



Multicultural collection 2024/25: size, age and usage

STATE LIBRARY OF NSW

MULTICULTURAL COLLECTION 2024/25: SIZE AGE AND USAGE

Report prepared by: Joanna Goh
26 Aug 2025

Contents

About this report.....	2
Size of the collection	2
Changes to the size of the collection.....	2
Age of the collection	3
Acquisition.....	4
Circulation	4
Popularity	6
Most requested languages.....	6
Least requested languages.....	6
Popularity of each language in 2024/25 compared to 2023/24.....	7
7-year circulation trends by language	8
Demand by type	13
Demand for bulk loan service by libraries	15
Reasons for unsuccessful or cancelled requests	15
Total number of items requested by libraries in 2024/25 compared to 2023/24.....	16
Breakdown of demand by language and library	18
VOX books.....	25
Mixed box for display.....	26

About this report

This report examines the size, age, and usage of the State Library of NSW's multicultural collection. The data collected will support analysis of borrowing trends and help guide purchasing priorities for the coming year.

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 2024/25.

Size of the collection

At the end of 2024/25, there were 74,110 active items in the Multicultural Collection. The collection grew by 2,031 items since 2023/24. 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 2025	74,110
Size of Collection as of 30 Jun 2024	72,079
Increase of	2,031

Table 1. Data from Alma Analytics: Mc-Total Active for EFY

Changes to the size of the collection

Chart 1 and Table 2 illustrate the changes in the size of each language over the two years.

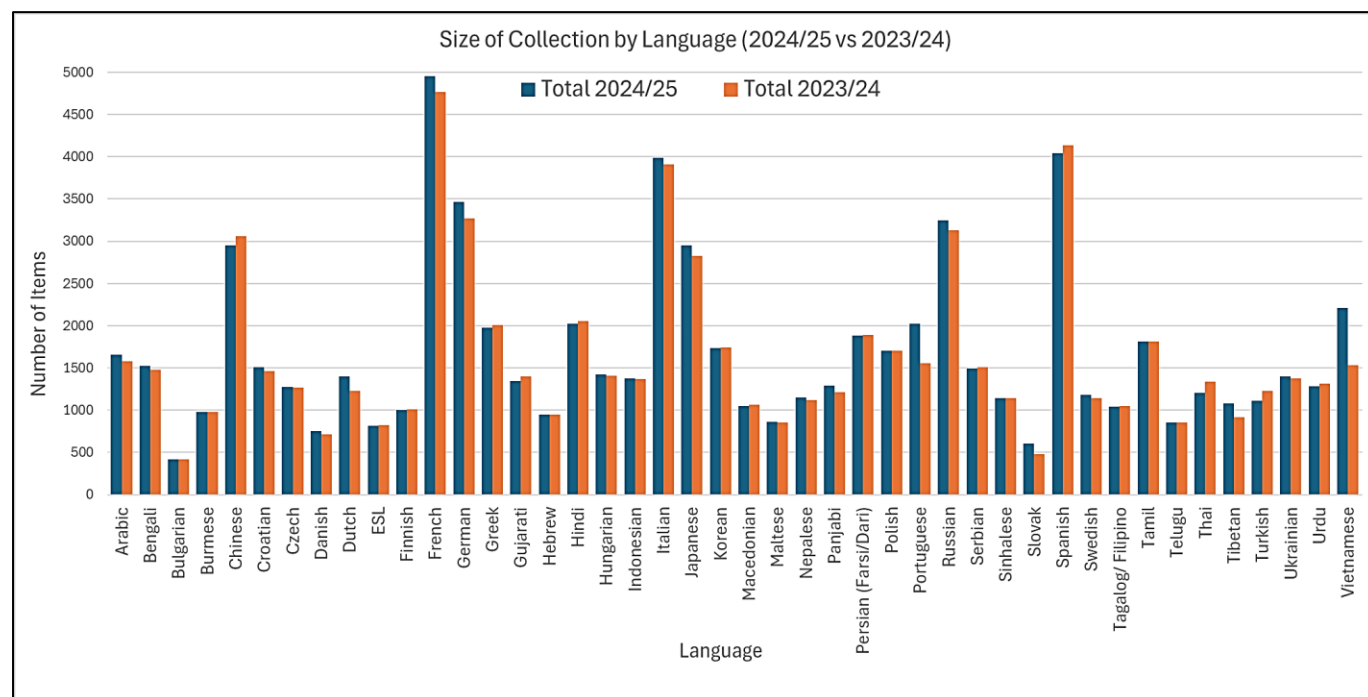


Chart 1. Comparison of size of collection by language at end of 2023/24 and 2024/25

Notable increase	More than 10%	5	Dutch, Portuguese, Slovak, Tibetan, Vietnamese
Moderate increase	3% to 10%	9	Arabic, Croatian, Danish, French, German, Japanese, Panjabi, Russian, Swedish
Insignificant change	-2% to 2%	22	Bulgarian, Burmese, Czech, ESL, Finnish, Greek, Hebrew, Hindi, Hungarian, Indonesian, Italian, Korean, Macedonian, Maltese, Persian, Polish, Serbian, Sinhalese, Tagalog, Tamil, Telugu, Ukrainian
Moderate decrease	-3% to 10%	6	Bengali, Chinese, Gujarati, Nepalese, Spanish and Urdu
Notable decrease	Less than -10%	2	Thai, Turkish

Table 2. Changes to the size of the collection

Age of the collection

% Older than 10 years old in 2024/25	26%
% Older than 10 years old in 2023/24	28%

Table 3. Age of collection

Our collection is relatively fresher than the previous year. We refrained from weeding many of the older books to cope with an increase in demand for selected languages.

Notably, the Slovak collection has been refreshed considerably.

OLDEST COLLECTIONS (More than 50% older than 10 yrs)

Language	% >10 yrs 2024/25
Burmese	75%
Arabic	59%
ESL	56%
Turkish	53%

Table 4. Oldest collection

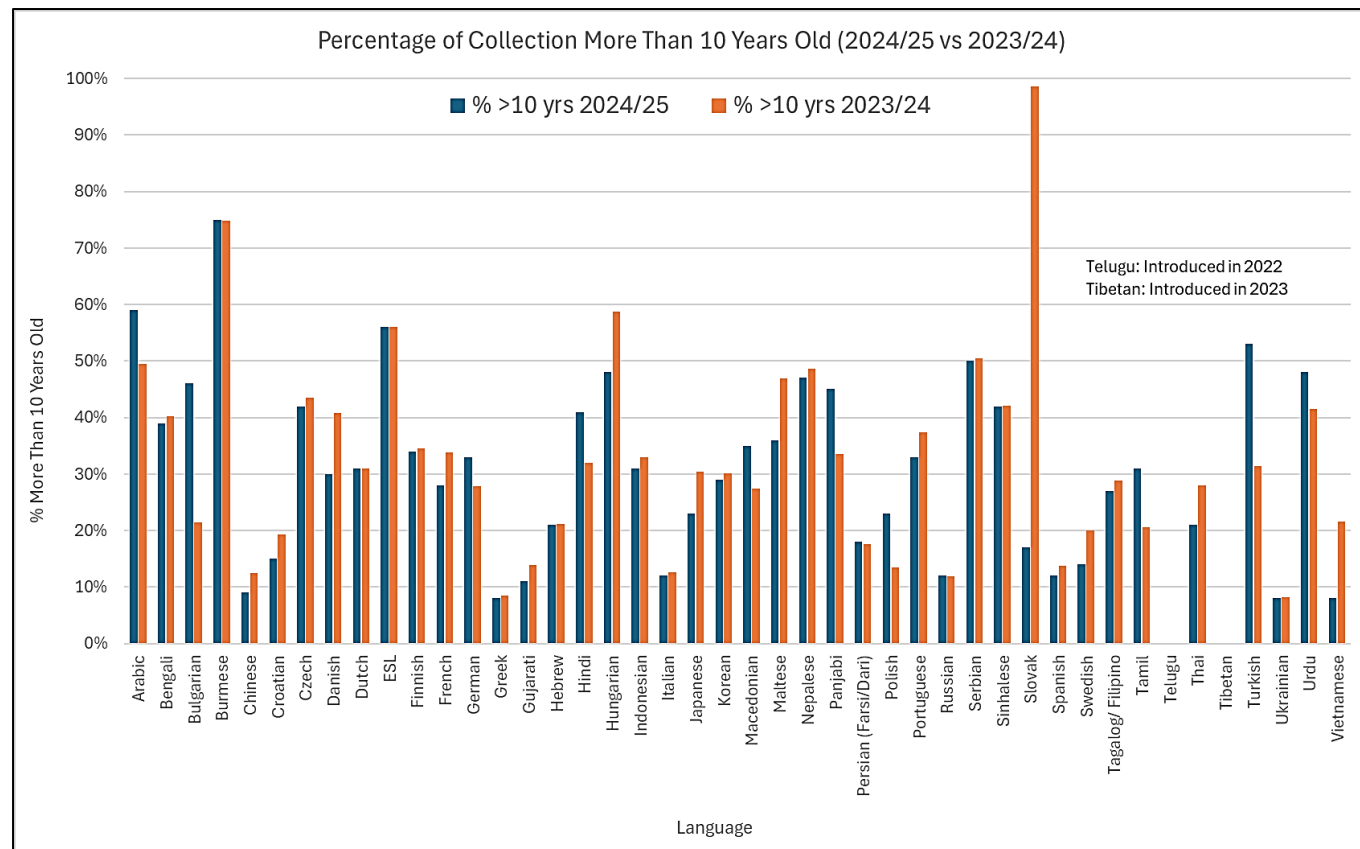


Chart 2. Data from MC Collection Analysis for Purchase Recommendations for 2023/24 and 2024/25

Acquisition

According to the invoices processed in 2024/25, a total of 4,525 items were purchased in the 19 languages listed below.

- Arabic
- Bengali
- Croatian
- Danish
- Dutch
- French
- German
- Italian
- Japanese
- Maltese
- Nepalese
- Panjabi
- Polish
- Portuguese
- Russian
- Spanish
- Swedish
- Ukrainian
- Vietnamese

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
2024/25	80,649	158	80,807

Table 5. Five-year comparison - 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.

In 2024/25, we experienced a slight decline in the number of loans compared to the previous year. This was partly due to limited availability of materials in Portuguese, Persian, German, Spanish, Arabic, and Hindi. In many cases, we were only able to partially fulfil orders. A significant number of Portuguese requests could only be supplied in the following year.

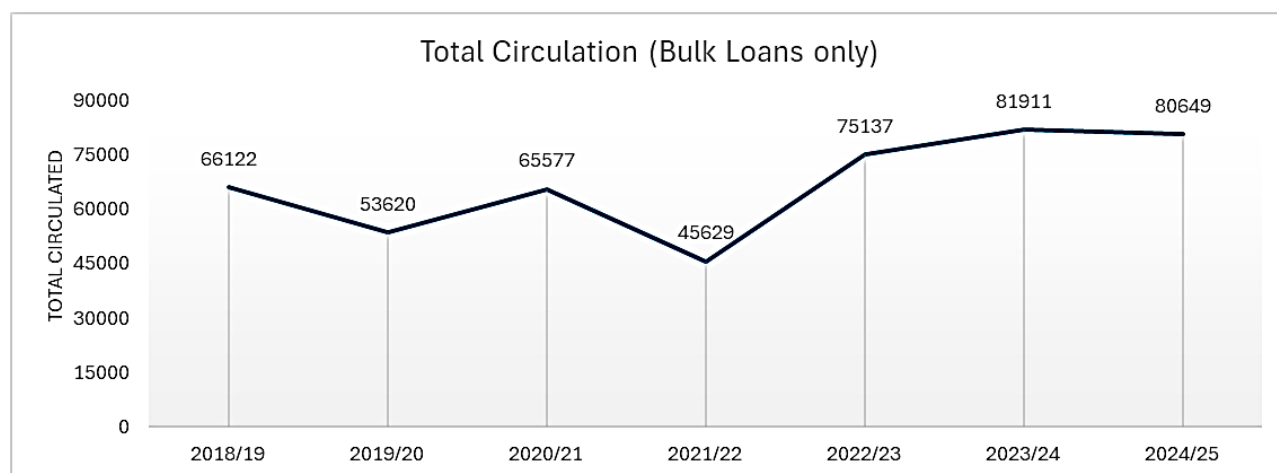


Chart 3. Data from cumulative monthly circulation numbers (Alma Analytics) for each financial year

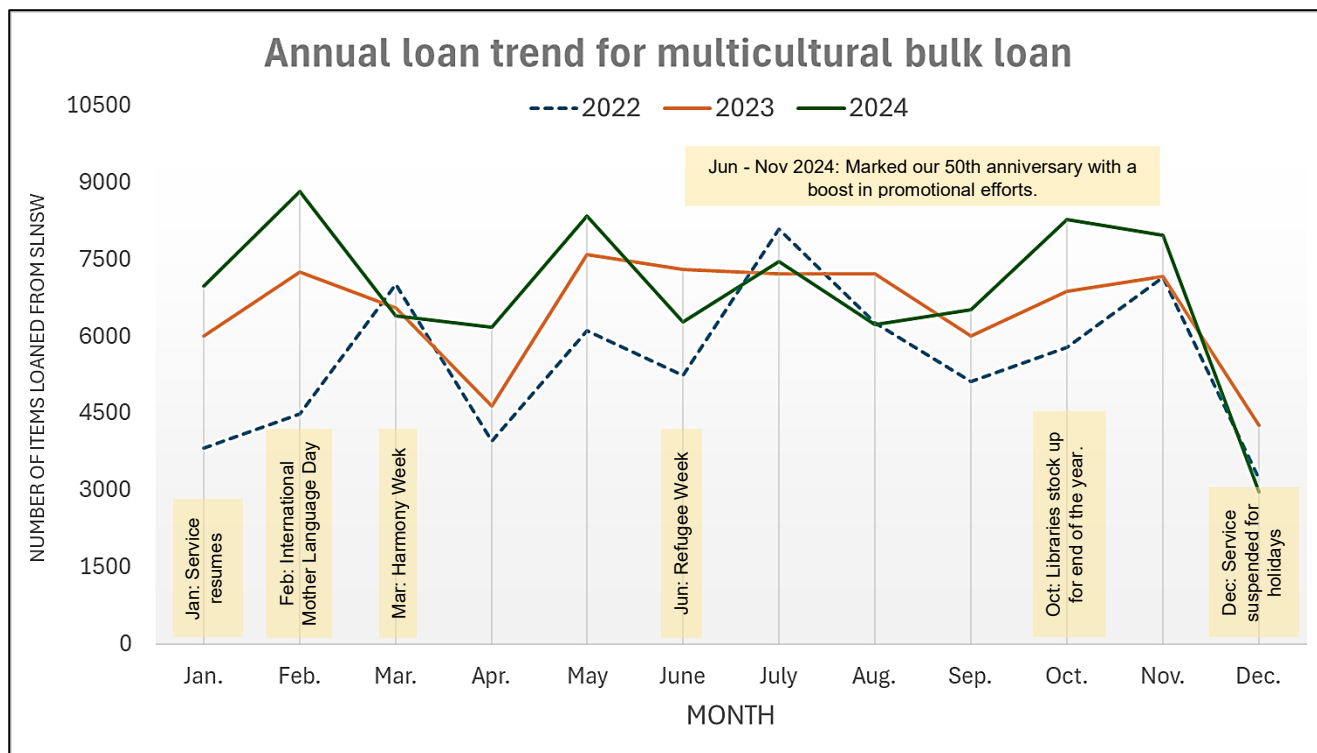


Chart 4. Data from monthly circulation numbers (Alma Analytics) for each financial year

The Supply vs Demand chart below shows how many items were circulated for each language compared to the total number of items held by the library. Demand for the top 12 languages exceed what we hold in our collection.

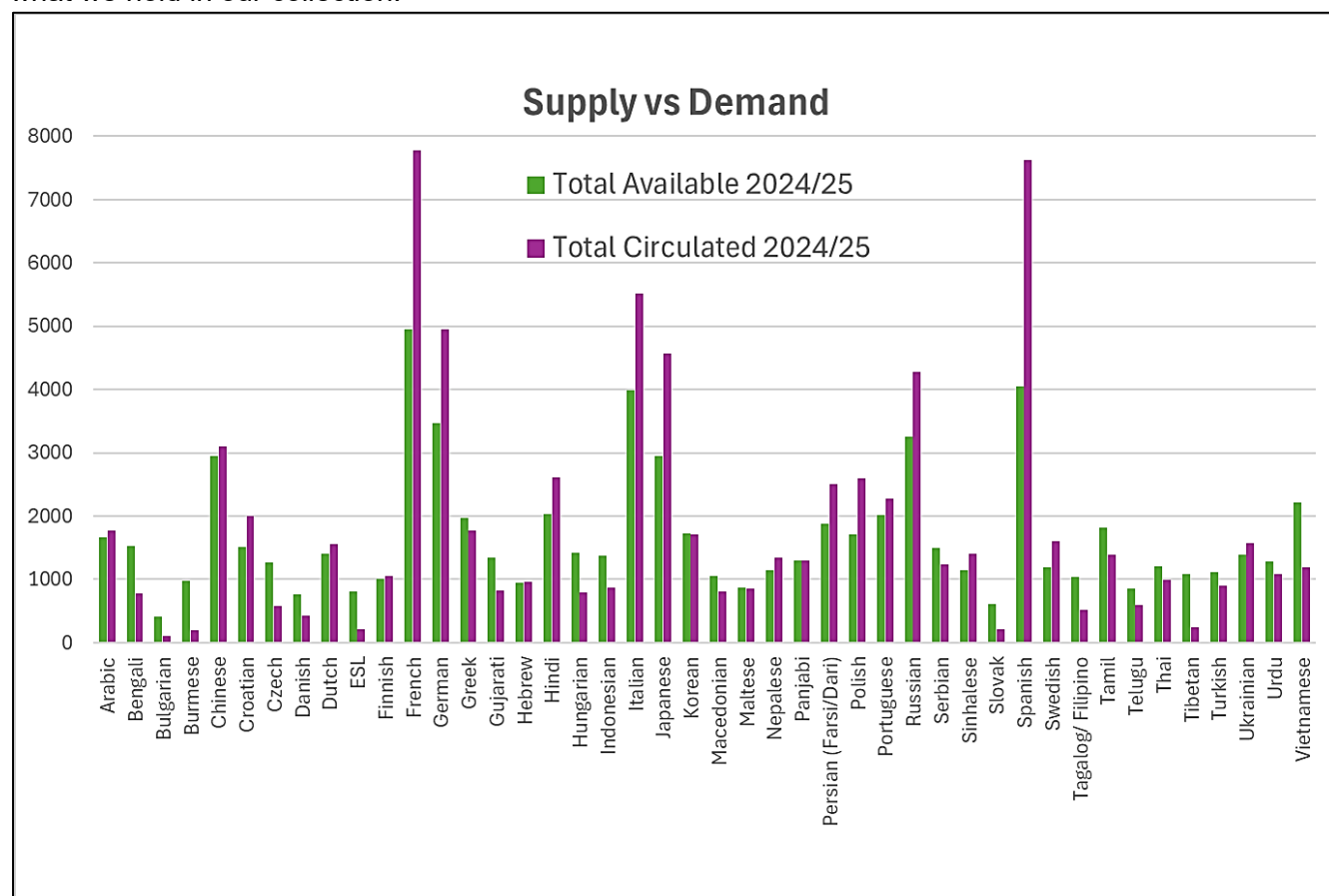


Chart 5. Data from Alma Analytics: Mc-Total Active for EFY 2024/25 and Bulk Loan Circulation for 2024/25

Popularity

Table 6 on the following page ranks each language by popularity for 2024/25 and compares it to last year's ranking. The data was taken from cumulative monthly circulation numbers for each financial year.

Most requested languages

The ten most requested languages in 2024/25 were consistent with the previous year, comprising: **French, Spanish, Italian, German, Japanese, Russian, Chinese, Hindi, Polish, and Persian.** Notably, French overtook Spanish as the most requested language.

There was a significant increase in demand for Vietnamese, which rose ten places in the rankings. Conversely, demand for Panjabi declined, dropping six places compared to 2023/24.

Least requested languages

In 2024/25, there was low demand for **ESL material, Bulgarian, Burmese, Slovak, Tibetan, Danish, Tagalog, Czech and Telugu languages.** Each had under 600 loans for the financial year.

These languages have relatively smaller holdings ranging between 400 to 1500 titles compared to the top ten languages that have larger holdings ranging from 1700 to almost 5000 titles. The languages with smaller holdings generally serve a small community.

A large proportion of our Tibetan and Telugu collections were loaned to Dee Why Library and Cumberland Library, respectively, for an extended loan period of one year, instead of the usual three or six months. The majority of Tibetan and Telugu-speaking communities reside in those areas. Locating the collections closer to these communities is both strategic and cost-effective. Notably, 150 Telugu titles loaned to Cumberland Library in 2024/25 were circulated 344 times, demonstrating strong local engagement.

The number of ESL (English as a Second Language) loans has remained consistently low over the years, as most NSW public libraries maintain their own ESL collections. Our service primarily receives requests for ESL materials tailored to specific language speakers (e.g. English for Japanese speakers), which are difficult to source and limited in our collection.

This year, we purchased new Slovak titles and actively promoted the service to the community. As a result, we observed a steady increase in Slovak loans, rising from 44 items in 2020/21 to 210 items in 2024/25.

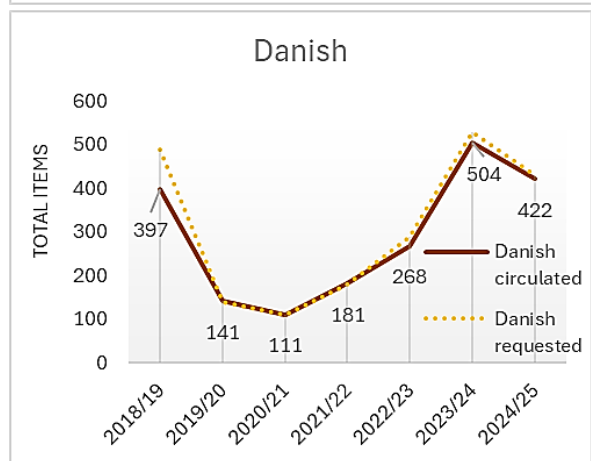
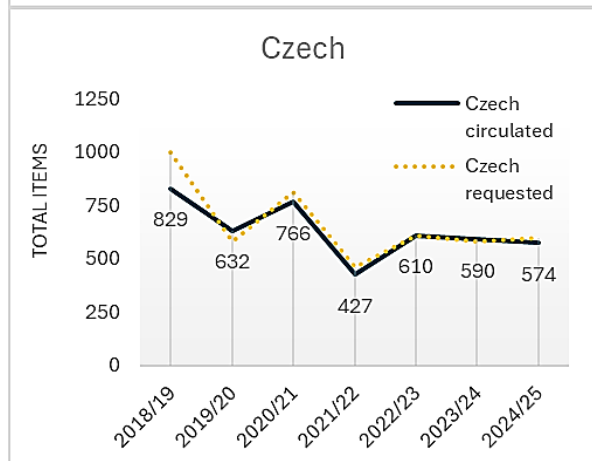
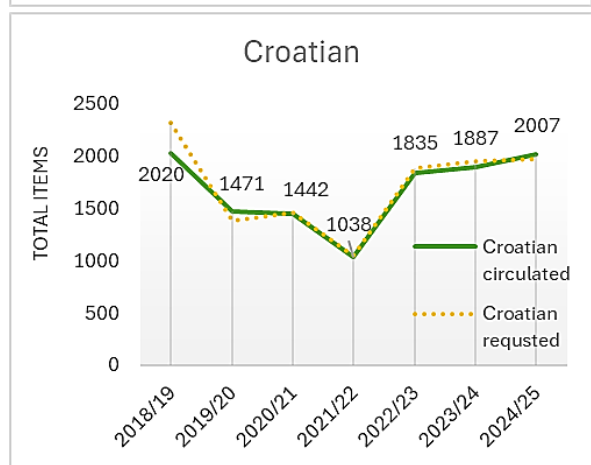
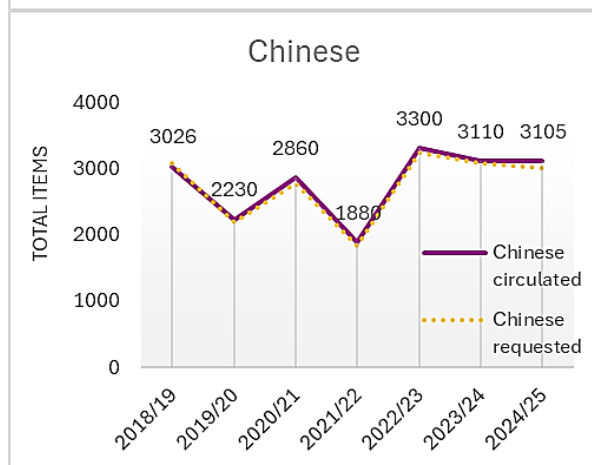
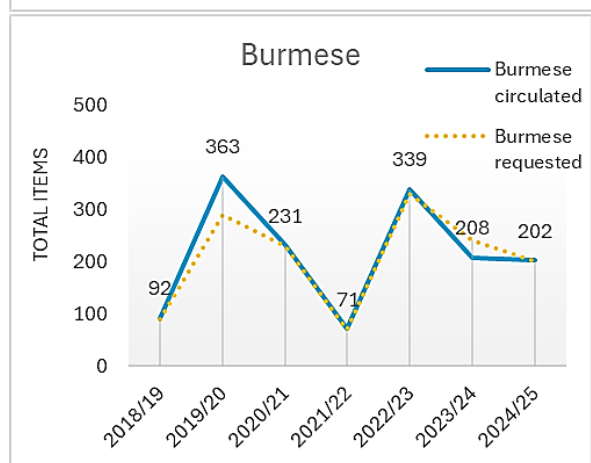
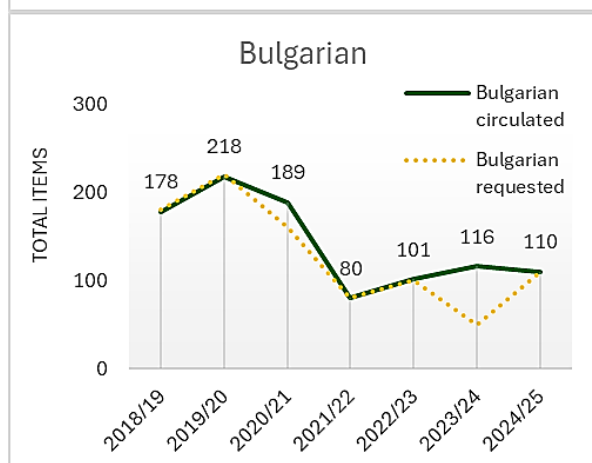
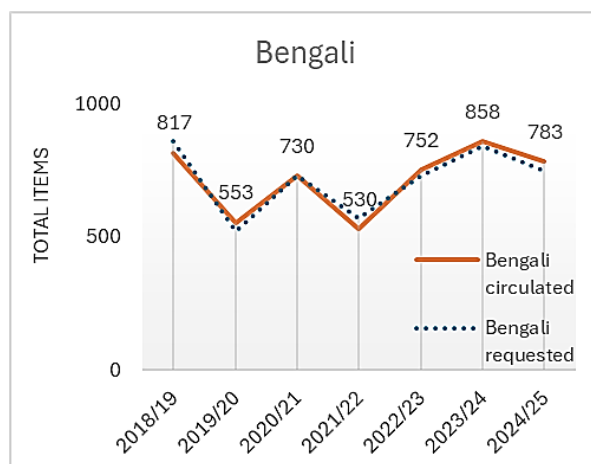
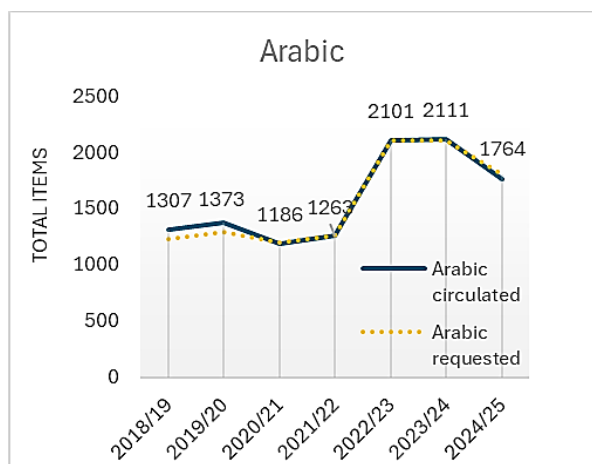
Looking ahead to 2025/26, we plan to refresh the Bulgarian and Burmese collections and implement more targeted promotions for languages with lower usage.

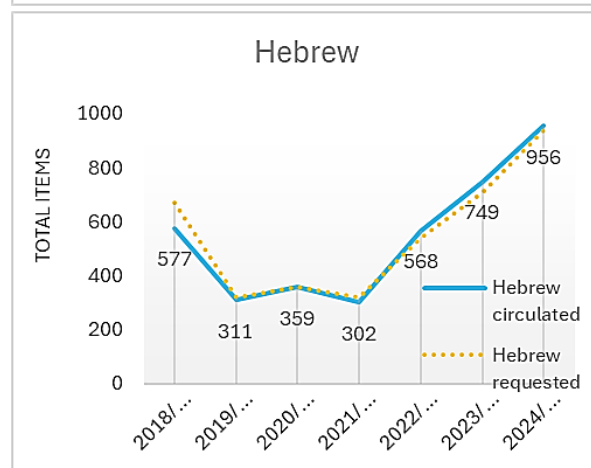
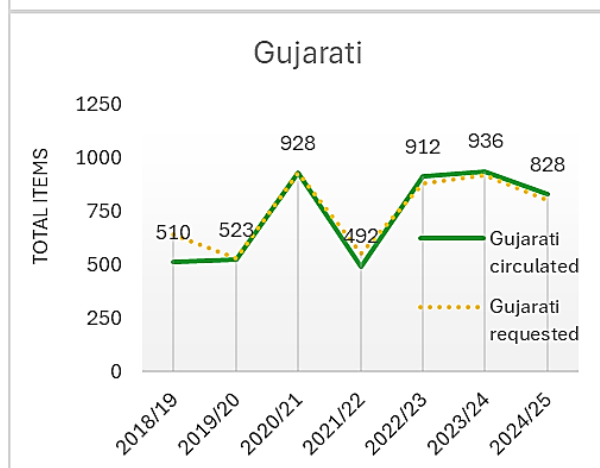
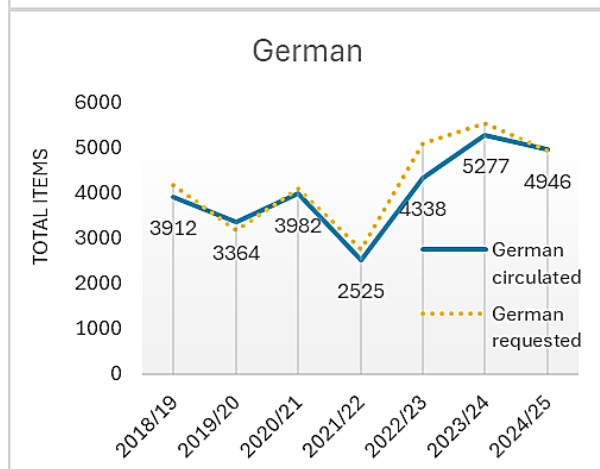
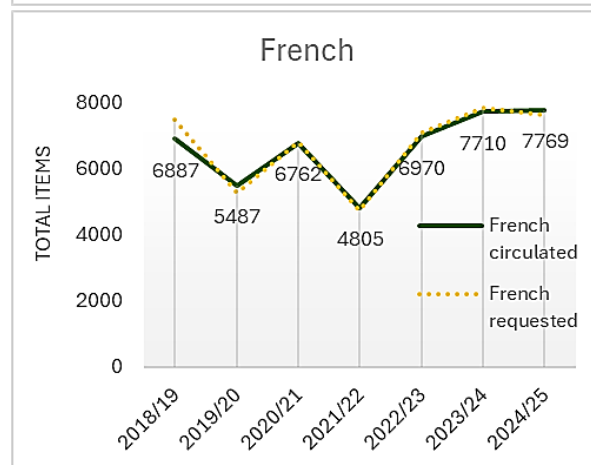
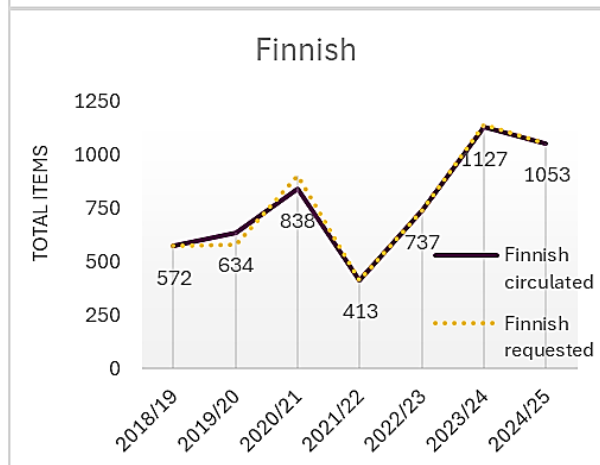
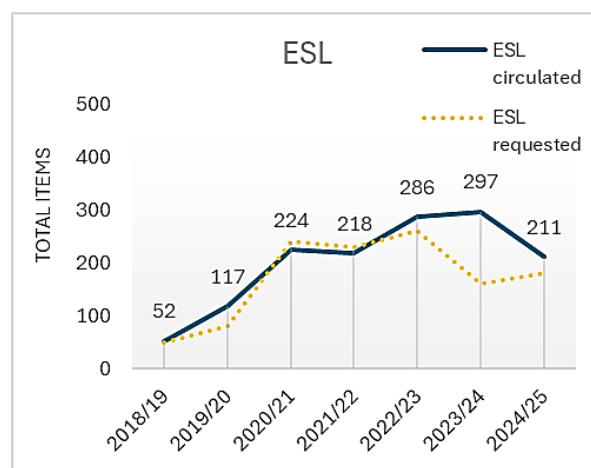
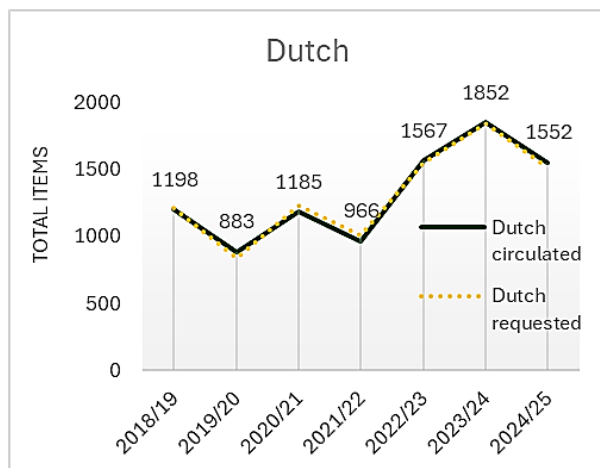
Popularity of each language in 2024/25 compared to 2023/24

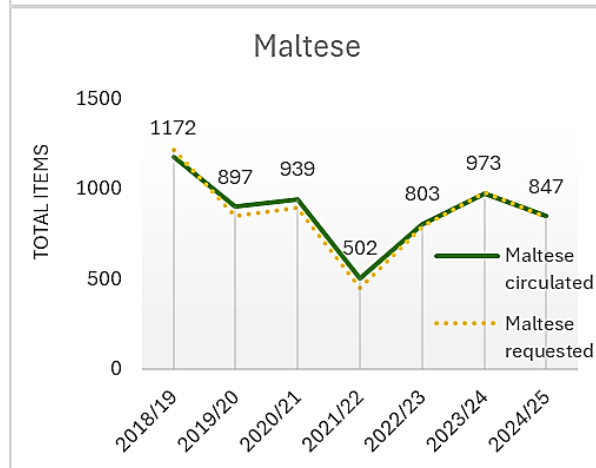
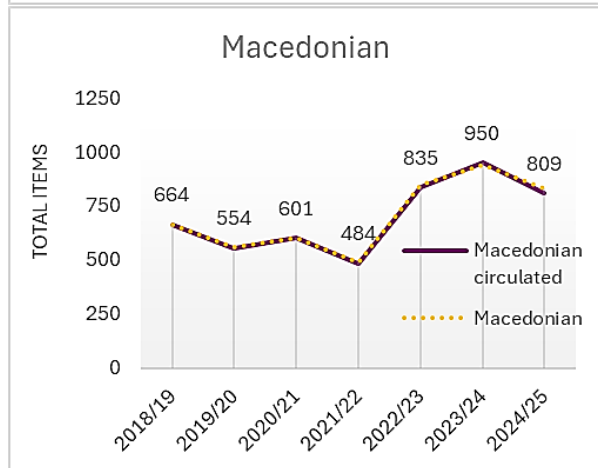
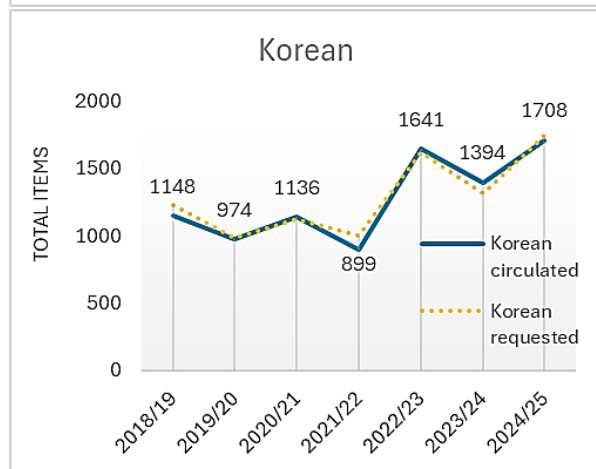
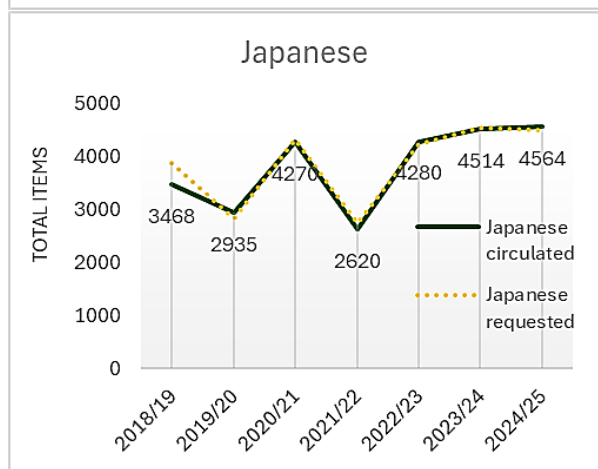
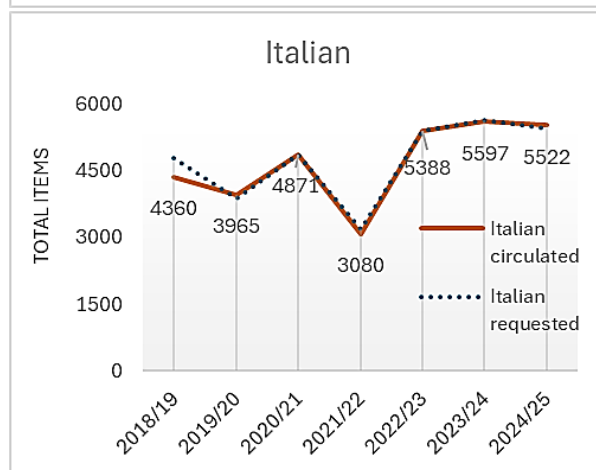
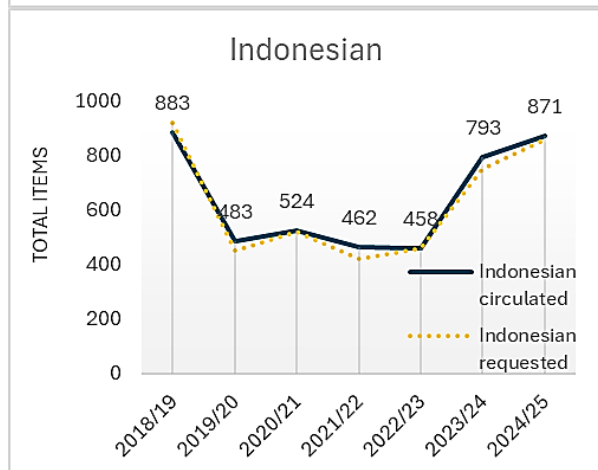
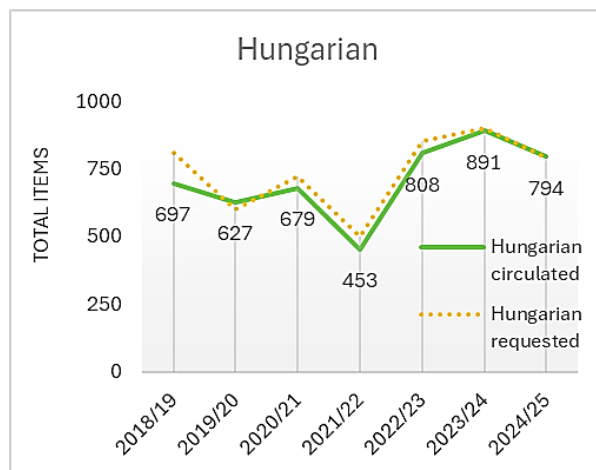
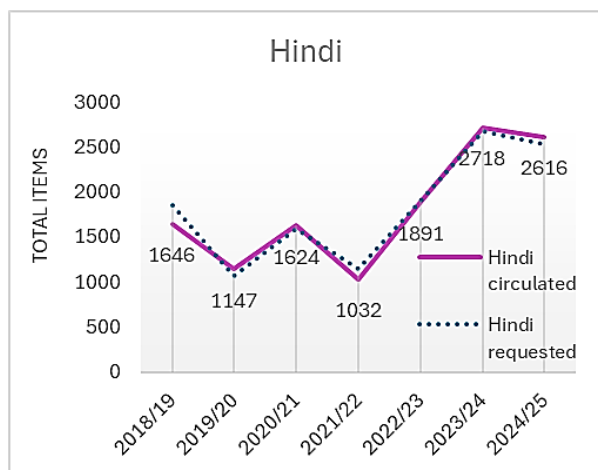
Rank	Language	Total Circulated 2024/25	Rank in 2023/24	Change in Ranking
1	French	7769	2	▲ 1
2	Spanish	7622	1	▼ -1
3	Italian	5522	3	■ 0
4	German	4946	4	■ 0
5	Japanese	4564	6	▲ 1
6	Russian	4284	5	▼ -1
7	Chinese	3105	7	■ 0
8	Hindi	2616	8	■ 0
9	Polish	2594	9	■ 0
10	Persian (Farsi/ Dari)	2510	10	■ 0
11	Portuguese	2275	14	▲ 3
12	Croatian	2007	12	■ 0
13	Greek	1774	15	▲ 2
14	Arabic	1764	11	▼ -3
15	Korean	1708	20	▲ 5
16	Swedish	1608	21	▲ 5
17	Ukrainian	1579	18	▲ 1
18	Dutch	1552	13	▼ -5
19	Sinhalese	1409	19	■ 0
20	Tamil	1387	17	▼ -3
21	Nepalese	1341	24	▲ 3
22	Panjabi	1291	16	▼ -6
23	Serbian	1238	22	▼ -1
24	Vietnamese	1186	34	▲ 10
25	Urdu	1077	29	▲ 4
26	Finnish	1053	23	▼ -3
27	Thai	997	26	▼ -1
28	Hebrew	956	36	▲ 8
29	Turkish	903	25	▼ -4
30	Indonesian	871	35	▲ 5
31	Maltese	847	27	▼ -4
32	Gujarati	828	30	▼ -2
33	Macedonian	809	28	▼ -5
34	Hungarian	794	31	▼ -3
35	Bengali	783	33	▼ -2
36	Telugu	595	32	▼ -4
37	Czech	574	38	▲ 1
38	Tagalog	512	37	▼ -1
39	Danish	422	39	■ 0
40	Tibetan	244	40	■ 0
41	ESL	211	41	■ 0
42	Slovak	210	43	▲ 1
43	Burmese	202	42	▼ -1
44	Bulgarian	110	44	■ 0
	Total	80649		

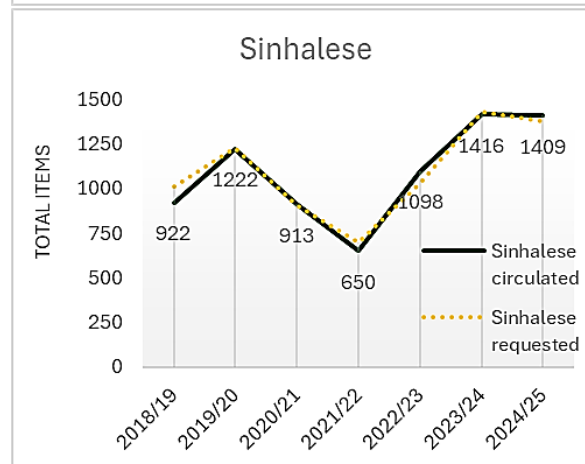
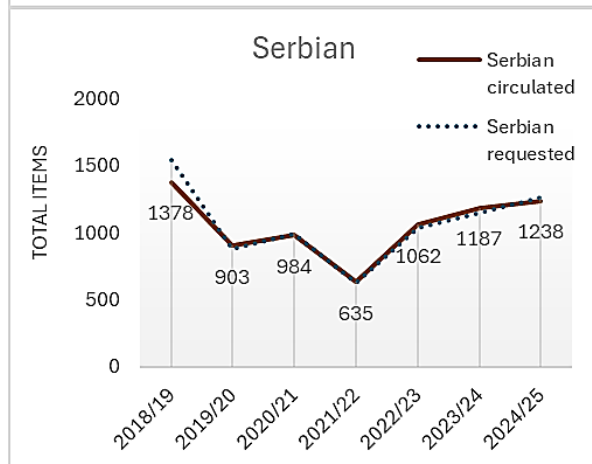
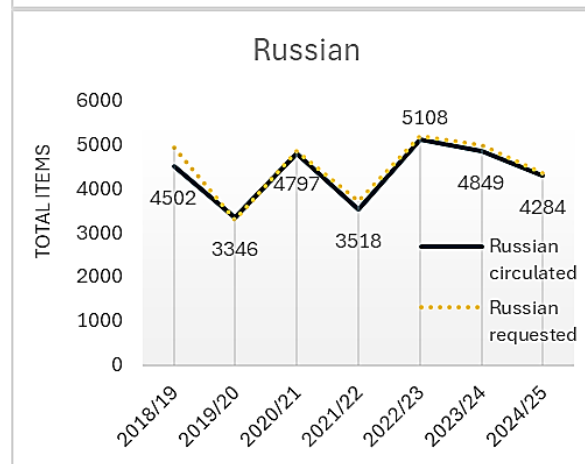
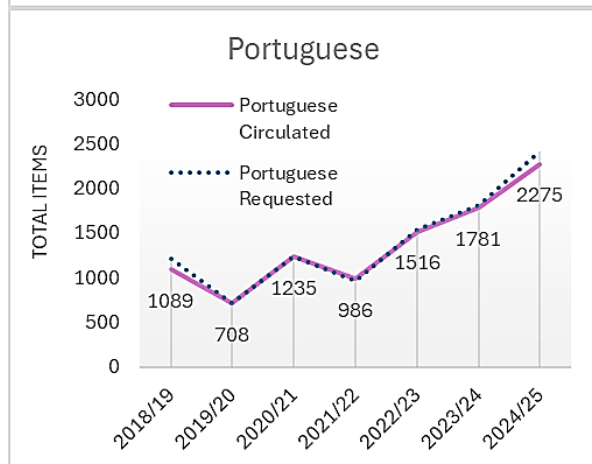
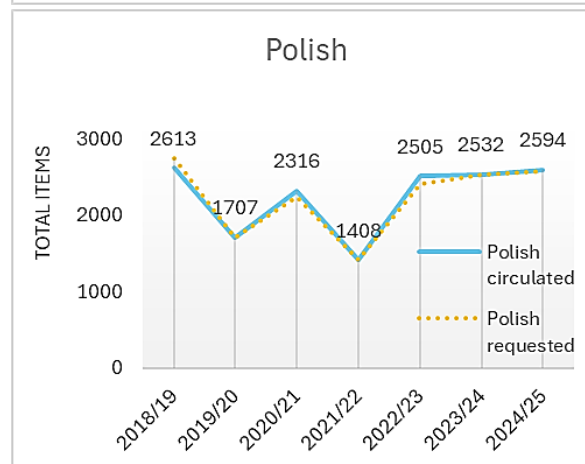
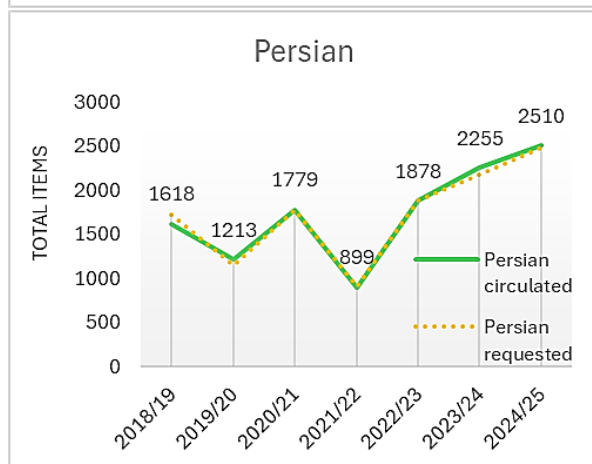
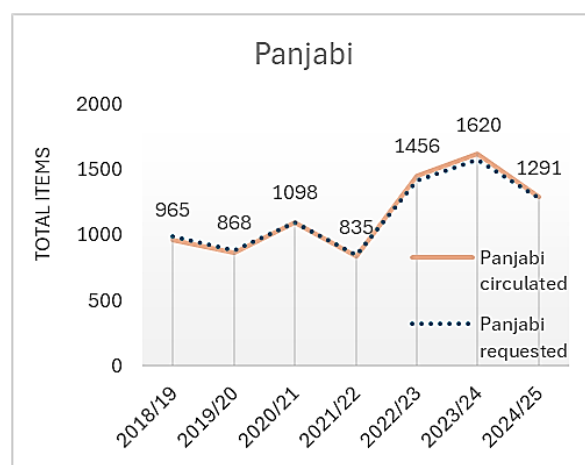
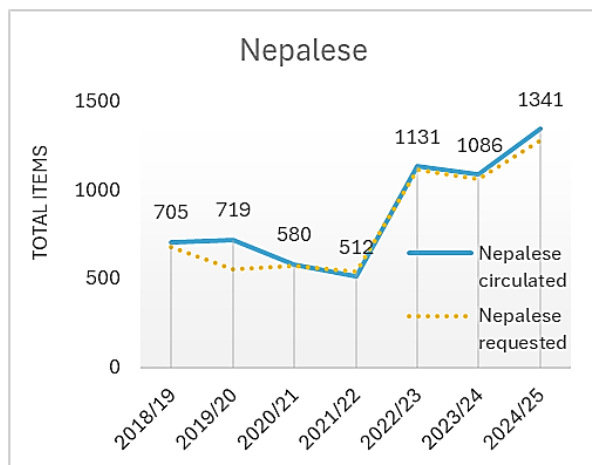
Table 6. Data from cumulative monthly circulation numbers (Alma Analytics) for 2023/24 and 2024/25

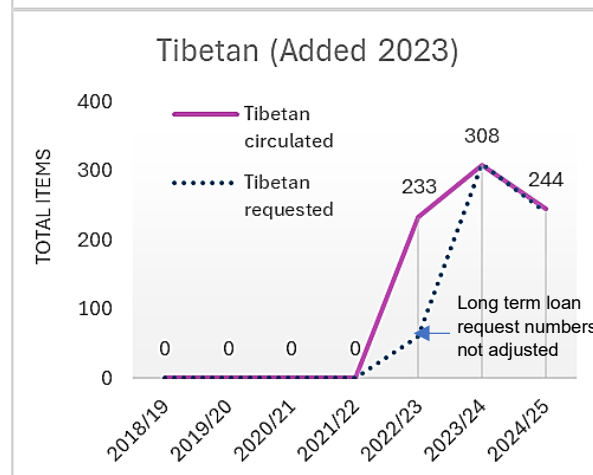
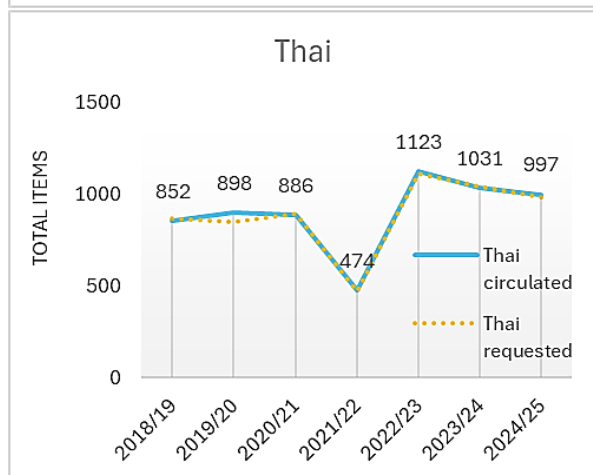
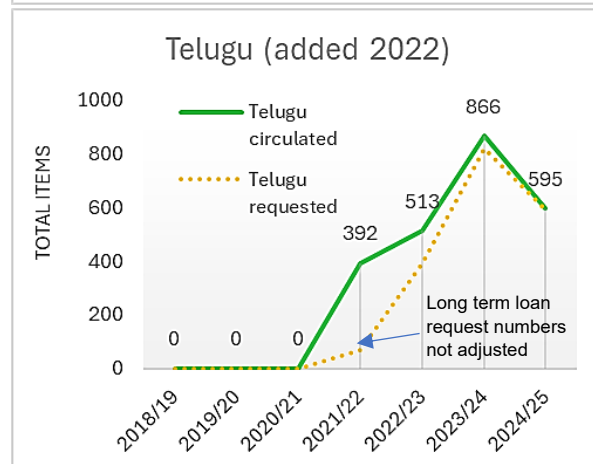
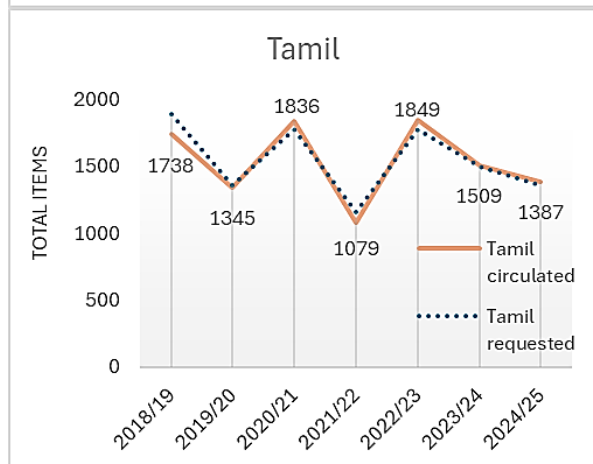
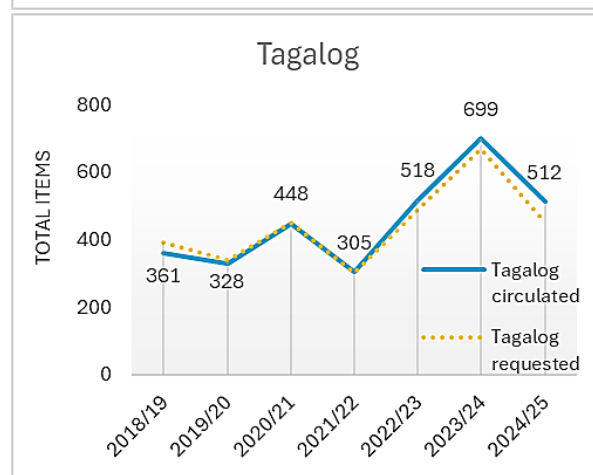
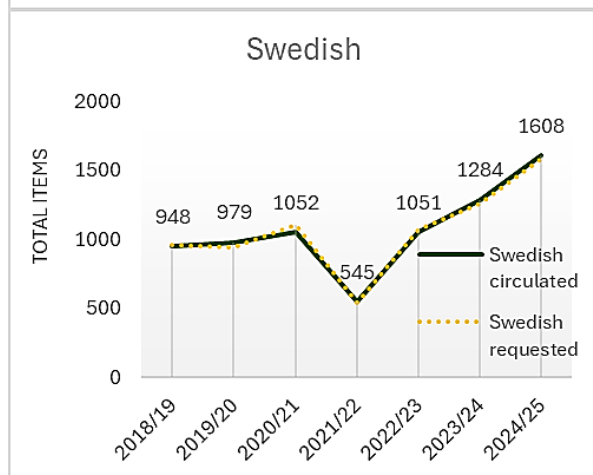
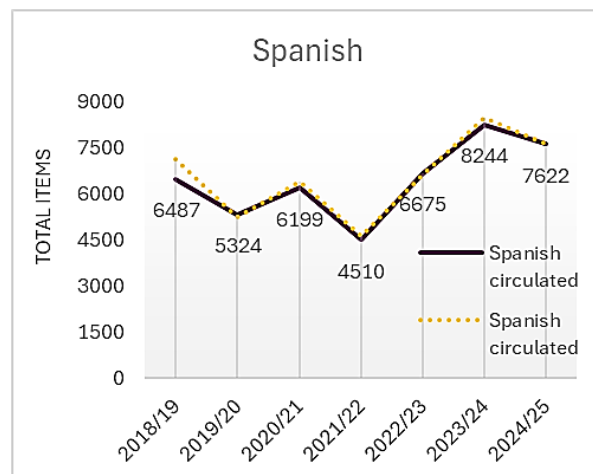
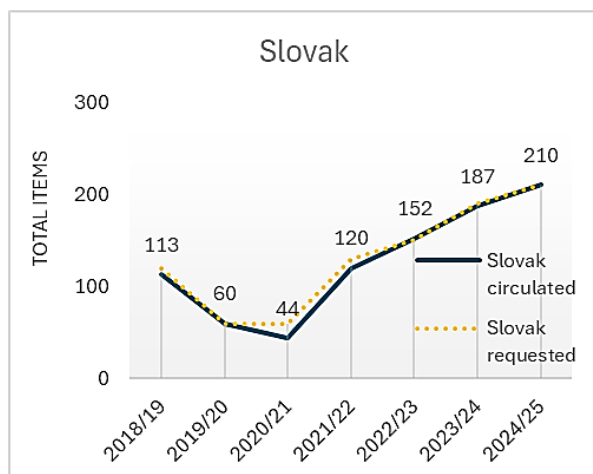
7-year circulation trends by language











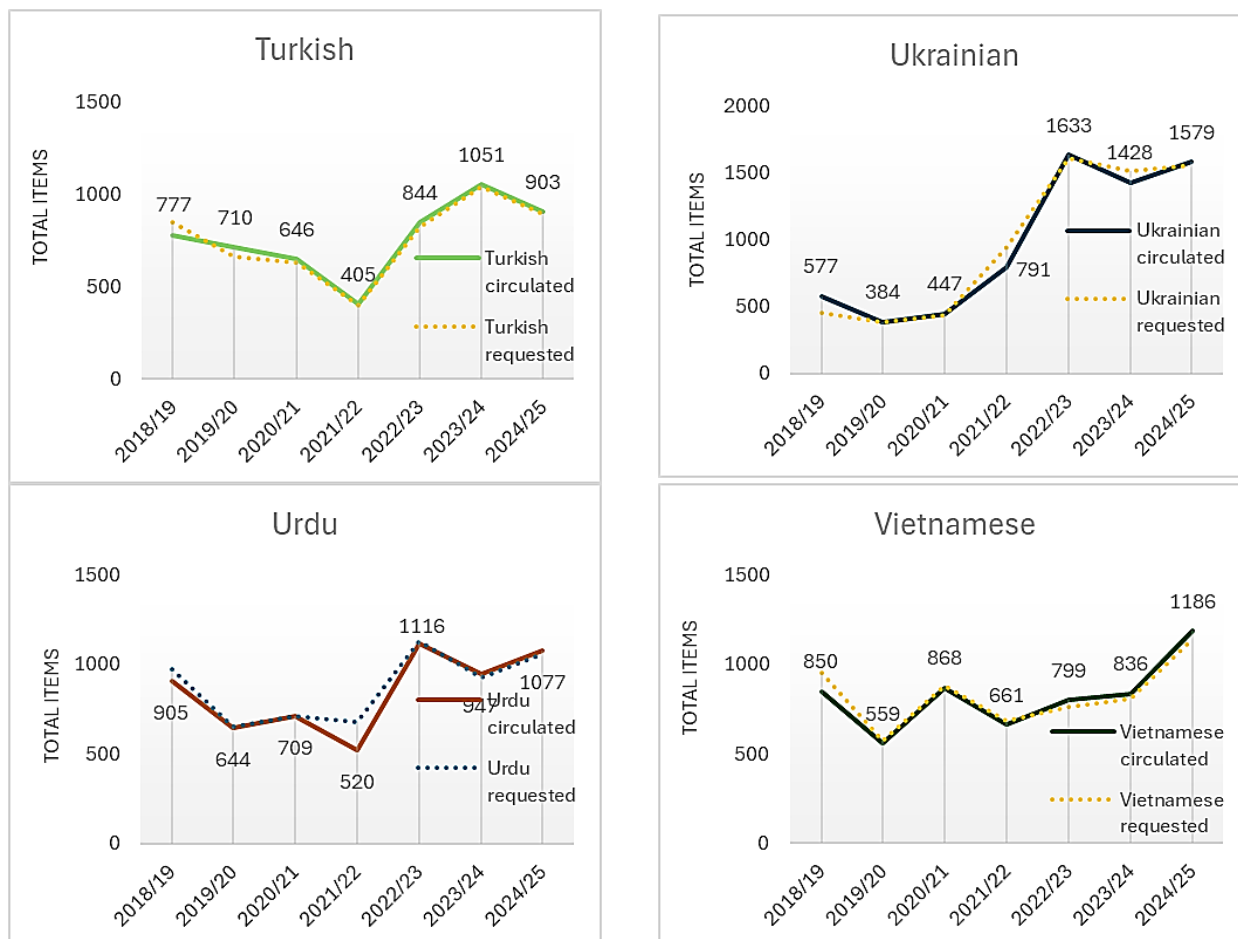


Chart 6. Data from cumulative monthly circulation numbers (Alma Analytics) for each financial year and annual Refracker reports

Demand by type

Chart 7 breaks down the types of items requested for each language. Libraries can select one of the following options in their bulk loan orders:

- Adult
- Junior
- Young Adult (YA)
- Adult & Junior mix
- Adult & YA mix
- Junior & YA mix

There has been a marked increase in demand for junior and young adult titles across most language collections in recent years.

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

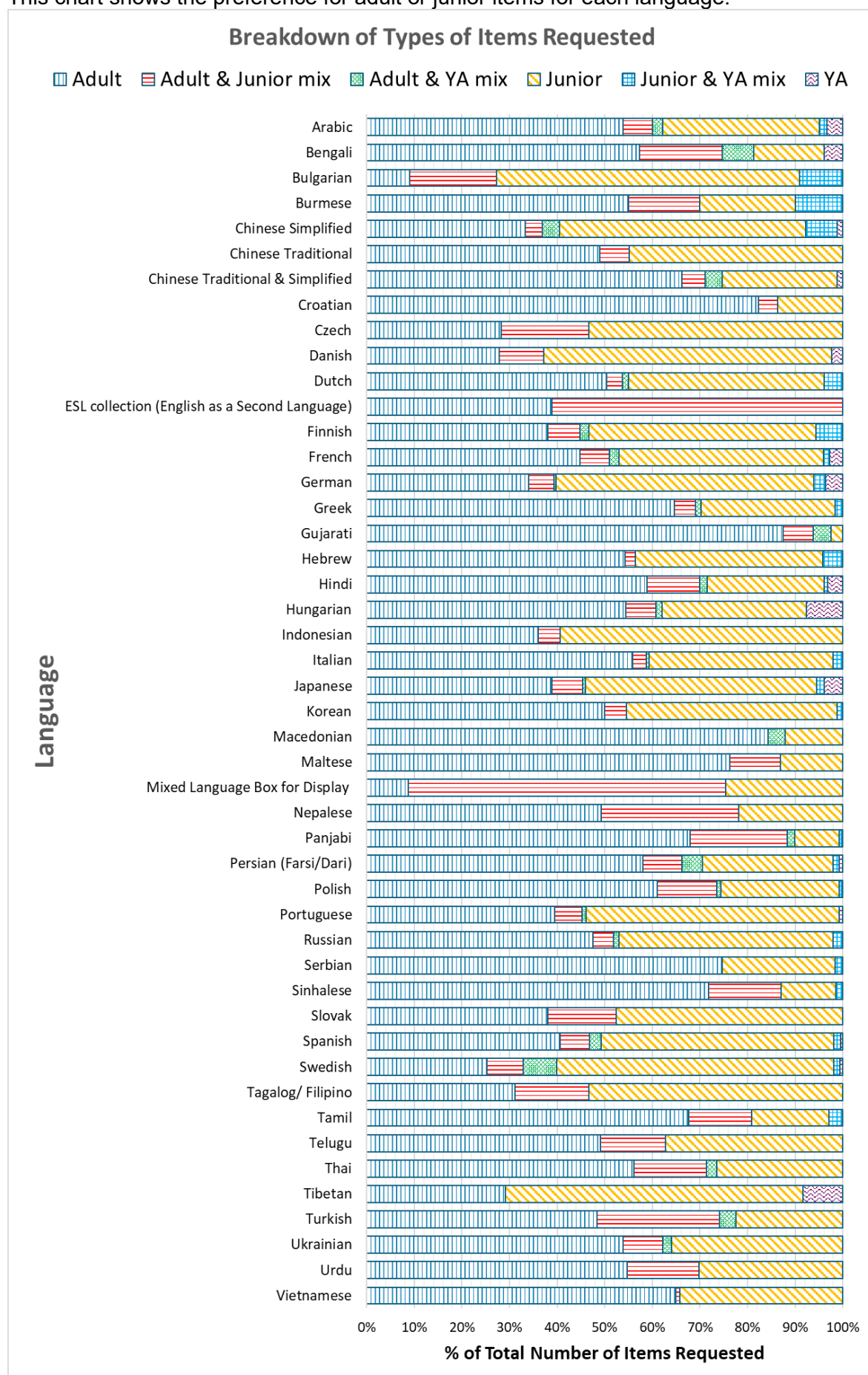


Chart 7. Data from Refracker report for 2024/25

Demand for bulk loan service by libraries

82 NSW library services made use of our Multicultural Bulk Loan Service in 2024/25 compared to 89* in 2023/24. They include 81 libraries services from the NSW Public Library network and the Metropolitan Remand & Reception Centre (MRRC) Library at Silverwater.

	2023/24	2024/25
Metropolitan van run library services + MRRC Library	31	31
Regional library services	58	51
Total number of library services	89*	82

Table 7. Data from Refracker report for 2024/25

* This figure has been revised from the 2023/24 report, as the libraries previously combined in last year's statistics have now been separated.

Total number of requests closed in 2024/25	3740
Total Fulfilled successfully	3711
Total Unsuccessful/ cancelled	29
% Successful	99.22%

Table 8. Data from Refracker report for 2024/25

The fulfilment rate increased this year, rising from 98.96% in the previous reporting period.

Reasons for unsuccessful or cancelled requests

- Insufficient items to supply, especially for large print and audiobooks formats.
- Request for languages that we do not hold.
- Form details were incorrectly entered by requesting libraries.
- Duplicate requests submitted in error.
- Titles, authors, genres and subjects were too obscure or specific.

Highest demand for multicultural bulk loans

The 20 users of the service ordered between 1,630 to 4,440 items in 2024/25.

	Library	Total Items Requested
1	Richmond Tweed Regional Library	4440
2	Canterbury Bankstown Library & Knowledge Centre	3420
3	Lane Cove Library	2930
4	Penrith City Library	2690
5	Bayside Library	2670
6	Ku-ring-gai Library	2590
7	Central Coast Libraries	2550
8	Port Macquarie-Hastings Library (Mid North Coast Co-operative)	2410
9	Hornsby Shire Library	2380
10	Wollongong City Libraries	2260
11	Strathfield Library	2150
12	Coffs Harbour Library	2070
13	The Hills Shire Libraries	2070
14	Blue Mountains Library	1910
15	Stanton Library	1910
16	Sutherland Shire Libraries	1890
17	Cumberland City Council Library	1840
18	Queanbeyan Palerang Regional Libraries	1820
19	City of Ryde Libraries	1720
20	City of Sydney Library	1630

Table 9. Data from Refracker report for 2024/25

Total number of items requested by libraries in 2024/25 compared to 2023/24

	Library	Compared to previous year	Total Items Requested 2024/25	Total Items Requested 2023/24
1	AlburyCity Libraries	▼ -380	800	1180
2	Armidale Regional Council Library	▲ 90	440	350
3	Bathurst Library	▲ 260	1020	760
4	Bayside Library	▼ -120	2670	2790
5	Bega Valley Shire Library	▲ 50	810	760
6	Big Sky Libraries	▼ -10	20	30
7	Blacktown City Libraries	▼ -390	500	890
8	Blue Mountains Library	▲ 320	1910	1590
-	Bourke Public Library	▼ -20	0	20
9	Burwood Library	▼ -190	530	720
10	Camden Libraries	▲ 70	1500	1430
11	Campbelltown City Library	▼ -330	860	1190
12	Canterbury Bankstown Library & Knowledge Centre	▼ -480	3420	3900
13	Central Coast Libraries	▲ 310	2550	2240
14	Central Northern Regional Library	▼ -190	200	390
15	Central West Libraries	▲ 320	780	460
16	Cessnock City Library	▼ -10	40	50
17	City of Canada Bay Libraries	▲ 160	1150	990
18	City of Parramatta Library	▼ -100	940	1040
19	City of Ryde Libraries	▲ 350	1720	1370
20	City of Sydney Library	▼ -290	1630	1920
21	Clarence Regional Library	▼ -40	370	410
22	Cobar Shire & TAFE Library	▲ 20	80	60
23	Coffs Harbour Library	▲ 570	2070	1500
24	Cumberland City Council Library	▼ -130	1840	1970
25	Edward River Library	▲ 10	100	90
26	Eurobodalla Library Service	▲ 70	870	800
27	Fairfield City Open Libraries	▲ 40	530	490
28	Georges River Libraries	▲ 110	1140	1030
29	Glen Innes Severn Public & TAFE Library	■ 0	10	10
30	Goulburn Mulwaree Library	▲ 110	180	70
-	Gunnedah Shire Library	▼ -30	0	30
31	Hawkesbury Library Service	▼ -130	130	260
32	Hilltops Council Library	▲ 60	70	10
33	Hornsby Shire Library	▼ -220	2380	2600
34	Inner West Library	▲ 100	1140	1040
35	Inverell Shire Public Library	▲ 130	440	310
36	Kempsey Library (Mid North Coast Co-operative)	■ 0	80	80
37	Kiama Library	▼ -290	580	870
38	Ku-ring-gai Library	▼ -130	2590	2720
39	Lake Mac Libraries	▼ -210	1260	1470
40	Lane Cove Library	▼ -20	2930	2950
41	Lithgow City Council Libraries	▲ 40	330	290
42	Liverpool City Library	▼ -50	380	430
43	Macquarie Regional Library	▲ 30	520	490
44	Maitland City Library	▲ 70	640	570
45	MidCoast Council Libraries	▲ 10	820	810
46	Midwestern Regional Council Library	▼ -180	140	320
47	Mosman Library	▲ 550	1160	610
48	MRRRC Library	▼ -70	80	150
49	Muswellbrook Shire Libraries	■ 0	260	260
50	Nambucca Valley Libraries	▼ -40	630	670

	Library	Compared to previous year	Total Items Requested 2024/25	Total Items Requested 2023/24
51	Newcastle Libraries	▼ -330	1530	1860
52	Northern Beaches Library	▲ 290	1610	1320
-	Oberon Library	▼ -20	0	20
53	Parkes Shire Library	▲ 80	80	0
54	Penrith City Library	▼ -10	2690	2700
55	Port Macquarie-Hastings Library (Mid North Coast Co-operative)	▲ 330	2410	2080
56	Port Stephens Libraries	▼ -50	820	870
57	Queanbeyan Palerang Regional Libraries	▲ 70	1820	1750
58	Randwick City Library	▼ -50	960	1010
59	Richmond Tweed Regional Library	▼ -1150	4440	5590
60	Richmond Upper Clarence Regional Library	▲ 40	80	40
61	Riverina Regional Library - Berrigan Library	▼ -50	20	70
62	Riverina Regional Library - Cootamundra-Gundagai Libraries	■ 0	120	120
63	Riverina Regional Library - Federation Council Library	▼ -20	30	50
-	Riverina Regional Library - Junee Council Library	▼ -20	0	20
64	Riverina Regional Library - Leeton Shire Library	▲ 60	140	80
65	Riverina Regional Library - Snowy Valleys Council Library	▼ -10	20	30
66	Shellharbour City Libraries	▼ -210	690	900
67	Shoalhaven Libraries	▲ 770	1040	270
68	Singleton Public Library	▼ -60	100	160
69	Snowy Monaro Regional Library	▼ -90	360	450
70	Stanton Library	▲ 90	1910	1820
71	Strathfield Library	▲ 330	2150	1820
72	Sutherland Shire Libraries	▲ 210	1890	1680
-	Tenterfield Library	▼ -60	0	60
73	The Hills Shire Libraries	▼ -1420	2070	3490
-	Upper Lachlan Shire Library Service	▼ -30	0	30
74	Wagga Wagga City Library	▼ -330	1010	1340
75	Waverley Library	▼ -140	510	650
76	Western Riverina Libraries - Griffith City Library	▲ 90	690	600
-	Western Riverina - Jerilderie Library	▼ -20	0	20
77	Willoughby City Library	▲ 70	570	500
78	Wingecaribee Public Library	▼ -60	330	390
79	Wollondilly Library Service	▲ 10	90	80
80	Wollongong City Libraries	▼ -120	2260	2380
81	Woollahra Libraries	▼ -30	830	860
82	Yass Valley Library	▲ 80	100	20
	Grand Total	▼ -1960	80610	82570

Table 10. Data from Refracker report for 2024/25 and 2023/24

Breakdown of demand by language and library

Language	No. of libraries that requested in 2024/25	Top users for each language	
Arabic	▼ 32 (33 in 2023/24)	Wollongong City Libraries	160
		Penrith City Library	150
		City of Ryde Libraries	110
		Armidale Regional Council Library	100
		Georges River Libraries	100
		Queanbeyan Palerang Regional Libraries	100
Bengali	▼ 16 (18 in 2023/24)	Canterbury Bankstown Library & Knowledge Centre	160
		Lake Mac Libraries	110
		Cumberland City Council Library	90
		Hornsby Shire Library	80
		Liverpool City Library	60
Bulgarian	▲ 3 (2 in 2023/24)	Canterbury Bankstown Library & Knowledge Centre	40
		Mosman Library	40
		Northern Beaches Library	30
Burmese	▼ 3 (5 in 2023/24)	Coffs Harbour Library	100
		Wagga Wagga City Library	70
		Cumberland City Council Library	30
Chinese Simplified	▼ 24 (25 in 2023/24)	Camden Libraries	200
		Stanton Library (North Sydney)	190
		Woollahra Libraries	140
		Queanbeyan Palerang Regional Libraries	120
		Richmond Tweed Regional Library	120
Chinese Traditional	▼ 10 (15 in 2023/24)	Lithgow City Council Libraries	120
		Eurobodalla Library Service	90
		Maitland City Library	80
		Bayside Library	60
		Lake Mac Libraries	40
Chinese Traditional & Simplified mix	▼ 15 (20 in 2023/24)	Newcastle Libraries	220
		Penrith City Library	120
		Port Macquarie-Hastings Library	120
		Eurobodalla Library Service	80
		Wagga Wagga City Library	40
Croatian	▲ 32 (28 in 2023/24)	Shellharbour City Libraries	160
		Wagga Wagga City Library	150
		Central Coast Libraries	140
		Wollongong City Libraries	140
		Penrith City Library	120
		Bayside Library	120

Language	No. of libraries that requested in 2024/25	Top users for each language	
Czech	 15 (17 in 2023/24)	Bayside Library 120 Lane Cove Library 90 Hornsby Shire Library 60 City of Sydney Library 60 Randwick City Library 50	
Danish	 13 (14 in 2023/24)	Bega Valley Shire Library 90 Newcastle Libraries 70 AlburyCity Libraries 60 Mosman Library 40 Bayside Library 30 Shoalhaven Libraries 30	
Dutch	 31 (34 in 2023/24)	Bayside Library 150 Port Macquarie-Hastings Library 130 Coffs Harbour Library 120 City of Sydney Library 100 Ku-ring-gai Library 80 Lake Mac Libraries 80	
ESL	 4 (3 in 2023/24)	Wollongong City Libraries 120 Muswellbrook Shire Libraries 30 Lithgow City Council Libraries 20 MidCoast Council Libraries 10	
Finnish	 18 (16 in 2023/24)	Richmond Tweed Regional Library 280 Lane Cove Library 190 Stanton Library (North Sydney) 110 City of Ryde Libraries 90 Wollongong City Libraries 60	
French	 60 (65 in 2023/24)	Richmond Tweed Regional Library 820 MidCoast Council Libraries 310 Shoalhaven Libraries 300 Strathfield Library 290 Inner West Library 240	
German	 61 (61 in 2023/24)	Richmond Tweed Regional Library 300 Lane Cove Library 210 Ku-ring-gai Library 200 Coffs Harbour Library 180 Northern Beaches Library 180	

Language	No. of libraries that requested in 2024/25	Top users for each language	
Greek	29 (27 in 2023/24)	Wollongong City Libraries	150
		Sutherland Shire Libraries	130
		Penrith City Library	120
		Lane Cove Library	110
		Queanbeyan Palerang Regional Libraries	110
		Cumberland City Council Library	110
Gujarati	22 (19 in 2023/24)	The Hills Shire Libraries	90
		Hornsby Shire Library	80
		Penrith City Library	60
		Queanbeyan Palerang Regional Libraries	60
		Blacktown City Libraries	60
		Camden Libraries	60
Hebrew	15 (15 in 2023/24)	Richmond Tweed Regional Library	260
		Woollahra Libraries	120
		Lane Cove Library	80
		Mosman Library	60
		Bayside Library	60
		Bega Valley Shire Library	60
		Ku-ring-gai Library	60
Hindi	40 (41 in 2023/24)	Strathfield Library	240
		Ku-ring-gai Library	200
		Penrith City Library	160
		Canterbury Bankstown Library & Knowledge Centre	160
		City of Canada Bay Libraries	100
Hungarian	16 (24 in 2023/24)	Central Coast Libraries	200
		Ku-ring-gai Library	90
		City of Canada Bay Libraries	80
		Stanton Library (North Sydney)	80
		Queanbeyan Palerang Regional Libraries	50
Indonesian	23 (17 in 2023/24)	Canterbury Bankstown Library & Knowledge Centre	170
		Port Macquarie-Hastings Library	60
		Port Stephens Libraries	60
		The Hills Shire Libraries	50
		Lake Mac Libraries	50
		Nambucca Valley Libraries	50
		Richmond Tweed Regional Library	50

Language	No. of libraries that requested in 2024/25	Top users for each language	
Italian	 56 (59 in 2023/24)	Western Riverina Libraries - Griffith City Library	300
		Richmond Tweed Regional Library	290
		Cumberland City Council Library	280
		Canterbury Bankstown Library & Knowledge Centre	250
		The Hills Shire Libraries	250
Japanese	 42 (44 in 2023/24)	Richmond Tweed Regional Library	560
		Strathfield Library	340
		Ku-ring-gai Library	290
		Blue Mountains Library	280
		Hornsby Shire Library	240
Korean	 27 (26 in 2023/24)	Lane Cove Library	200
		Port Macquarie-Hastings Library	170
		Ku-ring-gai Library	150
		Coffs Harbour Library	90
		Randwick City Library	90
Macedonian	 15 (15 in 2023/24)	Canterbury Bankstown Library & Knowledge Centre	210
		Queanbeyan Palerang Regional Libraries	140
		Wollongong City Libraries	130
		Bayside Library	60
		Shoalhaven Libraries	40
		Port Macquarie-Hastings Library	40
		Lane Cove Library	40
		City of Parramatta Library	40
Maltese	 13 (12 in 2023/24)	Blacktown City Libraries	160
		Cumberland City Council Library	150
		Penrith City Library	150
		Bayside Library	120
		The Hills Shire Libraries	90
Nepalese	 29 (22 in 2023/24)	Campbelltown City Library	180
		Canterbury Bankstown Library & Knowledge Centre	140
		Lake Mac Libraries	90
		Strathfield Library	80
		Penrith City Library	70
		Hornsby Shire Library	70

Language	No. of libraries that requested in 2024/25	Top users for each language	
Panjabi	 27 (28 in 2023/24)	Cumberland City Council Library	180
		Coffs Harbour Library	140
		Strathfield Library	100
		Camden Libraries	80
		Bathurst Library	70
		Western Riverina Libraries - Griffith City Library	70
		AlburyCity Libraries	70
		Maitland City Library	70
		Persian (Farsi/Dari)	 40 (35 in 2023/24)
Ku-ring-gai Library	240		
The Hills Shire Libraries	180		
Stanton Library (North Sydney)	110		
Wagga Wagga City Library	110		
Polish	 34 (33 in 2023/24)		
		Wollongong City Libraries	210
		Lane Cove Library	170
		Canterbury Bankstown Library & Knowledge Centre	160
		Penrith City Library	120
		Bayside Library	120
		Port Macquarie-Hastings Library	120
		Wingecarribee Public Library	120
Portuguese	 36 (32 in 2023/24)	Ku-ring-gai Library	230
		Richmond Tweed Regional Library	200
		City of Sydney Library	160
		Central Coast Libraries	150
		Randwick City Library	140
		Russian	 50 (50 in 2023/24)
Canterbury Bankstown Library & Knowledge Centre	250		
Hornsby Shire Library	240		
The Hills Shire Libraries	230		
Richmond Tweed Regional Library	210		
Lane Cove Library	210		
Serbian	 22 (22 in 2023/24)		
		Penrith City Library	120
		Bayside Library	120
		Northern Beaches Library	90
		Georges River Libraries	90

Language	No. of libraries that requested in 2024/25	Top users for each language	
Sinhalese	28 (24 in 2023/24)	Strathfield Library	160
		The Hills Shire Libraries	140
		Hornsby Shire Library	120
		Bayside Library	120
		Cumberland City Council Library	80
Slovak	7 (7 in 2023/24)	Central Coast Libraries	60
		Bayside Library	30
		Camden Libraries	30
		Mosman Library	30
		The Hills Shire Libraries	20
		Cumberland City Council Library	20
		City of Sydney Library	20
Spanish	62 (64 in 2023/24)	Richmond Tweed Regional Library	660
		Central Coast Libraries	520
		Canterbury Bankstown Library & Knowledge Centre	320
		Sutherland Shire Libraries	300
		City of Sydney Library	290
Swedish	26 (25 in 2023/24)	Richmond Tweed Regional Library	280
		Stanton Library (North Sydney)	180
		Sutherland Shire Libraries	130
		Lane Cove Library	90
		Waverley Library	80
Tagalog	14 (15 in 2023/24)	Bayside Library	90
		Penrith City Library	60
		Central Coast Libraries	50
		Coffs Harbour Library	40
		Muswellbrook Shire Libraries	40
Tamil	24 (21 in 2023/24)	Hornsby Shire Library	200
		The Hills Shire Libraries	200
		Penrith City Library	180
		Campbelltown City Library	110
		Lithgow City Council Libraries	90
Telugu	13 (14 in 2023/24)	Strathfield Library	200
		Cumberland City Council Library	150
		Bayside Library	30
		Campbelltown City Library	30
		Newcastle Libraries	30
		Inverell Shire Public Library	30

Language	No. of libraries that requested in 2024/25	Top users for each language	
Thai	26 (29 in 2023/24)	Canterbury Bankstown Library & Knowledge Centre 100 Penrith City Library 90 Wagga Wagga City Library 70 AlburyCity Libraries 60 Armidale Regional Council Library 60 Northern Beaches Library 60 Riverina Regional Library - Leeton Shire Library 60	
Tibetan	3 (4 in 2023/24)	Northern Beaches Library 160 Wagga Wagga City Library 50 Blue Mountains Library 30	
Turkish	25 (20 in 2023/24)	Fairfield City Open Libraries 90 Stanton Library (North Sydney) 60 Bayside Library 60 City of Parramatta Library 60 Lane Cove Library 60	
Ukrainian	28 (24 in 2023/24)	Ku-ring-gai Library 140 Randwick City Library 110 Stanton Library (North Sydney) 90 Bayside Library 90 Muswellbrook Shire Libraries 90 Georges River Libraries 90	
Urdu	19 (15 in 2023/24)	Canterbury Bankstown Library & Knowledge Centre 230 Cumberland City Council Library 150 Strathfield Library 90 Penrith City Library 60 Snowy Monaro Regional Library 60 City of Sydney Library 60 Central West Libraries 60	
Vietnamese	23 (26 in 2023/24)	Strathfield Library 170 Fairfield City Open Libraries 130 Bayside Library 120 Lane Cove Library 80 Camden Libraries 80	

Table 11. Data from Refracker report for 2023/24 and 2024/25.

VOX books

Bilingual children's VOX books, featuring built-in audio players, were introduced in November 2023. The collection now supports 14 languages, with Japanese added in 2024/25. Due to limited supply, libraries remain restricted to two VOX books per order. This year, 19 libraries requested them 94 times, up from 49 requests by 22 libraries last year.

Language	Copies held	No. of times requested 2024/25	Libraries (19 libraries)
Arabic	8	5	Camden Libraries Ku-ring-gai Library Port Stephens Libraries Wollongong City Libraries
Chinese Simplified and Traditional	68	13 Simplified only	Camden Libraries Clarence Regional Library Macquarie Regional Library Mosman Library Wollongong City Libraries
French	6	19	Cessnock City Library Clarence Regional Library Inverell Shire Public Library MidCoast Council Libraries Mosman Library Penrith City Library Port Macquarie-Hastings Library Richmond Tweed Regional Library Stanton Library Wollongong City Libraries
German	7	8	Blue Mountains Library Clarence Regional Library Maitland City Library Mosman Library Wollongong City Libraries
Hebrew	2	0	
Hindi	4	3	Camden Libraries Stanton Library Sutherland Shire Libraries
Japanese	7	10	Camden Libraries Clarence Regional Library Inverell Shire Public Library Ku-ring-gai Library
Korean	7	7	Camden Libraries Clarence Regional Library Inverell Shire Public Library
Russian	8	3	Ku-ring-gai Library Mosman Library Stanton Library
Spanish	71	22	Camden Libraries MidCoast Council Libraries Mosman Library Cootamundra-Gundagai Libraries Stanton Library Sutherland Shire Libraries Wollondilly Library Service Wollongong City Libraries
Tagalog	7	1	Blue Mountains Library
Ukrainian	5	2	Stanton Library
Urdu	2	0	
Vietnamese	4	1	Camden Libraries

Table 12. Data from Refracker report for 2024/25

Mixed box for display

We introduced the option for libraries to order a mixed box for display in March 2023. In 2024/25, 16 libraries requested them, up from 15 in 2023/24. Since launch, demand has steadily increased. The boxes have become an effective promotional tool for many libraries.

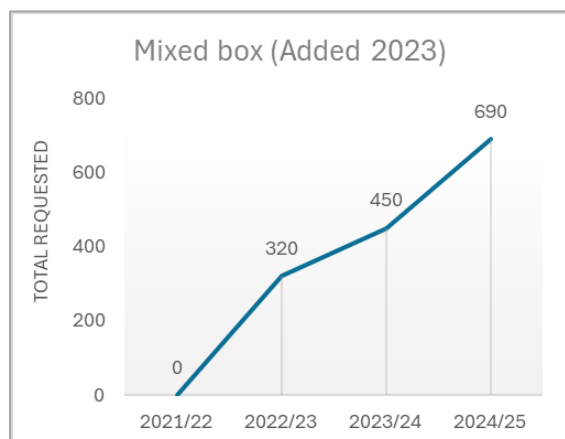


Chart 8. Total number of mixed box items requested. Data from Refracker report for 2024/25

Library	# of items requested	Languages to include	Type of books
Bathurst Library	90	Arabic, Mandarin, Spanish, Punjabi, Nepali, Urdu, Tagalog.	Adult and Junior Fiction and Non-fiction Picture and chapter books
Blue Mountains Library	30	Dutch and mix of other languages	Junior bilingual fiction Picture books
Central Coast Libraries	90	German, French, Japanese, Italian, Spanish, Croatian, Korean, Chinese, Russian, Dutch, Slovak, Vietnamese.	Adult and Junior fiction Picture and chapter books
Central Northern Regional Library	60	Chinese, Vietnamese, Tagalog, Nepali, Panjabi, Hindi, Urdu and any other available.	Adult and Junior Fiction and Non-fiction
City of Ryde Libraries	30	Hindi, Greek, Japanese, Persian and any other mix of languages	Adult fiction and non-fiction
Edward River Library	30	Mixture of any languages available	Adult and Junior Fiction and Non-fiction Picture and chapter books
Eurobodalla Library Service	20	German, Italian, Croatian and Spanish.	Adult and Junior Fiction and Non-fiction
Macquarie Regional Library	50	Nepalese, Urdu, Arabic, Hindi, Chinese Simplified and French.	Junior fiction Picture and chapter books
Mosman Library	30	Not specified. For Harmony Day, ideally books with orange covers.	Adult and Junior Fiction and Non-fiction

Library	# of items requested	Languages to include	Type of books
Newcastle Libraries	60	Chinese (traditional), Korean, Hindi, Spanish, Persian, Russian, French, German, Dutch, Finnish, Macedonian and Swedish	Adult and Junior Fiction and Non-fiction Picture and chapter books
Parkes Shire Library	30	Tagalog, Mandarin, Nepali, Afrikaans (not held), Fijian (not held).	Adult and Junior Fiction and Non-fiction Picture and chapter books Large print & audiobooks
Port Macquarie-Hastings Library	60	Hindi, Bengali, Telugu, Tamil, Gujarati, Urdu, Panjabi, Tagalog, Dutch, Nepalese, Mandarin, German, Spanish, French. Will be used as a display for the Diwali festival.	Adult and Junior Fiction and Non-fiction
Riverina Regional Library - Cootamundra-Gundagai Libraries	20	Mixture of any languages available.	Adult and Junior Fiction and Non-fiction Picture and board books
Riverina Regional Library - Federation Council Library	30	Arabic, Chinese, Hindi, Indonesian, Korean, Persian, Tamil, Tagalog, Thai, Vietnamese, Italian.	Adult and Junior Fiction and Non-fiction
Shellharbour City Libraries	30	Promo in conjunction with Harmony Day. Any languages available.	Adult and Junior Fiction and Non-fiction Picture books
Singleton Public Library	30	For harmony week. Thai, Chinese, Vietnamese, Spanish, Italian, Indian languages and any other available.	Adult and Junior Fiction and Non-fiction

Table 13. Data from Refracker report for 2024/25