Wider local studies 12 June 2024 10 minute talks





Aboriginal street and placenames

The Gosford experience

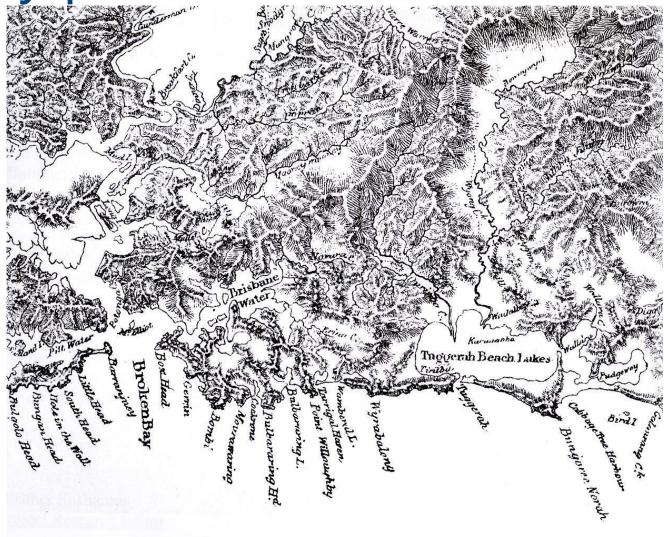
Presentation for the Wider Local Studies Librarians' Seminar Wednesday, 12 June 2024 Geoffrey Potter, Local History Librarian

Acknowledgement of country

I begin by acknowledging the Traditional Custodians of the lands on which we meet and pay my respects to their Elders past and present. I extend that respect to Aboriginal and Torres Strait Islander peoples joining today.



Early placenames



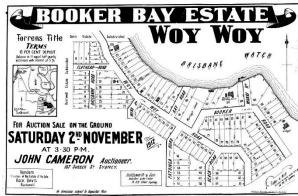


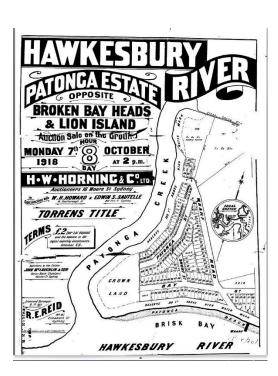
Isolation leads to name repetition





CCLS





SLNSW



What to do?

LOCAL GOVERNMENT ACT—SHIRE OF GOSFORD

NAMING OF ROADS

NOTICE is hereby given that the Gosford Shire Council in pursuance of section 249 (a) of the Local Government Act, 1919, has named or altered the names of the roads being public roads of variable widths as shown hereunder:

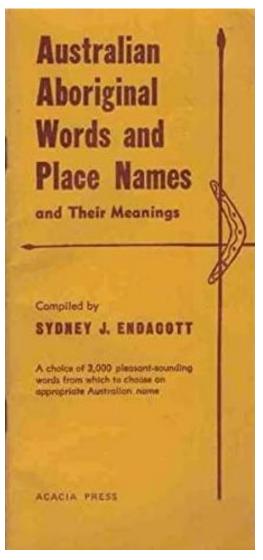
Abbreviations used in this notice are shown in brackets as follows:

Terrace (Terr.), Road (Rd), Street (St), Avenue (Ave), Crescent (Cres.), Boulevarde (Boul.), Drive (Dr.), Close (Cl.), Parade (Pde), Esplanade (Esp.), Highway (Hwy), Main Road (M.R.), Deposited Plan (D.P.), Adjacent (Adj.), Commencing (Comm.), North (N.), North East (N.E.), East (E.), South East (S.E.), South (S.), South West (S.W.), West (W.), North West (N.W.), Part (Pt), Corner (Cor.), Section (Sect.), Reserve (Res.), Creek (Ck), Parish (Ph), Running (Run.), Ending (End.), Mount (Mnt), State Highway (S.H.).

Road names that have been aftered						
Previous name	New name	Previous name	New name	Previous name	New name	
Short St The Processade At Benaville— Hillview Rd Norman St At Black wall— William St At Booker Bay— Point Rd Water St Wharf Rd At Copacabana—	The Round Dr. Undara Rd Birriwa Rd Lalina Ave Marcela Ave Karu Ave Guyra St Lucia Ave Ilumba Ave Dilgara Ave Malinya Rd Mirreen Ave Echuca Rd Boongala Ave	At Lisarow— Bannerman Rd Government Rd Maitland Rd Munmorah St Patonga St	MacMaster Pde South Pacific Dr. Empire Bay Dr. Pacific Hwy Cheero Point Rd Pandala Rd Wananda Rd Jirrang Rd	At Point Clare— continued— Government Rd Hill St Point St Whiting St At Pretty Beach— Arthur Rd At Saratoga— Dominic St Ross St Scott St Short St The Crescent The Esplanade Virginia St Wattle St	Patrick Cres. Omeo St Moonah Ave Malumba Ave Patrick Cres. View Pde. Patrick Cres. Mimosa Ave Jirramba Ave Kerrawah Boul. Tangerine Ave	
Beach St Commerce St George St	Karalta Rd The Entrance Rd Dakara Ave	Railway Pdc Short St Stoneferry Rd	Nurra Rd	Davis Place Lake Rd Newport St	Terrigal Dr.	

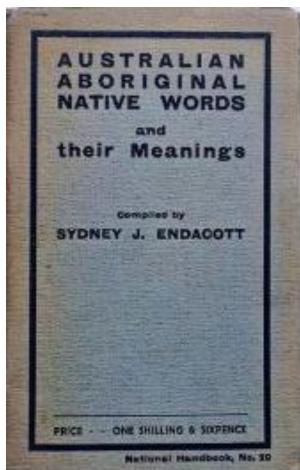


Where do the Aboriginal terms come from?



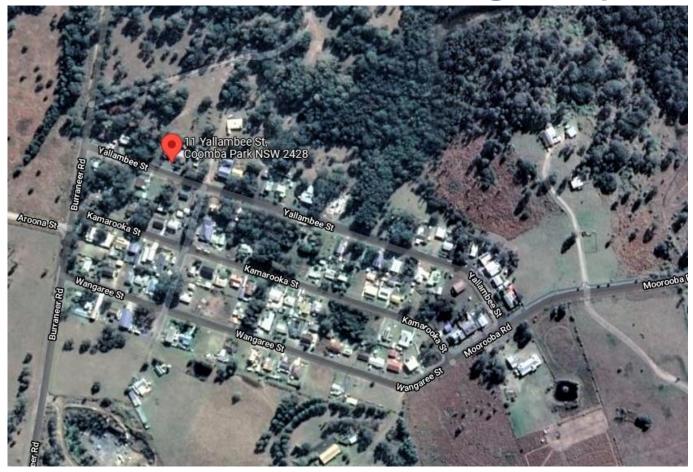
AUSTRALIAN ABORIGINAL WORDS

BINGARRA-Bark. BINGAMI-Mopoke. BINNACK-Snowy River mahogany. BINNAK-Eucalyptus botryoides. BINNAP-Species of eucalypt. BINNININGA—See! BINNUK-Basket. BIRRANA-Throwing stick. BIRRIE—Danger. BIRRUNA-Dangerous. BOELGI-Willow. BOLLOWEEN-Two. BOLOOL-Night, BOMBURRA-Sleep. BOOAH-Mahogany BOOBYINBA-Narrow-leaved red ironbark. BOOBYALLA-Myoporum Insulara. BOOKABOODA-Native gooseberry. BOOKANG—Night. BOOKOOI-Rain. BOOL-Water. BOOLA-Two. BOOLABOO-Two. BOOLAGI—Two. BOOLARA-Two. BOOLARI—Two. BOOLARONG-Plenty. BOOLAROO-Two. BOOLEA—Cold. BOOLEE-Whirlwind. BOOLGANA—Kangaroo. BOOLIMBA-Right.





A small book with big impact!



Google Earth

Coomba Park NSW near Tuncurry

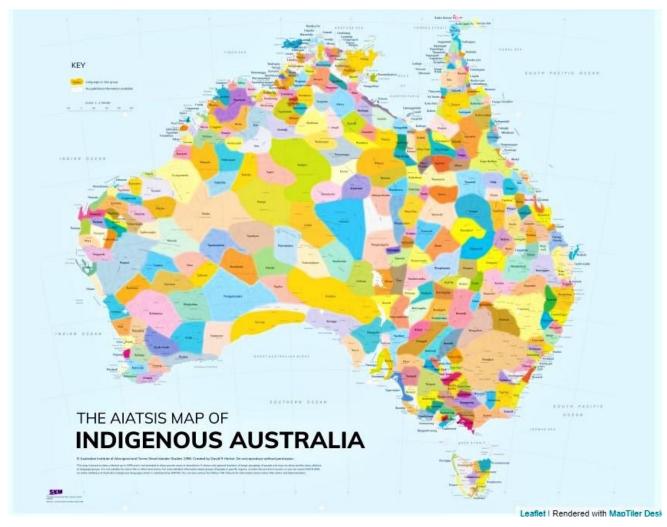


A small book with big impact!

Carinya meaning "Happy, peaceful home"

Carinya Street, Kariong; Carinya Street, Queanbeyan; Carinya Street, Griffith; Carinya Street, Indooroopilly; Carinya Street, Bacchus Marsh; Carinya Street, Blacktown; Carinya Street, Kingaroy; Carinya Street, Craigmore; Carinya Street, Charmhaven; Carinya Road, Pymble; Carinya Road, Mount Colah; Carinya Avenue, Mascot; Carinya House aged care home; Carinya Ski Ranch, Wiseman's Ferry; Carinya House of Hair & Beauty; Carinya Transitional Living Program; Carinya Cottage Accommodation (Katoomba); Carinya Beach house (Cowes); Carinya display homes; Carinya Youth hostel... You get the idea!!!

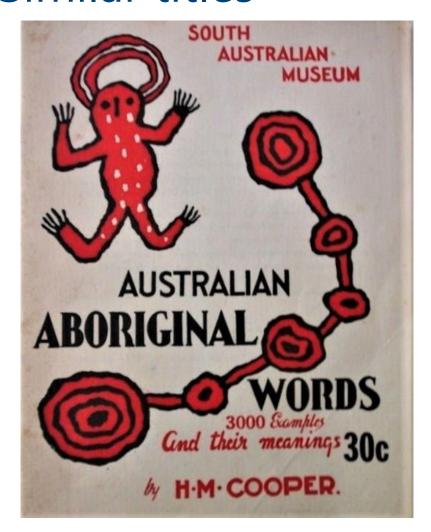
Pros and Cons

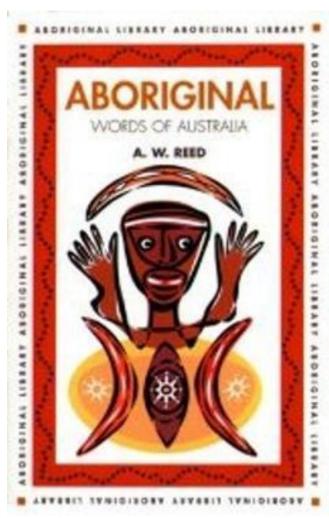


AIATSIS



Similar titles

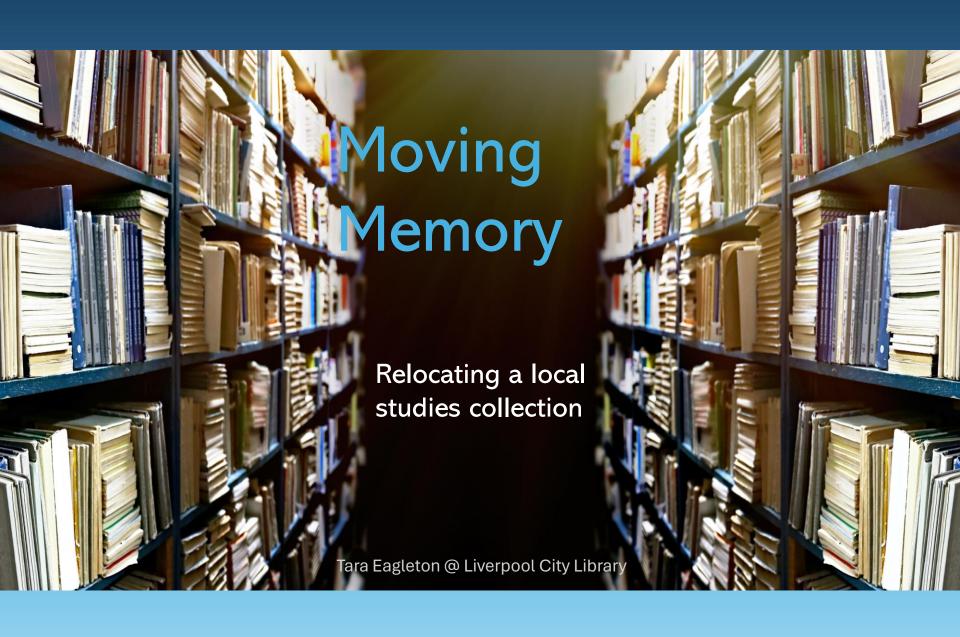








Thank you for your attention

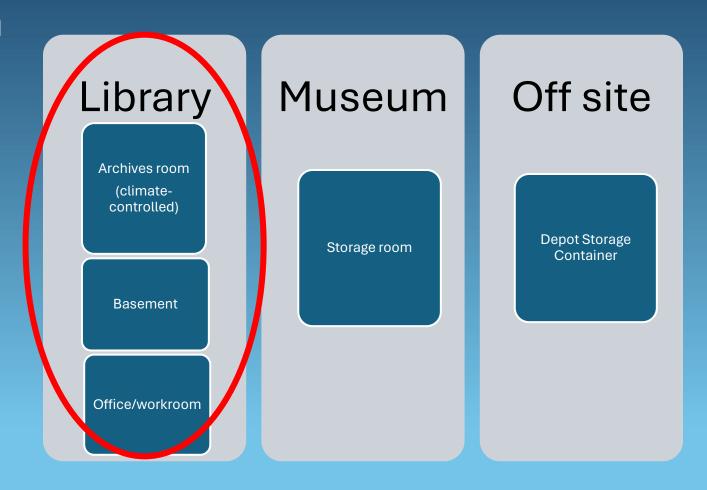


Then and Now





Then





Relocation timeline

PLANNING

- Site visits
- Storage area and shelving measurements
- Inventory lists
- Ordering supplies

2023

- August

PACKING

- Vertical files 43 T4 boxes
- Compactus 14 large bays
 256m shelving
 - Library stack -2000+ books
- Mezzanine 6/m shelving
- Items in office space
- Art hanging racks 51m-100+ works

2020

September

MOVING

- Nov 17 1st stage move
- Nov 20 office move
- Nov 27 last archive



November

OPENING

Dec 3 – Public opening

Reappraising, photographing and packing objects to transport to offsite storage.

BASEMENT



2024 January

016

Planning Stage

- Formats books, documents, maps, poster and prints, photos, objects, textiles, exhibition collateral, rare books, rates and minutes books, AV, microfilm, bound newspapers, processing materials, equipment, hard drives
- Consulted resources MPLP (Messner & Greene); anything on moving archive materials; MHNSW; NAA; archivist/museum groups on social media
- Initial survey of collection
- Taking measurements new storage area and shelving
- Current shelving and storage arrangements were not recorded in Spydus
- Plan for shelving system in new space
- Inventory lists download csv from LMS (Spydus)
- Purchasing supplies T4 archive boxes, assorted archival boxes and folders, wrapping tissue, foam and tissue for cushioning fragile records or board for rate books
- Ordered barcodes but ran out of time to apply this strategy
- Drop box in library office

Former archives space

Estimated 435 linear metres & 225m in basement = 660m









Archives room at new library

Estimated linear metres of space = 360m











Packing & Moving

- Two casual staff 1.5 FT hours
- Written procedures for basic preservation, rehousing, packing and using inventory lists
- Office and archival storage areas Backlog of uncatalogued items; non-archival or inappropriate storage containers; unknown donations
- Performed basic inventory and preservation in office/workroom packing 30 T4 boxes
- Label every box with pencil contents and future shelf number
- Impact of other areas- discouraged acquisitions and paused any collection development activities but continued access and research inquiries if possible.
- Removalist not specialised in handling historical materials so guidance on best handling practices and monitoring of packing and unpacking necessary
- Maps, plans and large pictures were moved in the map drawers and then placed in the new map cabinets at the new location





Basement and off-site storage

- January 3 weeks
- Reappraised items
- Mainly museum props
- Mould affected discarded
- Recorded with photographs
- Wrapped, packed and moved by library staff
- Off-site storage Arts centre
 - Open spaced cage no climate control but there is good airflow – data logger in place to monitor temperature and humidity fluctuation
 - Items in this area are mostly objects belonging to Museum Props. An inventory has not been completed. Access is 10 minutes' drive from work location – limited time to visit but schedule for once a month to download data from loggers. These items rarely requested to view.







Challenges

Deadline to move was brought forward

Not enough time for detailed planning

Lack of access to new location

Reliant on design plans and furniture diagrams to allocate collection space

Reduction in space required us to find offsite storage

Tracking collection items – time scarcity

Weight limits and shelving depth in compactus inadequate Removalists inexperienced in handling historical items and restricted with time

Issues stabilising the climate control unit and air conditioning

Continued entry by trades after move - dirt, damage, bugs

Recommendations

- If you can, participate in the planning of the space
- Measure consider the depth and weight of your items
- Obtain a plan of the space and furniture dimensions
- Extra staff and training
- Pre pack especially fragile items
- Start inventories or collection survey ASAP
- Plan B off-site storage
- Drop box for local studies found by staff
- Start yesterday!!

Six months on...

Broader and deeper knowledge of what is in the collection

Better understanding of priorities for collection development, preservation and digitisation

Applied greater preservation across the collection

Reorganise the collection for better accessibility

Need to create more space for future acquisitions





PRESERVATION Convert your old technology into digital files

Convert your old photos, videos, cassettes, slides, floppy disks and more, into digital files

The Memory Preservation Station is available at Karratha Library every Wednesday for FREE self-guided, two hours time slots.



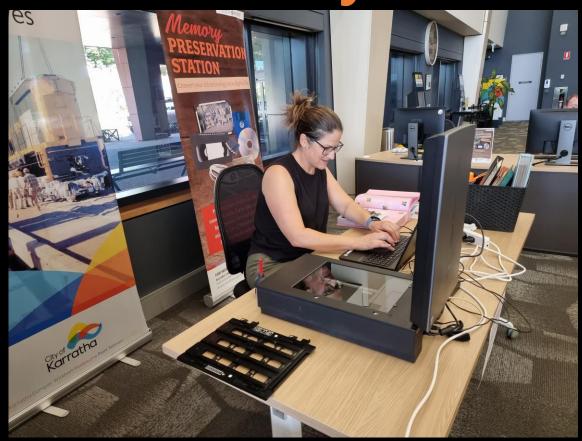
BOOK YOUR FREE SESSION

Scan the QR code or visit www.tiny.cc/CofKLibraries

FOR MORE INFORMATION:



History



State Library of WA Grant



About the Service

- What can you digitise?
- How much does it cost?
- How long does it take?
- What skills do you need?



How To Book a Session

Memory Preservation Station

Preserve your precious memories by converting them to digital files, by using the City of Karratha Libraries Memory Preservation Station.

The station is located at our Karratha, Dampier and Wickham Libraries.

To make a booking, fill in the enquiry form below, call 9186 8660 or email <u>local.history@karratha.wa.gov.au</u>

You can also book a two hour slot at the Karratha Library each Wednesday between 10am - 4pm. Visit www.tiny.cc/CofKLibraries for bookings

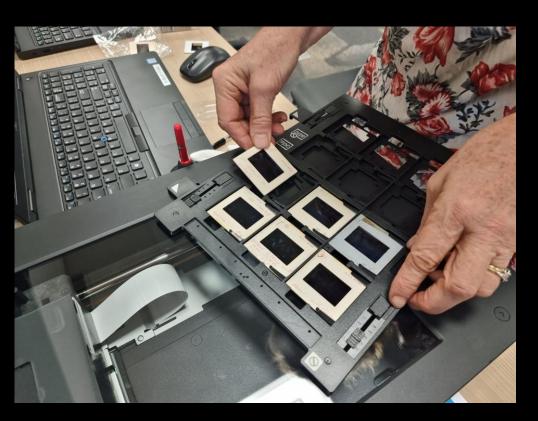
Visit https://libraries.karratha.wa.gov.au/services/memory-preservation-station for details.

Stats and Success

- Launched in March 2023
- 40 people at info sessions
- Over 100 station bookings
- Over 250 hours digitised
- Averaging 2-4 bookings per week
- Award winning



Local History



- Many hours of oral histories saved
- More projects in the works
- Check out our catalogue for over 500 photos

Lessons Learnt



Future of the Service



- Access at all of our libraries
- Taking it on the road
- Purchasing more equipment
- Still a long way to go

Contact Details

For more information, visit:

https://libraries.karratha.wa.gov.au/services/memory-preservation-station

Email: taylor.coventry@karratha.wa.gov.au

Phone: 08 9186 8660

Thank you!





Quilting the photographic fabric of a community:

An archival digitisation story

Jennifer Munro

Library Officer, Southern Downs Regional Library, Stanthorpe branch



Southern Downs Regional Libraries

- Southern Downs Regional Council's southern and eastern boundary on the NSW border
- An Independent public library with three branches: Warwick, Stanthorpe and Allora.
- Use Spydus for collection management and the online catalogue
- In 2020 purchased cameras and scanners through a grant for digitisation of heritage materials to be used by the library and community groups
- Limited by a small budget and minimal staff who have to carry out multiple tasks, although supported by State Library of Queensland (SLQ).

Feature	Warwick Library	Allora Library	Stanthorpe Library
Population (From Australian	22,790	1,223	16,186
Bureau of Statistics)	(Town 15000+Catchment 7790)	(Town 1000+Catchment 223)	(Town 5000+Catchment 11,186)
Membership	9068 (39.7%)*	760 (44.6%)	4613 (41%)
Visitation	42,834	4,207	35,070



The Stanthorpe Border Post

- Border Post and Stannum Miner first published on 20 July 1872, the same year Stanthorpe officially became a town
- Covered news for the towns of Stanthorpe,
 Wallangarra, Texas and Inglewood, as well as all the smaller areas in between
- June 2020 last print edition was published, along with many other regional Australian newspapers owned by NewsCorp, as they went digital only

https://en.wikipedia.org/wiki/Stanthorpe_Border_Post

some content from:



The donation

- Coinciding with their last print run, the Stanthorpe Border Post closed their offices in June 2020. Their staff felt an urgency to keep material in the town of Stanthorpe because of the very close relationship between the paper and the town's identity.
- SDRL, Stanthorpe branch, accepted the donation of photographic material from the Stanthorpe Border Post in July 2020 with the following undertakings:
 - 1. Preservation work on the collection by placing all items in archival quality storage
 - 2. Digitisation of the material, which will make use of the equipment previously purchased for such tasks.
 - 3. Upload digitised images on Spydus Archive function, making the materials accessible on our online

catalogue.

Preservation through Archival Storage 2021-2024

 The oldest contents of the collection were desperately in need of upgrading to archival quality storage e.g. the 120mm negatives from the 1970s were in their original envelopes.

- But we didn't know what we were dealing with. The collection arrived having been thrown randomly into boxes with no order.
- Staff limitations also meant this task could only happen in a limited and haphazard way until 2023.
- Preservation work will always continue



The Stanthorpe Border Post collection

 31 years (1977-2008) of photojournalism for Stanthorpe and its surrounding regions, including the nearby towns of Texas and Inglewood in the Goondiwindi Regional Council area.

Includes:

- 35mm and 120mm negatives and proofsheets (1977-2002)
- CDs with digital images (2001-2008) and thumbnail images (2002-2003)
- Photos in sizes, 3X4 or less, 4X6, 5X7, 6X8, A2-A4 and A4-A3. Photos are either taken by Stanthorpe Border Post staff or submitted by customers and there is a collection of named portraits (mug shots)













The overall size of the collection

Table 1: Contents of 45 boxes

Box type	Вох	Envelopes	35mm 120mm		CDs	Photos/
	quan		Proof-sheets	Proof-sheets		images
	tity		or negatives	or negatives		
Mixed	2	201	30	8		
120mm	10	584	11	599		
35mm	26		2702	1		
CDs	5				222	943,400
Submissions	1					14
Misc.	1		10	10		300
			estimate	estimate		estimate
	45	785	2753	618	222	943,714

Table 2: Contents of 54 folders

Folder type	Folder	35mm	120mm	Thumbnails	Photos
	quantity	Neg. sleeves	Neg. sleeves		
Mixed	4	99	385		
120mm	10	10	617		
35mm	28	2613	1		
Photos 4X6	4				1,011
Photos 5X7	3				466
and 6X8					
Photos A2-A4	2				120
Photos A4-A3	1				13
Digital images	2			4335	
	54	2722	1003	4335	1 610

Potential estimate of images on negatives sits at 130,372

Potential estimate of digital image count on CDs sits at 943,400



Some problems have emerged...

- a. The size of the collection
- b. Limitations of staff time allowed on this task
- c. Identification of people, places and events
- d. How to make the collection accessible?



Observations...

- The donated photographic material increasingly presented itself as the fabric of a community; each photo, or proof-sheet, representing a fabric square, which, when combined with all the others, can create a quilt of history of the town and surrounds.
- The fragmented nature of the proofsheets themselves mean they cannot be ordered via genre, subject, place etc.
- But there are recurring topics and events that involve community organisations. e.g. every year the Agricultural Show













Formulating a different approach...

...by shifting the focus to community engagement with specific parts of the collection.

- Large-scale scanning and digitisation simply in order to upload the entire collection does not mean the community will engage with it
- Instead we need to make sense of the individual parts of the collection; the organisations, the places and events.
 Not scanning proof-sheets or photos one image at a time, but collectively as a group, thereby dipping into the collection one community group at a time.



The Catholic Church



Art Gallery and Library



Storm King Dam



The Post Office

But how can we make the collection accessible to community?



Identification Workshops!

- We can approach relevant community organisations to hold identification workshops, thereby engaging them in the collection and helping SDRL manage the collection in the long-term.
 - o Agricultural Shows:- Stanthorpe, Texas, Inglewood
 - o Apple and Grape Harvest Festival: Committee
 - Community Services/Organisations:- Rotary, Lions, Toastmasters
 - o Houses:- Real estate agents
 - o Inglewood:- within Goondiwindi Regional Council
 - o Italian farmers and families:- The Italian Australian Welfare Association
 - o Schools:- Catholic and State within Stanthorpe and up to 20 small schools in the district
 - Sports:- Cricket, Rugby League, Soccer, Swimming etc.
 - Stanthorpe Shire Council
 - o Texas:- within Goondiwindi Regional Council
 - Vehicles:- Ford and Holden businesses
 - o Wine: Small winemakers show and individual wineries
- The word will spread within the community, so hopefully individuals may come forward to use the collection to research, identify and help unlock more of the collection well into the future

A note on Copyright

- Acknowledge copyright sits with Stanthorpe Border Post
- o Make no copies for anyone
- Can display images only



Online accessibility

- The original idea, that is the most economical, was to use the Spydus Archive function, however, there are limitations:
 - Searchability is extremely limited. ID information and tags allow catalogue searching but there is no way to present any *local stories*
 - Updates have interrupted ability to view images
 - The size of the collection is going to require large cloud storage extra to what the library service has ever used.
- We are researching other options that involve a more interactive web design, e.g. Recollect, a platform software product.
 - It will be important to grow the site as more local stories, or 'fabric squares', develop in the Identification Workshops.



Gradually the photographic quilt will start to emerge



Any feedback or advice would be greatly appreciated

Stanthorpe Community Quilt: Panoramic view of Stanthorpe town

By Ros Paton, 1988

Community art project, under guidance of Ros Paton, Spinners and Weavers, Embroiderers' Group and CWA. Creation coincided with Apple and Grape Festival, planned by Arts Council and GRASP. Stanthorpe Regional Art Gallery collection On display in the Stanthorpe Council Administration Office.

SUTHERLANDSHIRE

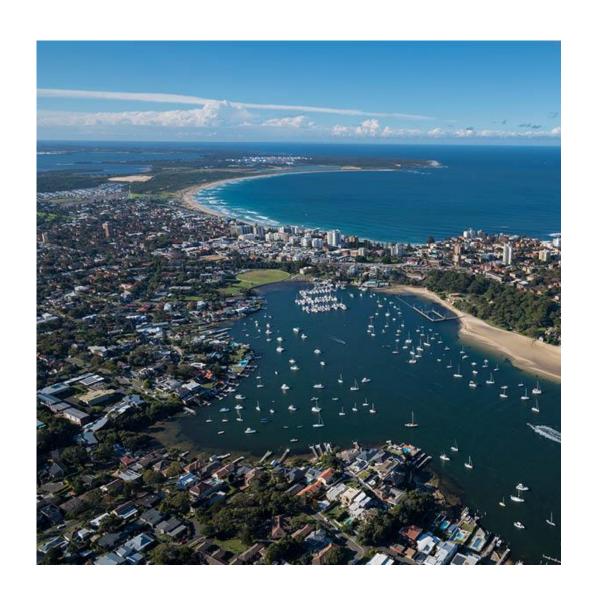


Care and management of acetate negatives in a Local History Collection



Sutherland Shire

NSW Australia



Shire Pictorial



Location of office after 1959



Shire Pictorial Project



- After the change of ownership the negatives remained the property of the creators which were a local family
- Sutherland Shire Historical Society were gifted the Collection by the family.
- The Library became the custodians for the Collection on site from 2011 due to Society storage issues
- Began digitization process officially after the preparation and signing of an MOU in 2015

- The SSHS Shire Pictorial collection, the negatives and hard copies of which are in a fragile condition, are best remaining in the custody of the SSLLSC. The condition of the hardcopies is of less concern as the Local Studies Collection editions of Shire Pictorial have already been microfilmed. However the unique SSHS holdings of Shire Pictorial negatives are already decayed and urgently in need of special storage to limit further damage. A small domestic frost-free fridge would probably be sufficient size to store the negatives. This would be a worthwhile fundraising project for the SSHS.
- Significance Assessment 2015

Searching for gems



the selection process

- Team of 4 staff worked from 2016 to 2018 through hardbound volumes of the Shire Pictorial newspaper page by page. Each person was allocated specific years
- Each volume contained one full calendar year, both eastern and western editions.
- Repeat of images across editions, particularly advertisements
- Post-it notes with a tick were attached to newspaper hardcopy for images which were chosen; a note also attached to image for negatives missing from box

Searching for gems



the selection process

- Cotton gloves used to handle negatives and staff dealt with 'vinegar syndrome' – unpleasant smell due to degradation of acetate negatives
- Negatives housed in cardboard boxes
- Relevant information recorded in Excel file e.g. date, page number, edition, brief description of image, missing negatives, etc.
- File formats used for copying TIFF, JPG and PDF
- Two contractors Pascoe Digital and a local photographer

Selection criteria



- Focus on images with historical significance: social history, annual events, celebrations, personalities, community groups, sporting highlights, founding of organisations/businesses/churches
- Some subjects had multiple photos taken from various angles, select best and include extras if significant subject
- Advertising played important role in setting backdrop to the era. Local business impacts communities with new ideas and changes how we do things



Selection criteria



- Caution taken with sensitive content: vehicle/rail accidents, images of identifiable children
- Culling: large volume of advertising images relating to everyday products, front pages often of little historical interest (cute factor), daily events of little impact
- Each staff member brought their own interests/biases into the selection process







SUTHERLANDSHIRE

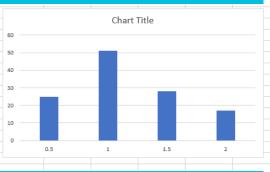


Shire Pictorial negative boxes and the compactus where they are stored



Preservation Needs Assessment





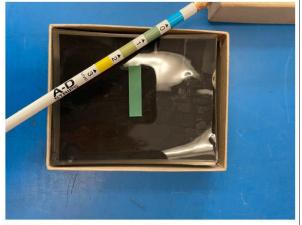
- Greatest concern was the Pictorial negative collection
- Risk of no action included unchecked accelerated deterioration and ultimate loss of the Collection
- Acetate survey to determine which components were further along the deterioration pathway
- Recommendation included : cold storage which created a requirement to investigate the option to purchase a freezer
- Undertake a packaging project for preparing negatives so they could be frozen



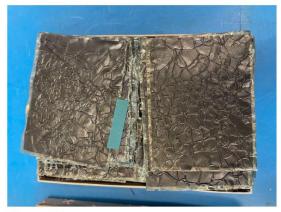
Silvering out and warping



Silvering out and warping



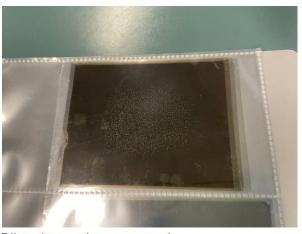
Slight warping on negative



Channelling.



Silvering, possible brittleness



Blistering and orange peel

Commercial Upright Freezer 650 litre

Purchased from AG Equipment

Lockable door
Frost free
Adjustable shelves(5)
Castor wheels (4)
LED display

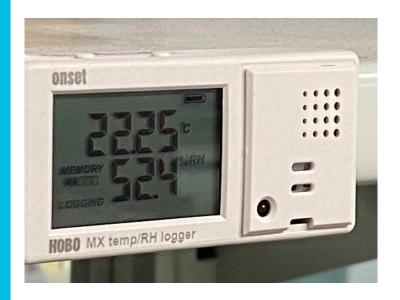
Just under \$3,000 including GST and freight (2023)



Data Logging



Humidity and temperature requirements







Supplies

Moisture Barrier bags

Humidity Indicator cards

Freezer tape

Double sided tape

Tissue paper

Labels

Barcodes







Humidity Indicator Cards





Located in the basement garage of the Library building

Use of archive boxes to store the negatives

This is still underway



Local History Database

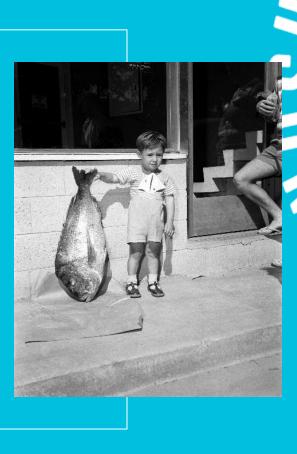
Inclusion of Pictorial images



SUTHERLANDSHIRE



Thank You





COUNTER DISASTER PLAN (CDP)

Local History Library – Toowoomba Regional Libraries

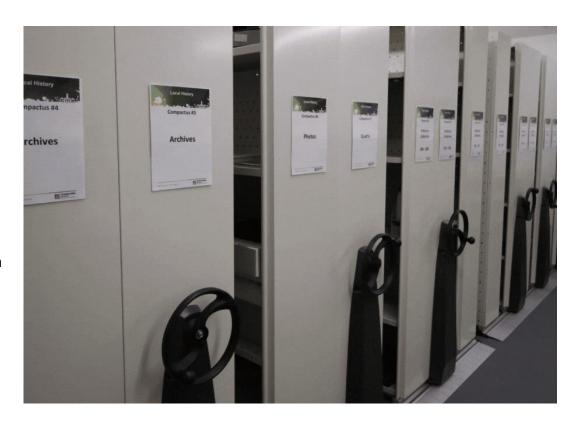


OUR LOCAL HISTORY COLLECTION

Consists of:

- Preservation collection
 Climate controlled storage
 On-site access only (Toowoomba)
- Reference collection
 Toowoomba public area + Oakey Library Local History collection.

 Access in-branch at any TR branch library.
- "Hopefully soon to be for loan"branch collection
 Held in other branches.
 For-loan.





SOURCES OF INFORMATION (1)

ALIA disaster management for libraries:

Part one – guide

Part two - template

Four Key Stages

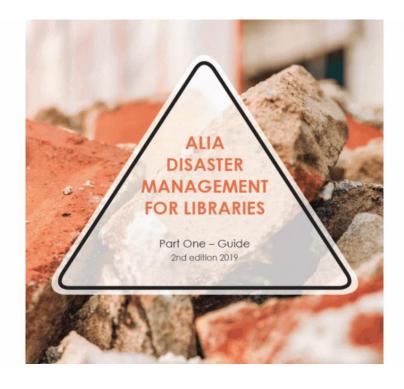
Prevention

Preparedness

Response

Recovery

https://read.alia.org.au/alia-disaster-management-libraries-part-one-guide





SOURCES OF INFORMATION (2)

State Library Queensland

We used SLQ's template as a basis for ours.

Ideas for structure and content.

Includes detailed instructions

https://plconnect.slq.qld.gov.au/manage-library-or-ikc/planning/disaster-management

SLQ's Caring for your collections page has detailed information especially on Salvaging damaged collections.

https://www.slq.qld.gov.au/get-involved/caring-your-collections

Counter Disaster Planning

Template for the development of a counter disaster plan for institutions that collect documentary heritage materials

Last revised: August 2021



Photograph by Leif Ekstrom (SLQ)



SOURCES OF INFORMATION (3)

Disaster Resilience Toolkit for Libraries (Flinders University)

- Good info for risk assessment
- Used in-house risk scoring matrix

In-house Resources

Used "recovery" processed developed by Council's Records department.

Many more examples available online.



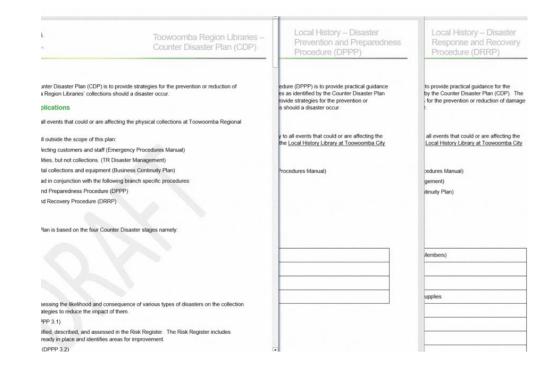


OUR COUNTER DISASTER PLAN

Counter Disaster Plan (CDP)

Overarching plan – ideally a Library branch procedure, and applicable to all library collections.

- Prevention and Preparedness procedure (location specific)
 - Planning and preparation
 - Risk assessment
- Response and Recovery Procedure (location specific)
 - Document "in-hand"
 - Response flowchart
 - Detailed response procedures





GENERAL

- · CDP applies to physical collections only.
- Digital collections (part of Council Records Management procedures)
- Facilities (part of Council/Property Services' CDP)
- Salvage Priority List priorities
- Focus on unique and rare items
- Then items most relevant to our collection
- High value not the main concern

- Networking opportunity
- Good opportunity to work with other sections of council.
- Records Management, Property Services etc.
- Staff training (3 tiered)
- All staff general awareness
- Counter Disaster Team initial reaction and handover
- Local History Team detailed knowledge

E-mail: libinfo@tr.qld.gov.au

Phone: 07 4688 6150







Training library staff in local studies skills

(can also apply to work placement students)

Simone Sharpe, Stonnington History Centre, June 2024

Introduction





- Overview of the collection and service
- 2. Who are your customers?
- 3. Top five questions from customers
- 4. Search tips
- Access/use conditions
- 6. Assistance from a distance
- 7. If not your collection, then who/where?
- 8. Customer service

1. Overview





Overview of the collection and/or service:

- what makes it special, unique and/or valuable
- what makes it different from the public library

2. Your customers





Who are your customers, and how are they different from the library's customers?

- Internal other departments
- External:
 - the general public
 - researchers
 - legal (incl. police, lawyers, private detectives)
 - media

3. Top 5 questions





What are the top five most common questions from your customers?

What are the questions you would like all staff to be able to answer if you are not there?

4. Search tips





Search tips and tricks to assist staff in retrieving material for customers:

- finding aids
- location details:
 - may not be visible on the public catalogue
 - staff access to the catalogue may be required
- acronyms or codes for types of materials or storage locations (e.g. MP, MH, MB)

5. Access and use





Access and use conditions:

- open/closing times
- pre-booked appointments and/or pre-ordered materials
- copyright copyright for photos is different from written works
- usage licences (e.g. Creative Commons, restricted access)
- fragile materials
- digital copies (is this done in-house, can people take copies themselves?)
- fees and charges
- technologies and formats (microfiche readers, CDRoms)

6. Assistance from a distance



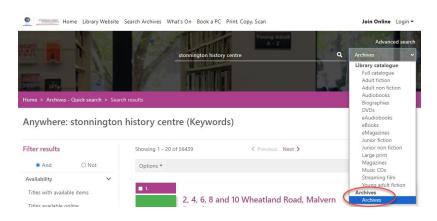


Help customers navigate the catalogue over the telephone or by email

We have a couple of photographs and information on [your topic] in our collection, which you can find on our catalogue at https://stonnington.spydus.com/cgibin/spydus.exe/MSGTRN/WPAC/BSEARCH_ARC

Just make sure you enter your search queries below the magenta bar or in the Archives module, otherwise the search reverts to the library's catalogue:





7. Where else?





If not your collection, then who/where?

- other Council departments
- historical societies
- State/national collections

Key resources





- Your website
- Databases catalogues (special collection/library/state or national collections/Google)
- Postal directories and rate books explain the difference
- Maps and subdivision plans
- Newspapers (Trove) search tips, e.g. quote marks
- Genealogy records (Ancestry.com; BDM registers)
- Local history books/walk books are any for sale?
- Aboriginal/Indigenous/Traditional Owners correct terms/names/resources

Indigenous resources





- Council's acknowledgement
- AIATSIS map: https://aiatsis.gov.au/explore/map-indigenous-australia
- NITV: https://www.sbs.com.au/nitv/article/do-you-know-what-aboriginal-land-youre-on-today/ytff85vi1
- Aboriginal Cultural Heritage Register & Information System (Victoria only): https://achris.vic.gov.au/weave/wca.html







Summary





- 1. Overview of the collection and service
- 2. Who are your customers?
- 3. Top five questions from customers
- 4. Search tips
- Access/use conditions
- 6. Assistance from a distance
- 7. If not your collection, then who/where?
- 8. Customer service





Any questions?

Simone Sharpe

Stonnington History Centre

PO Box 58, Malvern, VIC 3144

W: https://www.stonnington.vic.gov.au/Library/Visit-us/Stonnington-History-Centre

E: history@stonnington.vic.gov.au