

NSW HOME LIBRARY SERVICE WORKING GROUP MEETING MINUTES

Monday 2 May 2022 Burwood Library

Attendance

- Amy Georgiou (Mosman Library)
- Susan Bradley-Hoy (Burwood Library)
- Stephen Peacock (Sutherland Shire Libraries)
- Kristen Irwin (Woollahra Libraries)
- Suzanne Spencer (Stanton Library)
- Theresa Lock (Blue Mountain)
- Alison Clarke (Ku-ring- Gai)
- Sonya Campion (Ku-ring- Gai)
- Michele Golding (Sutherland)
- Kristen Johnson (Sutherland)
- Kristy Nightingale (Ryde)
- Sandra Brice (Canterbury/Bankstown)
- Cathie Tracey (Randwick)
- Melissa Angelo (Blacktown)
- Mary Casey (City of Sydney)
- Mary Johnston (Wollongong)
- Rebekah Hay (Wollongong)
- Susan Bradley-Hoy (Burwood)
- Vesna Cosic (Burwood)
- Peter Green (City of Sydney)
- Kelly-Shankley-Price (Maitland)
- Lauren Boyd (Lake Macquarie)
- Annette Scofield (Clarence Valley)
- Bronwyn Robinson (Penrith)

Apologies

Kay Pisel (Newcastle), Hilltops Library (Young), Barbara Halliday (Cumberland), Johany Ali (Parramatta), Saqib Mahmood (Penrith), Jacky Talbot (Lane Cove), Kylie Streeter (Canada Bay), Helen Foley (Strathfield), Magnolia Szabo (Randwick).

Welcome and Acknowledgement of Country

Dani McQuoid, Library Manager – Burwood Library

Minutes of the previous meeting

Confirmed Suzanne Spencer (Stanton Library) and Sonya Campion (Ku-ring- Gai)

Overview of Burwood's Home Library Service

- Susan-Bradley-Hoy has been running the Home Library Service at Burwood for 25 years. There is a colleague who steps in when she's away.
- The HLS role is full-time equivalent, 35 hours per week. Susan works 4 days and her colleague works 1. Susan is rostered on 1 desk shift per week.
- Burwood Library is a single branch library with a small local government area.

- Currently services 53 Home Library members, most of whom live in their own homes, but some are individuals who live in aged care or assisted living accommodation.
- Delivers bulk loans to 7 institutions, but is not an advocate for them.
- The service has a dedicated van for Home Library deliveries, and other equipment such as a mobile phone.
- Susan is also responsible for the selection and cataloguing of Large Print and Audiobook collections, facilitates a senior's book club, and runs programming for Seniors Festival.
- Burwood's Home Library Service has been contactless due to and since COVID-19. Currently meeting members at their door but not going inside. Have not been inside aged care homes for over 2 years.
- Small budget means Susan borrows items from neighbouring libraires, particularly Large Print.

Guest Speaker – Wendy Hill – Carers NSW

- Wendy Hill is the Education, Development and Training Officer at Carers NSW.
- Acknowledgement of country.
- Stressed the importance of understanding and supporting carers and the critical work that they do.
- **Action:** Wendy to share brochures and resources electronically.
- Carers provide informal care and support to family members or friends. This may be due to a disability, mental illness, drug or alcohol abuse, chronic condition, frailty, or terminal illness. Carers are not professionals, nor are they paid. Carers provide support and assist with transport/finances, every day tasks and daily living.
- [2018 Carers Survey](#) results showed there are 2.65 million carers in Australia, 1/3 of which live in NSW.
- There is an increase in carers due to ageing population, deinstitutionalisation, reduced welfare spending, and people with disabilities living longer.
- Value of caring is \$77.9m billion per year.
- Most people do not identify as a carer. There is an increase of young people under 25 being carers.
- Issues for culturally diverse carers may include language barriers, suspicion of government, cultural expectations, lower uptake of financial benefits, interpretation and stigma.
- Issues for Aboriginal and Torres Strait Islander carers may include distrust, greater care needs, culturally appropriate response, and caring as a cultural obligation.
- Issues for older carers who themselves are 65+ may include ability to access information, worried about the future and their own health, don't identify as a carer, have their own needs, and multiple caring roles.
- Issues for LGBTIQ+ carers may include familial roles, recognition and invisibility, anticipate discrimination/prejudice, health and wellbeing and social conventions.
- [Carer Recognition Act \(2010\)](#) and [NSW Carers Charter](#)
- [Carers NSW](#) is the peak non-government organisation for carers in NSW. They provide a range of programs and support across NSW. They provide in person and online education and training to raise awareness, build capacity, strengthen carer resilience, and improve carer health through information and workshops.
- [Carer Gateway](#) is the national network of support services for carers which commenced in April 2020. Carer Gateway services are free to access for anyone caring for a family member or friend. Carers can access these services by calling Carer Gateway or visiting the website.
- Carers NSW have the capacity to run events at public libraries for upcoming National Carers Week (16 - 22 October 2022). Get in touch to book.

HLS Review – Burwood Library – Susan Bradley-Hoy

- Burwood underwent a restructure, 1 staff loss.

- Susan reached out other local library services of similar sized LGAs after internal and external pressures to review the service.
- The Home Library Service review was structured similarly to the Toy Library review, outlining background information, profile of Burwood LGA, loan statistics, purpose of the review, methodology, gathering case studies, providing recommendations etc.
- During COVID-19, there was a promotional campaign to advertise expanded eligibility criteria of Home Library Service to anyone over 70 years of age.
- The review predicts future needs and considers a changing clientele who are more tech savvy, and how the service responds to that.
- During lockdown last year, terms of reference/guidelines were written.

HLS Review – Maitland City Library – Kelly Shankley-Price

- Maitland City Library has 4 branches. Recent restructure resulted in 8 positions lost.
- Kelly has been part of the Home Library Service at Maitland for 27 years. She works full-time but her hours dedicated to HLS have been reduced. Typically spends 10/15 hours per week on Home Library.
- Kelly is in the programs team, and HLS selections are met by all staff. Kelly sends out member profiles/criteria to staff at branches who then make selections. Some issues with consistency.
- Currently services 49 Home Library members, and 6 institutions.
- The “reimagining” came about during COVID-19 lockdown when staff were working from home. The service itself was cancelled in 2021 for 4 months during lockdown.
- There was an expectation for any staff to be able to perform and deliver Home Library Service.
- Guidelines for Maitland’s Home Library Service were written in 2008, so tasked to explore if the current service still fit the guidelines and investigate different service delivery options, staffing requirements and resources, and promotion of the service.
- Approximately 8 years ago a decision was made the outsource the delivery service and hire a community business contractor. Costs approximately \$690 per month. More of a drop and go service so Kelly typically only has phone call contact with Home Library members.
- Lake Macquarie City Council mentioned they have 10 branches and 250 Home Library members, LMS Spydus Home Library module is not recommended.

HLS Review – Mosman Library Service – Amy Georgiou

- Amy started working at Mosman last year in June 2021. State of the service was in a bit of disarray, as Mosman did not have a permanent staff member in the role for over a year due to COVID-19 and a recruitment freeze the previous year in 2020.
- Expectation to overhaul the start to finish processes of the service, clear up the admin, improve current Home Library member’s experience, and increase numbers.
- This involved reviewing the administration, registration, selection and delivery processes, as well as marketing and promotions.
- Mosman did not have a written Home Library Service operational procedure. This was Amy’s first and foremost task, as it outlined the start to finish processes of the service and the subsequent things needing to be put in place. It also meant that a consistent procedure could be followed by any acting staff.
- Mosman Library kept a register of their Home Library members but it was out of date with not enough information. Performed a stocktake and redesigned the register. Now an excel spreadsheet with tabs for active members, awaiting applicants, paused members, discontinued members, and deceased members. This register is useful for reporting purposes and also keeping track of whose where on the service, as well as a reminder of the administration involved to take when ending someone’s service.
- Mosman did not have a formal registration process. Reviewed [HLS web page](#) and embedded an online application form to obtain applicant’s details, emergency contact

information, permission to enter their property/premises, and agreement to Terms & Conditions.

- Online application gets saved to the electronic management system, along with referral (medical certificate or statement provided by health professional). Written referral is compulsory at Mosman, although Amy does not advocate for this as it can be a barrier, compromise that the referral does not have to be from a doctor, but can also include in-home care providers etc.
- Emergency contact information is important as staff have duty of care when visiting people's homes. Also useful if can't get in touch with a member, or if they pass away and need to discuss getting library items back.
- Agreement to terms and conditions is important particularly when it comes to lost and damaged items, as member's need to be aware that they are responsible to keep their items in good condition and return them by the due date.
- Profile preferences, delivery instructions and requests are stored in LMS, for each Home Library member on their account. LMS used to store this info as it's quick and easy to access. Profile preferences are definitely a moving feast, so being able to quickly change them or refer to them is important.
- Mosman Library is a single branch library, so for selections, Amy browses the catalogue and reserves everything. Part of a consortium called "Shorelink" which links the libraries of Mosman, Stanton and Lane Cove. Shout out to Lane Cove for having a super impressive Large Print collection. By reserving everything, the items eventually make their way to Amy for processing. Also, it's tricky to get hands on new and popular items, so reserving them gets HLS members in the queue.
- Mosman Library did not have pre-prepared delivery sheets. This made it difficult as a new staff member joining the service to understand who received what on which day and where. Upcoming delivery sheets are prepared up to 2/3 months in advance and past delivery sheets are stored in electronic management system. These sheets are useful for statistics as each quarter.
- Mosman Library did not have formal bag tags. They were handwritten on coloured strips of paper with only the member's name. Now have a name tag template with the member's name and the due date clearly displayed.
- There was no means of communication from Home Library member's to the HLS officer other than via phone call. A delivery slip is now placed inside each bag with contact details of the HLS officer as well as a space for them to write feedback or requests.
- Amy attended a Wellness and Reablement Workshop and one of the big takeaways of the session was giving older people a choice and enabling them to make decisions. Introduced a 'new and trending' titles leaflet that is placed into delivery bags each month.
- To celebrate special occasions such as festive seasons like Christmas and Easter, ordered branded treats to include in each member's delivery. Considering introducing birthday cards.
- Performed an audit of technology for vision impaired members and decided to discard Audio-Read Navigators and purchase Envoy Connect Audio players instead. Not only are they cheaper (\$75) but servicing and tech support is free as it's a Vision Australia product.
- The service underwent a redesign in April 2022, receiving its first logo, revised text, typefaces, colours and imagery. This redesign will pave the way for future promotions and marketing. Not only will Mosman have a DL flyer, but will also have magnetic car signage on delivery vehicle, and various forms of social media, print and website promo.
- Upcoming projects include increase use of volunteers. Currently have 39 Active Home Library members, Amy is the only staff member running the service (including deliveries). With the expectation to grow the service, matching volunteers with Home Library members to make deliveries is the plan. Mosman is great for this as it's such a small local government area and the community seem to feel quite comfortable visiting each other.
- Plan to conduct evaluation survey mid-year to see what the service is doing well and what can be improved. Feedback will be actioned accordingly.

Matters arising from Previous Minutes

- N/A

Programming for Seniors after COVID-19

- Many libraries have resumed in person programming for seniors post COVID-19. Particularly relaunched during 2022 Seniors Festival.
- Kristen Irwin from Woollahra Libraries said that they launched a new service for seniors, Bus to Books, in February 2022. This is a monthly service transporting seniors to the library to not only browse the collection but also have a social visit. It is hosted on the last Thursday of the month and must be booked. So far, 1 member has engaged with the service.

General Business

- Blue Mountains Library is preparing to launch their Home Library Service for their community, and Theresa Lock asked for any suggestions regarding training staff to prepare them for engaging with Home Library clientele.
- Thank you to Mary Anderson (Northern Beaches) for all her work on the steering committee. Mary resigned from Council in April 2022. Call-out for volunteers to join the committee.

Meetings for 2022

- Monday 1 August 2022 – Canada Bay
- Monday 7 November 2022 – Lithgow

Steering committee members

- Melissa Angelo (Blacktown)