

NSW HOME LIBRARY SERVICE WORKING GROUP

MINUTES OF MEETING: Monday 5th February 2024

HOST: Burwood Library

Attendees: Susan Bradley-Hoy (Burwood); Suzanne Spencer (Stanton – North Sydney); Rhiannon Mijovic (Lane Cove); Scott Pooke (Inner West); Csilla Radvanyi (Inner West); Kristen Irwin (Woollahra); Sandra Bice (Canterbury Bankstown); Ray Thapa (Willoughby); Stephen Peacock (Sutherland); Kristen Johnson (Sutherland); Susan Ambler (Blue Mountains); Alison Clark (Ku-ring-gai); Saqib Mahmood (Penrith); Kirsty Plumridge (Penrith); Magnolia Szabo (Randwick)

Attendance via Zoom: Andrea Curr (State Library NSW); Matthew Griffiths (Fairfield); Kelly Shankley-Price (Maitland); Skye Jones (Newcastle); Sharon Smith (Wagga Wagga); Kahlua Charlton (Clarence Valley); Michelle Betts (Dubbo); Johany Ali (Parramatta); Kylie Streeter (Canada Bay); Louise Milne (Kempsey); Ellen Matheson (Mid Coast); Melinda Short (Bathurst); Rebecca Coello (Bathurst); Cathie Tracey (Randwick); Bess Gilmore-Lim (Campbelltown); Barbara Halliday (Cumberland); Emma Gray (Blue Mountains); Kylie Streeter (Canada Bay); Michel Hamidi (Waverley);

Apologies: Sonya Campion (Hornsby); Catherine Manfredotti (Lithgow); Nicki Fox (Northern Beaches)

Welcome and Acknowledgement of Country: Susan Bradley Hoy (Manager Burwood Library was unwell on the day so Susan stepped up)

Minutes of the Previous Meeting (no minutes for seminar end October 2023):

Overview of Burwood Home Library Service – Susan Bradley-Hoy

- Home library service at Burwood has 1 staff member (Susan). The job is fulltime *although Sue works 28 hours of this. 7 hours another staff member helps. HLS hours is 25 per week. 10 remaining hours, 2 hour desk shift, collection development (purchasing, receiving items, cataloguing if needed), seniors book group once a month, senior activities, planning etc.
- 46 HLS patrons + 3 bulk loans for aged care facilities
- Susan does selection, packing and delivery.
- 5 delivery runs – over a 3 week delivery schedule. Dedicated HLS van.
- Covers Burwood area, 8 sq km
- Seniors Book Group once a month. 10 people. Has been running for 15 years
- Service has been going since at least early 1980s.

Seminar feedback

Andrea Curr from SLNSW forwarded evaluation forms from the seminar to Susan
68% in person, 32% online

Quality of seminar – 60% excellent, 24% very good, 16% good

Comments – provision of ideas, raised awareness, new information, IT issues, high quality speakers
96% would attend again

Later this year, think about next seminar (end 2025)

Guest Speaker: Kristen Irwin, Library Community Engagement Officer – Home Library Service, Woollahra – Aged Care Information Hub

Woollahra Library hosted Aged Care Information Hub for 10 weeks from October – December 2023
Pilot between Department of Health and Aged Care and ALIA

30 public libraries, nationwide, took part

Result of Royal Commission into the quality of aged care

The Woollahra hub table was staffed one day per week (as per regulations of the hub)

Comment box, brochure stand, iPad stand

Two-way information stream. Comment cards, iPad survey

Deliver information around the reforms; capture feedback. Staff not needed to be experts in the field. Had some training.

Required to provide a private space for private consultation if needed.

Some reforms have been implemented. Some are still coming. Food & nutrition. Star ratings. Nursing on site. Care minutes increased. Staffing. Valuing aged care workers (increased pay rates)
Network partnerships – OPAN (Older Persons Advocacy Network); DANA (Disability Advocacy Network Australia); DA (Dementia Australia); Carers Australia; National Aboriginal Community Controlled Health Organisation; LDBTIQ+ Health Australia; Consumers Health Forum of Australia; Seniors Rights Services - Charter of Aged Care Rights
Quite a bit of negative feedback/stories but there were some positive stories.
Learnings – My Aged Care system; support network of groups that exist for older people; aging affects us all, in some respect; Denmark is a leader in this space

Sarithya Tuy – Burwood Community Projects Officer (Diversity & Inclusion)

Three portfolios – multicultural, seniors, disability

Focus on Seniors for this talk

Seniors Festival. Received grant this year. \$10,000. Seniors Expo – 20 March Burwood Library. 20-25 service providers + lunch + comedy show

Elder Abuse Collaborative & Dementia Alliance – bimonthly meetings for both

Flipchart for seniors (produced in various languages)

Burwood Council is small so outreach tries to bring external providers to Burwood.

Seniors Week programs – various libraries

- Magnolia from Randwick – Seniors Expo with stallholders. 12-4pm. Includes Home Library stall. Community garden. Ukelele group. Tech sessions.
- Susan from Blue Mountains – Demystifying aged care – two forums (one upper mountains, one lower mountains) – half day each forum.
- Sandra from Canterbury/Bankstown – extending the Seniors Festival dates – will start end of February and go through to 12 April. 5 bus trips via Community Transport. 9 movie screenings. Talks on macular degenerations; Seniors Rights Service + Police: re safety; road safety for seniors; sustainable jewellery making; cryptic crossword session; jigsaw puzzles
- Kristy from Penrith – extension of regular programs. Learn to knit. 2 movies. Tales & Tea. Active aging (Curtin Uni geri-fit program). Memoir writing workshop.

Action plan for 2024

Susan Bradley-Hoy spoke about the possibility of an action plan for this group for this year.

Technology how-to is something that we all share at these meetings. Would be good to have all the instructions about Envoys (for example) re: downloading from BorrowBox and Vision Australia library. Decided that we will add all these instructions/guides to the SLNSW wiki for HLSWG.

Meeting attendees are encouraged to send any instructions/worksheets/guides that they have produced to Suzanne so that she can add to the wiki

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General business

- Sandra from Canterbury/Bankstown spoke about Sally Meakin. Sally was a founding member of this HLS working group. Sally has been on extended leave (caring for parents) and has just extended that leave to the end of 2024, and then she will resign her position at Canterbury/Bankstown library. Sally has worked for Council for 35 years, and is missed by staff and patrons alike.

Next Working Group meeting – Monday 6 May 2024 at Sutherland Library.

Meeting ended: 12.35pm