

## Multicultural Services Report July 2021

### Staffing update

Abby Dawson will be back as Multicultural Collection Coordinator on 2<sup>nd</sup> August 2021.  
Joanna Goh will return to the State Library's Information and Access branch.

### Suspension of the Multicultural Bulk Loans Service

Due to escalating community transmission of COVID-19, the State Library buildings remain close due to the COVID-19 measures that are in place for the Greater Sydney LGA.  
The bulk loans service has been suspended since 26 June 2021.

Libraries have been advised to hold off on placing any new orders, and not send back any returns until the team is able to be back onsite at the Library.

We will send a message when we are able to re-start the service.

### Renewal of bulk loans

We have been renewing all bulk loans with due dates between 1 May and 31 July 2021.

### Long overdue loans

We have contacted some libraries about some long overdue loans to find out if they are lost or returned. Appeal for the return of long overdue titles that are still at the libraries.

### State Library NSW's Multicultural/ ESL collection update

We have been refreshing our collection since April 2020.

% of collection more than 10 yrs old in 2020	26%
<b>% of collection more than 10 yrs old in 2021</b>	<b>15%</b>

We are also increasing our junior collection.

### Demand for Bulk Loan Service by Libraries

Top 10 languages borrowed from SLNSW for 2020/21 are French, Spanish, Italian, Russian, Japanese, German, Chinese, Polish, Greek, Tamil.

77 NSW Public Library networks made use of our Multicultural Bulk Loan Service in 2020/21.

## Top 20 Libraries with the most items borrowed from SLNSW

Library	Grand Total
Riverina Regional - Wagga Wagga	1290
Newcastle Region - Newcastle City Libraries	1330
Georges River Libraries	1410
Mid North Coast Co-operative- Port-Macquarie Hastings	1440
Randwick City Library	1460
Waverley Library	1480
Penrith City Library	1530
Strathfield Library	1560
Wollongong City Library	1580
Sutherland Shire Libraries	1630
Queanbeyan Palerang Regional Library	1900
Stanton Library	1970
Ku-Ring-Gai Library	2080
Central Coast Library Service	2350
Bayside Library	2410
Hornsby Shire Library	2420
The Hills Shire Library Service	2530
Canterbury Bankstown Library	3200
Lane Cove Library	3270
Richmond Tweed Regional Library	4890

## English Large Print and Talking Books Long Term Loans

The State Library's English large print and talking book is currently distributed among 59 NSW Public Libraries.

Number of Large Print books actively in circulation: 7259

Number of Talking Books actively circulation: 5539

Thank you to all participating libraries for helping us complete the stocktake of the collection on 30 June 2021.

This project gave us the opportunity to:

1. Clean up our records and account for the items in the collection.
2. Updated our contacts for each participating library.
3. Communicated clearly to participating libraries on how to manage this collection at their library.
4. Items were returned from libraries that have built up their own large print and talking book collection over their years. These items were redistributed to other libraries that needed them. 7 new libraries were added to our participating list this year.
5. Refreshed the collection.
6. We were able to identify popular genres based on feedback from the libraries. This will help us with our purchasing profile.