Home Library Service Review

<LIBRARY SERVICE>

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| Date of the review: |  |
| Definition: | What is this service, what does it do, what’s been included and excluded from the scope of this service and why? …. e.g. Does it include bus to the library, “self-select, home delivery”, a limited delivery area, bulk loans to aged care / retirement communities? |
| Current arrangements: | List all arrangements that relate to the funding, delivery or governance of the activity e.g. any partnerships for deliveries, sponsorship or other sources of funding, any courier contracts, etc. |
| Legislative requirements: | Library Act 1939: Section 10  (a) "Any person who is a resident of the area of the local authority or a ratepayer of the local authority is entitled to membership of the Library free of charge."  (c) "Any person who is a member of the library is entitled to borrow free of charge from the library for use away from the library premises any library material of the library which has been classified by the librarian of the library as being of literary, informative, or educational value or as being fiction."  (d) "No charge is to be made for the delivery to a member of the library of any book or information that the member is entitled to borrow free of charge if the member for reasons of ill-health or disability cannot reasonably be expected to attend the library in person." |
| Rationale for service delivery: | Why does council provide this service? Look for linkages between the service and your council’s various strategies, policies and plans, etc.  Also consider   * social inclusion – housebound people in the community have many risk factors for exclusion, including living long-term on low-income, isolation, disability and poor health * ageing in place strategies (Commonwealth Govt), NDIS services etc. |
| How does council currently define effective performance for home library services? | What are the levels of service and performance measures (KPIs)?  Living Learning Libraries Guideline 19. Home library services <https://www.sl.nsw.gov.au/public-library-services/content/living-learning-libraries> |
| What cost and resources are involved in delivering the service? | Consider staff time, volunteer coordination and volunteer hours, costs of equipment and vehicles etc. Are there any trends in expenditure or cost drivers? Are things likely to change in the next five years? |
| Risks and risk management arrangements | See the Home Library Service Working Group documents for ideas:   * Policy Guidelines for NSW Home Library Services * Risk Management Guidelines for NSW Home Library Services |
| User/customer information | How many clients are on the service?  Results of customer satisfaction surveys (where these exist); the common areas of customer complaints, requests for service, and other feedback to the provider of the service.  NSW Home Library Services in New South Wales Statewide Survey results indicate the range of information that can be considered <https://www.sl.nsw.gov.au/public-library-services/home-library-services> |
| Other stakeholder information | Views and preferences of councillors, management and staff involved in delivery of the service.  Any service delivery partners (e.g. Meals on Wheels coordinator) |
| Results of the last review | When was the last review conducted? What were the findings and recommendations? |
| Review objectives and scope | What are the objectives for the review and how far the review will extend. |
| Review resource(s) – who is working on the review | The resourcing of any review could be as small as a single person (such as the service manager) or as large as a multidisciplinary team. |
| Performance | Assess the effectiveness of the current arrangements in achieving the rationale for service delivery |
| Benchmarking | Compare the service to other libraries serving communities of similar sizes  NSW Home Library Services in New South Wales Statewide Survey results indicate a range of information that can be considered <https://www.sl.nsw.gov.au/public-library-services/home-library-services>  Living Learning Libraries population-based peer cohorts for benchmarking, allowing easier comparisons among library services based on the populations of their communities <https://www.sl.nsw.gov.au/public-library-services/content/living-learning-libraries> |
| Future opportunities and challenges | “Australia’s population is ageing. On average, we are living longer in greater numbers than ever before. Older Australians represent a steadily increasing proportion of our total population and we continue to have one of the longest life expectancies in the world. The proportion of people aged 65 years or over in the total population is projected to increase from 15% at 30 June 2017 to between 21% and 23% in 2066.” Source: [Australian Bureau of Statistics, Population projections in Australia, 2017 (base)—2066 (Catalogue 3222.0)](https://www.abs.gov.au/ausstats/abs@.nsf/latestProducts/3222.0Media%20Release12017%20(base)%20-%202066)  What demographic trends are evident in the LGA?  What technology and other resources will provide opportunities?  Staff skills, knowledge and attributes required? |
| Recommendations from the service delivery review: |  |
| Report compiled by: |  |