**NSW PUBLIC LIBRARIES ILL AND DOCUMENT DELIVERY WORKING GROUP**

**MEETING MINUTES**

**Date: Monday 6th February 2023 - AGM**

**Venue: Online via Zoom**

**Time: 2.00pm**

**Chairperson:** Shelley Petchell, Cumberland

**Secretary:** Anne Laidlaw, City of Sydney

1. **AGM - Announcement Chair and Secretary roles 2023-2025**

Chair - Shelley Petchell, Cumberland

Secretary – Anne Laidlaw, City of Sydney

These will be fixed term roles for 2 years, ending at AGM 2025. After which the roles will be rotated to either a new person or to a yearly roster with one person per meeting.

1. **Welcome and introductions**

I acknowledge that I am hosting/recording this meeting from the lands of Dharug People of the Eora Nation. 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**

Diane Parkin, Hornsby ; Sharon Downie, Liverpool ; Brenda Finney, Singleton

1. **Confirmation of minutes dated 7th December 2022**

Fujing Zhao, Ku-ring-Gai

Murray Boothman, Strathfield

1. **Actions arising from previous meeting**

* **Benchmarking survey** – **Ongoing** - following up with Thomas and Jody. Both on leave when Anne reached out in January will follow up for the May ILL meeting.

1. **State Library of NSW report** – NIL
2. **Multicultural Services report**

* Business as usual in Multicultural bulk loans.
* New German language items have arrived and are being catalogued so stay tuned
* Confirming that there is no limit on how many multicultural bulk loans libraries can have at any one time. While old system did have a cap in place this has now gone.
* Only time supply is affected is when language items are low e.g. recently Russian and Ukrainian items in short supply. Staff will do their best in these instances to supply as much as possible.

1. **Trove Collaborative Services Updates**

**Updates on TCS Resource sharing**

* NLA reached out for public library reps in Jan for the TCS Resource Sharing Working Group. This was to read and provide feedback on the recommendations they had compiled for potential suppliers replacing LADD.
* Meeting held on 19th Jan - All up there were 5 public library reps in the end – 3 from Victoria, 1 from Townsville and City of Sydney.
* NLA is currently out to market to see what is available and will come back to those who participated in March/April to see what was found.
* Will update as soon as possible when information comes through
* Some feedback areas provided from public library perspective shown below:
  + Payment Gateway – importance for PL who use LADD for invoicing. While largely reciprocal easier to have one location to invoice than individual requests should you not be able to have a council credit card to use.
  + Automatic load balancing – automated generation of fulfillment options that disperse fulfilment effort across participants in preferred subnetworks or the whole network.

Currently utilised in VIC and would be useful as long as we still have control over subnetworks for requests around AV etc as not all holdings may be for ILL.

* + Admin – importance of LADD functions such as “notes” ; blank form ; Maximum charge per request.

**LMS changes - Aurora**

* In addition to this there has also been some work going on in the LMS space of Aurora. They are looking into a new centralised ILL system that will make sending and receiving ILL easier for Aurora LMS users.
* First trial with Aurora to Aurora Libraries occurring first quarter 2023

**Trove funding cuts**

* The NLA is also facing a 21 percent budget cut from July 2023 which will affect the continuation of Trove as a service. This is not limited to Libraries but includes all Trove users from public up.
* While negotiations in progress no update available from Trove as budget-in-confidence
* Encouraged to sign ALIA petition speak up for Trove - <https://www.alia.org.au/Web/News/Articles/2023/1-January-2023/Speak_up_for_Trove.aspx>
* NSW Public Libraries Association is enlisting Library managers to lobby their local federal member, the Minister for the Arts and Shadow Minister for Science and the Arts about importance of Trove.
* Some other articles around cuts also available:
* <https://theconversation.com/troves-funding-runs-out-in-july-2023-and-the-national-library-is-threatening-to-pull-the-plug-its-time-for-a-radical-overhaul-197025>
* **Action:** This is an agenda item for the ALIA ILAC meeting this week. Anne to report any new information back if received.

1. **ILL Van**

* Contact details for issues with Van run sent through in mid-December, contact both Genevieve and Samantha:

e: genevieve.freeman@sl.nsw.gov.au , p: 9273 1499 ; e: [samantha.mantakoun@sl.nsw.gov.au](mailto:samantha.mantakoun@sl.nsw.gov.au)

* The best way to contact the driver, Chunyang, is via his principal/manager Joe on 0422 880 380.
* **Ongoing issues**
  + **Timing of delivery** – multiple libraries have reported that their delivery is appearing at different times each day. **Action:**  Shelley to contact Samantha and Genevieve to see if there is a current schedule/rota of when locations can expect deliveries so we know if they will be arriving and when.
  + **Missed deliveries** – Cumberland, Georges River and City of Sydney have all had missed deliveries recently and reported via email to SLNSW. Sometimes no response received as to why this occurred, other times notice of sick driver was released later in the day.
  + **Wrong items** – instances of items sent to wrong locations has also occurred. Some of these could be misreading E.g. Sutherland getting Strathfield items and vice versa, Willoughby getting Woollahra but other times the name is not even close to the location delivered to.
  + Hawkesbury also reported that an item left them and the returned without getting to requesting location.

**Action – ALL:** Keep noting any missed or wrong deliveries and let SLNSW know so they can pass on to AusPost.

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

This is running as usual.

1. **Libraries Australia/LADD issues**

**Ongoing Victorian Library Suspensions in LADD**

Some locations are back online and others are still suspended due to ongoing courier issues.

* If a Victorian Library is the only holding still encouraged to email directly as this is having a good result for some requests. Successful with :
  + City of Melbourne
  + Yarra Libraries
  + Boroondara
* **Are we still sending to Victorian Libraries?** Largely yes, though requests from VIC are down as they have stopped accepting requests from their borrowers ([see statement on City of Melbourne website](https://www.melbourne.vic.gov.au/community/libraries/finding-things/Pages/interlibrary-loans.aspx)) if requests do come through we are fulfilling as normal.
* Should situation continue indefinitely we can assess need for a State level response to supply.
* **Further information**
* Actions taken by Public Libraries Victoria body to reinstate the service can be found below:
  + The Age article - [here](https://www.theage.com.au/national/victoria/book-lovers-in-a-bind-as-inter-library-loan-service-buckles-the-budget-20230120-p5ce5b.html)
  + [Public Libraries Victoria (PLV) interview with the Grapevine](https://www.rrr.org.au/explore/programs/the-grapevine/episodes/23687-the-grapevine-6-february-2023) 3RRR 102.7 FM – Jump to 1:17 – 1:37 – Angela Savage CEO PL Victoria
* In better news Gold Coast is also back online for loans!

1. **Suggested topics for discussion**

* **Responses to No-reply overdue and reminder emails :** Canterbury Bankstown IT team have contacted Mayer regarding some replies to overdue and reminder emails. This inbox is not currently attended (hence no-reply) so please do contact Mayer directly for any extensions or queries at:
* **Fees and charge increase for 2023/24** : When will we know the expected increase to ILL charges for the next financial year? In many cases by the time it is released local councils have already set their own fees and charges which makes any changes difficult to accommodate.

Charges are set based on a CPI increase released end of April by ABS. While no exact date can be set and estimated timeline based on the 2022/23 discussions is shown below

* + End of April – Consumer price index (CPI) released by Australian Bureau of Statistics ([April 27 2022 release here](https://www.abs.gov.au/statistics/economy/price-indexes-and-inflation/consumer-price-index-australia/mar-2022))
  + April/May - New fees calculated and submitted to NLA, ALIA board and other bodies.
  + Once approved new charges disseminated via elists, ALIA newsletter and ALIA website.
  + Wednesday 11th May 2022 –release on ALIA newsletter
  + 8th June 2022 - release on NLA elist.
* **University memberships for community borrowers:** paidcommunity memberships are available to the public at some universities and in many cases work out cheaper than individual requests should they be undertaking research. Confirmed locations offering this are University of Sydney and Newcastle but worth searching on other University sites to see if they also offer this option.

1. **General business**

* **Editing Wikipedia:** A recent public query at Strathfield has prompted the question, how do you edit a Wikipedia page? **Action:** Anne to check-in with NSPL staff who have run editathons in the past to see if there are any instructions available to share.

1. Next meetings:

**2023**

Monday 1st May 2023, 2-5pm – SLNSW, room TBC

Monday 7th August 2023, 2-5pm – Online

Monday 4th December 2023, 2-5pm

**Attendees**:

Abby Dawson, NLSW

Alice, Woollahra

Anne Laidlaw, City of Sydney

Annie Persijn, Georges River

Deanne Kennedy, Central Coast

Fiona Zi, Mosman Library

Fujing Zhao, Ku-ring-Gai

Georgia Matthews, Hawkesbury

Kalyani, Ku-ring-Gai

Kristin Ovidi, Sutherland

Li Yuan Shepard, Inner West

Maria ?? SLNSW

Mark Ross, Ryde

Mayer Wu, Canterbury Bankstown

Murray Boothman, Strathfield

Shelley Petchell, Cumberland

Tonia Bartolozzi,

Teresita Quinones, Waverley