

# **NSW Home Library Services Working Group**

**Minutes of meeting:** Monday 2<sup>nd</sup> June 2025

**Host:** Kate Simpson (Coff Harbour Libraries)

**Attendees:** Alison Clarke, Stephen Peacock, Suzanne Spencer, Ann Marie Borbe, Michelle Betts, Caroline Resiak, Dana Hawkins, Alison Ward, Kylie Streeter, Kristen Irwin, Elizabeth Thornton, Susan Ambler, Catherine Bryant, Sandra Bice, Mallory Salter, Ellen Matheson, Helena Castelletti, Victoria Murray.

**Apologies:** Melinda Short, Skye Sylvester

**Acknowledgment of Country:** Kate Simpson

## **Agenda items**

### **1. Constructing a strategic purpose/mission statement for meetings**

- Defining what we do to guide future meetings
- Caroline Resiak (Canterbury Bankstown) to draft statement and send out to HLSWG for feedback

### **2. General updates/Seniors Festival 2025 recap**

- Sandra Bice (Canterbury Bankstown) – 3 week festival across 9 locations. Good turnout, not as many events as previous festivals. Had fascinator making, Qi Gong session, bush poet from Blue Mtns (Gregory North) and movie screenings.
- Kate Simpson – Washed out due to Cyclone Alfred.
- Susan Ambler (Blue Mountains) – Hosted info session on demystifying Aged Care – very popular. Also hosted intergenerational Storytime – collab between children's team and local neighbourhood centres. Email Blue Mountains libraries for more info.
- Alison Ward (Penrith) – Hosted chair yoga, very popular. Watercolour jewellery workshops with artist from the Blue Mtns.

### **3. HLSWG Wiki page**

- Alison – Daunting, first-time editing. Talk to SLNSW for login access. Working out configuration for formatting. Look to potentially add links to websites, forms or pamphlets. Ellen Forsyth from SLNSW – very helpful for info.
- Elizabeth Thornton (Kiama) – Has edited Kiama profile, straight forward.
- Suzanne Spencer (Stanton) – Updated profile. Had 1on1 with Ellen from SLNSW which was very helpful. Old school system but useful. Good for sharing documents. Ellen mentioned adding the date the page was updated for reference.
- Kate proposed another meeting for going over the wiki. Sandra proposed a cheat sheet. Catherine Bryant from SLNSW will ask Ellen about creating and distributing a cheat sheet. Alison added link to helpful webpage <https://www.dokuwiki.org/tips>

### **4. Profile matching on LMS**

- Alison – Only just starting to use it

- Suzanne – Using Aurora, don't use the Homebound module Seems like a lot of work for not much gain. Has also used Spydus profile matching but took more time than its worth.
- Michelle Betts (Dubbo) – uses Spydus home library module frequently. Has a few issues but generally saves time. Used it for authors and genres. Michelle to potentially demonstrate use of Spydus profile matching at November meeting.
- Stephen Peacock (Sutherland) – Uses Sierra, was sold with the rating system that never worked. Currently use excel spreadsheets and individual profiles, and written notes for one off wants.

## **5. Assistive technology**

- Alison – Currently using Victor Reader Stratus 4 version. Like newer version of Daisy players. Finding easy to navigate. Minimal buttons as opposed to version 12. Easy to handle. Can download from Borrowbox onto SD card or USB. Good at navigating files. Took some researching to find correct file type. Will send our procedure around this. 6 to trial now. Over \$600 each from Vision Australia who were helpful. Also use iPad with Borrowbox and Libby. Easy to use and rotate.
- Dana Hawkins (Singleton) – Use Victor readers, about 8. Start with CD is okay, but users struggle navigating the SD cards.
- Kristen Irwin (Woollahra) – Have purchased some on the Victor readers, hoping to trial a loan this month. You can also load a subscription for a periodical and if the device has Wi-Fi, you can get the paper every day.
- Sandra – Based on Alison's feedback on Victor readers Canterbury Bankstown purchased one. Very easy to use. Question about the Envoy connects and issues with the button coming off?
- Susan – Have trialled Envoys, but customer had difficulties with charging and locating books on the device. Some issues with loading books, but working through and hoping to work with customers to make them work
- Suzanne (chat) – Stanton has 2 Victor reader stratus devices, used for MP3 only. Remembers where the book is up to. Cost is an issue to purchasing more.
- Stephen – Have previously had about 80 navigators on their way out. Falling apart, and battery had swollen. With Lithium battery issues decided to get rid of the lot. Switched to Envoys but found that customers had trouble adjusting.
- Elizabeth suggested a more detail look at using some of the assistive technology in another meeting. Would be great to walk through using them, especially as Kiama is due to update their old DAISY players at some point.

## **6. Medical certificate**

- Contribution from Belinda (Bathurst) who couldn't attend the meeting. Question about requesting doctor certificate when people are applying for home library. Do people require a doctor's certificate as part of the process?
- Caroline – Canterbury Bankstown requires a doctor's certificate. Not kept but cited. There is room for discretionary powers.
- Sandra – Initially started due to threats to the service size.
- Suzanne – Stanton don't require any health practitioner referral. Just chat to person applying and vet over phone. Room for service to grow. Some

misunderstanding about capacity of service for people in the community thinking it's a free delivery service.

- Kristen – Woollahra don't require certificates but state in application they may ask for one. Vetted a lot of people, especially post COVID, thinking it was a free delivery service.
- Mallory Salter (Campbeltown) – No certificate but may ask for one depending on situation. Have had a few cases of young people who are housebound due to stress, anxiety or young children. Some difficulty performing risk assessments. Recent promotion may have seen an increase in requests for service. People thinking it's like DoorDash.
- Susan – No certificate required but application form has section to be signed by health care professional or carer.
- Helena – Over 200 on HLS system. There are customers who are mobile to get to library but can't carry books. Floating idea of encouraging people to choose books in house, and then we deliver to them. Requires doctors' signature or community nurse for HLS application.
- Kate – Coffs Harbour recently changed to requiring health care profession to sign application, due to reaching capacity in service and way to vet numbers.
- Mallory – Partnership with Meals of Wheels for delivery but its now under review. MoW asking for My Aged Care numbers of clients. Feeling uncomfortable with giving out information. Asking if anyone else has partnerships like this.
- Caroline – No delivery partnership but engage Community Transport to pick up seniors and bring to library to browse and have morning tea, they need a My Aged Care number for this. Can be done if consent to collect personal information is gained, but customer needs to get the number themselves.
- Kristen – Works with local community centre who provide bus transport to library. Centre works with customers directly to get My Aged Care number for subsidised transport, library has no involvement.

## **7. Next meeting**

- Sandra to discuss with City of Sydney about hosting next meeting on 3rd November, as SLNSW will still be conducting renovations.
- Alison advised that Penrith can host if need be. Penrith are also holding SWITCH conference from 11-14 November. So happy for people to come and look at the space, email Alison with day and she can arrange a time.
- Call out for any other Central Sydney libraries to host November meeting – please contact the HLSWG committee.