Agenda

NSW Public Libraries Document Delivery Meeting

5th May 2025 – 2PM: Online via Zoom

1. Welcome and Introductions

I acknowledge that I am hosting this meeting from the lands of the Dharug People and pay respect to their elders past, present and future. I also acknowledge the Traditional Custodians of the various lands on which you all work today and the Aboriginal and Torres Strait Islander people participating in this meeting.

1. Apologies

\*Mandy Vaccaro, Albury; Rachel Pender, Camden; Ann Santangelo, Camden

1. Confirmation of February Minutes [February 2025 Minutes](https://wiki.libraries.nsw.gov.au/doku.php?id=minutes_3_february_2025_online_in-person_agm_nsw_document_delivery)

- Kris Sutherland ; Aurora Bayside

1. Actions arising from previous meeting

* Reciprocal email requests: Survey closed and 46 respondents. Updated list link has been added to minutes and [Doku Wiki here](https://wiki.libraries.nsw.gov.au/doku.php?id=trove_partners_resource_sharing)

1. State Library of NSW report

* Nil ILL
* Refurbishment of Macquarie St building closed from 12 May until later 2025
* Info on refurb <https://www.sl.nsw.gov.au/about/about-library/transforming-macquarie-street-building>

1. Multicultural Services report  - [here](https://cityofsydneycouncil-my.sharepoint.com/personal/alaidlaw_cityofsydney_nsw_gov_au/Documents/INTER-LIBRARY%20LOANS/ILL%20Administration/ILL%20Working%20Group/2025/Multicultural%20services%20report-2025-05-05.pdf)

* **Accessible formats** 
  + 2 weeks ago sent email to NSW library managers about accessible formats
  + How NSW PL cater to community members with print disability – physical formats only – JG compiling results and send to PLN elist
* **Login for Libraries on SLNSW catalogue**
  + Some Libraries still having issues with loop of sign-in
  + If having issues call Joanna to go through in real time to then escalate to SLNSW technology team
* **Overdue notices being sent by SLNSW**
  + Fixed issue of CR items being included in overdue list – every notice now will be only active loans
* **Community language directory**
  + Glitch in numbers have now been fixed. Numbers should now be fixed

1. Trove Collaborative Services Updates

-Updates on TCS Resource sharing:

\*UAT is currently active. This finishes at the end of the week. Kinks to be addressed and hopefully most current errors fixed by launch.

Look and feel will be different

\*Take 20 Meeting 1/5/25 notes: Introduction to TPRS platform (I have all the slides from this meeting that I will send to all).

Upload to Wiki for sharing

- Reciprocal only until August

- Logins to be released from May 5 2025

- Trove Partners Search = institution log-in

- From May 12 Individual logins to those names submitted by 30 April – if haven’t submitted do so with Trove Partner Support

\*Training will be released today, May 5th, on the Trove Partners Learning Hub: Module based with short videos and written guides. Access to Trove Partner Learning Hub can be requested via [Trove Suppor](https://librariesaustraliaref.nla.gov.au/reft100.aspx?pmi=4058485747107426982)t

\*Rollout starts the 12th May, NSW not until the 21st of May. Rest of schedule explained.

- Making requests available from 21 May

- May: use for completing requests in LADD

- Back-up information: Can run reports in LADD for outstanding items – work queue – received and returned list – Go to LADD manual

Logins should be sent for Resource Sharing Search platform and Reshare on this date.

\***12pm** **June 5th Q & A session on TPRS**

**COB Mon 12 May -**

UAT Create Loan request

* Requesting user – do not put name or email as they will be emailed from Trove. Only put in your ILL email address if anything
* Required fields – requested change to wording
* Different entries for same title – can’t add individual locations to rota as no control
* Consider emailing library directly if you do know who has it and it is available
* System will skip if item is on loan – yes but it doesn’t note geographic location preference.
* Organisational login – ANDB search
* Individual login – ReShare only
* All with access to ReShare under institution NUC symbol will be able to see all requests that have been placed
* Training will be modules based : written guides and videos – Borrowing, Requesting

**End of Rota**

Georgia - If it reaches end of rota – will we then have to check why and reach out for reserve?

Q&A for UAT today – Shelley to check in. Once end of rota – select networks again and it will skip those that have said no previously

Can use notes and chat to talk with lender/requester

Conditional –

Search limits for formats –

Questions

* Diane – can I share the Partner Learning Hub login? Yes you can
* Georgia – trouble applying for Learning Hub? Keep submitting and if haven’t heard then let Shelley/Anne know
* Alice – took over a week to be set-up
* Annie – pushing people to use email.
  + Yes there will be at least initially a move to email. It is a huge change and we don’t know what bugs are actually going to happen. We can only support eachother as best we can
* **Networks:** <https://wiki.libraries.nsw.gov.au/lib/exe/fetch.php?media=trove_partner_networks_march_2025.xlsx>
* Set up postcodes in back end? Shelley to check
* Liverpool dropped off ReShare

1. ILL Van

- New options for SLNSW Van run - Genevieve and Cameron meeting on Wed to discuss what I going to happen going forward

- While not on a yearly contract with Aust Post still confirming what options available outside of current situation. No further updates as yet - Cameron was also going to talk to NSW Managers meeting at end of May.

1. [The Wiki](https://wiki.libraries.nsw.gov.au/doku.php?id=document_delivery_working_group)

* Updated content

1. Libraries Australia/LADD issues
2. Suggested topics for discussion

-Sharon; Liverpool: Clarification of new arrangements, No charges unis/special libraries if reciprocal? ILRS loan restrictions.

- Use notes to specify no charge

- System will not link to specific policy – can just say no and why

- Bond Uni email Central Coast reciprocal request

- Unis can be in Reciprocal and Pay for Peer – Use chat box to specify that no fees

-Teresita; Waverley: Requests available via Webcat, logins supplied upon request-a more streamlined. Noosa Library’s requesting via email?

- Reach out to place reserved yourself PW 010101

- Georges River – items on hold, sitting on pick-list for branches and might get missed. Email might be quicker

1. General business

 - New Service level Fees and Charges for FY2025/26 available via ALIA [here](https://read.alia.org.au/australian-interlibrary-resource-sharing-ilrs-code)

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| --- | --- | --- | --- |
| **Service Type** | **Core** | **Rush** | **Express** |
| **Fee** | Copy: $22.40  Loan: $34.40 | Copy: $44.50  Loan: $62.80 | Copy: $67.00  Loan: $85.00 |

Monthly invoices going forward instead of Bi-monthly

1. Next meetings:

**2025**

Monday 4th August 2025, 2-5pm – Online

Monday 1st December 2025, 2-5pm. Hybrid meeting; both in person at the NSW State Library (Michael Crouch Room at the Mitchell Library wing in place of the Macquarie Room) and online.

**Attendees**:

Anne Laidlaw - City of Sydney

Shelley Petchel Cumberland

Aurora L'Aimable @Bayside

Christine Bendit @ Blacktown

Joanna Goh @SLNSW

 Catherine Owen - Wingecarribee

Monica Camilleri - Northern Beaches Library

Ponnary Toch-Inner West Library

Fujing Kuringgai

Georgia – Hawkesbury

Yvette McAlister Kempsey Library

Teresita Quinones, Waverley Library

Sharon @ Liverpool

Jody Rodas - Woollahra Libraries (NSWPLA Manager rep)

Maria Castiglione - Canterbury Bankstown Library

Diane Parkin - Hornsby Shire Library

Eidell Inner West

Julie Parkinson @ Sutherland Shire Libraries

MARK DALGIRANIS Randwick Library

Alison Sandwith - Bega Valley Shire Library

Praneeta from City of Parramatta Libraries

Fiona Zi, Mosman Library

Ita from Tamworth Library (Central Northern Regional Library

Kristin Ovidi, Sutherland Library

Ming from Northern Beaches Library

Alice from Woollahra

Scandi Callahan - Stanton Library

Deanne Kennedy, Central Coast