

NSW HOME LIBRARY SERVICE WORKING GROUP

MEETING MINUTES

Monday 7th November, 2022

Host: Lithgow Library

Attendance Via Zoom

Nicki Fox - Northern Beaches Dee Why

Sandra Bice - Canterbury Bankstown

Matthew Griffiths – Fairfield

Margaret Gibson – Blue Mountains

Theresa Lock – Blue Mountains

Melinda Short – Bathurst

Victoria Murray - Bathurst

Karen Miller - Singleton

Mary Johnston – Wollongong

Lauren Boyd – Lake Macquarie

Alison Clarke – Ku-Ring-Gai

Barbara Halliday – Cumberland

Rachel Fang – Canada Bay

Suzanne Spencer – North Sydney

Michelle Betts – Dubbo

Peter Green – City of Sydney

Magnolia Szabo – Randwick

Kathy Quist – Newcastle

Carlos Jorge – Newcastle

Kay Pisel – Newcastle

Kristen Irwin – Woollahra

Sonya Champion – Hornsby

Kelly Shankley-Price – Maitland

Claire Doris – Coffs Harbour

Susan Bradley-Hoy – Burwood

Stephen Peacock – Sutherland

Renee Barrett – Wollondilly

Saquib Mahmood – Penrith

Kristy Plumridge – Penrith

Louise Milne – Kempsey

Elizabeth Eggleston – Campbelltown

Bernadette – Campbelltown

Kahlua Charlton - Clarence

Johany Ali – Parramatta

Nathan Jeffs – Mid North Coast

Apologies:

Sharon Smith – Riverina-Wagga

Welcome and Acknowledgement of Country

Sharon Lewis, Library Coordinator

Minutes of the previous meeting

Confirmation of minutes from 29th July 2022 at Concord Library.

Overview of Lithgow Library HLS – Cathy Manfredotti – Lithgow Library Outreach Officer.

- Lithgow LGA has a population of 21,000
- There are three libraries in the LGA- Lithgow, Wallarawang and Portland
- HLS membership is stable, between 60-70 customers with three aged care institutions
- HLS supported by Cathy who works part time 24 hours/week.
- 34 Customers in private homes, 28 customers across three aged care facilities and 3 bulk loans.
- Cathy coordinates and delivers a Library Reach Out program to two preschools within the LGA. First year of running in 2022 with the view to adding another preschool in 2023. At present 40 children participate in the program. Each child borrows a book each month delivered to their preschool.
- Approximately 520 (480 HLS and 40 Library Reach Out) items delivered. Delivery cycle once a month.
- No Volunteers
- Cathy's role incorporates the weekly library branch delivery service.

Guest Speaker - Leanne Hopkins - Lithgow Women's Shed.

Leanne outlined the philosophy of the Women's Shed movement and spoke to the group about activities, funding and upcoming programs that were planned for 2023. Leanne showed us some examples of items her members had made and highlighted the types of basic skills that shed offered all women in the Lithgow LGA. Leanne highlighted the need for a place that women on their own and often isolated could come to socialise as well as gain new skills.

Leanne invited meeting participants to contact Lithgow Women's shed if they would like more information on how the program works. E: lithgowwomensshed2018@gmail.com or M: 0438 766 891

Delivery reminder tools. Reminders to customers of home library delivery day.

Delivery date reminder tools were discussed. Some successful ideas currently in use included

Penrith: calling each customer the day before delivery

Campbelltown and Canterbury Bankstown: providing a calendar for customers to show their delivery dates

Dubbo: attaching a tag to each book bag with the date of the next delivery.

Other shared ideas: Fridge magnets, telephone call prior for forgetful customers, emailing and calling aged care facilities to remind staff.

Requirement for Medical Certificates HLS. Current Library Practice.

The group discussed current practises around the requirement for a medical certificate to join the HLS. It was clarified that the Act does not stipulate the need for a medical certificate however each council should have a policy tailored to cover their libraries needs. It was agreed by the group that the discretion to waiver medical certificates in certain circumstances could be reflected in council policy.

Christmas holiday deliveries.

Some current practises from the group include:

Delivering extra resources prior to the break, double deliveries to cover both December and January, business as usual for those libraries that only close on designated public holidays, letters sent to each customer to explain upcoming holiday delivery schedule.

Volunteers- their role in support of the HLS.

The group discussed the role of volunteers. Some libraries have no volunteers and others have a volunteer programme. For those libraries with volunteers, roles and duties allocated within the HLS role varied. Duties ranged from assisting to check books in and out, selection and deliveries. In the interest of time Lauren Boyd from Lake Macquarie Library suggested a spreadsheet be sent to the group that allowed for each member to indicate how each library made use of volunteers.

Lauren will arrange for this to be sent to the older persons group.

HLS forms, readers advisory tools and ways they are used to develop customer profiles.

The group discussed current examples of readers advisory tools currently used for developing customer profiles. Ideas and tips were shared including use of satisfaction surveys, use of profile forms that invite customers to contact the library and feedback forms to improve feedback from customers, particularly those in aged care facilities.

The group agreed to share any documentation, forms, questionnaires, bookmarks etc they think may assist others via the older persons email list.

Update on Aged Care Facilities.

The group discussed ideas on how communication could be effectively maintained with aged care facilities. It was agreed that during and since COVID restrictions it has become increasingly difficult to maintain seam free deliveries. It was agreed that the current staffing restraints experienced by aged care facilities generally means it is increasingly important for us to maintain patience whilst being as pro active as we can to ensure we maintain contacts that assist us in continuing to provide deliveries and services in a timely manner. It was agreed that where possible, maintaining a relationship with a lifestyle officer within these facilities is key to retaining and growing customer numbers. Other ideas to assist included;

Permission to include HLS flyers in age care receptions and new resident welcome packs

Individual loans to residents rather than bulk loans

Emailing coordinators regularly to seek new customers

Possible Memorandum of Understanding further up the management chain in aged care facilities

Examples of HLS newsletter, regular communication with HLS patrons? feedback on past experiences.

The group discussed examples that included:

Campbelltown – Has designed a “Busy Book” that goes regularly to customers in private homes. It includes recipes, puzzles and other items of interest.

Monthly feedback sheets

Rating slips included with deliveries

Christmas messages included on Navigators

Christmas Party for HLS customers in the library

Matters arising from previous minutes

Volunteers for new members to join the Steering Committee for the HLSWG

It was acknowledged that since COVID-19 those who had served as committee members in the past were no longer in HLS roles. Discussion occurred around the need for new EOI. It was decided this would be a major agenda item for the first working group meeting next year. Focus would be on re establishing a committee and setting down their role alongside the broader objectives for the group including seminars, surveys and WH&S initiatives.

General business and HLSWG dates for 2023.

First meeting for 2023 calendar will be hosted at Canterbury Bankstown Library on Monday 6th March.

MEETING CLOSED 12:55pm