**NSW HOME LIBRARY SERVICE STATEWIDE WORKING GROUP**

**STRATEGIC PLAN 2017-2020**

1. **INTRODUCTION**

The Home Library Service (HLS) exists as an alternative service for those unable to access their local library due to special circumstances. All members of the community are entitled to equal access to library information, resources and a quality standard of service. This should be provided to the customer free of charge as per the Library Act 1939

 “*No charge is to be made for the delivery to a member of the library of any library material or*

*information that the member is entitled to borrow free of charge if the member for reasons of*

 *ill-health or disability cannot reasonably be expected to attend the library in person*.”

 (Section 10, Library Act 1939)

Home Library Services provide:

* A personalised service to individuals who are unable to access the library because of illness or disability.
* Bulk loans to residential facilities; such as hostels, nursing homes and hospitals.
* Service to residents who provide full-time care.
* A temporary service for residents convalescing.

**Source:** Policy Guidelines for NSW Home Library Service (2008)

2. **PROFILE OF GROUP**

The Home Library Service Working Group is a statewide working group of the NSW Public Libraries Association and Public Libraries NSW. There are a variety of models of home library service delivery, including variations in vehicles, the use of paid staff and volunteers, council policies and practices, client locations, frequency of deliveries and the volume of materials delivered. The group seeks to be inclusive providing a forum for discussion of relevant issues, sharing information, working on collaborative projects and mentoring new home library service workers. Membership is open to library workers from the NSW public library network with support from the State Library of NSW.

3. **VISION**

Home Library Service contributes to the mental health and wellbeing of housebound people in the community; enhancing and preserving their intellectual life through the stimulation of library materials and providing opportunities for engagement with the wider community and social inclusion.

4. **MISSION**

Home Library Service addresses the priority for free access to library services for housebound people of NSW as specified by *the Library Act 1939* (Section 10). Home Library Service reaches out into the community, providing an individual service and a lifeline to many vulnerable and disadvantaged people in the community.

5. **OBJECTIVES**

* Provide advice for public libraries in NSW as they plan services to meet the needs of housebound members of the community (eg: home library service guidelines, state wide surveys).
* Work collaboratively to develop techniques and tools for marketing and promotion of the Home Library Service within the library and its networks and externally in the local communities they service.
* Work collaboratively to develop resources to support home library service workers (eg: risk management guidelines, promotional tools).
* Provide a forum for information exchange (eg: problem solving, supporting HLS workers in regional areas, elist for communication).
* Provide professional development opportunities for HLS workers (eg: guest speakers, supporting regional HLS meetings, biennial seminars).
* Provide a forum for HLS workers to explore issues that face housebound community members and gain information on services that are available to assist with these issues.

6. **VALUES OF GROUPS**

6.1 **Values of Home Library Services**

* Housebound members of the community are entitled to equal access to quality library services.
* Home Library Services meet the needs of very vulnerable people in our communities; the service must be reliable, trustworthy and be delivered with integrity.
* Home Library Services are inclusive of all household members of the community, regardless of language, disability, cultural background or sexual preferences.
* Many home library service clients are socially or culturally isolated from their families and communities; the library offers them a lifeline and every client is treated with respect. Home library service provides a link to the community itself for the housebound.
* Home Library Services value the individual, focussing on the wellbeing of each client and responding to their unique needs and respecting their privacy.
* Home Library Services welcome feedback from clients.
* Services are promoted widely in the community to ensure the people who need the service are able to access it.

6.2 **Values of Home Library Services Working Group**

* Home Library Service workers operate in a variety of environments and circumstances. The group recognises and values these differences and respects the contributions of all members.
* The working group is a support network for HLS workers; it is inclusive and provides a forum for sharing ideas and collective problem solving. The group reaches out to HLS workers in regional and remote parts of NSW through the e-list, the website and open invitations to participate in meetings.
* The working group is focused on innovation and future proofing in home library services, seeking to work together to improve services for the growing numbers of housebound residents in NSW.
* The working group is proactive, providing information for library managers at an individual and collective level.
* The working group recognises that library management supports home library service through resourcing HLS services, developing policies and procedures and supporting participation in the working group for HLS workers.
* The working group seeks to provide a safe environment for all members to participate and recognises the need to mentor and support new HLS workers.
* The working group recognises the value of working collaboratively and providing support to colleagues, including the potential for working with other library specialty areas (eg: multicultural working group, country zones, marketing group etc.) and aged care services in local government.
* The working group recognises the importance of providing continuing professional development for participants in areas of particular relevance to working with housebound clients (eg: physical and mental health issues, grief and loss, government services for the housebound, legal issues etc.)

7. **CURRENT OPERATING ENVIRONMENT FOR HOME LIBRARY SERVICES**

|  |  |
| --- | --- |
| **Internal** | **External** |
| Library resources* Increasing demand for collections to support HLS (incl. LP, TB and eBook formats)
* Increasing use of technology to deliver HLS services
* Promotion of HLS services may be limited to manage demand
* Council vehicles for deliveries

Workforce* Mix of staff / volunteer / contractor workers in HLS.
* High level of volunteer workers in home library services
* Manual handling and safe driving are critical risk factors of HLS.
 | Community* Increasing demand for HLS services
* Increasing numbers of carers in the NSW community
* Unmet demand for CALD HLS services in metropolitan areas
* Unmet demand for carers to access HLS services
* Customer satisfaction measurement required

Government* Ageing population in NSW
* Government policies encouraging people to “age in place” in their own homes.
* Increasing priority for local government to meet needs of ageing and disabled residents
 |

**Working Group Documents:**

* Policy Guidelines for NSW Home Library Services (2008)
* Risk Management Guidelines for NSW Home Library Services (2016)
* Recommendations for Designing Home Library Service flyers (2010)

**8. SWOT ANALYSIS FOR HLS SECTOR WITHIN NSW PUBLIC LIBRARY SERVICES**

|  |  |
| --- | --- |
| Strengths* Library Act requires FREE home library services (Section 10)
* Working group provides information sharing, collaboration, mentoring and problem solving forum
* Elist, wiki provides networking resource
* Risk management guidelines
* Flyer design promotion guidelines
* Successful HLS grant projects
* Staff are experienced in readers advisory
* Staff are expert communicators with seniors and people with a disability
* Staff are multi-skilled in service delivery and volunteer management
* Knowledgeable about local community services and organisations
* Ability to link isolated individuals with community
 | Weaknesses * Need for HLS workers to develop technology skills
* Low profile of service within library staff and senior management
* Low awareness of HL service in the community
* Limited budget
* Variability in statistics collection, and lack of qualitative analysis
* Limited use of HLS modules in LMS
* Variability of promotional materials
* Variations in service offerings between neighbouring councils (esp. when clients move into supported living arrangements)
* Manual handling risks
* Difficulties expanding services to LOTE clients and carers
* Collections to support high demand readers
* Collections to support formats (eg. LP, TB, eBooks)
 |
| Opportunities* Marketing and promotion – external and internal
* Networking – forming partnerships within library sectors, Local Council and community
* Collaboration with Readers Advisory group
* Amalgamations
* Carers
* CALD clients
* Technology
* LMS
* Communication (eg smartphones)
* eBooks and downloadable audio
* Partnerships with aged care service providers/agencies
* Partnerships with disability care, Vision Australia and other providers/agencies
* Partnerships with carers support groups
 | Threats* Changes to volunteer status under WH&S safety legislation
* Ageing HLS workforce (esp. manual handling)
* Difficulty recruiting to HLS roles
* Cost of scaling up home library services to meet any potential increase in demand
* Limited time for collaborative projects
* Low profile
* Succession planning – job sharing to build skills and fill potential voids
* Apparent decrease in demand
* Increased Technology use and accessibility – no need for HLS with digital downloads and streaming
* Amalgamations
* Low profile
* Well-resourced retirement facilities
 |

Working Group Documents

* Home Library Services in New South Wales – Statewide Survey (2009, 2016)
* Home Library Services in New South Wales – Statewide Survey – Metropolitan (2009, 2016)

**9. STAKEHOLDERS**

|  |  |
| --- | --- |
| Internal* HLS staff
* Council Community Services and IT staff
* Aged and community care workers at council
* Volunteers
* Volunteer coordinators at council
* Library managers
* Councillors
* Readers’ advisory and collection management staff in library
* Branch library staff (esp. in regional libraries where HLS is provided locally)
 | External* HLS members
* Volunteers
* Activities officers at aged care facilities
* Managers at aged care facilities
* Group homes
* Carers
* Family members
* Home Care Providers
* Community Services
 |

**10. NEEDS AND EXPECTATIONS OF THE COMMUNITY**

* Quality of life enhanced by provision of home library services
* Equitable access to library services regardless of age, ill-health or disability
* Home library service that is accessible, relevant and inclusive
* Interactions with staff and volunteers who are well trained and understand the needs of housebound clients
* Reliable quality library service, with effective communication and development of trust

**11. NEEDS AND EXPECTATIONS OF GROUP**

* Support and advice in providing home library services to meet the needs of housebound members of the community
* Collaborative projects to develop resources to support home library service
* A forum for information exchange
* Professional development
* Raising awareness of home library service

**12. NEEDS AND EXPECTATIONS OF LIBRARY MANAGERS**

* Quarterly reports back to library managers (city and country)
* Effective meetings that are well attended
* Advice for public libraries in NSW as they plan services to meet the needs of housebound members of the community
* Collaborative HLS projects which support home library service workers
* A forum for information exchange for HLS workers
* Professional development opportunities for HLS workers
* Support for new HLS workers

**13. KEY ISSUES FOR SUCCESS**

* Quarterly meetings held in libraries around NSW
* Minutes are recorded and progress made on areas of action
* Attendance at meetings remains constant and/or improves
* Engagement with HLS library workers in metropolitan areas and rural, regional and remote NSW library services
* Successful completion of grant projects including financial and final reports
* Ongoing support from State Library of NSW (bulk loan service, consultants, venues, elist, etc.)
* Collaboration with other working groups on key projects (eg. Doorways – Readers’ Advisory Group; CALD promotion – Multicultural Group)

**14. PRIORITY ACTION AREAS**

**Service advice:**

**Objective 1:** Provide advice for public libraries in NSW as they plan services to meet the needs of household members of the community

|  |  |  |  |
| --- | --- | --- | --- |
| **Strategy** | **Action** | **Performance Measure** | **Time Frame** |
| Advice to library managers | Minutes of meetings circulated | After meetings – thru HLS elist and Managers elist | Quarterly |
| Reports to library managers meetings | Library mgr rep provides reports | Quarterly |
| Home Library Service Guidelines | Revised and updated | Revision completed and available via web | Biennially (2017, 2019, 2021) |
| Home Library Service Statewide Survey Snapshot | Statewide survey administered by group. Results analysed by PLS consultant | Results and analysis presented to HLS workers and library managers | Five yearly (2016, 2020/2021) |
| Managing Amalgamations | Standing item on agenda | Issues reported and actioned | Quarterly |

**Resource development:**

**Objective 2:** Work collaboratively to develop resources to support home library service workers (eg. Risk Management Guidelines,)

|  |  |  |  |
| --- | --- | --- | --- |
| **Strategy**  | **Action** | **Performance Measure** | **Time Frame** |
| Promotional Resources | Resources reviewed and updated | Resources available for download. | 2018 |
| Readers’ advisory tools | RA training  | Biennial talk or workshop Advisory wiki | Dec 2017, 2019, 2021 |
| Risk Management Guidelines for NSW Home Library Services (2016) | Guidelines reviewed and updated | Available on web | Dec 2019 |

**Information exchange:**

**Objective 3:** Provide a forum for information exchange (eg. Problem solving, supporting HLS workers in regional areas, elist, wiki, for communication)

|  |  |  |  |
| --- | --- | --- | --- |
| **Strategy** | **Action** | **Performance Measure** | **Time Frame** |
| Quarterly meetings | Meeting dates planned and notified in advance.Agenda circulated two weeks before meetings.Minutes circulated | Completed | Ongoing |
| Elist, wiki available for all HLS library workers | Elist, wiki, linked to websiteElist, wiki reminder for library managers | Available via websiteEmail reminders | Ongoing  |
| Support for regional HLS hub groups, NE zone | Provide presenters to attend regional meetings as requested and supported by SLNSW | As required | Ongoing |
| Interaction with other working groups as required | Multicultural group> CALD grant projectReaders’ Advisory group | As required | Ongoing  |

**Professional development:**

**Objective 4:** Provide professional development opportunities for HLS workers (eg. Guest speakers, supporting regional HLS meetings, seminars)

|  |  |  |  |
| --- | --- | --- | --- |
| **Strategy** | **Action** | **Performance Measure** | **Time Frame** |
| Professional development program | Guest speakers at meetings | Scheduled | Quarterly |
| Form organisational committee for seminar Biennial seniors in focus seminars  | Volunteer Committee FormedSeminar held | Dec 2017, Dec 2019 Nov 2018/2020 |
| Support for regional HLS hub groups | Provides presenters to attend regional meetings as requested and supported by SLNSW | As required | Ongoing |
| Information sharing via elist and wiki | Reports, resources and links shared via the elist and wiki | As available | Ongoing |

**Marketing and Promotion:**

**Objective 5:** Work collaboratively to develop strategies to market and promote HLS within the community and library

|  |  |  |  |
| --- | --- | --- | --- |
| **Strategy** | **Action** | **Performance Measure** | **Time Frame** |
| Develop techniques and tools to promote HLS | Marketing workshop | workshop | Yearly: 2017, 2018, 2019, 2020 |
|  |  |  |
| Capturing statistics to demonstrate the impact and benefit of HLS | Generic reporting template | Group workshop | Yearly: 2017, 2018, 2019, 2020 |
| Advocate for HLS  | Write articles/ blog for library news, carers and other target groups, local and seniors news.  | Articles and blog posts submitted | Yearly 2017, 2018, 2019, 2020 |
| Recommendations for Designing Home Library Service flyers (2013) | Guidelines reviewed and updated | Available on web | Dec 2018 |

**Documents:**

* Home Library Services in New South Wales – Statewide Survey (2009,2016)
* Policy Guidelines for NSW Home Library Services (2008)
* Risk Management Guidelines for NSW Home Library Services (2016)