

Overview of Randwick HLS

- We used to share the service with Waverly Library until October 2007 (we paid a certain amount, and they did everything)
- We inherited about 80 members and now we have 141 members: 123 private homes, 13 aged care facilities, 4 Retirement villages, 1 Malabar Forensic Hosp. We deliver to each individual members and Bulk loans to the Activity office/ Leisure and style coordinator.
- Some of our HLS members are becoming quite savvy with technology and reserving their own items through the computer system, 21 in total.
- Deliveries are monthly: Thursday, Friday, Monday and Tuesday.
- Staff- Jodie worked 2 days a week in HLS, Magnolia 3 days a week. We do some selection, ILL requests, Reserves and Checkouts as well as public desk duties 2 hrs a day. There is a driver for the deliveries and sometimes we do special deliveries, e.g. They were in hospital and missed their delivery.
- Our wonderful volunteers do most of our selections. We have 10 volunteers, and they come between Monday and Friday most weeks.
- We're due for a Publicity Blitz as our numbers are down since Covid.
- Welfare calls from time to time
- HLS members Library tour and Morning Tea every year when possible. This year has been impossible, but it's plan for next year.

Everyone is receiving a survey in each delivery since December 2023 title: "Your opinion matters" Through this survey we have been able to update patrons' records/requests, so they are receiving exactly what interest them. The comments/ feedback has been excellent with nothing but praise for the work that we do, including our driver Silvio, mentioning how efficient and friendly he is, Service with a smile always!