Minutes

NSW Public Libraries Document Delivery Meeting

6th May 2024 – 2PM: Online via Zoom

## Welcome and Introductions

I acknowledge that I am hosting/recording 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.

##

## Apologies

Fujing Zhao, Ku Ring Gai Library; Sally Lee, Willoughby; Huong Tran, Lane Cove; Sharon Downie, Liverpool;

1. Confirmation of February Minutes [February 2024 Minutes](https://wiki.libraries.nsw.gov.au/doku.php?id=minutes_5_february_2024_online_agm_nsw_document_delivery)

## . Actions arising from previous meeting

* **ILL Van Run (smoking):**  seems to slowly be getting better. Have reported a few times to SLNSW. Keep sending through and we’ll keep recoding as needed.
* **Van labels:** Form sent out after Feb meeting asking for input on a new standardised form for ILL Van. This was due to various items going to the wrong locations and hoping that by simplifying data on slip it would help Australia Post Driver.
* 15 responses to online form (sent xxx)

Important information identified as:

* Status information e.g. Left in error
* Date sent / due date
* Request number
* Want to clarify that this slip is largely for delivery driver. We are still able to print or include any information that you want *inside*  the item itself e.g. VDX print out.
* Draft form shared by Anne for consensus
* **Action:** This form will be added to the Doku Wiki for locations to download and use as they see fit.
* **Action**: As not all locations have responded to the initial form with pick-up location vs council Anne to chase up and share information so everyone knows where to address to.
* **Lake Macquarie ILLs permanently suspended:** (Kristin) – **Resolved**  - Lake Macquarie is back up and running on ILLs.
* **Home Library borrowers ILL fees: Pending** - update to come! Shelley to resend as some locations missed or have updated since last sent.
	+ Sutherland = now have fees for HLS if outside van run
	+ Maitland don’t charge
* **Edit holding issues**: Trouble with editing holdings in Libraries Australia for Georges River still sitting with local tech team for resolution.
	+ John H (Canada Bay) mentioned that their holdings are also having issue with updates and to be aware when requesting.
1. Multicultural Services report
* Full report available [here](file:///U%3A%5CLibrary%5CINTER-LIBRARY%20LOANS%5CILL%20Administration%5CDocDel%20Meeting%20minutes%5C2024%5CMulticultural%20services%20report-2024-05.pdf)
* Public Library Services now on a completely separate site
	+ Go to SLNSW webpage (<https://www.sl.nsw.gov.au/>)
	+ Top left drop down menu
	+ Navigate to Public Library Services

### Bulk loans via new webpage

On PL services site go to Statewide services 🡪 Multicultural Services. Includes:

* + Specific information e.g. 50th anniversary information ; Community Languages Directory
	+ Bulk Loan form link
	+ Community Languages Directory

**Q:** What catalogue is recommended for books in specific languages? **A:** Joanna recommends old catalogue.

**New catalogue** – can’t see at a glance when it is available or not as it isn’t updated in real time – have to go into record to see if item is in place.

**Old catalogue** - Advanced search 🡪 Call number = RUS 🡪 Language = Russian

Results clear and show Availability

### Bulk Loan requests and returns

* Bulk loans team currently inundated with requests. Absolutely no german junior items available at the moment. Board books may be available with a long wait.
* Always check bulk loans form for what is currently short. Updated once a week if possible.
* **Overdue loans** – If still on loan and lost let Joanna know so that they can be updated on their end and not requested again.
* **Return labels matching boxes:** Please try and ensure that labels that come with bulk loan boxes are the ones used to send those items back – loan number and weight matches. If used for other boxes then if items lost in transit then becomes hard to track.

**Q:** For long overdue items is there overdue charge? **A**: Generally no charge for publications over 3 years old. If you need labels for overdue items – email Joanna and she will send prepaid labels

**Q:** Can languages be mixed in return boxes? **A:** Can mix languages if needed. E.g. 18 from original box and 2 on loan subbed with 2 returned from a different box.

**Q:** If bulk loans colleague needs this info where do we find it? **A:** Multicultural Services meeting will cover the same information from Joanna as the Ill meeting. Information also sent to elists on Thursday 16/5/24

## 6. Trove Collaborative Services Updates

- Updates on TCS Resource sharing – Last Town Hall meeting held on 21 March 2024.

- Lack of updates has been reported back from various levels and groups

7. ILL Van  - see previous actions

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

Joanna has updated the SLNSW section

Further updates to come regarding Van labels and any new Trove information

## 9. Libraries Australia/LADD issues

* **LADD editing holdings** – as mentioned in previous actions may not be resolved as LADD phases out.

–  **Q:ILRS directory** do people still use IRLS directory? **A**: Yes but be careful on which address you use and when it was last updated. Good place to check for charging costs and reciprocal agreements.

If you don’t have access to reset the log-in information for your Library it can be requested via ILRS website online form [here](https://librariesaustraliaref.nla.gov.au/reft100.aspx?pmi=288142554397047932)

## 10. General business

 - **Webinar link:** Links from Teresita for the Webinar: "Relationships, Not Just Technologies: Why Connections Matter for Global Resource Sharing" to be added to Wiki when available.

* **Libraries not supplying ILLs** – Lane Cove has had trouble sourcing from non-suspended locations. Has this happened to anyone else recently?

Differing experiences across the board. As mentioned in previous meeting some locations may drop offline for awhile and come back with uncertainty around LADD.

* + Cairns – Non-supply to interstate
	+ Blue Mountains – non-supply, stated they weren’t undertaking ILL at this time
	+ Darebin (VIC)– Now a charging location
	+ Yarra Plenty Regional – Request last resort only. Difficult to source and research material.
	+ Waverley not having problems with VIC supply.
	+ Hawkesbury has set up a reciprocal agreement with SA when they reached out.
* **Q: Retry option in LADD:** When requesting location told to retry at a later date request went to past requests. **A:** better option to mark as Will supply or Non-supply as this is easier to search from Request page or Work Queue.

11. Next meetings:

**2024**

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

**Wednesday 4th December 2023, 2-5pm**

Attendees:

