



Multicultural collection 2025/26: size, age and usage

STATE LIBRARY OF NSW

MULTICULTURAL COLLECTION 2025/26: SIZE AGE AND USAGE

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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 2025/26.

Size of the collection

At the end of 2025/26, there were 77,464 active items in the Multicultural Collection. The collection grew by 3,354 items since 2024/25. The collection includes titles in 43 different languages and an English as a Second Language (ESL) collection. In addition to books, we have a small number of audiobooks in 18 languages and VOX books in 14 languages.

Size of collection as of 30 Jun 2026	77,464
Size of Collection as of 30 Jun 2025	74,110
<i>Increase of</i>	<i>3,354</i>

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.

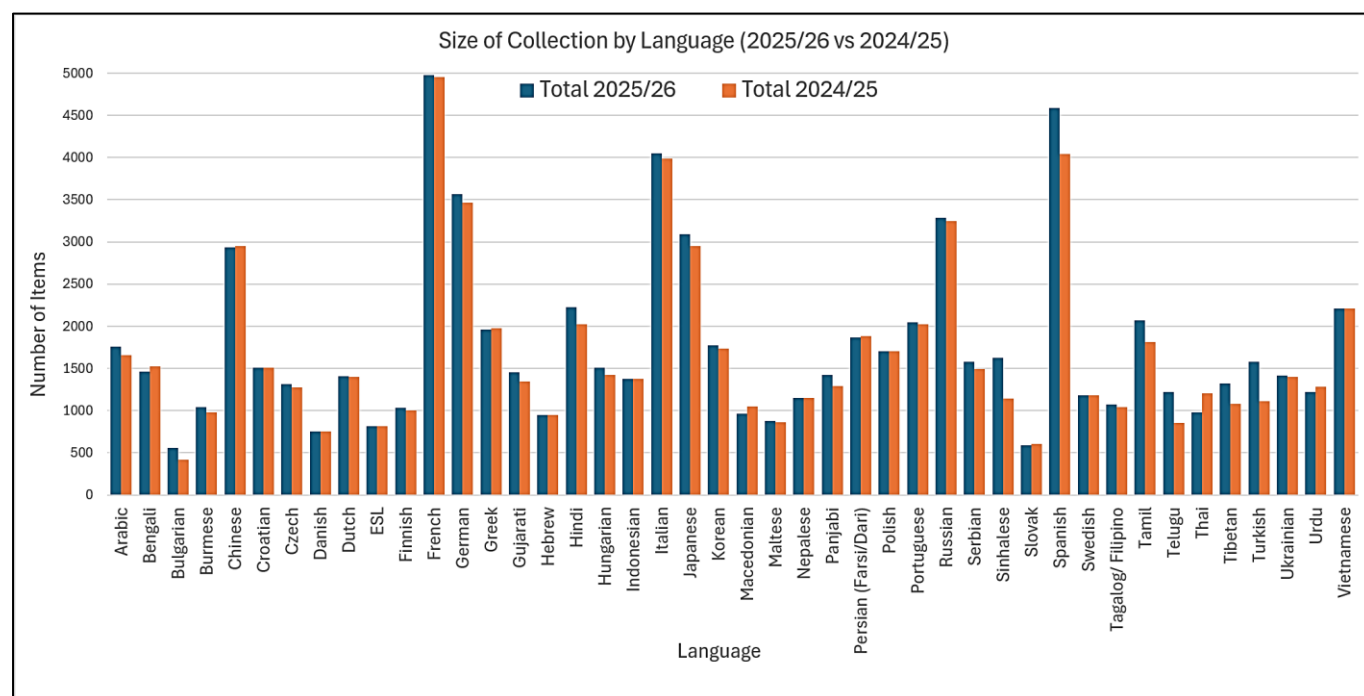


Chart 1. Comparison of size of collection by language at end of 2024/25 and 2025/26

Notable increase	More than 10%	7	Bulgarian, Sinhalese, Spanish, Tamil, Telugu, Tibetan, Turkish
Moderate increase	3% to 10%	9	Arabic, Burmese, Czech, Gujarati, Hindi, Hungarian, Japanese, Panjabi, Serbian
Insignificant change	-2% to 2%	19	Chinese, Croatian, Danish, Dutch, ESL, French, Greek, Hebrew, Indonesian, Italian, Maltese, Nepalese, Persian (Farsi/Dari), Polish, Portuguese, Russian, Swedish, Ukrainian, Vietnamese
Moderate decrease	-3% to 10%	8	Bengali, Finnish, German, Korean, Macedonian, Slovak, Tagalog/ Filipino, Urdu
Notable decrease	Less than -10%	1	Thai

Table 2. Changes to the size of the collection

Age of the collection

% Older than 10 years old in 2025/26	25%
% Older than 10 years old in 2024/25	26%

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 Bulgarian and Panjabi collection have been refreshed considerably.

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

Language	% >10 yrs 2025/26
Burmese	70%
ESL	68%
Turkish	53%
Nepalese	50%

Table 4. Oldest collection

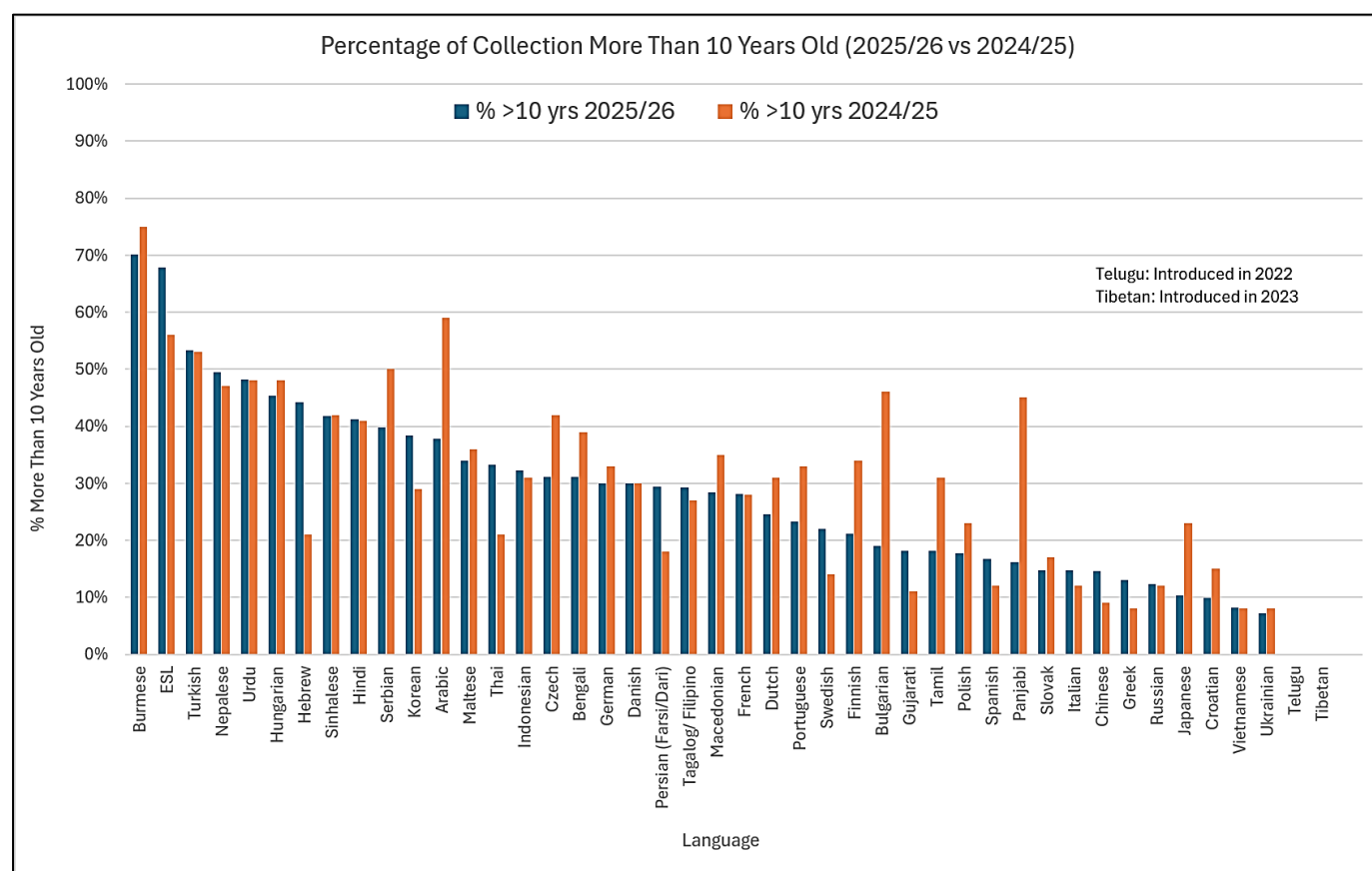


Chart 2. Data from MC Collection Analysis for Purchase Recommendations for 2024/25 and 2025/26

Acquisition

As per invoices processed in 2025/26, a total of 7,461 items were purchased in 32 languages. Purchasing decisions are based on an analysis of the demand and age of the collection, and identifying the gaps in the collection. List of languages purchased:

Arabic	Hindi	Russian
Bengali	Hungarian	Serbian
Bulgarian	Italian	Sinhalese
Burmese	Japanese	Spanish
Croatian	Korean	Tagalog
Czech	Macedonian	Tamil
Dutch	Maltese	Telugu
Finnish	Nepalese	Tibetan
French	Panjabi	Turkish
German	Polish	Ukrainian
Gujarati	Portuguese	

Table 4. List of languages purchased in 2025/26

Circulation

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

Financial year	Bulk loans	Inter-library loans & Reading room	Total loans
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
2024/25	79,731	135	79,866

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 2025/26, the number of loans has remained consistent to the previous years. We received a total of 3,734 requests and circulated a total of 79,731 items.

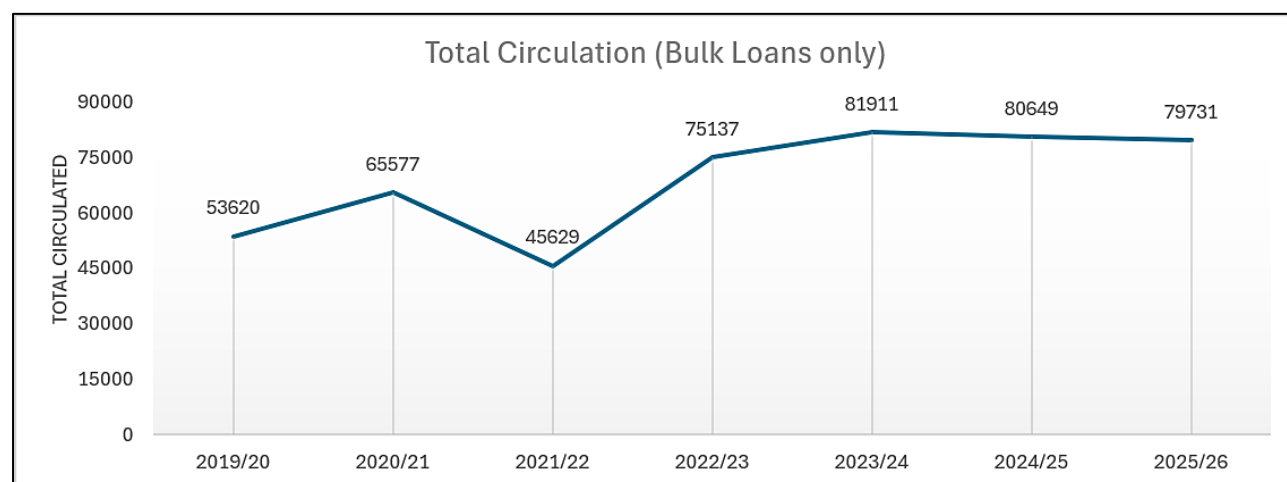


Chart 3. Data from cumulative monthly circulation numbers (Alma Analytics) for each financial year

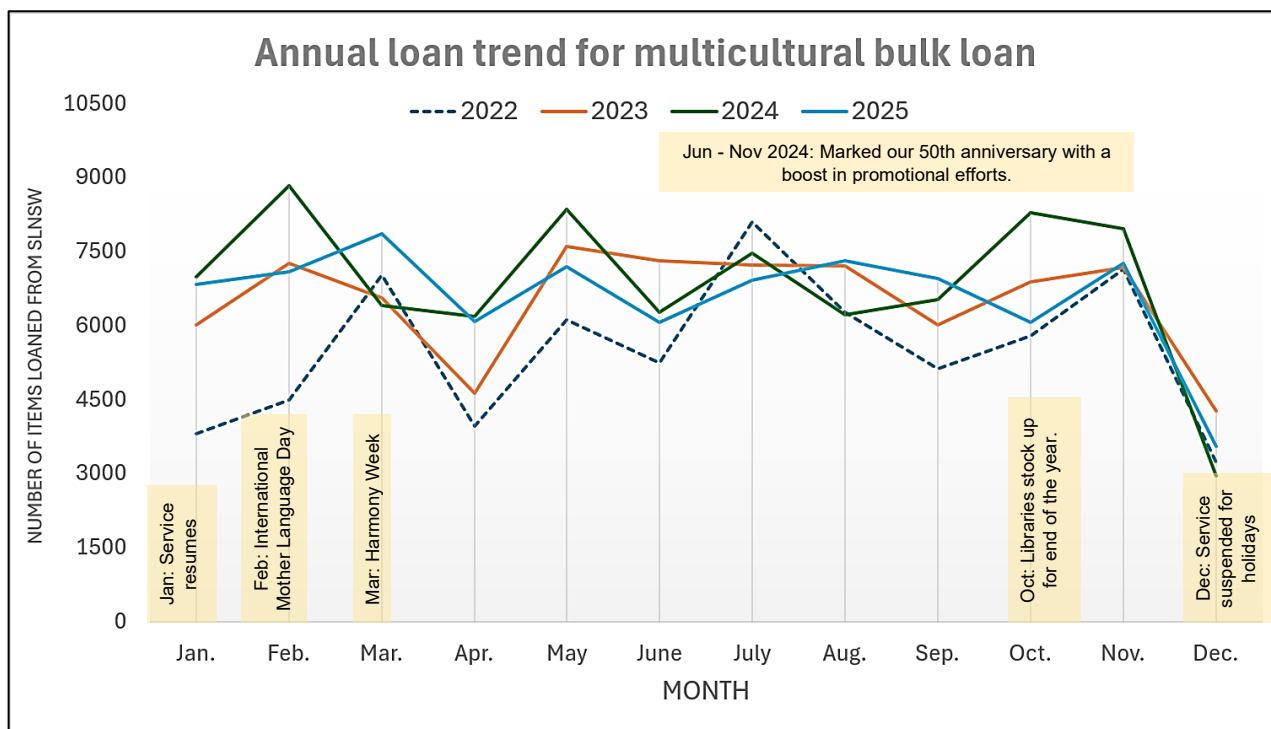


Chart 4. Data from monthly circulation numbers (Alma Analytics) for each financial year

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 14 languages exceed what we hold in our collection.

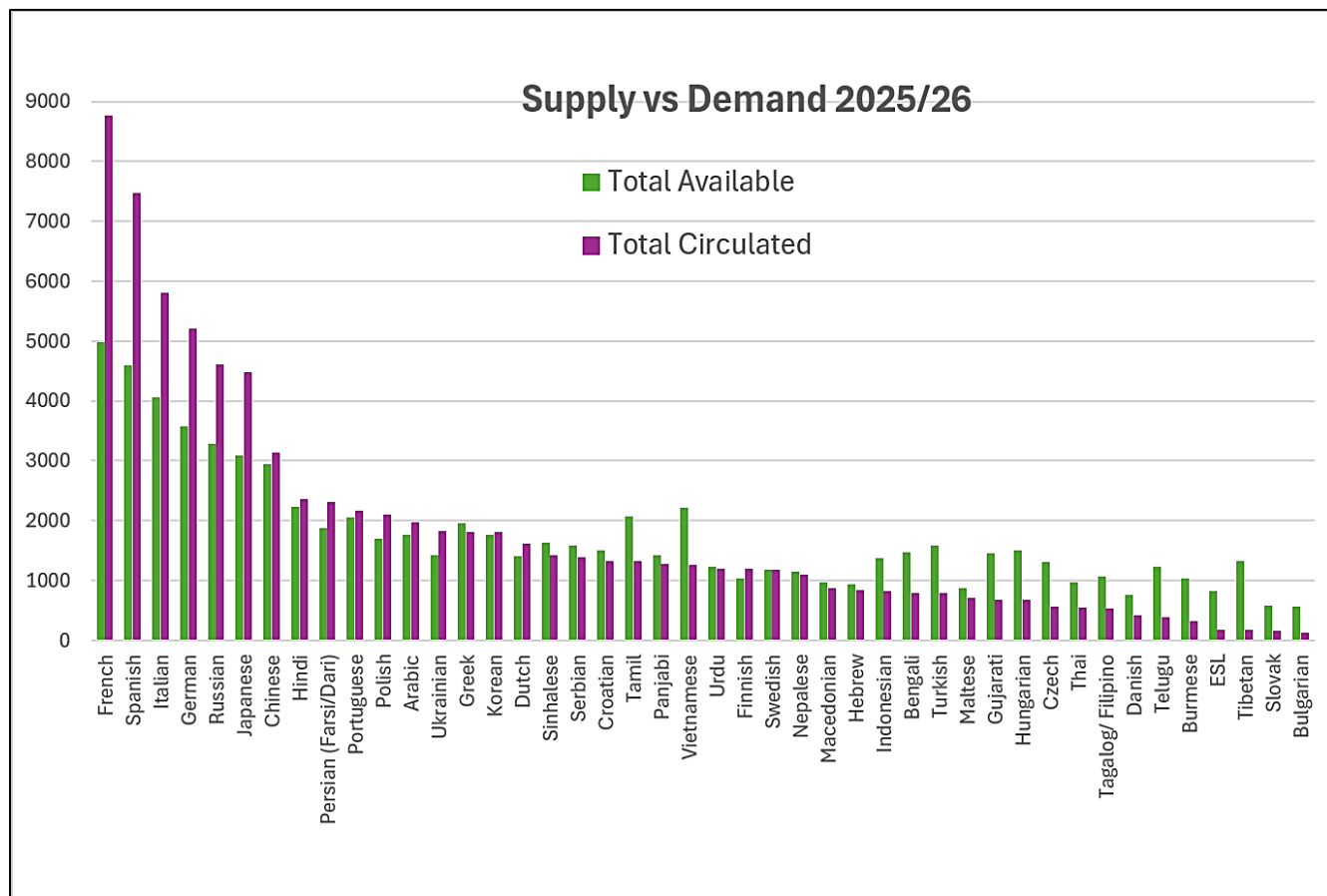


Chart 5. Data from Alma Analytics: Mc-Total Active for EFY 2025/26 and Bulk Loan Circulation for 2025/26

Popularity

Table 6 on the following page ranks each language by popularity for 2025/26 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 2025/26 were mostly consistent with the previous year, comprising: **French, Spanish, Italian, German, Russian, Japanese, Chinese, Hindi, Persian, and Portuguese.**

There was a significant increase in demand for Macedonian, which rose six places in the rankings. Conversely, demand for Swedish and Thai declined, both dropping nine places compared to 2024/25.

Least requested languages

In 2025/26, there was low demand for **ESL material, Bulgarian, Burmese, Czech, Danish, Slovak, Tagalog, Telugu and Tibetan languages.** Each had under 600 loans for the financial year.

These languages have relatively smaller holdings ranging between 500 to 1500 titles compared to the top ten languages that have larger holdings ranging from 1800 to almost 5000 titles. The languages with smaller holdings generally serve a small community.

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. We sometimes supplement regular language orders with ESL books for readers who also want read in their own language and also trying to learn English.

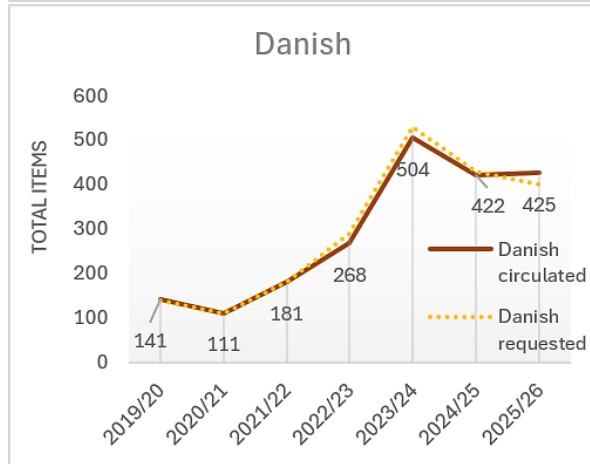
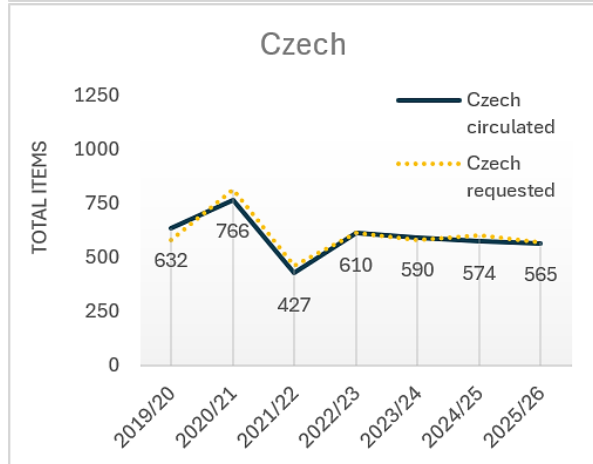
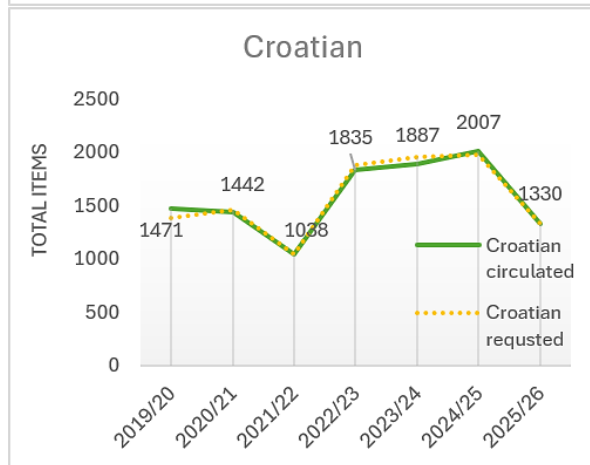
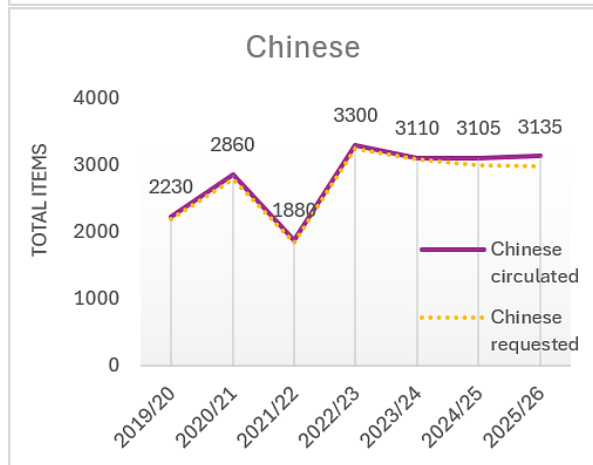
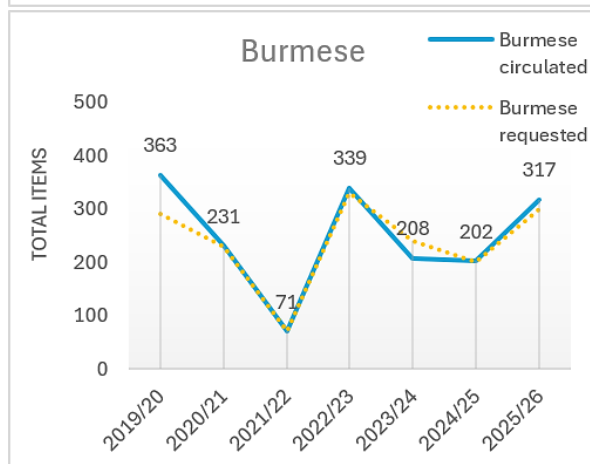
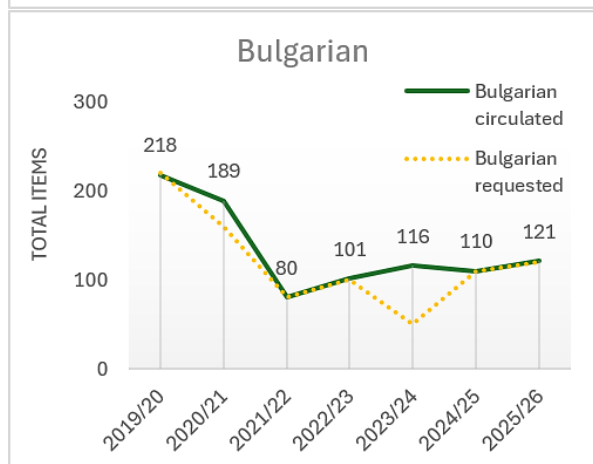
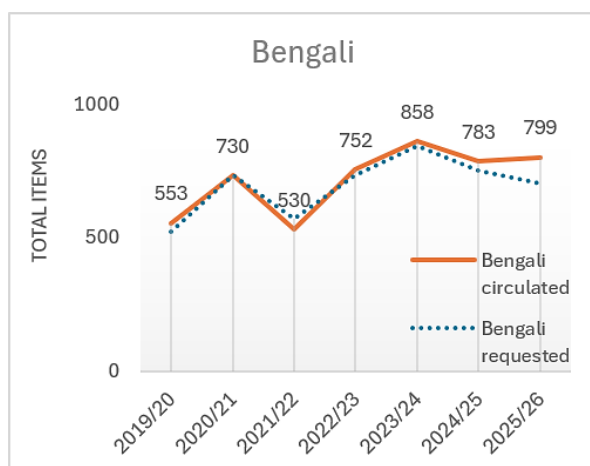
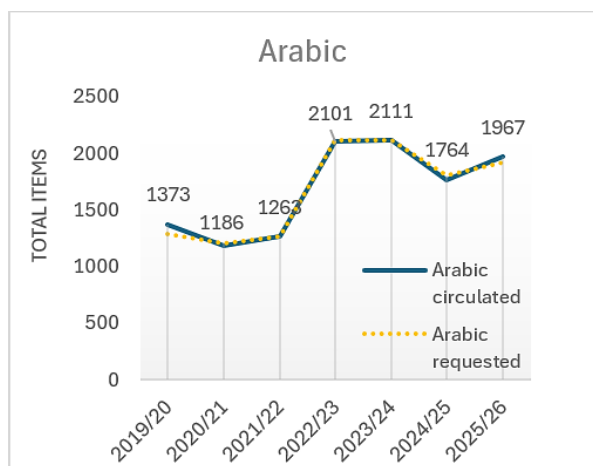
This year we concentrated on refreshing the older collections and will implement more targeted promotions for languages with lower usage in the coming year.

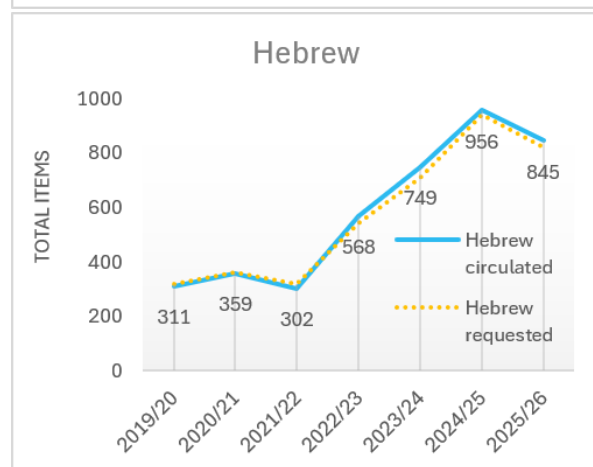
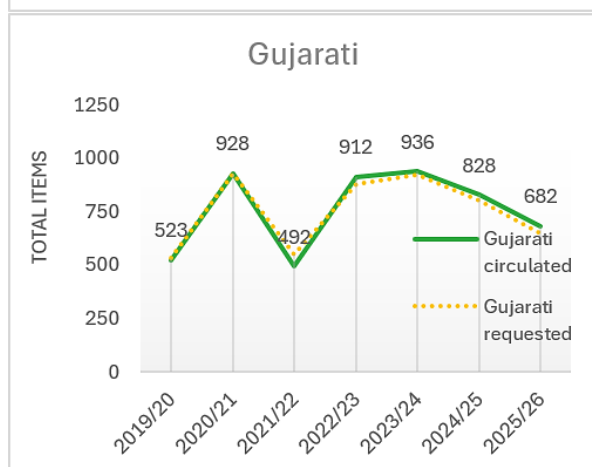
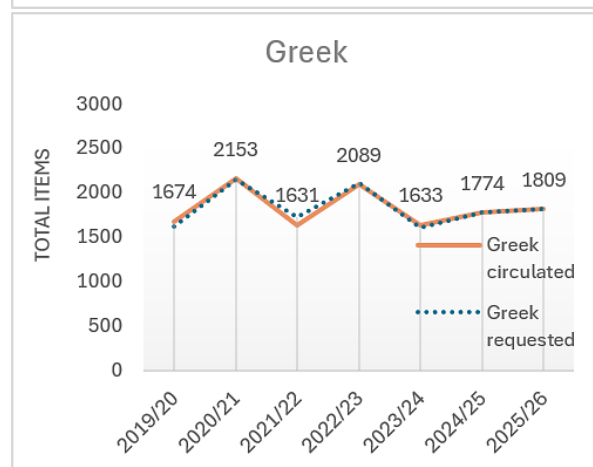
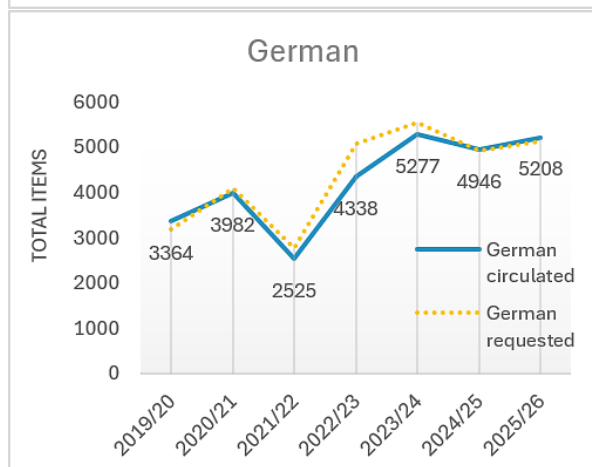
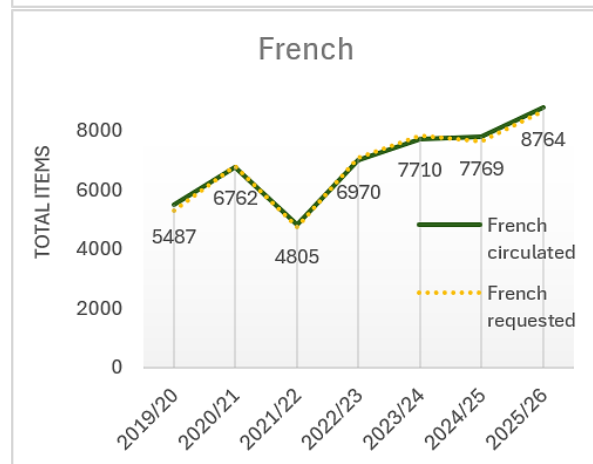
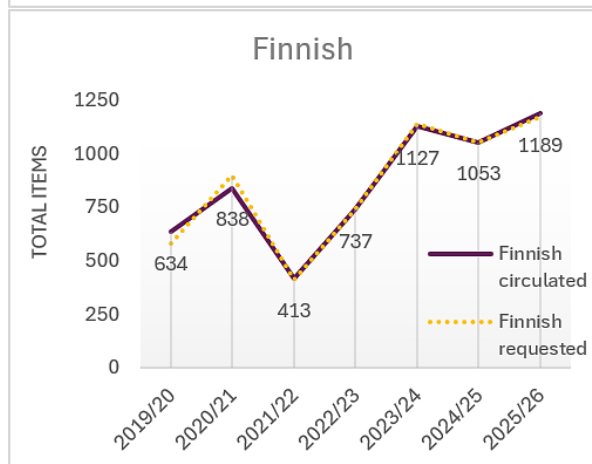
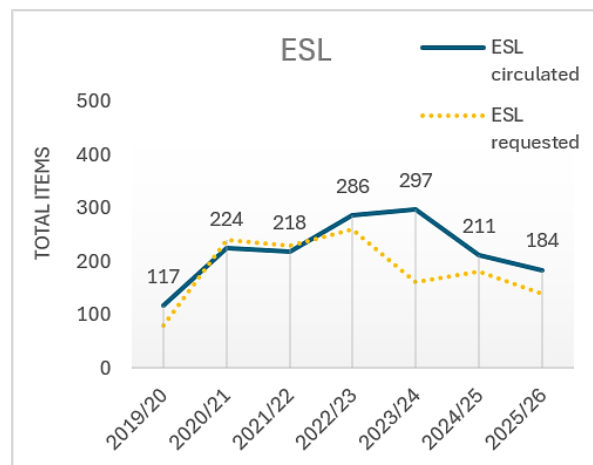
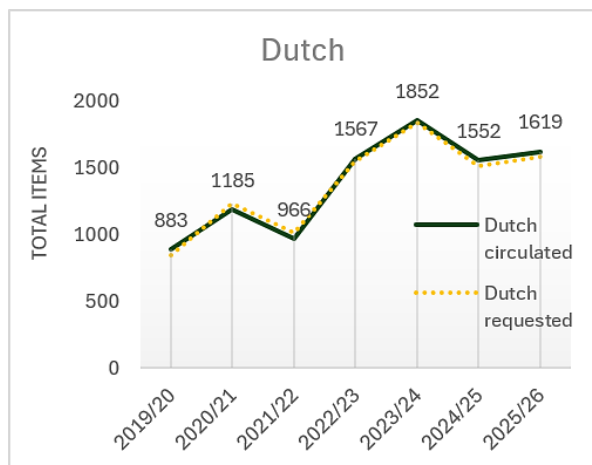
Popularity of each language in 2025/26 compared to 2024/25

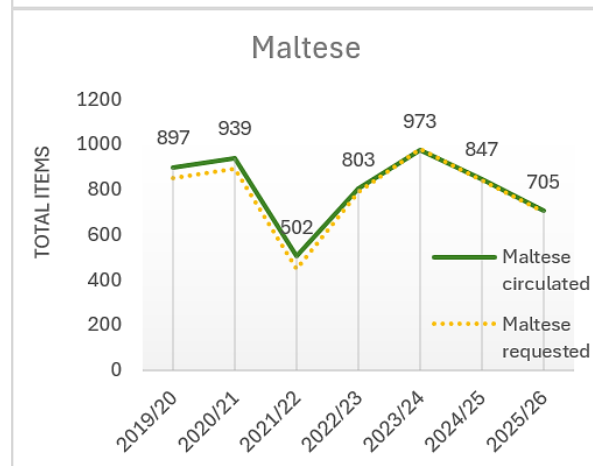
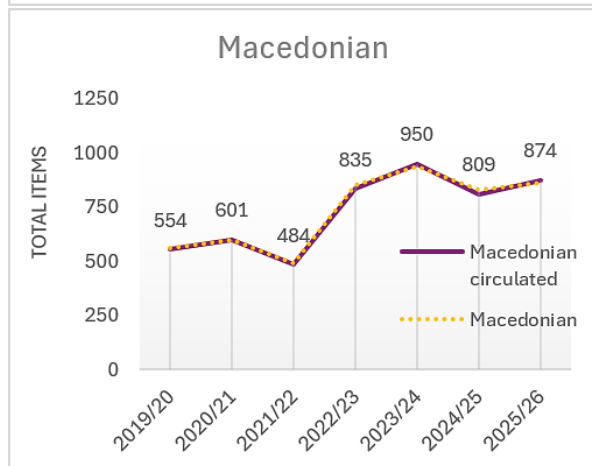
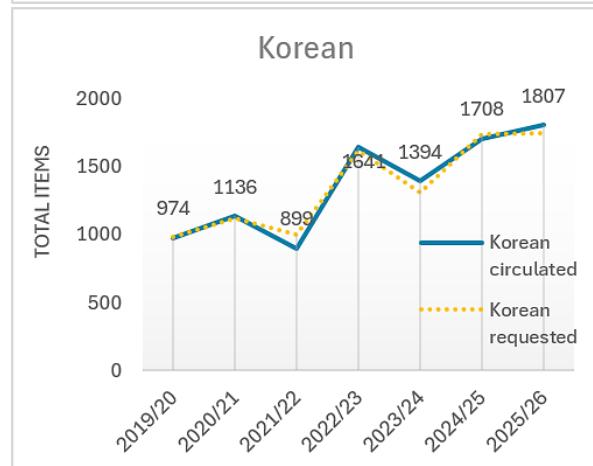
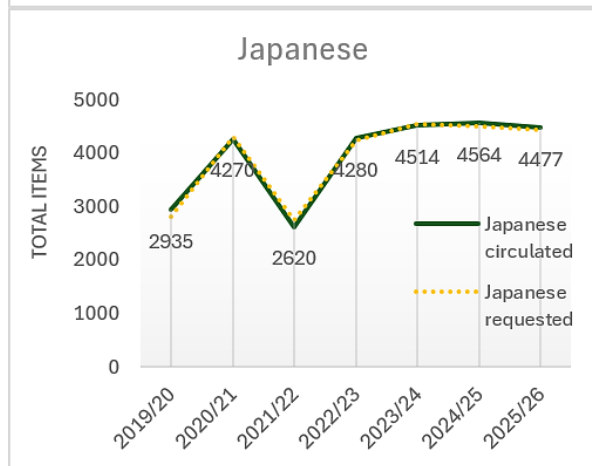
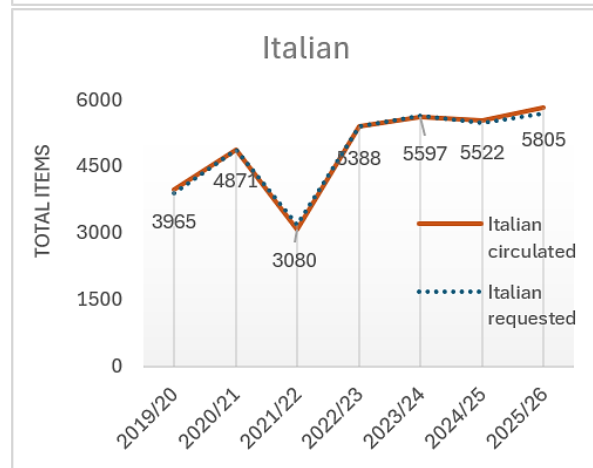
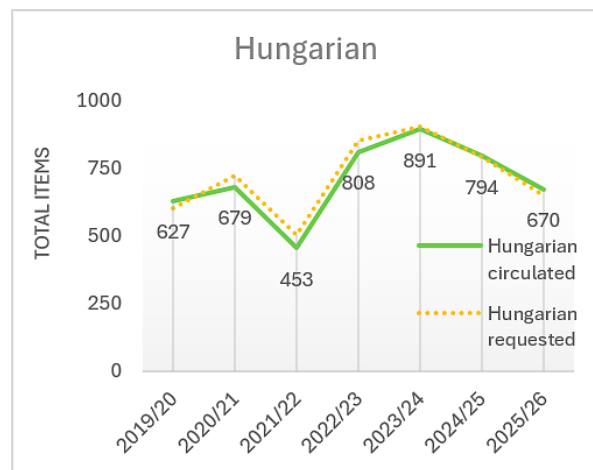
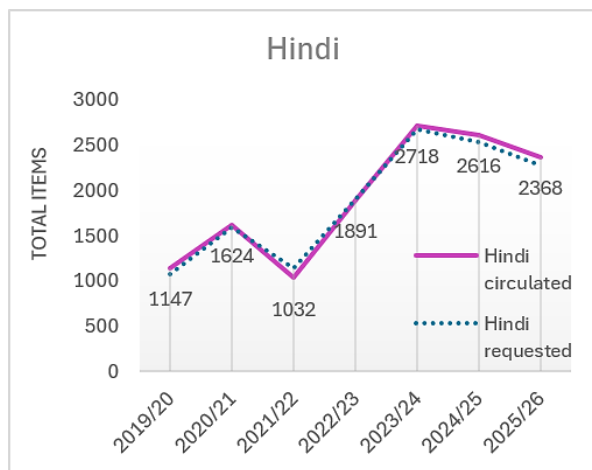
Rank	Language	Total Circulated 2025/26	Rank in 2024/25	Change in Ranking
1	French	8764	1	 0
2	Spanish	7473	2	 0
3	Italian	5805	3	 0
4	German	5208	4	 0
5	Russian	4616	6	 1
6	Japanese	4477	5	 -1
7	Chinese	3135	7	 0
8	Hindi	2368	8	 0
9	Persian (Farsi/ Dari)	2316	10	 1
10	Portuguese	2160	11	 1
11	Polish	2103	9	 -2
12	Arabic	1967	14	 2
13	Ukrainian	1832	17	 4
14	Greek	1809	13	 -1
15	Korean	1807	15	 0
16	Dutch	1619	18	 2
17	Sinhalese	1415	19	 2
18	Serbian	1396	23	 5
19	Croatian	1330	12	 -7
20	Tamil	1318	20	 0
21	Panjabi	1278	22	 1
22	Vietnamese	1266	24	 2
23	Urdu	1200	25	 2
24	Finnish	1189	26	 2
25	Swedish	1178	16	 -9
26	Nepalese	1097	21	 -5
27	Macedonian	874	33	 6
28	Hebrew	845	28	 0
29	Indonesian	830	30	 1
30	Bengali	799	35	 5
31	Turkish	789	29	 -2
32	Maltese	705	31	 -1
33	Gujarati	682	32	 -1
34	Hungarian	670	34	 0
35	Czech	565	37	 2
36	Thai	545	27	 -9
37	Tagalog	530	38	 1
38	Danish	425	39	 1
39	Telugu	386	36	 -3
40	Burmese	317	43	 3
41	ESL	184	41	 0
42	Tibetan	171	40	 -2
43	Slovak	167	42	 -1
44	Bulgarian	121	44	 0
	Total	79731		

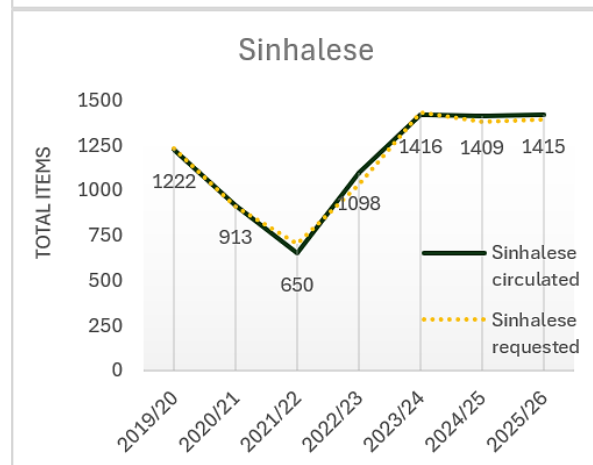
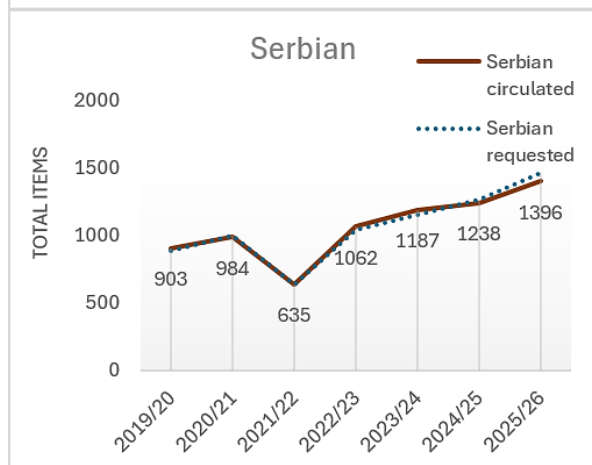
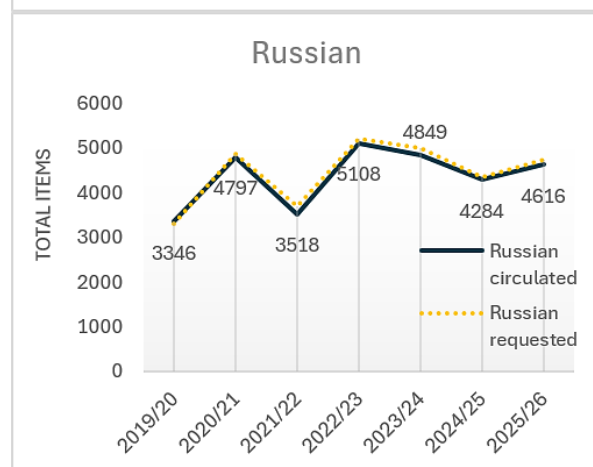
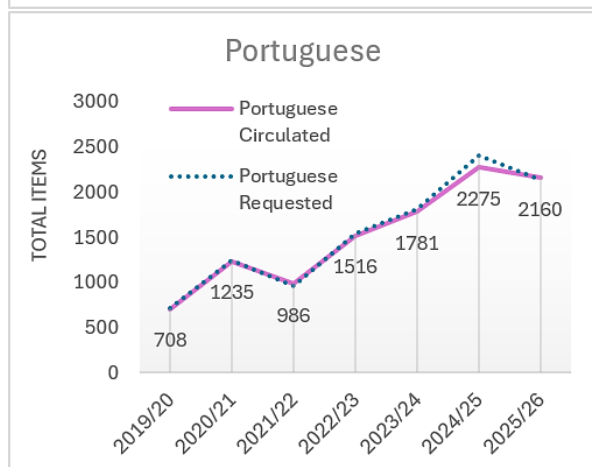
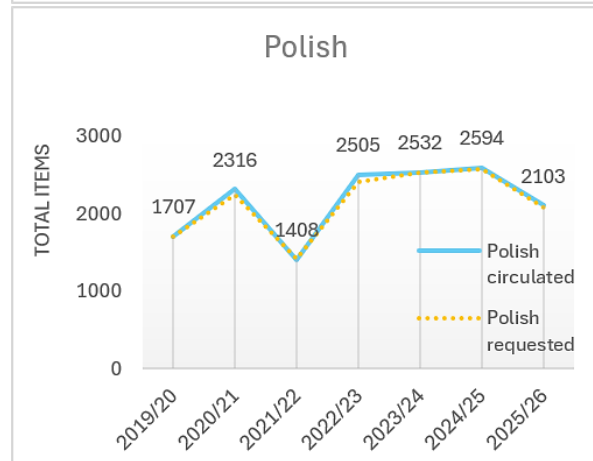
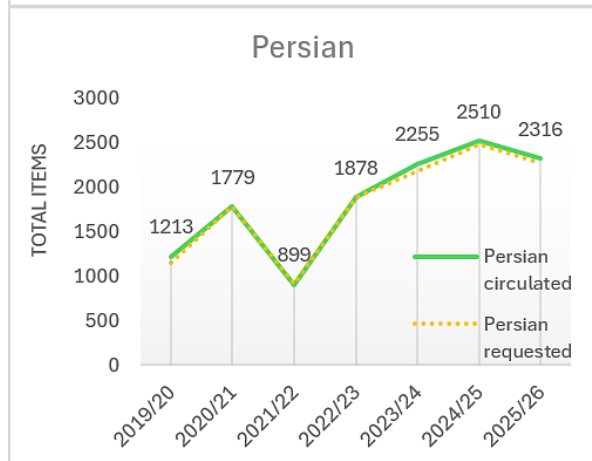
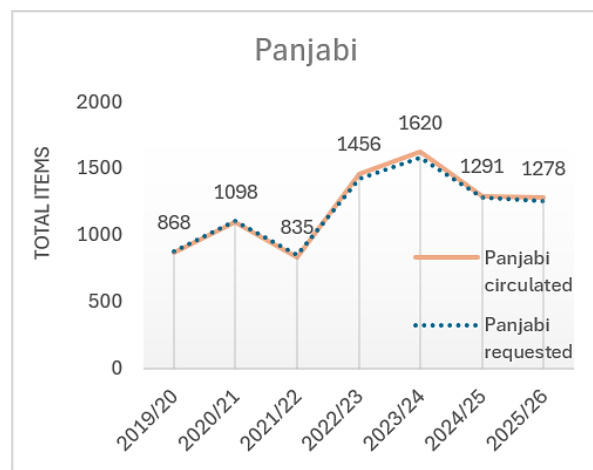
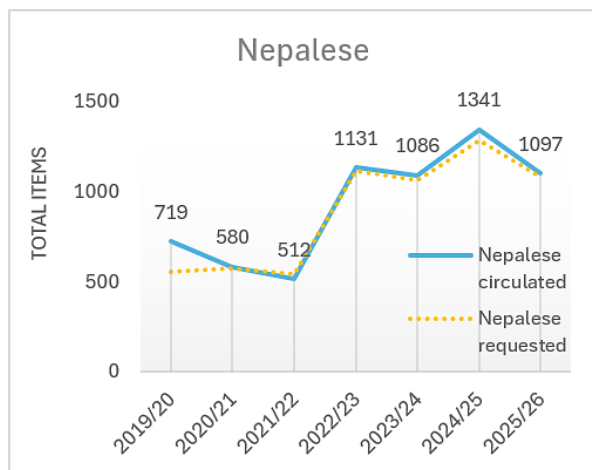
Table 6. Data from cumulative monthly circulation numbers (Alma Analytics) for 2024/25 and 2025/26

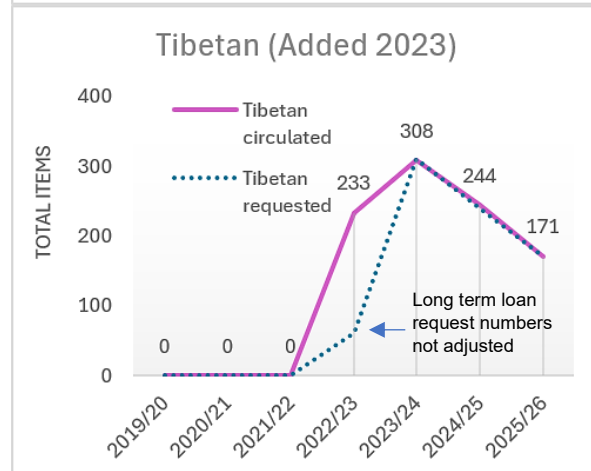
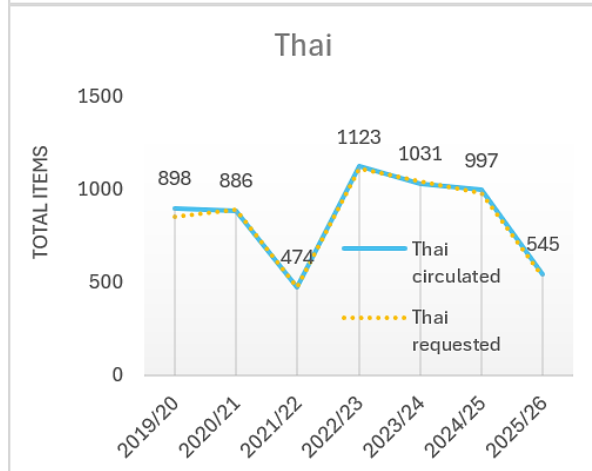
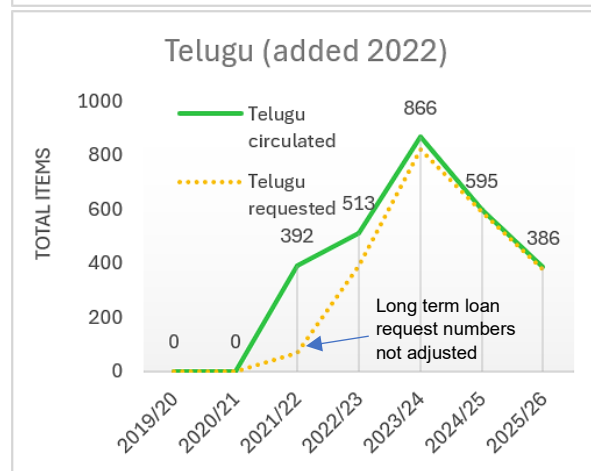
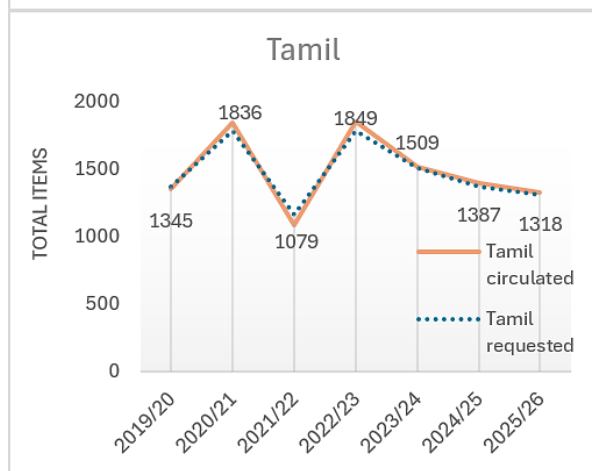
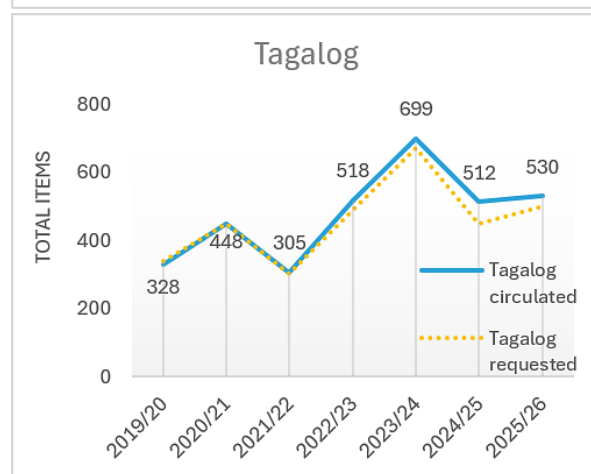
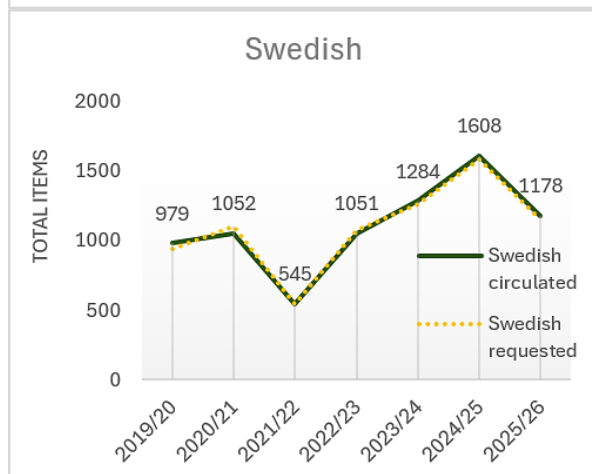
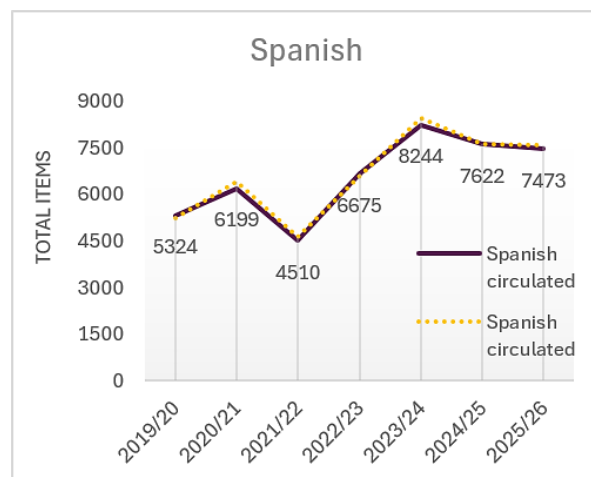
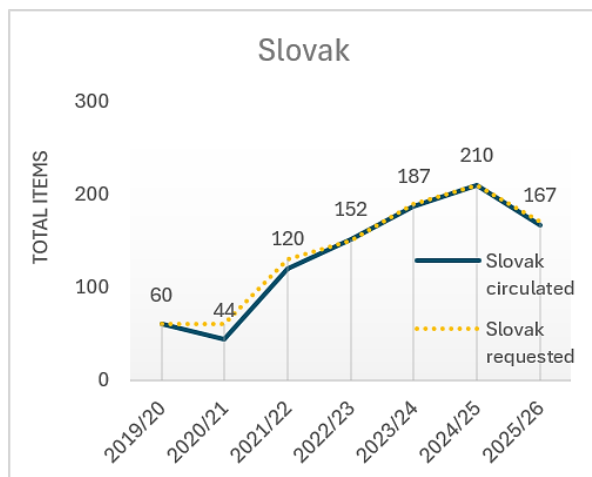
7-year circulation trends by language











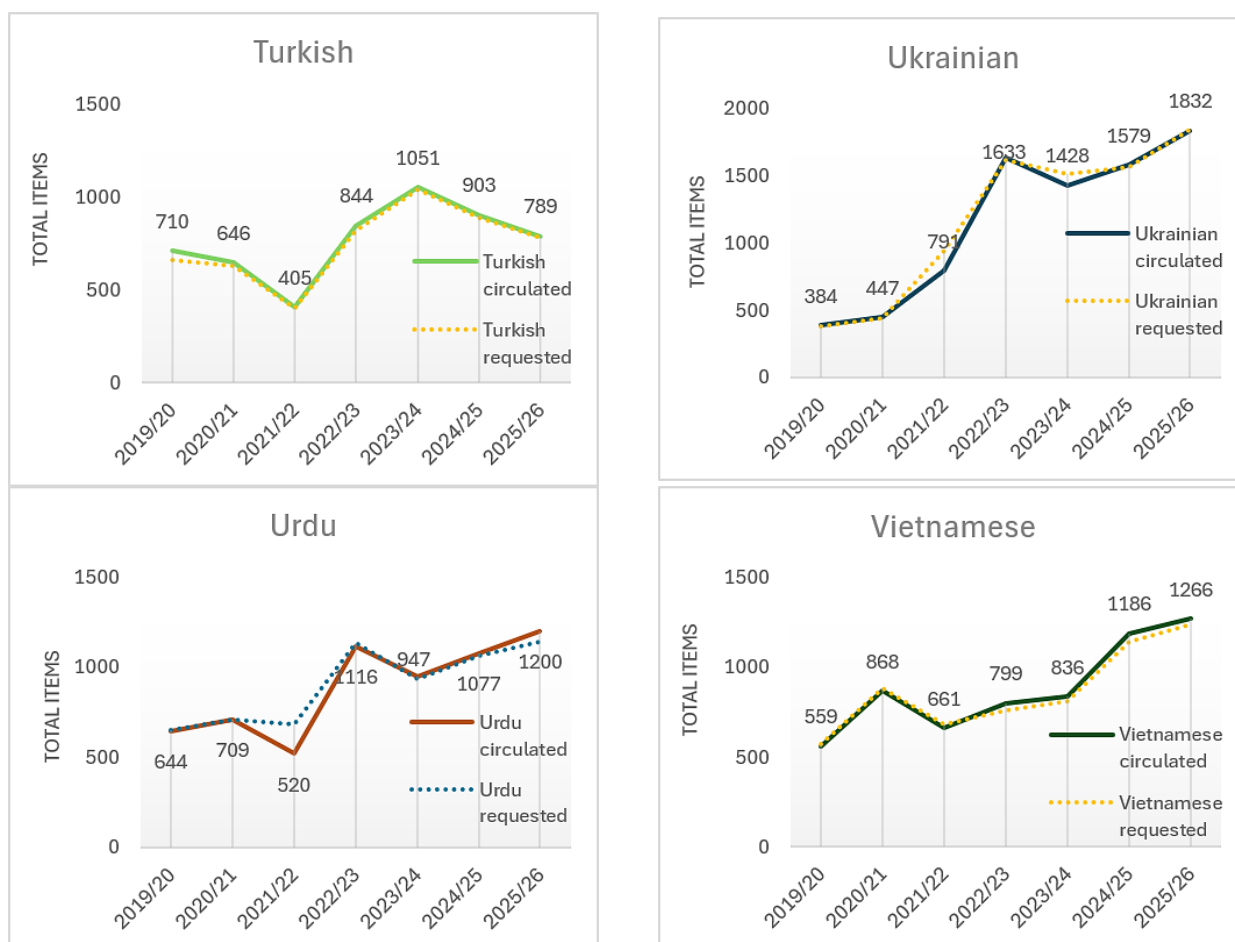


Chart 6. Data from cumulative monthly circulation numbers (Alma Analytics) for each financial year and annual Refracker and CRM reports

Demand by type

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

- Adult
- Junior
- Young Adult (YA)

The demand for junior and young adult titles has continued to increase across most languages in 2025/26. Croatian, Macedonian and Maltese readers requested significantly fewer junior titles compared to the other languages. This could suggest an older demographic of Croatian, Macedonian and Maltese readers in NSW.

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



Chart 7. Data from Refracker and CRM reports for 2025/26

Demand for bulk loan service by libraries

82 NSW library services made use of our Multicultural Bulk Loan Service in 2025/26. They include 81 libraries services from the NSW Public Library network and the Metropolitan Remand & Reception Centre (MRRC) Library at Silverwater. We received more requests from metropolitan libraries compared to regional libraries.

	No. of library service	No. of items requested
Metropolitan van run library services + MRRC Library	30	41,850
Regional library services	52	37,340
Total	82	79,190

Table 7. Data from Refracker and CRM reports for 2025/26

	Number of requests	% of total	Note
Fulfilled within 4 working days	3179	85.1%	
Fulfilled between 5 -14 days	419	11.2%	
Fulfilled between 15 - 30 days	70	1.9%	Mostly Spanish, Russian, French, Nepalese
Fulfilled after more than 30 days	26	0.7%	Mostly Portuguese, Russian, Nepalese and Spanish
Cancelled and unsuccessful	40	1.1%	Duplication or not held
Total	3,734		

Table 8. Data from Refracker and CRM reports for 2025/26

98.9% of the requests were successfully fulfilled.

Over 96% of the requests were fulfilled within 2 weeks. Almost 4% of the requests took longer to fulfil or were cancelled or unsuccessful. This was mainly due to limited availability of materials in Spanish, Russian, French, Nepalese and Portuguese. In many cases, we were only able to fulfil part of the orders.

In April 2026, the bulk loan service transition from Refracker to Microsoft Dynamics 365 to manage our orders. Most of the cancelations were duplicate orders received through Dynamics 365 during the initial rollout.

Reasons for unsuccessful or cancelled requests

- Insufficient items to supply, especially for children's board books, adult large print and audiobook formats.
- Form details were incorrectly entered by requesting libraries.
- Duplicate requests submitted in error.
- Titles, authors, genres and subjects were too obscure or specific.

Highest users of the service

The top 20 users of the service ordered between 1,400 to 4,170 items in 2025/26. We saw significant increase in demand from Sutherland Shire Libraries and Central Coast Libraries. Richmond Tweed Regional Library has consistently been our top users over the last few years.

Table 9 lists the top 20 users by the total number of items requested. Table 10 lists all the libraries that made use of the service in 2025/26.

	Library	Total Items Requested
1	Richmond Tweed Regional Library	4170
2	Sutherland Shire Libraries	3760
3	Central Coast Libraries	3700
4	Canterbury-Bankstown Library & Knowledge Centre	3430
5	Lane Cove Library	2870
6	Hornsby Shire Library & Information Service	2800
7	Penrith City Library	2720
8	Port Macquarie-Hastings Library	2480
9	Bayside Library	2390
10	Coffs Harbour Libraries	2220
11	Wollongong City Libraries	2160
12	Mosman Library	2090
13	The Hills Shire Library Service	2040
14	Blue Mountains City Library	2010
15	Strathfield Library & Innovation Hub	1770
16	Queanbeyan-Palerang Libraries	1750
17	Newcastle Region Library	1740
18	City of Ryde Libraries	1600
19	City of Sydney Library	1570
20	Cumberland Library	1400

Table 9. Data from Refracker and CRM reports for 2025/26

Total number of items requested by libraries in 2025/26 compared to 2024/25

	Library	Compared to previous year	Total Items Requested 2025/26	Total Items Requested 2024/25
1	AlburyCity Libraries	▲ 50	850	800
2	Armidale Regional Council Library	▼ -60	380	440
3	Bathurst Library	▼ -100	920	1020
4	Bayside Library	▼ -280	2390	2670
5	Bega Valley Shire Library	▲ 40	850	810
-	Big Sky Libraries	▼ -20	0	20
6	Blacktown City Libraries	▼ -40	460	500
7	Blue Mountains City Library	▲ 100	2010	1910
8	Burwood Library	▲ 60	590	530
9	Camden Libraries	▼ -480	1020	1500
10	Campbelltown City Library	▼ -110	750	860
11	Canterbury-Bankstown Library & Knowledge Centre	▲ 10	3430	3420
12	Central Coast Libraries	▲ 1150	3700	2550
13	Central Northern Regional Library	▲ 130	330	200
14	Central West Libraries	▼ -320	460	780
15	Cessnock City Library	▼ -30	10	40
16	City of Canada Bay Libraries	▼ -650	500	1150
17	City of Parramatta Libraries	▼ -40	900	940
18	City of Ryde Libraries	▼ -120	1600	1720
19	City of Sydney Library	▼ -60	1570	1630
20	Clarence Regional Library	▲ 80	450	370
-	Cobar Shire & TAFE Library	▼ -80	0	80
21	Coffs Harbour Libraries	▲ 150	2220	2070
22	Cumberland Library	▼ -440	1400	1840
23	Edward River Library	▼ -70	30	100
24	Eurobodalla Shire Library Service	▼ -240	630	870
25	Fairfield City Open Libraries	▲ 160	690	530
26	Georges River Library	▲ 180	1320	1140
27	Glen Innes Severn Public & TAFE Library	▲ 10	20	10
28	Goulburn Mulwaree Library	▼ -120	60	180
29	Hawkesbury Library Service	▲ 50	180	130
30	Hilltops Council Library Service	▲ 20	90	70
31	Hornsby Shire Library & Information Service	▲ 420	2800	2380
32	Inner West Council Library & History	▼ -160	980	1140
33	Inverell Shire Public Library	▼ -90	350	440
34	Kempsey Shire Library	▼ -40	40	80
35	Kiama Municipal Library	▲ 10	590	580
36	Ku-ring-gai Library	▼ -1780	810	2590
37	Lake Mac Libraries	▲ 80	1340	1260
38	Lane Cove Library	▼ -60	2870	2930
39	Lithgow Library Learning Centre	▼ -120	210	330
40	Liverpool City Library	▲ 40	420	380
41	Macquarie Regional Library	▲ 220	740	520
42	Maitland City Library	▼ -420	220	640
43	MidCoast Council Libraries	■ 0	820	820
44	Midwestern Regional Council Library	▲ 20	160	140
45	Mosman Library	▲ 930	2090	1160
46	MRRRC Library	▲ 30	110	80
47	Muswellbrook Shire Libraries	▲ 180	440	260
48	Nambucca Valley Libraries	▼ -220	410	630
49	Newcastle Region Library	▲ 210	1740	1530
50	Northern Beaches Libraries	▼ -740	870	1610

	Library	Compared to previous year	Total Items Requested 2025/26	Total Items Requested 2024/25
51	Parkes Shire Library	▲ 30	110	80
52	Penrith City Library	▲ 30	2720	2690
53	Port Macquarie-Hastings Library	▲ 70	2480	2410
54	Port Stephens Library Service	▼ -460	360	820
55	Queanbeyan-Palerang Libraries	▼ -70	1750	1820
56	Randwick City Library Service	▼ -110	850	960
57	Richmond Tweed Regional Library	▼ -270	4170	4440
58	Richmond-Upper Clarence Regional Library	▼ -50	30	80
59	Riverina Regional Library - Berrigan	▲ 60	80	20
60	Riverina Regional Library - Cootamundra	▲ 80	200	120
61	Riverina Regional Library - Federation	■ 0	30	30
62	Riverina Regional Library - Leeton	▲ 10	150	140
63	Riverina Regional Library - Snowy Valleys	▲ 140	160	20
64	Riverina Regional Library - Temora	▲ 40	40	0
65	Shellharbour City Libraries	▲ 320	1010	690
66	Shoalhaven Libraries	▲ 260	1300	1040
67	Singleton Public Library	▼ -70	30	100
68	Snowy Monaro Regional Library	▲ 330	690	360
69	Stanton Library (North Sydney)	▼ -690	1220	1910
70	Strathfield Library & Innovation Hub	▼ -380	1770	2150
71	Sutherland Shire Libraries	▲ 1870	3760	1890
72	The Hills Shire Library Service	▼ -30	2040	2070
73	Upper Hunter Shire Libraries	▲ 60	60	0
74	Wagga Wagga City Library	▼ -90	920	1010
75	Waverley Library	▼ -70	440	510
76	Western Riverina Libraries	▲ 250	940	690
77	Willoughby City Library	▲ 30	600	570
78	Wingecarribee Public Library	▼ -110	220	330
79	Wollondilly Library Service	▼ -10	80	90
80	Wollongong City Libraries	▼ -100	2160	2260
81	Woollahra Libraries	▲ 50	880	830
82	Yass Valley Library Service	▲ 20	120	100
	Grand Total	▼ -1420	79190	80610

Table 10. Data from Refracker and CRM reports for 2025/26 and 2024/25

Breakdown of demand by language and library

Language	No. of libraries that requested in 2025/26	Top users for each language	
Arabic	▼ 31 (32 in 2024/25)	Penrith City Library	180
		Canterbury-Bankstown Library & Knowledge Centre	150
		Wollongong City Libraries	120
		Inner West Council Library & History	110
Bengali	▲ 19 (16 in 2024/25)	Canterbury-Bankstown Library & Knowledge Centre	120
		The Hills Shire Library Service	80
		City of Parramatta Libraries	60
		Cumberland Library	60
Bulgarian	▲ 5 (3 in 2024/25)	Lane Cove Library	40
		Willoughby City Library	30
		Mosman Library	20
		Waverley Library	20
		Shoalhaven Libraries	10
Burmese	▲ 7 (3 in 2024/25)	Coffs Harbour Libraries	80
		Wollongong City Libraries	60
		Wagga Wagga City Library	50
		The Hills Shire Library Service	40
		Queanbeyan-Palerang Libraries	30
Chinese Simplified	▼ 20 (24 in 2024/25)	Central Coast Libraries	160
		Woollahra Libraries	160
		Richmond Tweed Regional Library	120
		Sutherland Shire Libraries	100
Chinese Traditional	▲ 14 (10 in 2024/25)	Fairfield City Open Libraries	90
		Lake Mac Libraries	80
		Blue Mountains City Library	50
		Inverell Shire Public Library	50
		Lithgow Library Learning Centre	50
Chinese Traditional & Simplified mix	▲ 19 (15 in 2024/25)	Newcastle Region Library	240
		Port Macquarie-Hastings Library	180
		Wagga Wagga City Library	90
		Queanbeyan-Palerang Libraries	90
		Penrith City Library	90
Croatian	▼ 22 (32 in 2024/25)	Queanbeyan-Palerang Libraries	170
		Penrith City Library	120
		Bayside Library	120
		Shellharbour City Libraries	110
		Wagga Wagga City Library	90
		Queanbeyan-Palerang Libraries	170

Language	No. of libraries that requested in 2025/26	Top users for each language	
Czech	 13 (15 in 2024/25)	Hornsby Shire Library & Information Service	120
		Lane Cove Library	100
		Bayside Library	90
Danish	 13 (13 in 2024/25)	Newcastle Region Library	90
		Bega Valley Shire Library	60
		Richmond Tweed Regional Library	40
		Coffs Harbour Libraries	40
		Port Macquarie-Hastings Library	40
		Newcastle Region Library	90
Dutch	 28 (31 in 2024/25)	Port Macquarie-Hastings Library	170
		Coffs Harbour Libraries	130
		Canterbury-Bankstown Library & Knowledge Centre	120
ESL	 5 (4 in 2024/25)	Muswellbrook Shire Libraries	60
		Wollongong City Libraries	30
		Lake Mac Libraries	20
		Macquarie Regional Library	20
		Eurobodalla Shire Library Service	10
Finnish	 22 (18 in 2024/25)	Lane Cove Library	200
		Richmond Tweed Regional Library	170
		Clarence Regional Library	90
		Wollongong City Libraries	80
		City of Ryde Libraries	80
French	 57 (60 in 2024/25)	Richmond Tweed Regional Library	720
		Canterbury-Bankstown Library & Knowledge Centre	370
		Sutherland Shire Libraries	370
		City of Sydney Library	370
		Central Coast Libraries	330
German	 54 (61 in 2024/25)	Richmond Tweed Regional Library	340
		Port Macquarie-Hastings Library	330
		Central Coast Libraries	260
Greek	 29 (29 in 2024/25)	Sutherland Shire Libraries	260
		Central Coast Libraries	140
		Georges River Library	110
		Wollongong City Libraries	100
Gujarati	 14 (22 in 2024/25)	The Hills Shire Library Service	140
		Hornsby Shire Library & Information Service	90
		Lake Mac Libraries	70
		Hawkesbury Library Service	60

Language	No. of libraries that requested in 2025/26	Top users for each language	
Hebrew	16 (15 in 2024/25)	Bayside Library	120
		Richmond Tweed Regional Library	110
		Lane Cove Library	100
		Woollahra Libraries	90
Hindi	37 (40 in 2024/25)	Strathfield Library & Innovation Hub	300
		Hornsby Shire Library & Information Service	290
		Sutherland Shire Libraries	130
Hungarian	19 (16 in 2024/25)	Snowy Monaro Regional Library	100
		Sutherland Shire Libraries	90
Indonesian	23 (23 in 2024/25)	Campbelltown City Library	90
		Inner West Council Library & History	70
		Port Macquarie-Hastings Library	60
		Richmond Tweed Regional Library	60
		Eurobodalla Shire Library Service	60
Italian	54 (56 in 2024/25)	Sutherland Shire Libraries	380
		Richmond Tweed Regional Library	290
		Western Riverina Libraries	290
		Shoalhaven Libraries	280
		Canterbury-Bankstown Library & Knowledge Centre	260
Japanese	39 (42 in 2024/25)	Richmond Tweed Regional Library	560
		Blue Mountains City Library	400
		Hornsby Shire Library & Information Service	360
		Lane Cove Library	310
		Strathfield Library & Innovation Hub	250
Korean	26 (27 in 2024/25)	Lane Cove Library	220
		Port Macquarie-Hastings Library	190
		Sutherland Shire Libraries	190
		Central Coast Libraries	180
		Coffs Harbour Libraries	120
Macedonian	20 (15 in 2024/25)	Canterbury-Bankstown Library & Knowledge Centre	200
		Sutherland Shire Libraries	90
		Wollongong City Libraries	90
		Bayside Library	60

Language	No. of libraries that requested in 2025/26	Top users for each language	
Maltese	▼ 8 (13 in 2024/25)	Penrith City Library	180
		Blacktown City Libraries	160
		The Hills Shire Library Service	120
		Cumberland Library	120
		Bayside Library	60
Nepalese	▼ 23 (29 in 2024/25)	Cumberland Library	110
		Lake Mac Libraries	110
		Wollongong City Libraries	80
		Central Northern Regional Library	80
Panjabi	▲ 28 (27 in 2024/25)	Coffs Harbour Libraries	120
		Cumberland Library	100
		Bathurst Library	100
		Lake Mac Libraries	90
		Western Riverina Libraries	80
Persian (Farsi/Dari)	▼ 33 (40 in 2024/25)	Hornsby Shire Library & Information Service	330
		Canterbury-Bankstown Library & Knowledge Centre	180
		City of Ryde Libraries	170
		Penrith City Library	130
		Bayside Library	120
Polish	▼ 29 (34 in 2024/25)	Lane Cove Library	190
		Penrith City Library	180
		Sutherland Shire Libraries	180
		Blue Mountains City Library	180
Portuguese	▼ 34 (36 in 2024/25)	Central Coast Libraries	280
		Wollongong City Libraries	200
		Sutherland Shire Libraries	150
		Penrith City Library	120
		Bayside Library	120
Russian	▼ 48 (50 in 2024/25)	Richmond Tweed Regional Library	450
		Central Coast Libraries	380
		Canterbury-Bankstown Library & Knowledge Centre	320
		Hornsby Shire Library & Information Service	250
Serbian	▲ 26 (22 in 2024/25)	Bayside Library	210
		Penrith City Library	120
		Wollongong City Libraries	110
		Georges River Library	90
		Fairfield City Open Libraries	80

Language	No. of libraries that requested in 2025/26	Top users for each language	
Sinhalese	28 (28 in 2024/25)	The Hills Shire Library Service	160
		Snowy Monaro Regional Library	160
		Strathfield Library & Innovation Hub	120
		Bathurst Library	100
		Cumberland Library	90
Slovak	4 (7 in 2024/25)	Richmond Tweed Regional Library	60
		Central Coast Libraries	40
		Mosman Library	40
		Port Macquarie-Hastings Library	30
Spanish	59 (62 in 2024/25)	Richmond Tweed Regional Library	560
		Central Coast Libraries	490
		Canterbury-Bankstown Library & Knowledge Centre	450
		City of Sydney Library	400
		Sutherland Shire Libraries	390
Swedish	23 (26 in 2024/25)	Richmond Tweed Regional Library	120
		Newcastle Region Library	90
		Inner West Council Library & History	90
Tagalog	17 (14 in 2024/25)	Central Coast Libraries	80
		Penrith City Library	50
		Snowy Monaro Regional Library	50
		Muswellbrook Shire Libraries	50
Tamil	20 (24 in 2024/25)	Hornsby Shire Library & Information Service	200
		Penrith City Library	180
		The Hills Shire Library Service	150
Telugu	7 (13 in 2024/25)	AlburyCity Libraries	140
		Strathfield Library & Innovation Hub	100
		The Hills Shire Library Service	60
		Sutherland Shire Libraries	30
Thai	14 (26 in 2024/25)	Canterbury-Bankstown Library & Knowledge Centre	70
		AlburyCity Libraries	60
		City of Ryde Libraries	60
		Campbelltown City Library	60
Tibetan	4 (3 in 2024/25)	Northern Beaches Libraries	70
		Wagga Wagga City Library	50
		Blue Mountains City Library	30
		MidCoast Council Libraries	20

Language	No. of libraries that requested in 2025/26	Top users for each language	
Turkish	 21 (25 in 2024/25)	Bayside Library 120 Fairfield City Open Libraries 80 Western Riverina Libraries 60 Wollongong City Libraries 50 Shellharbour City Libraries 50	
Ukrainian	 29 (28 in 2024/25)	Georges River Library 140 Mosman Library 120 Muswellbrook Shire Libraries 120 Penrith City Library 120 Sutherland Shire Libraries 120	
Urdu	 22 (19 in 2024/25)	Canterbury-Bankstown Library & Knowledge Centre 230 Cumberland Library 210 Western Riverina Libraries 80 Sutherland Shire Libraries 60 Strathfield Library & Innovation Hub 60	
Vietnamese	 28 (23 in 2024/25)	Strathfield Library & Innovation Hub 120 Fairfield City Open Libraries 110 Stanton Library (North Sydney) 100 Bayside Library 90 Willoughby City Library 80	

Table 11. Data from Refracker and CRM reports for 2024/25 and 2025/26.

VOX books

Bilingual children's VOX books, featuring built-in audio players, were introduced to the collection in 2023. In 2025/26, the collection grew to 228 items in 14 languages. Due to limited supply, libraries are restricted to two VOX books per order.

We received 96 requests from 23 libraries for VOX books in the 14 languages.

An additional 44 requests were for VOX books in Croatian, Czech, Dutch, Finnish, Greek, Hungarian, Indonesian, Italian, Persian, Polish, Portuguese, Serbian, Slovak, Swedish and Turkish that were not available in this format.

VOX book languages held at SLNSW	Copies held 2025/26	No. of times requested 2025/26	Libraries (23 libraries)
Arabic	13	5	Ku-ring-gai Library Mosman Library Wagga Wagga City Library Wollongong City Libraries
Chinese Simplified and Traditional	68	10	Clarence Regional Library Inverell Shire Public Library Ku-ring-gai Library Mosman Library Queanbeyan-Palerang Libraries Wagga Wagga City Library
French	11	15	Bayside Library Camden Libraries Central Coast Libraries Hilltops Council Library Service Ku-ring-gai Library Lane Cove Library Maitland City Library MidCoast Council Libraries Mosman Library Sutherland Shire Libraries Wollongong City Libraries
German	10	14	Camden Libraries Clarence Regional Library Hilltops Council Library Service Inverell Shire Public Library Mosman Library Wollongong City Libraries
Hebrew	2	0	
Hindi	4	2	Macquarie Regional Library
Japanese	7	10	Camden Libraries Macquarie Regional Library Mosman Library
Korean	11	6	Clarence Regional Library Inverell Shire Public Library Ku-ring-gai Library Wollongong City Libraries
Russian	10	7	Ku-ring-gai Library Mosman Library Stanton Library

VOX book languages held at SLNSW	Copies held 2025/26	No. of times requested 2025/26	Libraries (23 libraries)
Spanish	70	21	Bega Valley Shire Library Camden Libraries City of Parramatta Libraries Clarence Regional Library Hilltops Council Library Service Lake Mac Libraries Macquarie Regional Library Maitland City Library MidCoast Council Libraries Mosman Library Shoalhaven Libraries Singleton Public Library Sutherland Shire Libraries Wollondilly Library Service Wollongong City Libraries
Tagalog	11	1	Muswellbrook Shire Libraries
Ukrainian	5	4	Mosman Library Sutherland Shire Libraries
Urdu	2	0	
Vietnamese	4	0	
Mixed box for display	NA	1	Sutherland Shire Libraries

Table 12. Data from Alma, Refracker and CRM reports for 2025/26

Mixed box for display

We introduced the option for libraries to order a mixed box for display in March 2023. This option gives NSW public libraries the opportunity to raise awareness of the multicultural bulk loan service in their communities.

In 2025/26, 18 library services requested for at least one order of mixed box. We saw an increase in the overall number of requests for 61% of libraries that ordered mixed boxes. The demand at Sutherland Shire Libraries increased by 1,870 items and the demand at Central Coast Libraries increased by 1,150 items in 2025/26.

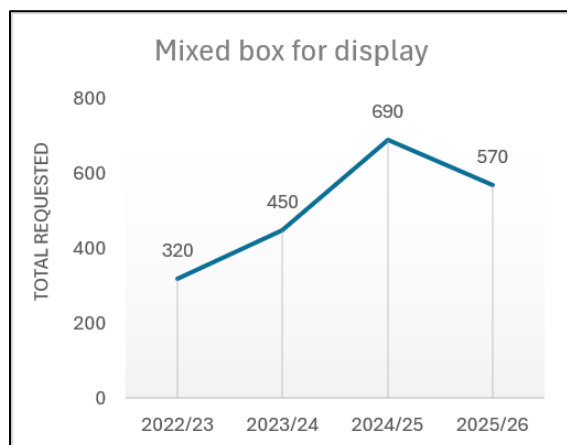


Chart 8. Total number of mixed box items requested. Data from Refracker and CRM report for 2025/26

Library	# of items requested	Languages to include	Type of books
Bathurst Library	60	French, German, Nepali, Punjabi, Spanish, Urdu.	Junior fiction Picture, board and chapter books
Bega Valley Shire Library	30	Croatian, Danish, Dutch, French, German, Hebrew, Hindi, Italian, Korean, Russian, Sinhalese, Spanish, Tagalog/Filipino, Telegu, Thai, Turkish, Urdu.	Adult and Junior Fiction and Non-fiction Picture, board and chapter books
Central Coast Libraries	60	Bengali, Nepali, Persian, Spanish, Tamil, Urdu.	Junior fiction Picture and board books
Clarence Regional Library	30	Chinese, German, Hindi, Japanese, Korean, Spanish, Tagalog/Filipino.	Junior fiction Picture books
Eurobodalla Shire Library Service	10	Any available languages for Harmony Week display.	Adult and Junior Fiction and Non-fiction Picture books
Glen Innes Severn Public & TAFE Library	20	Not specified	Adult and Junior Fiction and Non-fiction
Goulburn Mulwaree Library	10	Nepali, Tagalog/Filipino	Adult fiction

Library	# of items requested	Languages to include	Type of books
Hawkesbury Library Service	20	Arabic, French, German, Gujarati, Hindi, Punjabi. For Mother Language Day display.	Adult and Junior Fiction and Non-fiction Picture and chapter books
Ku-ring-gai Library	20	French, Italian.	Adult fiction and non-fiction
Lake Mac Libraries	40	Bengali, Chinese (Simplified and Traditional), German, Italian, Indian languages, Japanese, Korean, Macedonian, Nepali, Punjabi, Russian, Spanish, Tagalog/Filipino.	Adult, YA and Junior Fiction and Non-fiction Picture, board and chapter books
Macquarie Regional Library	30	Hindi and Panjabi.	Adult and Junior Fiction and Non-fiction Picture, board and chapter books
Midwestern Regional Council Library	30	French, German, Greek, Hebrew, Hindi, Italian, Japanese, Korean, Panjabi, Polish, Portuguese, Spanish, Thai.	Adult and Junior Fiction Picture and chapter books
Muswellbrook Shire Libraries	30	Arabic and Hindi.	Junior fiction Picture and chapter books
Nambucca Valley Libraries	50	Bengali, Chinese (Simplified), French, Polish, Spanish.	Adult and Junior Fiction and Non-fiction Picture books
Newcastle Region Library	30	Danish, German, Greek, Maltese, Portuguese, Swedish, Tagalog, Thai, Vietnamese.	Junior Fiction and Non-fiction Picture and chapter books
Richmond Tweed Regional Library	30	German, Japanese.	Adult, YA and Junior Fiction Picture and chapter books
Strathfield Library & Innovation Hub	40	Various languages including some for Diwali display.	Adult and Junior Fiction and Non-fiction
Sutherland Shire Libraries	30	Arabic, Burmese, Hebrew, Nepali, Sinhalese, Turkish, Urdu, Vietnamese.	Adult and Junior Fiction and Non-fiction Picture and board books

Table 13. Data from Refracker and CRM report for 2025/26