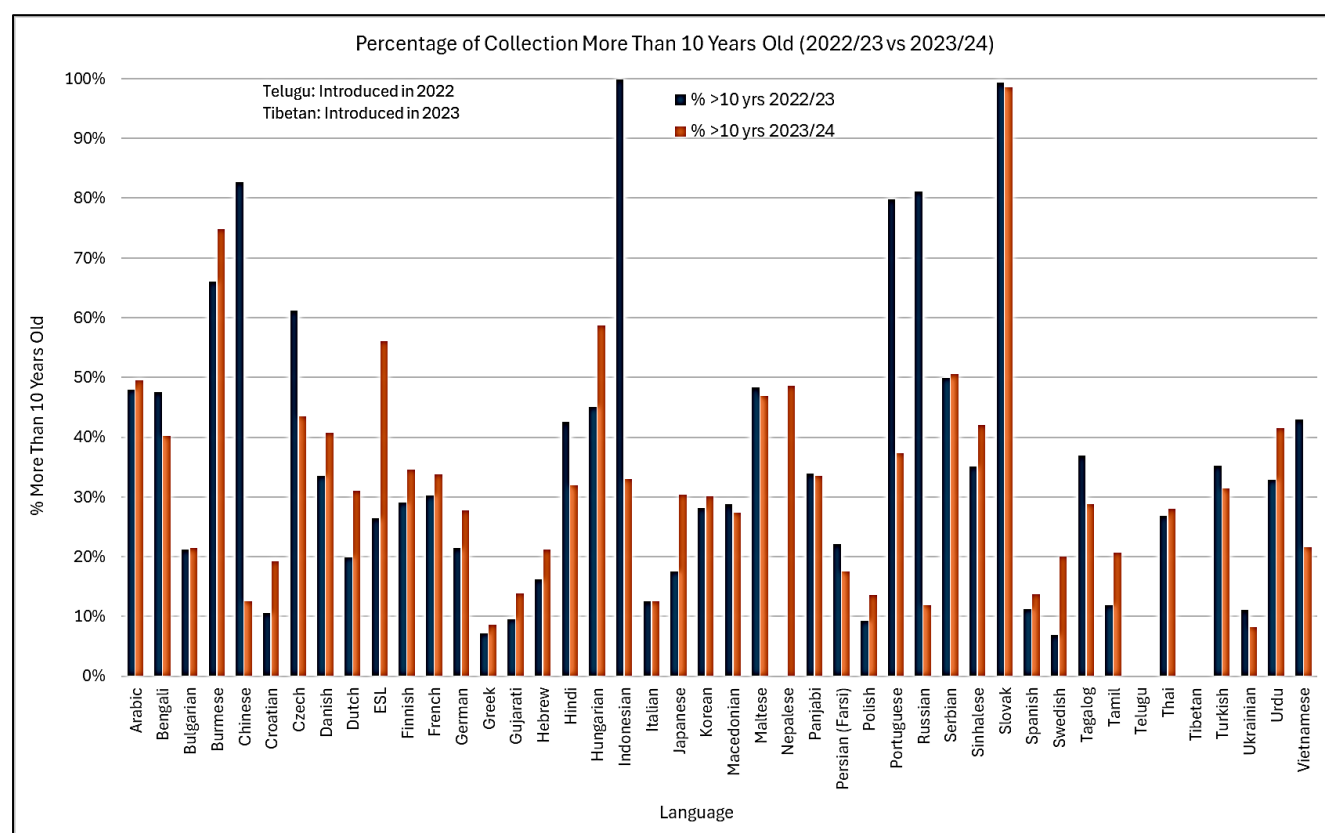
Age of the Collection

% Older than 10 years old in 2022/23	33%
% Older than 10 years old in 2023/24	28%

The overall collection is fresher compared to 2023. While several languages will need to be weeded and refreshed, we are refraining from weeding until we receive new titles. We are experiencing an increase in demand and the older titles are still required for circulation.

OLDEST COLLECTIONS (More than 50%)

Language	% >10 yrs 2023/24
Slovak	99%
Burmese	75%
Hungarian	61%
ESL	56%
Serbian	55%
Sinhalese	51%



Data from MC Collection Analysis for Purchase Recommendations for 2023/24 and 2024/25

Acquisition

We purchased a total of 6377 items (as per the invoices received) in 38 languages in 2023/34.

We added new titles in the following languages:

Arabic	Greek	Nepalese	Tagalog
Bengali	Hebrew	Panjabi	Tamil
Burmese	Hindi	Persian	Thai
Chinese	Hungarian	Polish	Tibetan
Croatian	Indonesian	Portuguese	Turkish
Czech	Italian	Russian	Ukrainian
Dutch	Japanese	Serbian	Urdu
Finnish	Korean	Sinhalese	Vietnamese
French	Macedonian	Spanish	
German	Maltese	Swedish	

Circulation

Total Number of Items Circulated through Bulk Loans and Inter-library Loans

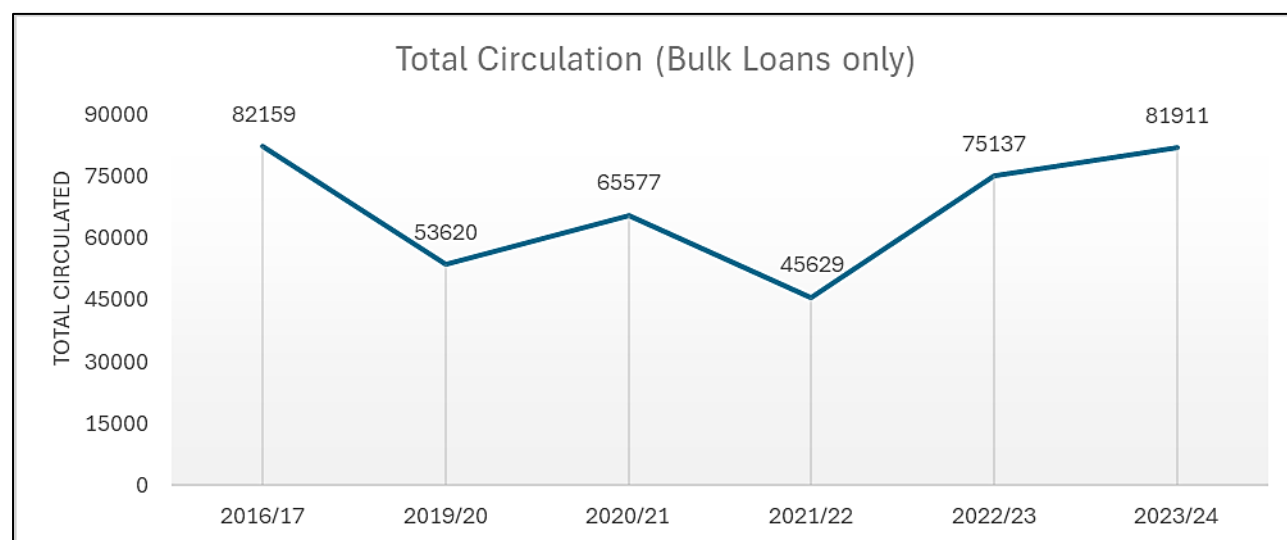
Financial year	Bulk loans	Inter-library loans	Total loans
2020/21	65,577	No data	> 65,577
2021/22*	45,629	299	45,928
2022/23*	75,137	163	75,300
2023/24	81,911	169	82,080

Table 2. Data from cumulative monthly circulation numbers (Alma Analytics)

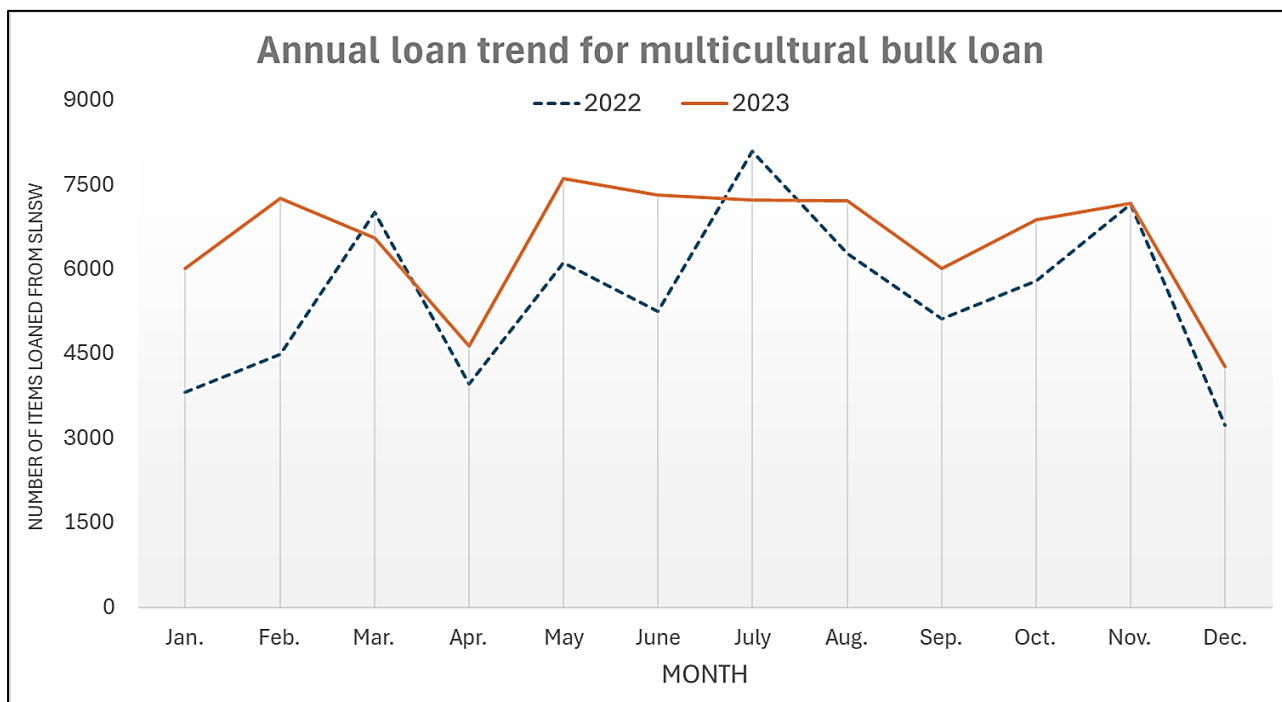
* The service was suspended on 26 June 2021 due to the pandemic. It partially resumed in August 2022 and fully resumed in October 2022.

2023/24 saw the highest demand for Multicultural Bulk Loans since the service was disrupted in 2017. The decline in requests in 2021/22 was a result of the suspension of library services during the pandemic.

The uptake of the service in 2024 was partly due to a successful promotional campaign to celebrate the 50th anniversary of the bulk loan service.

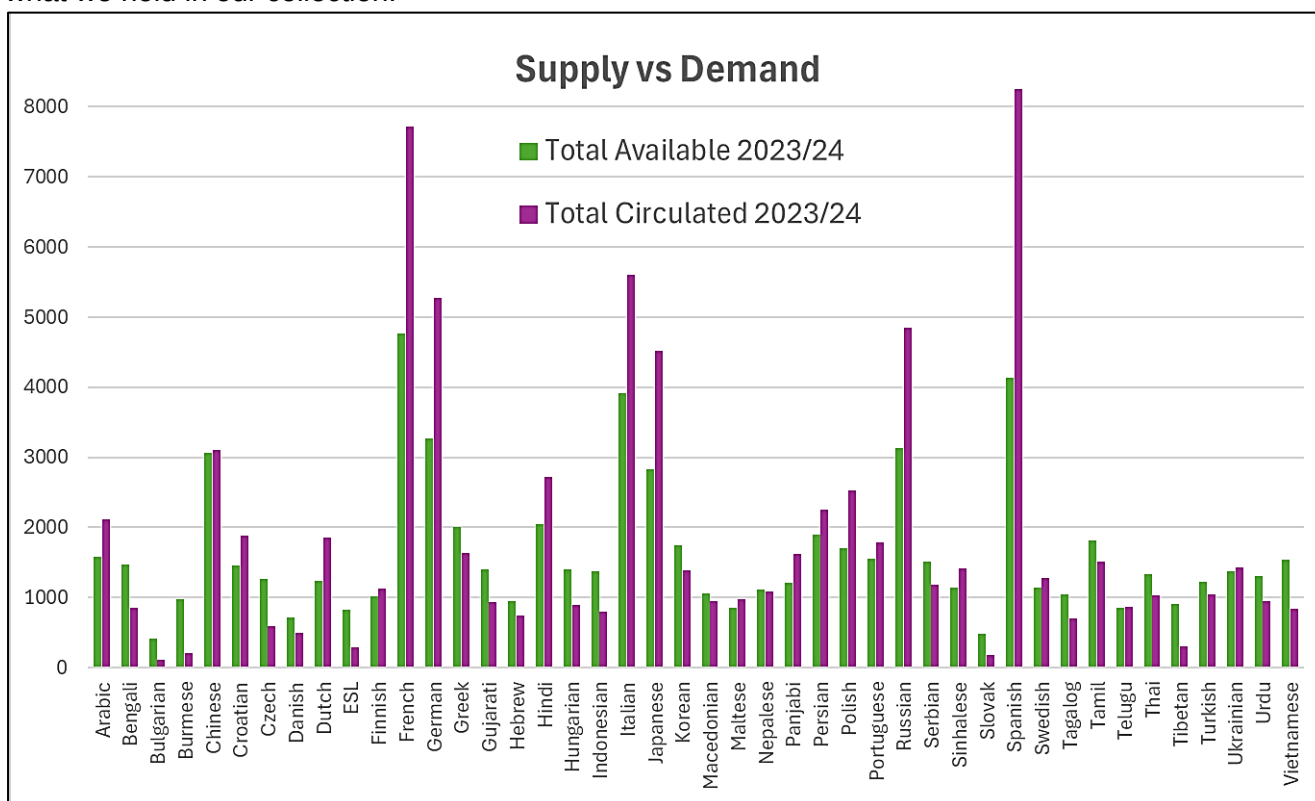


Data from cumulative monthly circulation numbers (Alma Analytics) for each financial year



Data from monthly circulation numbers (Alma Analytics) for each financial year

The Supply vs Demand chart below shows how many items were circulated for each language and compared to the total number of items held by the library. Demand for the top 10 languages exceed what we hold in our collection.



Data from Alma Analytics: Mc-Total Active for EFY 2023/24 and Bulk Loan Circulation for 2023/24

Popularity of Each Language – Comparing circulation in 2023/24 to 2022/23

The table on the following page ranks each language by popularity for 2023/24 and compares it to last year's ranking. The data was taken from cumulative monthly circulation numbers for each financial year.

Best Performing Languages

The top 10 most requested languages for 2023/24 are **Spanish, French, Italian, German, Russian, Japanese, Chinese, Hindi, Polish and Persian**. Hindi and Persian have overtaken Arabic and Greek for a place in the top ten this year. **Finnish** (up 10 places) saw significant increase in demand.

Under Performing Languages

In 2023/24, there was low demand for **Bulgarian, Slovak, Burmese, Tibetan, Danish, Czech, Tagalog, Hebrew and Indonesian languages, and for ESL material**.

We must consider that the Tibetan collection was newly introduced in 2023 and it will take some time for the NSW community to be aware of the collection. Apart from Czech, Tagalog and Indonesian, the low performing languages are smaller holdings (less than 1000 titles) compared to the rest of the languages in the collection. The number ESL loans has been consistently low over the years.

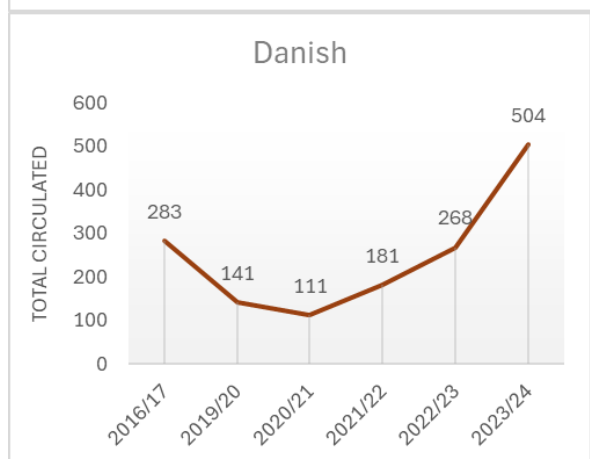
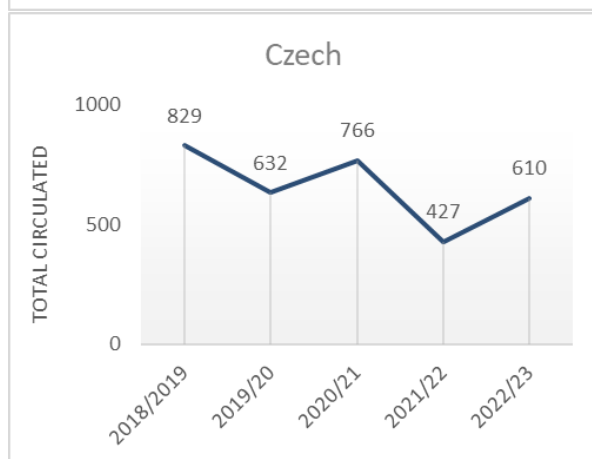
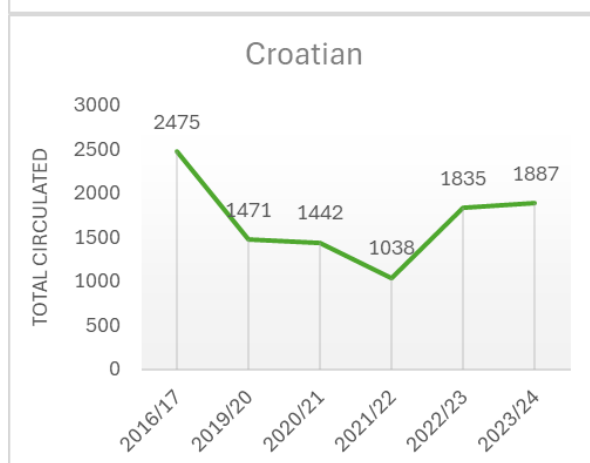
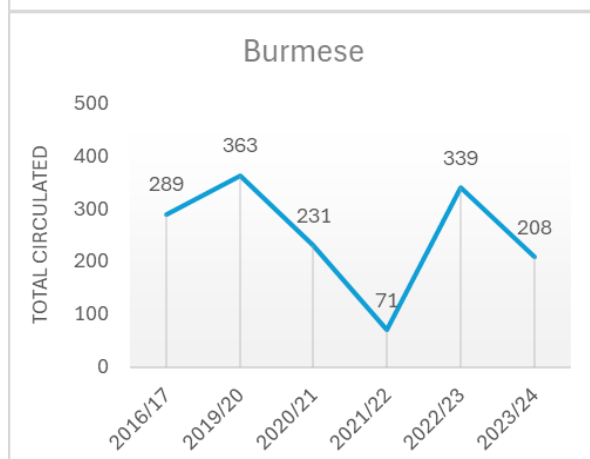
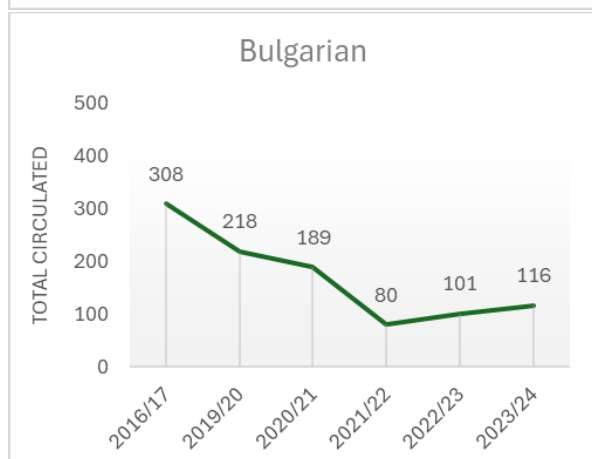
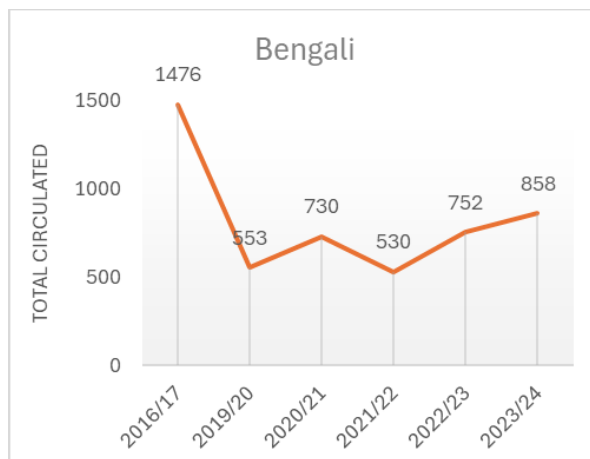
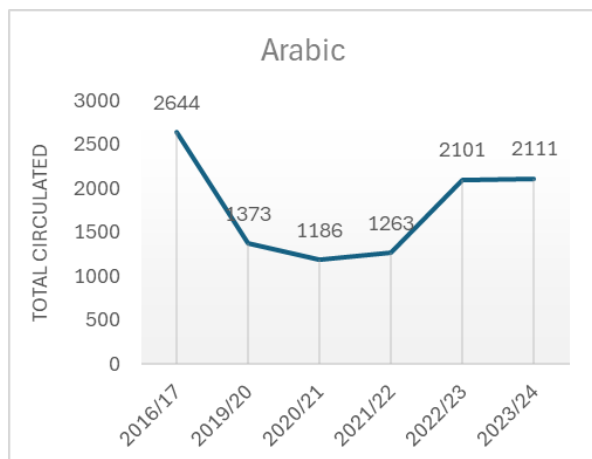
Burmese, Slovak and Bulgarian have been under-performing for several years. However, it must be noted that our holdings for these languages are extremely old. We have seen a consistent uptake for Slovak since 2020 and more gradual uptake for Bulgarian since 2021. We have purchased new Slovak titles that will be available for loan in 2024/25. We will be doing a review of the Slovak and Bulgarian demographics. The service will be promoted to the community. Following that, we will monitor the demand for another 2 years before deciding if we will replace them with a different language collection.

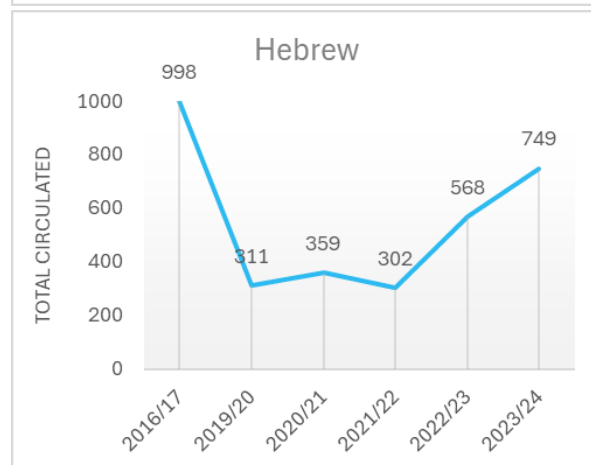
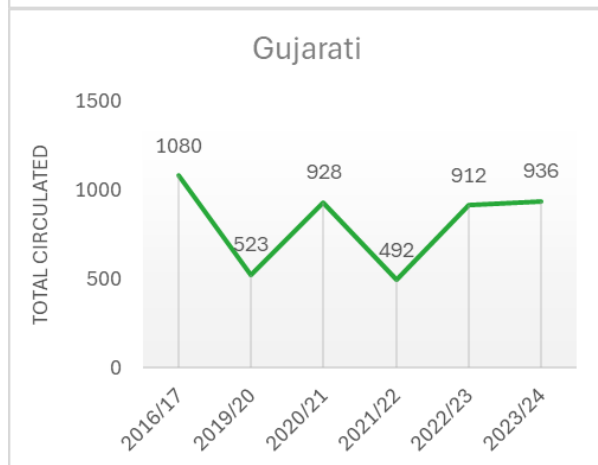
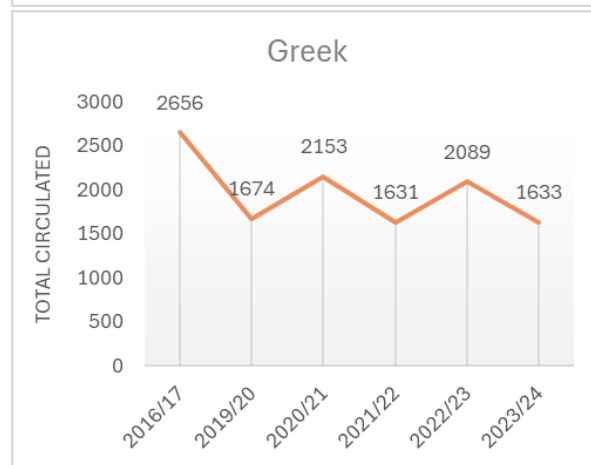
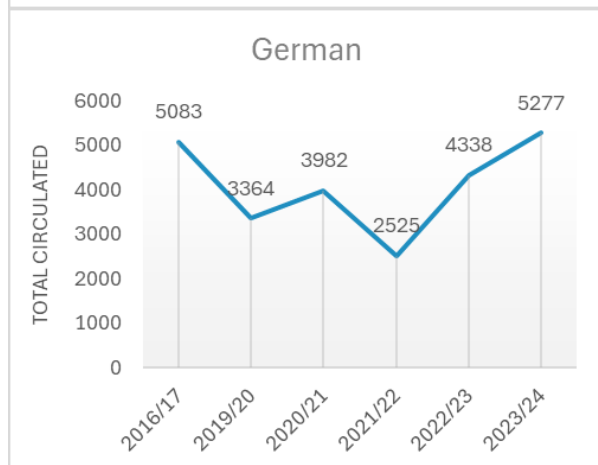
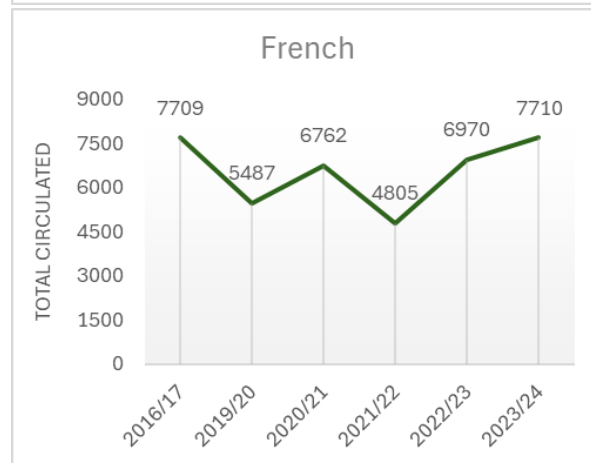
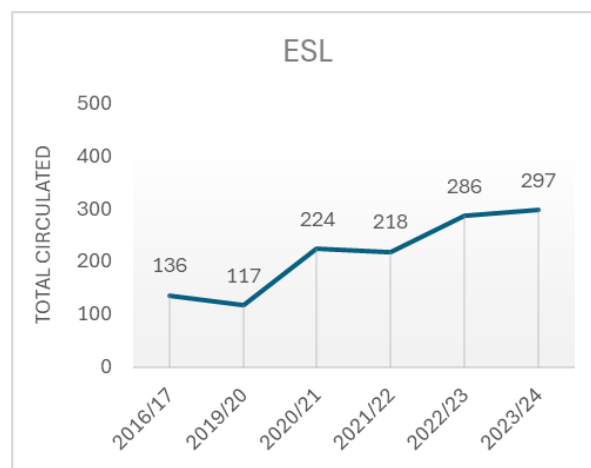
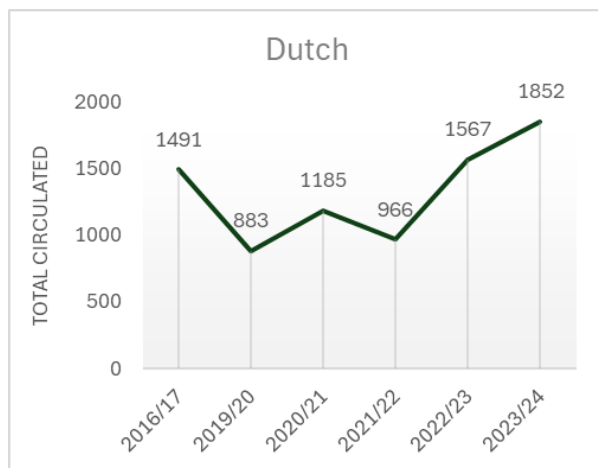
Popularity of Each Language in 2023/24 Compared to 2022/23

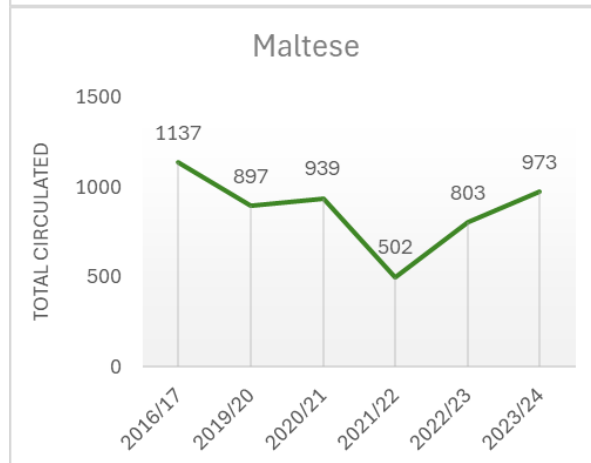
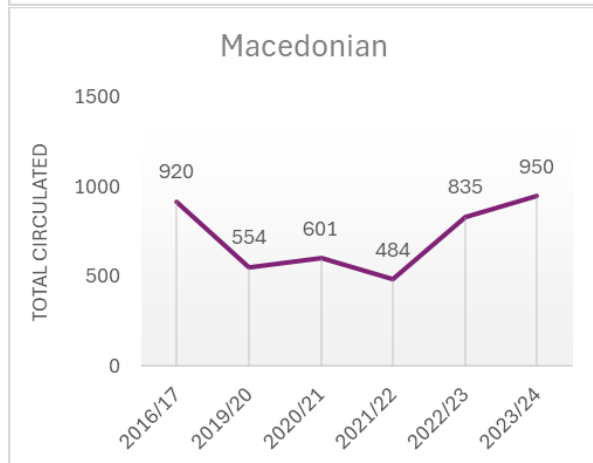
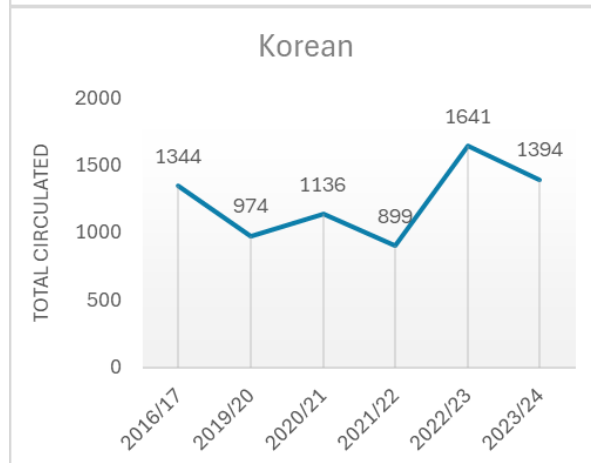
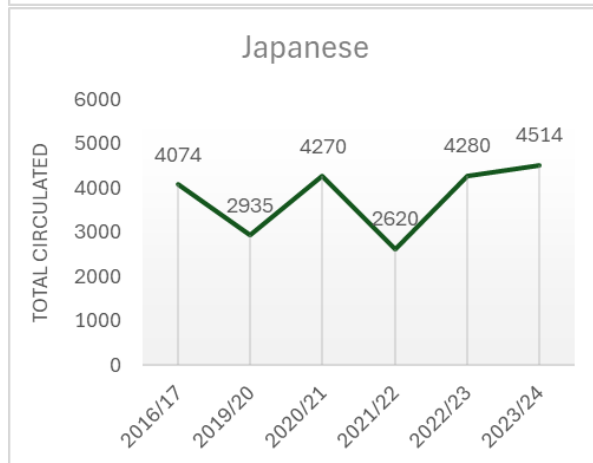
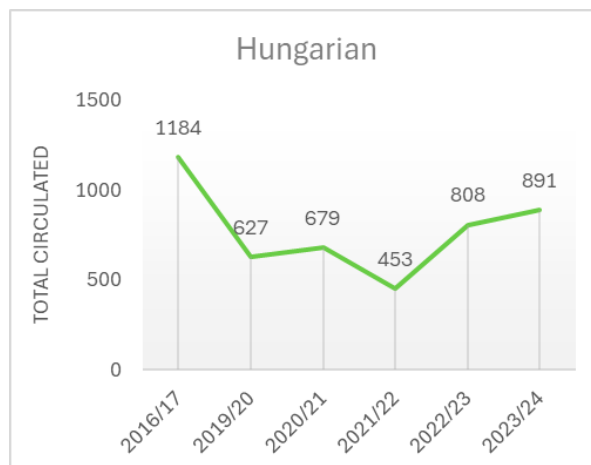
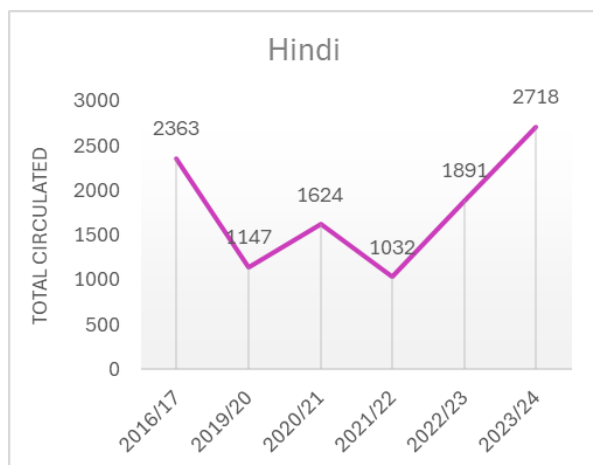
Rank	Language	Total Circulated 2023/24	Rank in 2022/23	Change in Ranking
1	Spanish	8244	2	 1
2	French	7710	1	 -1
3	Italian	5597	3	 0
4	German	5277	5	 1
5	Russian	4849	4	 -1
6	Japanese	4514	6	 0
7	Chinese	3110	7	 0
8	Hindi	2718	11	 3
9	Polish	2532	8	 -1
10	Persian (Farsi/ Dari)	2255	12	 2
11	Arabic	2111	9	 -2
12	Croatian	1887	14	 2
13	Dutch	1852	17	 4
14	Portuguese	1781	18	 4
15	Greek	1633	10	 -5
16	Panjabi	1620	19	 3
17	Tamil	1509	13	 -4
18	Ukrainian	1428	16	 -2
19	Sinhalese	1416	23	 4
20	Korean	1394	15	 -5
21	Swedish	1284	25	 4
22	Serbian	1187	24	 2
23	Finnish	1127	33	 10
24	Nepalese	1086	20	 -4
25	Turkish	1051	27	 2
26	Thai	1031	21	 -5
27	Maltese	973	30	 3
28	Macedonian	950	28	 0
29	Urdu	947	22	 -7
30	Gujarati	936	26	 -4
31	Hungarian	891	29	 -2
32	Telugu	866	37	 5
33	Bengali	858	32	 -1
34	Vietnamese	836	31	 -3
35	Indonesian	793	38	 3
36	Hebrew	749	35	 -1
37	Tagalog	699	36	 -1
38	Czech	590	34	 -4
39	Danish	504	41	 2
40	Tibetan	308	42	 2
41	ESL	297	40	 -1
42	Burmese	208	39	 -3
43	Slovak	187	43	 0
44	Bulgarian	116	44	 0
	Total	81911		

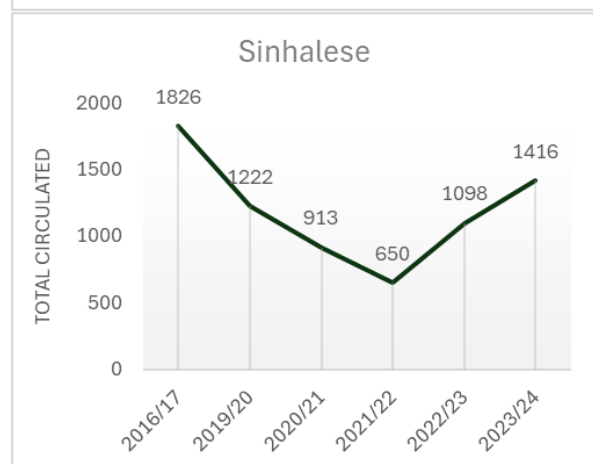
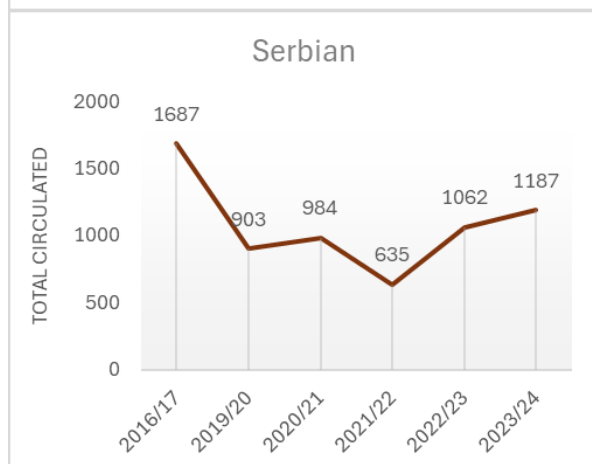
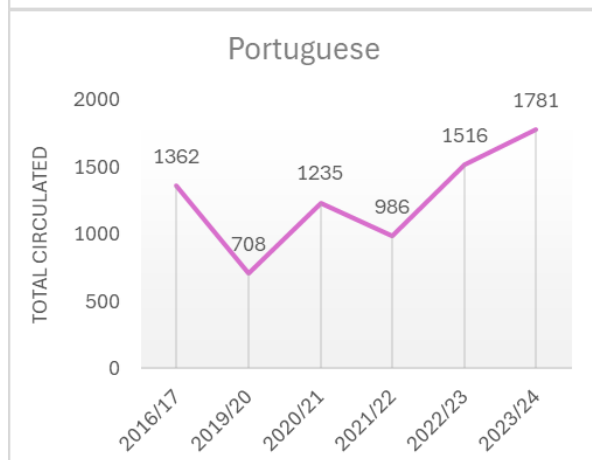
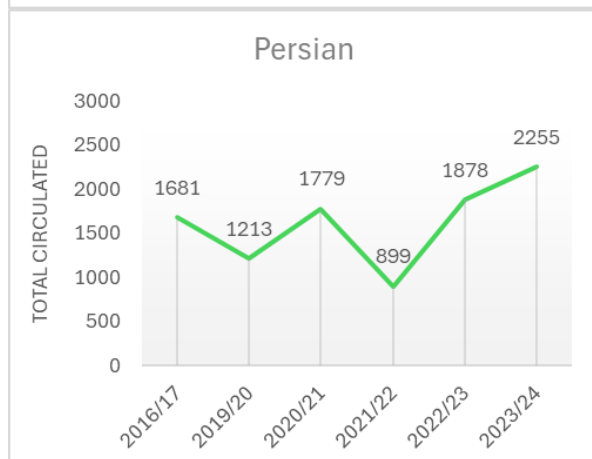
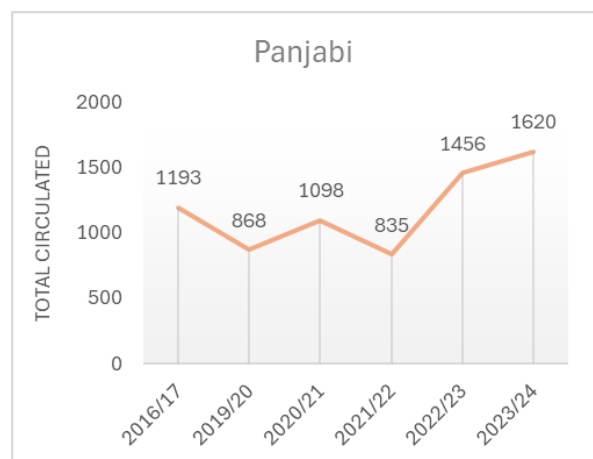
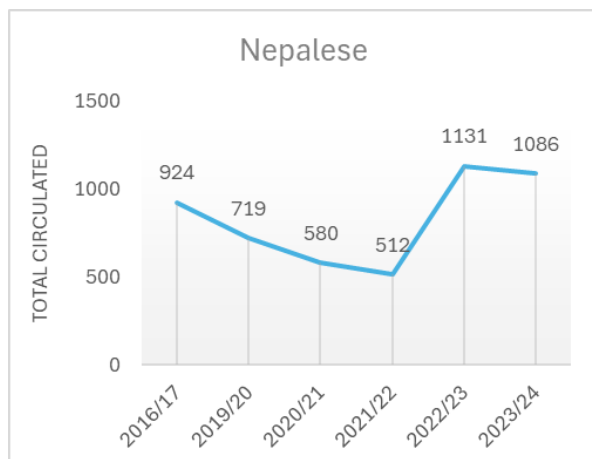
Table 3. Data from cumulative monthly circulation numbers (Alma Analytics) for 2022/23 and 2023/24

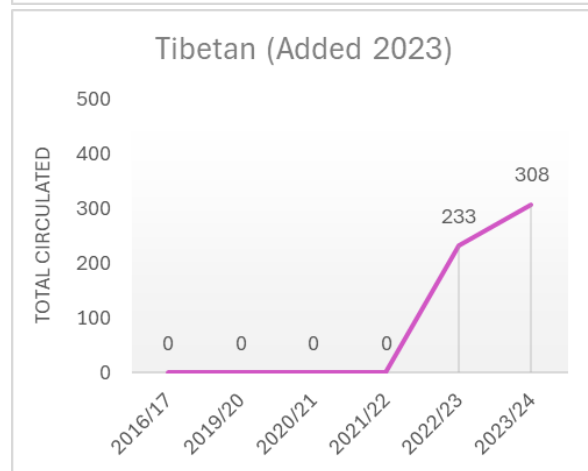
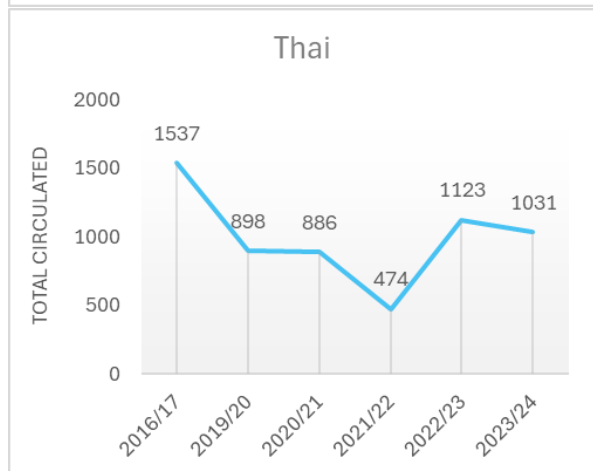
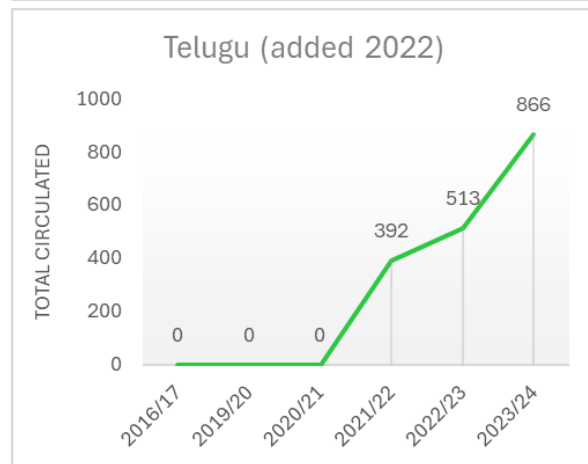
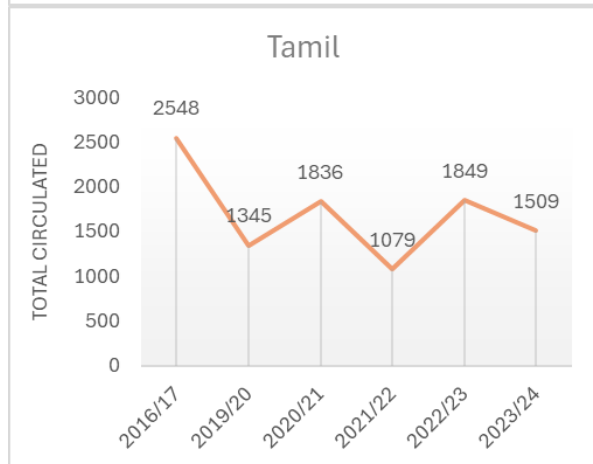
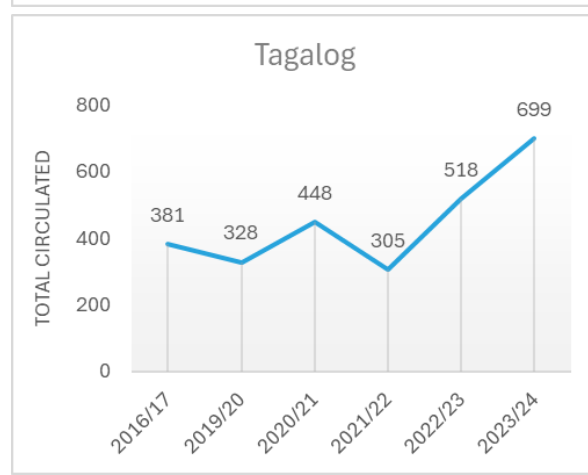
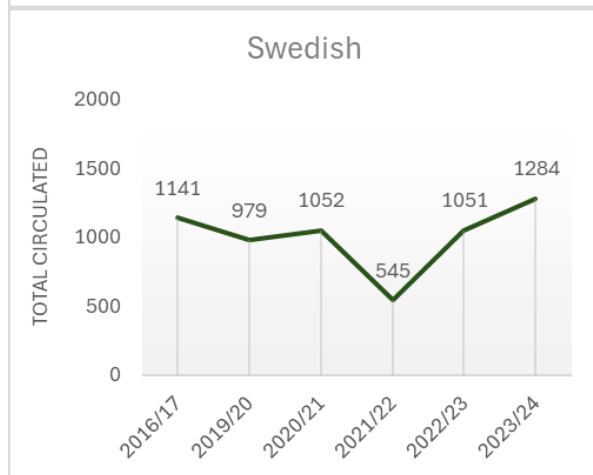
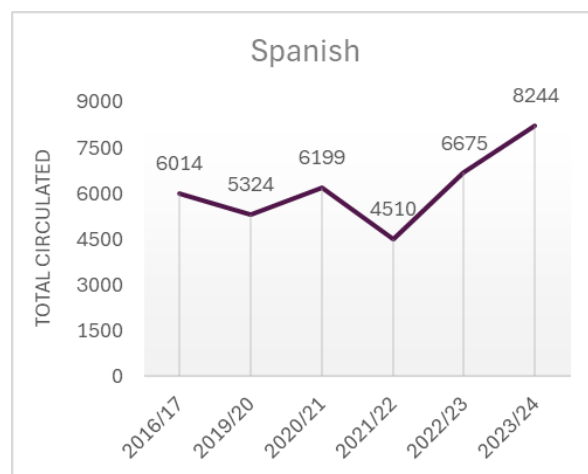
Circulation Trends by Language Over Last 7 Years

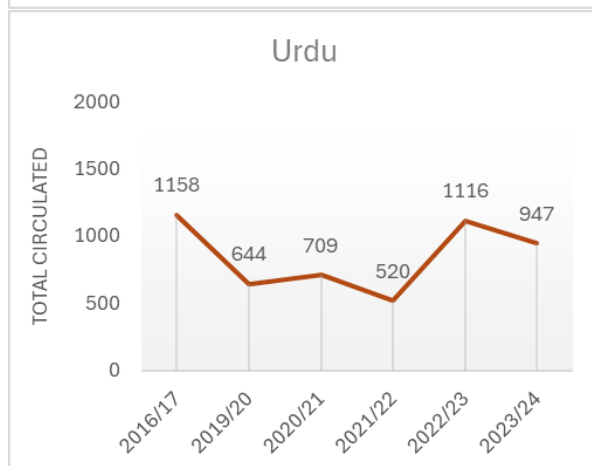
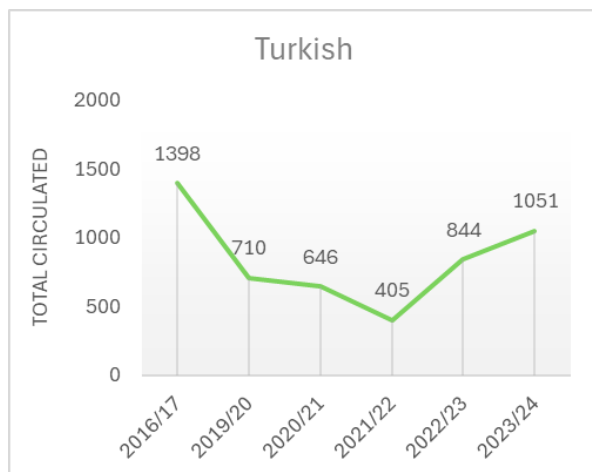












Data from cumulative monthly circulation numbers (Alma Analytics) for each financial year

This chart shows the preference for adult or junior items for each language.

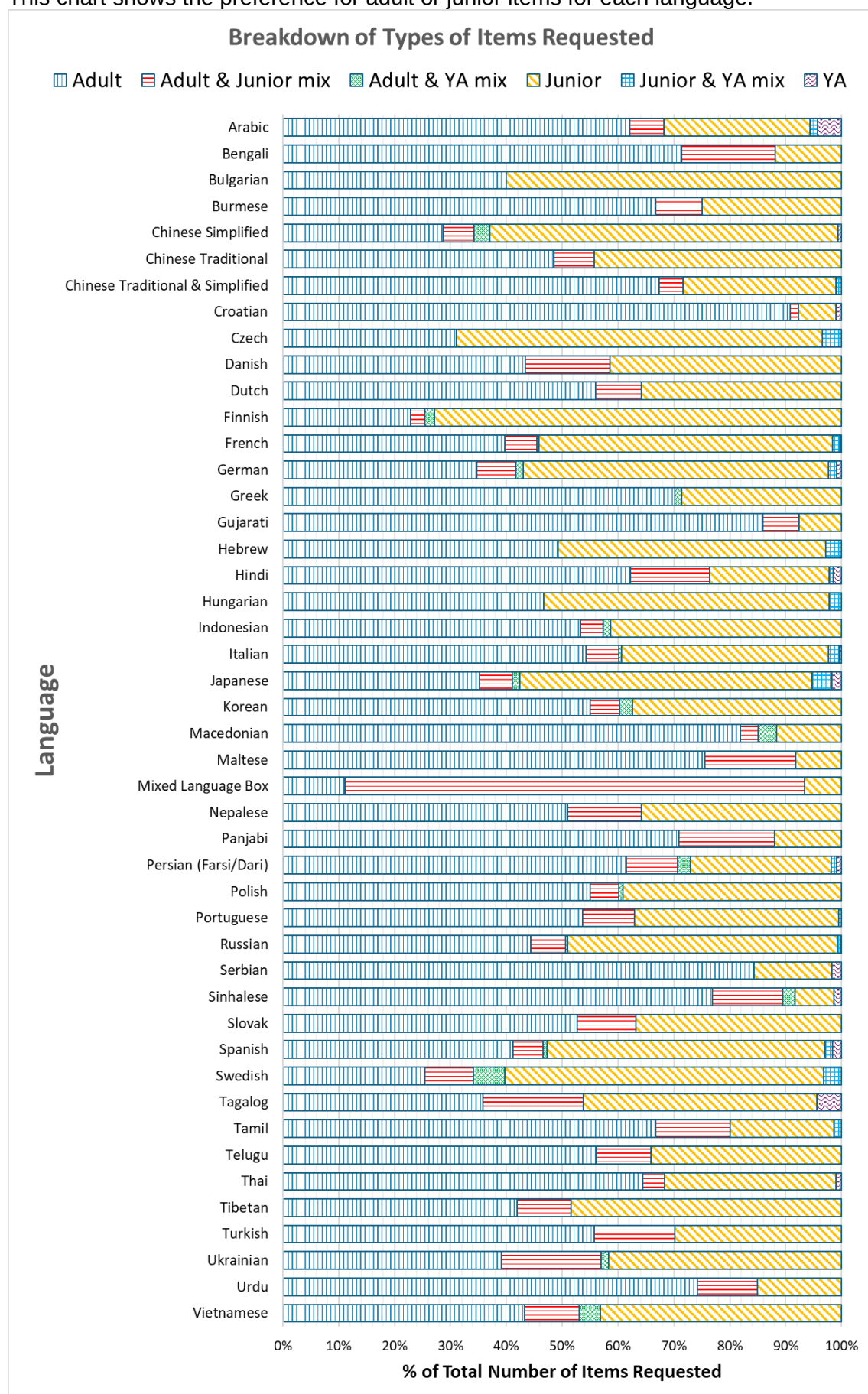


Table 4. Data from Refracker report for 2023/24

Demand for Bulk Loan Service by Libraries

83* NSW library services made use of our Multicultural Bulk Loan Service in 2023/24 compared to **79**** in 2022/23. They include 82 libraries services from the NSW Public Library network and the Metropolitan Remand & Reception Centre (MRRC) Library at Silverwater.

	2022/23	2023/24
Metropolitan library services	31	31
Regional library services	48	52
Total number of library services	79	83

* 2023/24: Central Northern Regional Library Service includes Narrabri and Tamworth libraries; Mid North Coast Co-operative Library Service includes Kempsey and Port-Macquarie-Hastings libraries; Riverina Regional Library Service includes Cootamundra-Gundagai, Federation, Junee and Snowy Valleys libraries; Western Riverina Library Service includes Griffith and Jerilderie libraries.

** 2022/23: Mid North Coast Co-operative Library Service includes Kempsey and Port-Macquarie-Hastings libraries; Port Stephens Library Service includes Raymond Terrace and Tomaree libraries; Riverina Regional Library Service includes Cootamundra-Gundagai, Leeton, Temora and Snowy Valleys libraries; Western Riverina Library Service includes Griffith and Jerilderie libraries.

Total Fulfilled successfully	3794	Total number of items requested	82,570
Total Unsuccessful/ cancelled	40	Total number of items Sent	81,911
Total number of requests received 2022/23	3834	Total number unable to fulfill	659
% Successful	98.96%	Average of 16 books per unfulfilled request.	

Data from Refracker report for 2023/24

Reasons for Unsuccessful or Cancelled Requests

- Form details were incorrectly entered by requesting libraries.
- Duplicate requests were submitted in error by requesting libraries.
- Insufficient items to supply. We had a shortage of junior picture and board books many languages.
- Subjects requested were too obscure or specific.
- Request for LOTE LP and TB. We hold small numbers in few languages and few genres.
- Library cancelled on patron's request.

Table 5 on the following page lists the libraries using the Multicultural Bulk Loan Service in 2023/24 and ranks them by total number of requests ordered and fulfilled (fully or partially).

The top 20 libraries requested between 1,500 to 5,590 items. The bottom 20 libraries requested less than 100 items.

Total number of items requested by libraries in 2023/24

Table 5. Data from Refracker report for 2023/24 ranked by most requests received

Rank	Library	Total Items Requested
1	Richmond Tweed Regional Library	5590
2	Canterbury Bankstown Library & Knowledge Centre	3900
3	The Hills Shire Libraries	3490
4	Lane Cove Library	2950
5	Bayside Library	2790
6	Ku-Ring-Gai Library	2720
7	Penrith City Library	2700
8	Hornsby Shire Library	2600
9	Wollongong City Libraries	2380
10	Central Coast Library	2240
11	Mid North Coast Co-operative - Port Macquarie-Hastings Library	2080
12	Cumberland City Council Library	1970
13	City of Sydney Library	1920
14	Newcastle Region Library	1860
15	North Sydney - Stanton Library	1820
16	Strathfield Library	1820
17	Queanbeyan Palerang Regional Libraries	1750
18	Sutherland Shire Libraries	1680
19	Blue Mountains Library	1590
20	Coffs Harbour Library	1500
21	Lake Mac Libraries	1470
22	Camden Library Service	1430
23	City of Ryde Libraries	1370
24	Wagga Wagga City Library	1340
25	Northern Beaches Library	1320
26	Campbelltown City Library	1190
27	AlburyCity Libraries	1180
28	City of Parramatta Library	1040
29	Inner West Library	1040
30	Georges River Libraries	1030
31	Randwick City Library	1010
32	City of Canada Bay Libraries	990
33	Shellharbour City Libraries	900
34	Blacktown City Libraries	890
35	Port Stephens Libraries	870
36	Kiama Library	870
37	Woollahra Libraries	860
38	MidCoast Council Libraries	810
39	Eurobodalla Library Service	800
40	Bega Valley Shire Library	760
41	Bathurst Library	760
42	Burwood Library	720
43	Nambucca Valley Libraries	670
44	Waverley Library	650

Rank	Library	Total Items Requested
45	Mosman Library	610
46	Western Riverina - Griffith City Library	600
47	Maitland City Library	570
48	Willoughby City Library	500
49	Fairfield City Open Libraries	490
50	Macquarie Regional Library	490
51	Central West Libraries	460
52	Snowy Monaro Regional Library	450
53	Liverpool City Library	430
54	Clarence Regional Library	410
55	Wingecarribee Public Library	390
56	Central Northern Regional - Tamworth Library	350
57	Armidale Regional Council Library	350
58	Midwestern Regional Council Library	320
59	Inverell Shire Public Library	310
60	Lithgow City Council Libraries	290
61	Shoalhaven Libraries	270
62	Muswellbrook Shire Libraries	260
63	Hawkesbury Library Service	260
64	Singleton Public Library	160
65	MRRC Library	150
66	Riverina Regional Library - Cootamundra-Gundagai Libraries	120
67	Edward River Library	90
68	Wollondilly Library	80
69	Mid North Coast Co-operative - Kempsey Library	80
70	Leeton Shire Library	80
71	Berrigan Shire Library Service	70
72	Goulburn Mulwaree Library	70
73	Tenterfield Library	60
74	Cobar Shire & TAFE Library	60
75	Cessnock City Library	50
76	Riverina Regional Library - Federation Council Library	50
77	Central Northern Regional - Narrabri Library	40
78	Richmond-Upper Clarence Regional Library	40
79	Upper Lachlan Shire Library Service	30
80	Gunnedah Shire Library	30
81	Riverina Regional Library - Snowy Valleys Council Library	30
82	Big Sky Libraries	30
83	Oberon Library	20
84	Riverina Regional Library - Junee Council Library	20
85	Yass Valley Library	20
86	Western Riverina - Jerilderie Library	20
87	Bourke Public Library	20
88	Glen Innes Severn Public & TAFE Library	10
89	Hilltops Council Library	10
	Grand Total	82570

Breakdown of Demand by Language and Library

Language	No. of libraries requesting 2023/24	Top 5 Libraries and Number of Items Requested	
Arabic	33 (37 in 2022/23)	Canterbury Bankstown Library	190
		Penrith City Library	180
		Sutherland Shire Libraries	150
		Wollongong City Libraries	150
		The Hills Shire Libraries	140
Bengali	18 (12 in 2022/23)	Cumberland City Council Library	180
		Canterbury Bankstown Library	120
		Strathfield Library	100
		Bayside Library	60
		Camden Library Service Hornsby Shire Library Lane Cove Library The Hills Shire Libraries	40
Bulgarian	2 (3 in 2022/23)	Northern Beaches Library	30
		Ku-Ring-Gai Library	20
Burmese	5 (5 in 2022/23)	Wagga Wagga City Library	110
		Coffs Harbour Library	60
		Wollongong City Libraries	30
		Blacktown City Libraries	20
		Macquarie Regional Library	20
Chinese Simplified	25 (24 in 2022/23)	Richmond Tweed Regional Library	240
		Mid North Coast Co-operative - Port Macquarie-Hastings Library	150
		AlburyCity Libraries	120
		Queanbeyan Palerang Regional Libraries	120
		Woollahra Libraries	110
Chinese Traditional	15 (15 in 2022/23)	Bayside Library	120
		Randwick City Library	100
		Eurobodalla Library Service	80
		Newcastle Region Library	80
		Lithgow City Council Libraries	70
Chinese Traditional & Simplified mix	20 (19 in 2022/23)	Newcastle Region Library	210
		Penrith City Library	140
		Coffs Harbour Library	90
		Wagga Wagga City Library	90
		Canterbury Bankstown Library & Knowledge Centre	60

Language	No. of libraries requesting 2023/24	Top 5 Libraries and Number of Items Requested	
Croatian	 28 (27 in 2022/23)	Wollongong City Libraries	220
		Bayside Library	180
		Penrith City Library	160
		Cumberland City Council Library	120
		Wagga Wagga City Library	120
Czech	 17 (11 in 2022/23)	Bayside Library	120
		Hornsby Shire Library	90
		Lane Cove Library	70
		Canterbury Bankstown Library & Knowledge Centre	40
		Randwick City Library	40
Danish	 14 (9 in 2022/23)	North Sydney - Stanton Library	110
		Richmond Tweed Regional Library	100
		Bega Valley Shire Library	50
		Strathfield Library	40
		Bayside Library Midwestern Regional Council Library Northern Beaches Library	30
Dutch	 34 (32 in 2022/23)	City of Sydney Library	140
		Richmond Tweed Regional Library	140
		Port Macquarie-Hastings Library	130
		Ku-Ring-Gai Library	120
		The Hills Shire Libraries	100
ESL	 3 (5 in 2022/23)	Wollongong City Libraries	120
		Kiama Library	30
		Eurobodalla Library Service	10
Finnish	 16 (12 in 2022/23)	Richmond Tweed Regional Library	420
		Lane Cove Library	150
		North Sydney - Stanton Library	110
		Newcastle Region Library	70
		Blue Mountains Library Inner West Library Sutherland Shire Libraries	60
French	 65 (58 in 2022/23)	Richmond Tweed Regional Library	780
		Nambucca Valley Libraries	390
		MidCoast Council Libraries	380
		Ku-Ring-Gai Library	370
		City of Sydney Library	310

Language	No. of libraries requesting 2023/24	Top 5 Libraries and Number of Items Requested	
German	 61 (55 in 2022/23)	Richmond Tweed Regional Library City of Sydney Library Port Macquarie-Hastings Library Bayside Library Blue Mountains Library Canterbury Bankstown Library & Knowledge Centre	780 210 190 180
Greek	 27 (29 in 2022/23)	Canterbury Bankstown Library & Knowledge Centre Wollongong City Libraries Penrith City Library City of Ryde Libraries Lane Cove Library Queanbeyan Palerang Regional Libraries	170 160 120 110 100
Gujarati	 19 (15 in 2022/23)	The Hills Shire Libraries Lake Mac Libraries Camden Library Service Hornsby Shire Library Central Coast Library Queanbeyan Palerang Regional Libraries	170 130 100 80 60
Hebrew	 15 (10 in 2022/23)	Woollahra Libraries Lane Cove Library Richmond Tweed Regional Library City of Sydney Library Waverley Library	120 90 80 60 60
Hindi	 41 (34 in 2022/23)	Ku-Ring-Gai Library Strathfield Library Penrith City Library Central Coast Library Lane Cove Library	280 280 180 120 110
Hungarian	 24 (17 in 2022/23)	North Sydney - Stanton Library Ku-Ring-Gai Library Central Coast Library Nambucca Valley Libraries Blue Mountains Library Queanbeyan Palerang Regional Libraries	110 90 60 60 50
Indonesian	 17 (13 in 2022/23)	Canterbury Bankstown Library & Knowledge Centre Richmond Tweed Regional Library Blue Mountains Library City of Canada Bay Libraries Inner West Library Port Macquarie-Hastings Library	110 100 80 60

Language	No. of libraries requesting 2023/24	Top 5 Libraries and Number of Items Requested	
Italian	 59 (53 in 2022/23)	Richmond Tweed Regional Library Canterbury Bankstown Library & Knowledge Centre Sutherland Shire Libraries The Hills Shire Libraries Cumberland City Council Library Port Macquarie-Hastings Library Western Riverina - Griffith City Library	520 350 320 210
Japanese	 44 (40 in 2022/23)	Richmond Tweed Regional Library Strathfield Library The Hills Shire Libraries Ku-Ring-Gai Library Bayside Library	550 280 270 260 240
Korean	 26 (24 in 2022/23)	Lane Cove Library Ku-Ring-Gai Library Port Macquarie-Hastings Library Central Coast Library Liverpool City Library	170 100 100 90 90
Macedonian	 15 (12 in 2022/23)	Wollongong City Libraries Bayside Library Queanbeyan Palerang Regional Libraries Canterbury Bankstown Library & Knowledge Centre Newcastle Region Library	210 120 120 100 70
Maltese	 12 (10 in 2022/23)	The Hills Shire Libraries Blacktown City Libraries Penrith City Library Canterbury Bankstown Library & Knowledge Centre Cumberland City Council Library	240 220 180 80 80
Nepalese	 22 (22 in 2022/23)	Canterbury Bankstown Library & Knowledge Centre Campbelltown City Library The Hills Shire Libraries Hornsby Shire Library Strathfield Library	110 70 70 60 60
Panjabi	 28 (24 in 2022/23)	AlburyCity Libraries Cumberland City Council Library Camden Library Service Bathurst Library Coffs Harbour Library	250 180 130 90 70

Language	No. of libraries requesting 2023/24	Top 5 Libraries and Number of Items Requested	
Persian (Farsi/Dari)	 35 (24 in 2022/23)	Hornsby Shire Library Ku-Ring-Gai Library Canterbury Bankstown Library & Knowledge Centre Lane Cove Library City of Ryde Libraries	310 180 150 150 140
Polish	 33 (33 in 2022/23)	Hornsby Shire Library Blue Mountains Library Wollongong City Libraries Port Macquarie-Hastings Library Canterbury Bankstown Library & Knowledge Centre	200 170 170 160 140
Portuguese	 32 (26 in 2022/23)	Central Coast Library Richmond Tweed Regional Library Bayside Library Ku-Ring-Gai Library Penrith City Library	160 160 150 120 120
Russian	 50 (47 in 2022/23)	Central Coast Library Canterbury Bankstown Library & Knowledge Centre The Hills Shire Libraries Hornsby Shire Library Port Macquarie-Hastings Library	440 360 360 240 220
Serbian	 22 (20 in 2022/23)	Wollongong City Libraries Bayside Library Penrith City Library Wagga Wagga City Library Queanbeyan Palerang Regional Libraries	210 150 120 120 90
Sinhalese	 24 (16 in 2022/23)	The Hills Shire Libraries Hornsby Shire Library Campbelltown City Library Bathurst Library Strathfield Library	280 170 120 80 80
Slovak	 7 (4 in 2022/23)	Lane Cove Library Bayside Library Central Coast Library Waverley Library Bathurst Library Lithgow City Council Libraries Wollongong City Libraries	40 30 30 30 20 20 20

Language	No. of libraries requesting 2023/24	Top 5 Libraries and Number of Items Requested	
Spanish	 64 (62 in 2022/23)	Richmond Tweed Regional Library	920
		Bayside Library	450
		City of Sydney Library	400
		Ku-Ring-Gai Library	380
		Central Coast Library	340
Swedish	 25 (14 in 2022/23)	Richmond Tweed Regional Library	240
		North Sydney - Stanton Library	140
		Kiama Library	110
		Inner West Library	90
		Lane Cove Library	70
Tagalog	 15 (18 in 2022/23)	Bayside Library	80
		Central Coast Library	80
		Penrith City Library	70
		Campbelltown City Library Coffs Harbour Library Cumberland City Council Library Shellharbour City Libraries	60
Tamil	 21 (23 in 2022/23)	The Hills Shire Libraries	260
		Hornsby Shire Library	250
		Penrith City Library	190
		Canterbury Bankstown Library & Knowledge Centre	150
		MRRC Library	150
Telugu	 14 (11 in 2022/23)	Blacktown City Libraries	160
		Cumberland City Council Library	150
		Strathfield Library	150
		The Hills Shire Libraries	80
		Camden Library Service	50
Thai	 29 (25 in 2022/23)	Northern Beaches Library	90
		AlburyCity Libraries	70
		Bathurst Library	70
		Armidale Regional Council Library Port Stephens Libraries Richmond Tweed Regional Library	60
Tibetan	 4 (2 in 2022/23)	Wagga Wagga City Library	130
		Northern Beaches Library	90
		Campbelltown City Library	60
		Blue Mountains Library	30
Turkish	 20 (20 in 2022/23)	Fairfield City Open Libraries	130
		Canterbury Bankstown Library & Knowledge Centre	110
		Lane Cove Library	100
		Richmond Tweed Regional Library	80
		North Sydney - Stanton Library	70

Language	No. of libraries requesting 2023/24	Top 5 Libraries and Number of Items Requested	
Ukrainian	 24 (29 in 2022/23)	Muswellbrook Shire Libraries	220
		The Hills Shire Libraries	190
		Bayside Library	90
		Canterbury Bankstown Library & Knowledge Centre	90
		North Sydney - Stanton Library	90
Urdu	 15 (19 in 2022/23)	Canterbury Bankstown Library & Knowledge Centre	210
		Cumberland City Council Library	150
		Campbelltown City Library	90
		Lake Mac Libraries	70
		Lane Cove Library The Hills Shire Libraries	60
Vietnamese	 26 (21 in 2022/23)	Randwick City Library	100
		Newcastle Region Library	60
		Lane Cove Library	50
		Queanbeyan Palerang Regional Libraries	50
		Strathfield Library	50
		Woollahra Libraries	50

Table 6. Data from Refracker report for 2023/24 and 2022/23.

VOX Books

The State Library of NSW added a new format of children's bilingual books in November 2023. They are called VOX books. They are bilingual picture books with an inbuilt audio player. They all have a headphone jack for users to plug in their own headphones. They are powered by internal battery, so they have chargers that recharge them.

More details on this website: <https://www.libraryideas.com/vox-books>

We currently have a limited supply in 13 different languages and hope to purchase more in next financial year. Libraries are limited to 2 VOX books per order due to limited supply.

Language	Copies held	No. of times requested 2023/24	Libraries
Arabic	5	4	Camden Library Service North Sydney - Stanton Library Wagga Wagga City Library Wingecarribee Public Library
Chinese Simplified and Traditional	44	4	Clarence Regional Library Wollongong City Libraries City of Canada Bay Libraries
French	5	9	Bega Valley Shire Library Camden Library Service Ku-Ring-Gai Library Mosman Library North Sydney - Stanton Library Sutherland Shire Libraries Wollongong City Libraries
German	5	7	Camden Library Service Port Macquarie-Hastings Library North Sydney - Stanton Library Cootamundra-Gundagai Libraries Western Riverina - Griffith City Library
Hebrew	2	0	
Hindi	4	3	Ku-Ring-Gai Library North Sydney - Stanton Library Willoughby City Library
Korean	5	6	Clarence Regional Library Inverell Shire Public Library North Sydney - Stanton Library
Russian	5	2	North Sydney - Stanton Library Snowy Monaro Regional Library
Spanish	15	5	Camden Library Service North Sydney - Stanton Library Sutherland Shire Libraries Wollondilly Library Wollongong City Libraries
Tagalog	5	1	Penrith City Library
Ukrainian	5	2	Campbelltown City Library North Sydney - Stanton Library
Urdu	2	0	
Vietnamese	4	1	Penrith City Library
Mixed Language box for display	NA	5	Clarence Regional Library Kiama Library Ku-Ring-Gai Library Tenterfield Library Wollondilly Library

Table 7. Data from Refracker report for 2023/24

Mixed Box for Display

We introduced the option for libraries to order a mixed box for display in March 2023.
15 Libraries requested for a mixed box in 2023/24.

Library	# of items requested	Language	Type of books
Central Northern Regional - Tamworth Library	60	Mix of as many languages as possible	Adult and Junior Fiction and Non-fiction Picture and chapter books
Clarence Regional Library	30	German, Dutch, Italian, Filipino, Thai, Chinese, French, Korean, Spanish, Danish, Indian, Vietnamese	Adult and Junior Fiction and Non-fiction VOX books
Eurobodalla Library Service	10	Not specified	Adult and Junior Fiction and Non-fiction Picture books
Goulburn Mulwaree Library	10	Chinese Simplified, Tamil, Hindi	Adult and Junior Fiction and Non-fiction Picture books
Hawkesbury Library Service	30	Arabic, German, French, Maltese, Punjabi and Chinese	Adult and Junior Fiction and Non-fiction Picture and chapter books Audiobooks
Hornsby Shire Library	20	Arabic, Tagalog, and Spanish	Adult Fiction and Non-fiction Adventure stories, Popular literature, Science fiction Biographies, sport, history
Inverell Shire Public Library	30	Not specified	Adult and Junior Fiction and Non-fiction
Kiama Library	30	Mix of as many languages as possible	Adult and Junior Fiction and Non-fiction Picture and chapter books VOX books
Ku-Ring-Gai Library	60	Not specified	Adult and Junior Fiction and Non-fiction Picture and chapter books VOX books, bilingual Popular fiction
Port Stephens Libraries	30	French, German, Arabic, Polish and Urdu	Adult and Junior Fiction and Non-fiction Picture and chapter books
Shellharbour City Libraries	20	Arabic, Farsi, Ukrainian, Burmese for Refugee Week 2024.	Adult and Junior Fiction and Non-fiction
Sutherland Shire Libraries	30	Any available for 50th Anniversary display	Adult and Junior Fiction and Non-fiction Picture and chapter books
Tenterfield Library	30	German, Italian, Tagalog, Punjabi	Adult and Junior Fiction and Non-fiction Picture and chapter books Large print, audiobooks, VOX books

Upper Lachlan Shire Library Service	30	German, Italian, Dutch, Tagalog, Arabic, Sinhalese, Cantonese, Greek	Adult and Junior Fiction Picture and chapter books
Wollondilly Library	30	Dutch, German, Italian, French, Spanish and Mandarin	Adult and Junior Fiction Picture and VOX books

Table 8. Data from Refracker report for 2023/24