

NSW State Library Reference Seminar
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Roving

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About us

- Serving a community of 78,000 people
- Illawarra on the South Coast NSW
- Fast-growing area



Credit: @eddiehucrafted

About us

- 5 Library branches
- New and refurbished libraries
- Move to roving customer service 2018



Credit: @eddiehucrafted



How we rove

- Roving guidelines
- Side by side service
- Concierge



How we rove

- We have a small service pod
- Task rotation
- Staff identification



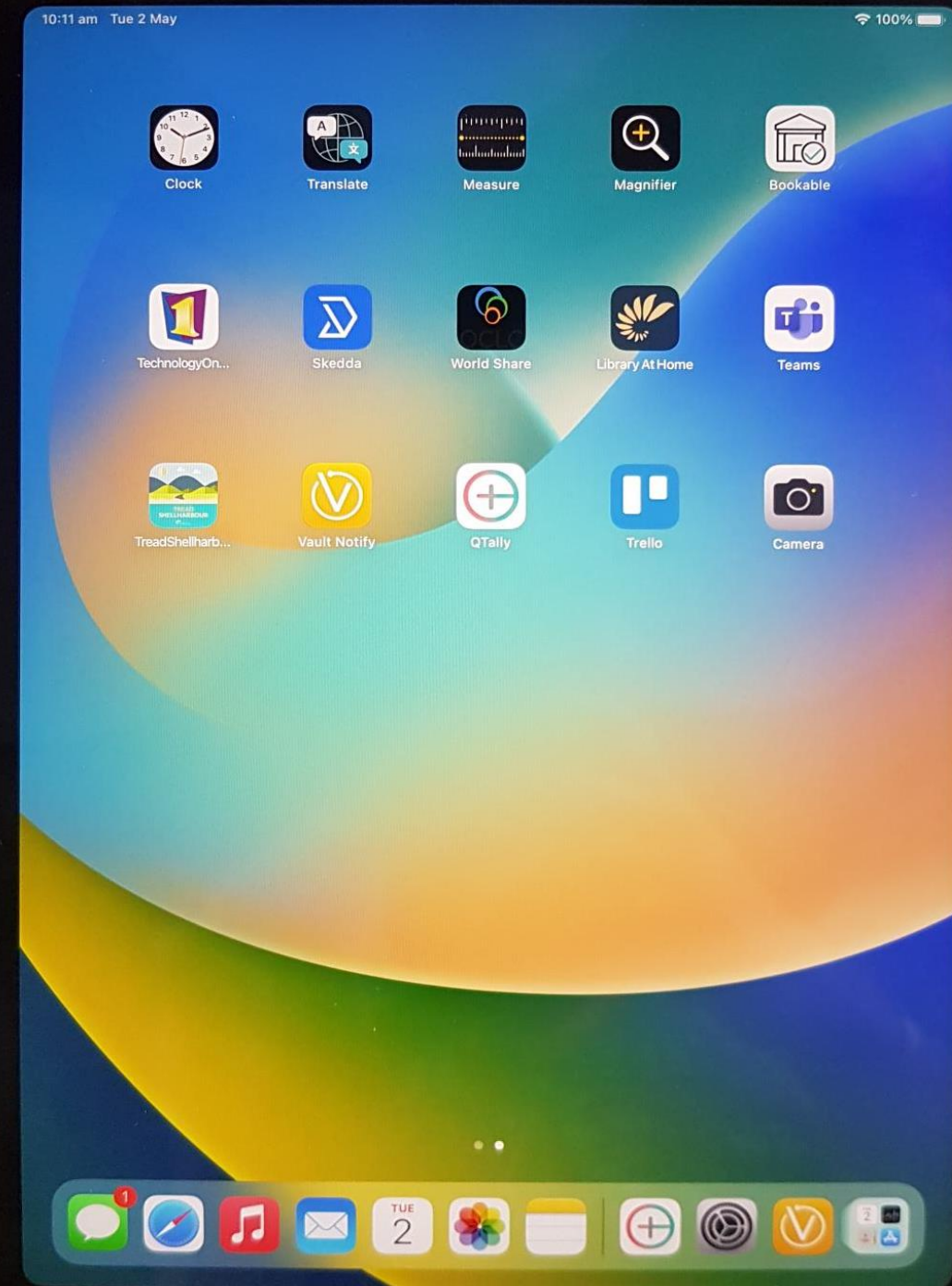
What we use

- iPads
- Pouches
- Apps and websites



What's on the iPad

- LMS and library website
- Bookings and printing
- Other apps



What's in the pouch

- iPad with Apple Pencil
- iPhone
- Library cards
- Conditions of Membership
- Notepad and pens



How it's going – 5 years on

- Positive customer response
- Welcoming environment
- Assistance anywhere



What we've learned

- Evolving roving
- Tech troubleshooting
- Other services enhanced



Keys to success

- Recruiting engaging staff
- Staff training
- Having the right tech



Resources

- iPad pouches – moduR, HUNYUITEY, directnine
- Service pods supplier – Yakety Yak
- Counting app for ECR - QTally



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Thank you!

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